

**THE UNITED REPUBLIC OF TANZANIA**  
**PRESIDENT'S OFFICE - REGIONAL ADMINISTRATION AND LOCAL**  
**GOVERNMENT (PO-RALG)**



**TANZANIA RURAL AND URBAN ROADS AGENCY**  
**(TARURA)**



**STAKEHOLDERS ENGAGEMENT PLAN**  
**FOR**  
**THE MSIMBAZI VALLEY DEVELOPMENT PROJECT**

**DRAFT REPORT**

**December 2021**

## **EXECUTIVE SUMMARY**

### **1.0 Introduction**

The Msimbazi River Valley in Dar es Salaam is a strategically important area of the city for infrastructure, mobility, commerce and ecosystem services including flood control. Two of four of Dar es Salaam's main traffic arteries cross the main flood plain near the river's discharge to the sea, including the city's first operational Bus Rapid Transit corridor. The basin is densely populated and over the past few decades has become highly polluted, experienced rampant environmental degradation, and flood-prone areas in the middle and lower reaches of the basin have been encroached by settlements and clogged by waste, debris and sedimentation. This has resulted in a situation where annual rains result in loss of life and property, paralysis of key transport networks, and damage to critical infrastructure.

The Government of Tanzania (GoT) has embarked on three major strategic programs to reduce the vulnerability of Dar es Salaam to natural hazards and the adverse impacts of climate change, and build resilience to adapt to such impacts including the impacts on transport: the Tanzania Urban Resilience Program (TURP), the Dar es Salaam Metropolitan Development Project (DMDP) and the Dar es Salaam Urban Transport Improvement Project (DUTP). TURP is a 5-year trust fund partnership implemented by the World Bank and GoT with resources from the UK Foreign Commonwealth and Development Office (FDCO).

Addressing flooding in the Msimbazi valley was recognized as important to urban resilience and mobility in Dar es Salaam under TURP, DMDP and DUTP, given the economic impacts the damages on property and transport infrastructure have had on the poor and vulnerable. Limited ad hoc dredging of the river channel to remove accumulated sediment and waste before annual rains has been carried out, but a sustainable and comprehensive management system is not yet in place. It was clear that a multi-sectoral, multi-stakeholder approach would be needed to address the complex institutional, environmental, social and technical challenges posed by regular flooding.

Starting in 2018, the GoT and World Bank facilitated a stakeholder-led participatory planning process (using a design charrette methodology) that involved more than 200 people from 59 institutions and communities a wide range of actors including government institutions, community members and representative organizations, and technical experts, as well as various studies and activities including the development of the river profile of the Valley and modeling of flood scenarios. The objective of the financing is to reduce impacts of flooding to settlements and critical infrastructure, and create an enabling environment for resilient urban development in targeted communities in the Dar es Salaam Metropolitan Area. services and management to redevelop the area to an affordable, livable area creating an enabling environment for economic development and job creation.

The investments would be implemented by PO-RALG and LGAs except for the Jangwani bridge and related works which will be managed by TANROADs.

### **1.1 Msimbazi Basin Development Project Description**

The proposed Project Development Objective (PDO) is to “Extend coverage and quality of urban services and enhance institutional capacity and the enabling environment for economic development and job creation”. In order to achieve the mentioned PDO the following project components were proposed that include the **Msimbazi Basin Development Infrastructure**: The Project investments will focus on river management, resilient transport infrastructure, erosion control, improved urban management, preventative resettlement, and restoration of ecosystem services designed to reduce flooding and its impacts and allow use of the area for recreation and residential development that will include Flood Control Interventions , Resilient Transport Infrastructure and Erosion/Sedimentation/Litter Control and Urban Greening including labor intensive approaches ,Redevelopment works, sites and services. Another component is **Urban Planning, Services and Management and Implementation Support and Monitoring and Evaluation**.

### **1.2 Msimbazi Basin Development Project Beneficiaries**

The expected implementation of Msimbazi Valley Development Project (MVDP) that will involve a list of investments such as the Jangwani Bridge, Resettlement of flood prone communities, roads and erosion/sedimentation/litter control and urban greening. Improvement of various infrastructures to be constructed as well as other components of the project that include capacity building will benefit from the general population of the City of Dar es Salaam and other Tanzanians who visit Dar es Salaam for socio-economic activities. Direct beneficiaries of this project include communities living within the flood prone area as well as communities in the area that might use the part or be affected by the redevelopment. Indirect project beneficiaries will involve Dar Es Salaam residents, NGOs/CBOs, relevant Government institutions, private sector as well as Local leaders. Annex 7 provides a comprehensive list of stakeholders who among others will benefit directly or indirectly from the Msimbazi Basin Development Project.

### **1.3 Msimbazi Basin Development Project Location**

The proposed Msimbazi Basin Project will be implemented in the Lower Msimbazi Basin from Selander Bridge to Kawawa Bridge as well as the upstream of Msimbazi that covers the Pugu Hills. Therefore, the project covers the LGAs of Kisarawe in the Coast Region- catchment area and Ilala, partly Ubungu and Kinondoni in the Dar es Salaam Region. Figure 1 & 2 below present map of the project area.

## **1.4 Stakeholder identification and analysis**

The Msimbazi Basin Development Project's stakeholders are persons, organizations or groups who are directly or indirectly affected by the project activities, as well as those who may have interests in a project and/or the ability to influence its outcome, positively or negatively. These stakeholders are either affected and/or interested parties and their formal and informal representatives. The identification of stakeholders under the Msimbazi Basin Development Project will be based on:

- a) stakeholder's roles and responsibilities
- b) stakeholder's possible influence/interest on the project

Individuals who are at risk of being excluded from sub-project engagement will receive particular attention. For each specific sub-project of the Msimbazi Basin Development Project, a provisional list of project-affected parties based on the selected sites and area of impact will be prepared. As part of the process it is particularly important to identify individuals and groups who may find it more difficult to participate and those who may be differentially or disproportionately affected by the project because of their marginalized or vulnerable status as stated in ESS 7 and ESS 10. It is also important to understand how each stakeholder may be affected – or perceives so that engagement can be tailored to inform them and understand their views and concerns in an appropriate manner. All engagements should proceed on the basis of what are culturally acceptable and appropriate methods for each of the different stakeholder groups targeted.

## **1.5 Project Affected Parties of the Msimbazi Basin Development Project**

### **a) Positively affected**

The Msimbazi Basin Development Project will benefit local communities within the project area and the Nation at large as well as businesses, and government institutions. Construction will offer direct benefits to the construction companies and employment to the local people, with a strong emphasis on vulnerable groups such as, children, low income women, people with disabilities, the elderly and youth.

### **b) Negatively affected**

The negatively affected PAPs include individuals and institutions who will be directly or indirectly affected by the implementation of the Msimbazi Basin Development Project. These may include: persons within the project footprint who may lose their land to the project, communities that will host project workforce, those who will be affected by environmental, health and safety impacts associated with the project etc. The implementation of Msimbazi Basin Development Project occurs in areas where there might be Vulnerable Groups and may have impacts related to physical and economic displacements as addressed in the various ESSs.

Stakeholders considered were those affected positively and negatively by the proposed project, they include local communities living in the flood prone area, communities closer to other Sub-project areas, TANROADs, DART, Business community interested in investing in the reclaimed area, Da-es-salaam residents, NGOs/CBOs, relevant Government Parastatals, Local leaders etc. This SEP has considered views and concerns from stakeholders that include additional list of stakeholders, challenges associated with engagement and when to consult some the groups of stakeholders

## **1.6 Stakeholder Engagement under the Msimbazi Basin Development Project**

Stakeholder engagement for the Msimbazi Basin Development Project is to ensure that all stakeholders are fully involved in all stages (i.e. planning, design, construction and maintenance) in a transparent and inclusive manner. Stakeholder engagement and consultations are to be continuous and form part of the scope of work. The Stakeholder Engagement Plan will be updated regularly to reflect project developments and/or changes any future consultation and disclosure activities will reflect the concerns and issues raised. Stakeholder engagement plan for the Msimbazi Basin Development Project will ensure that all stakeholders will be fully involved in all stages of the project in a transparent and inclusive manner. The consultations will be aimed at soliciting concerns, views, opinions, and suggestions, and collect any secondary information and data that form part of a baseline for the feasibility. Stakeholders will be engaged at the following stages of the project that include Preparation stage, Feasibility and design of the subprojects, Construction stages of the project and Finalization of implementation of the project.

## **1.7 Proposed strategy for information disclosure**

Information disclosure strategies involve the commitment to increase the availability of information on the status of implementation of the Msimbazi Basin Development Project. Publicly disclosure of the sub-projects information will motivate and improve the Sub-Projects performance. Important details on the progress of the project should be reported to stakeholders, the reporting may also include new or corrected information since the last report. The PIU shall prepare a plan and organize measures to keep track on commitments made to various stakeholder groups at various times, and communicating progress made against these commitments on a regular basis. A Table that summaries the proposed methods and frequencies of reporting to Msimbazi Basin Development Project's Stakeholders has been prepared.

## **1.8 Proposed strategy to incorporate the view of vulnerable individuals**

Vulnerable individuals, such as communities within the flood prone area, women, the disabled, elderly etc, require specific attention to ensure inclusion of their voice in stakeholder engagement processes. Their input will be provided through a range of techniques including focus group discussion (based on age, gender and occupation), interviews, and key informants. Consultations to be conducted at a time that is conducive to the participants based on their input. To remove obstacles to participation of members from vulnerable groups various strategies/methods will be considered.

## **1.9 Stakeholder engagement in pandemic situations such as COVID-19**

There may be an event of an outbreak of a pandemic where people are advised, or may be mandated by national or local law, to exercise social distancing, and specifically to avoid public gatherings to prevent and reduce the risk of the disease/infection transmission.

In the event that the Country takes various restrictive measures, such as imposing strict restrictions on public gatherings, meetings and people's movement and others advising against public group events. Relations with the community should be carefully managed, with a focus on measures that are being implemented to safeguard both workers and the community. The project, through the Social Specialist of the respective implementing agencies, will also ensure that consultation measures adopted under the pandemic outbreak environment are adhered such as conduct meetings on online platforms where stakeholders have access to the technology and internet connections to enable them to connect. Such as: WebEx, Zoom, Skype; Share information on traditional channels of communications such as: (i) Television (TV); (ii) newspapers; (iii) radio; (iv) dedicated phone-lines; (v) public announcements and mail to share information etc.

## **1.10 Resources and Responsibilities for implementing stakeholder engagement activities**

Currently PO-RALG/TARURA have a coordinating unit that has ESS officials as well as other ESS officials at TARURA Headquarters; the PIU will also comprise of ESS officials. Therefore, the offices will commit resources both financial and human to work closely with the PIU in monitoring the implementation of the SEPs. The PCU at PORALG should ensure visiting of the PIU and the LGAs as well as some stakeholders during preparation of the project as well as during the monitoring phase- at least quarterly during implementation phase and weekly during implementation of the RAP for the flood prone communities. Therefore, in summary the responsibilities of PO-RALG/TARURA for the SEP include but not limited to:

- a) Overall coordination of the SEP
- b) Conduct training to LGAs and the PIU
- c) Coordinating National Workshops and consultation of Stakeholders at higher level;
- d) Communication with World Bank;
- e) Continuous Monitoring of SEP implementation;

## **Resources and Commitment at LGAs level**

LGA representatives that are anticipated to implement this Plan noted that they have meager financial resource to pay for a wide range of services they are obliged to deliver to the community. Thus, experience shows that sometimes LGAs only partially conduct Stakeholders Engagement or in a few cases they avoid Stakeholders engagement completely. It was therefore agreed that the PCU should commit financial resources for implementing the SEP as well as other associated activities such as monitoring and Grievance handling. A general range for costs in each phase of the stakeholder's

engagement is provided in this SEP so that the PIU has some ideas of what they might expect to pay for the Stakeholders Engagement activities.

### **Person Responsible**

PO-RALG in collaboration with the respective LGA Director will form a PIU and later the PIU will appoint a focal person within the Project Implementing Unit(PIU) who will have the responsibility of coordinating the implementation of SEP for components of the project and for each sub-project and the LGAs in general; The Community Development and Welfare Department officials in collaboration with Public Relation office will be the appropriate officers to handle SEP. The implementation of the Stakeholder Engagement Plan of the Msimbazi basin Development Project will be managed by the project's Environmental and Social Team and the PIU. Environmental and Social experts of the Msimbazi basin Development Project will be responsible for carrying out each of the stakeholder engagement activities.

### **1.11 Grievance Handling Mechanism**

Considering the complexity and uniqueness of the Msimbazi project especially grievance associated with handling grievance deriving from relocation of flood prone communities; the GHM should be well coordinated. The Msimbazi Project recognizes vulnerability of the different project's participants to be involved or affected by the project (such as the flood prone communities, business community with interest to invest in the area, grievance associated with traffic during construction of the Jangwani Bridge, community members, workers and other beneficiaries). Potential Grievances associated with the project are likely to change during various phases of the project, this also implies that Stakeholders to file grievances and magnitude of filing will also change depending on project phase. The LGAs in collaboration with the respective Regional Offices will ensure GRM Committees at various levels (Mtaa, Ward, Sub-project areas etc) are established and adequately capacitated. The GRM will also be extended to the PIU level and be expanded to handle all types of grievances arising from implementation of all sub-projects under the Msimbazi project.

### **Grievance Record Keeping**

Good practice is to log all grievances, even recurrent ones or grievances that will eventually be dismissed as unreasonable. Regardless of the actual establishment of such a database, typically documentation on grievances keeps track of among others name of person with a complaint; how the complaint was received; date the complaint was received and recorded; Location, Contact information; Description of the complaint, Follow-up corrective action steps; Corrective action taken by whom and date, and response and means of response (written or verbal).

## **1.12 Monitoring, Evaluation and Reporting**

PO-RALG/TARURA World Bank Coordinating Unit (WBCU) in collaboration with LGAs Safeguards Teams will conduct Monitoring as a routine exercise to avoid occurrence of Environmental and Social risks in various phases of Project Implementation that are likely to occur due to lack of stakeholder's engagement. This is to ensure that various implementing agencies of the project that includes the contractor are in line with the SEP prepared for the sub project. The PCU and the LGAs in collaboration with relevant parties such as the consultant and contractor will prepare brief monthly reports on stakeholder engagement activities for the Operations which include but not limited to: Activities conducted during each month; Public outreach activities (meetings with stakeholders) etc. It should be noted that in other phases of the project such as during RAP implementation for the Flood prone communities, frequencies of engaging stakeholders are likely to increase and hence reporting and monitoring phases should be in line with such increase.

### **Reporting under SEP**

The PCU, the PIU and the respective LGAs will prepare reports regarding SEP (Tentative format provided) The reports will be submitted to the PCU for compiling after each under taking and later quarterly during each project phase and later submitted to the WB. **Format for submissions of PIU to the PCU and from the PCU to the World Bank will be agreed but with ensuring all above information is captured.**

## **1.13 Annexes**

The SEP provides annexes that could be used for further detail communication for the various sub-project activities under the Msimbazi Valley Development Project; these include a Communication and Awareness Campaigns, Sample Statement for Communication for Msimbazi Basin Development Project and Example of Stakeholders Analysis for the Proposed Msimbazi Basin Development Project. Other annexes provided include a General Grievance Handling Mechanism for the Msimbazi Basin Development Project, Sample Grievance Registration Form for Msimbazi Basin Development Project and a Tentative List of Stakeholders for National Workshop.



## Table of Contents

<b>EXECUTIVE SUMMARY .....</b>	<b>2</b>
<b>1.0 Introduction.....</b>	<b>2</b>
1.1 Msimbazi Basin Development Project Description .....	3
1.2 Msimbazi Basin Development Project Beneficiaries .....	3
1.3 Msimbazi Basin Development Project Location.....	3
1.5 Project Affected Parties of the Msimbazi Basin Development Project .....	4
<b>1.6 Stakeholder Engagement under the Msimbazi Basin Development Project.....</b>	<b>5</b>
1.7 Proposed strategy for information disclosure .....	5
1.8 Proposed strategy to incorporate the view of vulnerable individuals .....	5
Resources and Commitment at LGAs level.....	6
<b>1.12 Monitoring, Evaluation and Reporting.....</b>	<b>8</b>
Reporting under SEP .....	8
<b>List of Table and Figures .....</b>	<b>11</b>
<b>List of Abbreviations .....</b>	<b>12</b>
<b>1.0 Introduction.....</b>	<b>13</b>
1.1 Msimbazi Basin Development Project Description .....	14
1.2 Msimbazi Basin Development Project Beneficiaries .....	17
1.4 Msimbazi Basin Development Project Location.....	17
<b>2.0 Stakeholder identification and analysis .....</b>	<b>19</b>
2.1 Project Affected Parties of the Msimbazi Basin Development Project.....	19
2.2 Other interested parties .....	20
2.3 Disadvantaged individuals and Vulnerable groups.....	21
<b>3.0 Stakeholder Engagement under the Msimbazi Basin Development Project.....</b>	<b>23</b>
3.1: Purpose and timing of stakeholder engagement .....	23
3.2: Proposed strategy for information disclosure .....	27
3.2.1: Proposed strategy to incorporate the view of vulnerable individuals .....	29
3.2.2: Stakeholder engagement in pandemic situations such as COVID-19 .....	30
<b>4.0 Resources and Responsibilities for implementing stakeholder engagement activities</b>	<b>32</b>
4.1: Resources and Commitment at PO-RALG/TARURA level .....	32
4.2 Resources and Commitment at LGAs level .....	32

4.3: Person Responsible.....	33
4.4: Management functions and responsibilities.....	34
<b>5.0 Grievance Handling Mechanism .....</b>	<b>34</b>
5.1: Objectives of Grievance Redress Mechanism (GRM).....	35
5.2: Potential Grievance .....	35
5.3: Procedures for Grievance Redress.....	35
5.4: Channels to make Complaints.....	36
<b>6.0: MONITORING, EVALUATION AND REPORTING.....</b>	<b>38</b>
6.2: Reporting under SEP .....	39
<b>ANNEXES: .....</b>	<b>41</b>
Annex 1: Communication and Awareness Campaigns.....	41
Annex 2: Sample Statement for Communication for Msimbazi Basin Development Project.....	41
Annex 3: Example of Stakeholders Analysis for the Proposed Msimbazi Basin Development Project ...	42
Annex 4: General Grievance Handling Mechanism for the Msimbazi Basin Development Project .....	49
Annex 6: Sample Grievance Resolution Form for the Msimbazi Basin Development Project .....	51
Annex 7: Tentative List of Stakeholders for National Workshop .....	52

## List of Table and Figures

### Tables

<b>Table 1 : Identified Stakeholders for the Msimbazi Basin Development Project .....</b>	<b>21</b>
<b>Table 2: Proposed methods and frequencies of reporting to Msimbazi Basin Development Project's Stakeholders .....</b>	<b>27</b>
<b>Table 2: Proposed strategy for consultation.....</b>	<b>28</b>
<b>Table 3: Strategy to incorporate the view of vulnerable groups .....</b>	<b>29</b>
<b>Table 4: Tentative Budget for SEP Implementation .....</b>	<b>33</b>
<b>Table 5: Proposed format of contacts details of the focal person at the LGA/TANROADS/PO-RALG .....</b>	<b>34</b>
<b>Table 6: Monitoring Plan.....</b>	<b>38</b>

## List of Abbreviations

COVID 19	Corona virus Disease
CSOs	Civil Society Organizations
DART	Dar Es Salaam Rapid Transport Company
DMDP	Dar Es Salaam Metropolitan Development Project
DPs	Development Partners
DUTP	Dar es Salaam Urban Transport Improvement Project
ERB	Engineers Registration Board
ESCP	Environmental and Social Commitment Plan
ESIA	Environmental and Social Impact Assessments
ESMF	Environmental and Social Management Framework
ESMP	Environmental and Social Management Plan
ESSs	Environmental and Social Standards
FDCO	Foreign Commonwealth and Development Office
GBV	Gender Based Violence
GH Officer	Grievance Handling Officer
GHC	Grievance Handling Committee
GoT	Government of Tanzania
GRM	Grievance Redressal Mechanism
HSMP	Health and Safety Management Plan
IAs	Implementing Agencies
ILO	International Labour Organization
IPC	Infection Prevention and Control
LGA	Local Government Authorities
LMP	Labour Management Plan
MOWTC	Ministry of Works, Transport and Communication
MVDP	Msimbazi Valley Development Project
NGOs	Non-government Organizations
OHS	Occupational Health and Safety
PAPs	Project Affected Parties
PDO	Project Development Objective
PIU	Program Implementing Unit
PO-RALG	President's Office – Regional Administration and Local Governments
RAP	Resettlement Action Plans
TFS	Tanzania Forest Services
TMP	Traffic Management Plan
TURP	Tanzania Urban Resilience Program
WHO	World Health Organization

## 1.0 Introduction

The Msimbazi River Valley in Dar es Salaam is a strategically important area of the city for infrastructure, mobility, commerce and ecosystem services including flood control. Two of four of Dar es Salaam's main traffic arteries cross the main flood plain near the river's discharge to the sea, including the city's first operational Bus Rapid Transit corridor. Communities at the lower reaches of the river, which tend to be poor, living in unplanned settlements, largely depend on close access to Dar es Salaam's central business district for their livelihoods, and benefit from social services within walking distance. The river catchment includes significant natural assets, including protected forest areas in the headwaters down to wetlands and mangrove forests in the lower reaches.

The basin is densely populated and over the past few decades has become highly polluted, experienced rampant environmental degradation, and flood-prone areas in the middle and lower reaches of the basin have been encroached by settlements and clogged by waste, debris and sedimentation. This has resulted in a situation where annual rains result in loss of life and property, paralysis of key transport networks, and damage to critical infrastructure.

The Government of Tanzania (GoT) has embarked on three major strategic programs to reduce the vulnerability of Dar es Salaam to natural hazards and the adverse impacts of climate change, and build resilience to adapt to such impacts including the impacts on transport: the Tanzania Urban Resilience Program (TURP), the Dar es Salaam Metropolitan Development Project (DMDP) and the Dar es Salaam Urban Transport Improvement Project (DUTP). TURP is a 5-year trust fund partnership implemented by the World Bank and GoT with resources from the UK Foreign Commonwealth and Development Office (FCDO).

Addressing flooding in the Msimbazi valley was recognized as important to urban resilience and mobility in Dar es Salaam under TURP, DMDP and DUTP, given the economic impacts the damages on property and transport infrastructure have had on the poor and vulnerable. The GoT had made past attempts at demarcating the lower valley as non-developable hazard land as well as a proposal to develop it as a city park, though these efforts were not fully implemented. Two demolition campaigns were initiated to remove informal settlements from flood-prone areas but halted due to social opposition. Limited ad hoc dredging of the river channel to remove accumulated sediment and waste before annual rains has been carried out, but a sustainable and comprehensive management system is not yet in place. It was clear that a multi-sectoral, multi-stakeholder approach would be needed to address the complex institutional, environmental, social and technical challenges posed by regular flooding.

Starting in 2018, the GoT and World Bank facilitated a stakeholder-led participatory planning process (using a design charrette methodology) that involved more than 200 people from 59 institutions and communities a wide range of actors including government institutions, community

members and representative organizations, and technical experts, as well as various studies and activities including the development of the river profile of the Valley and modeling of flood scenarios. For 6 months, in 30 working sessions, stakeholders worked in a collaborative fashion to develop the Msimbazi Flood Mitigation Study and Msimbazi Opportunity Plan which includes a strategic framework for open space and environmental management in the wider Msimbazi river basin (Selander Bridge to Pugu Hills) and a more detailed conceptual plan for flood control, river revitalization, open space, and recreation for the lower Msimbazi flood plain (Selander Bridge to Kawawa Road). The MOP will be completed in several phases starting from the lower basin and moving upstream, with the first phase focusing on the lower basin.

The first phase would focus on the Lower Basin. In November 2020, the Government of Tanzania requested financing from the World Bank for the implementation of first phase of the Msimbazi Opportunity Plan. Three principles inherent to the design of the Lower Basin are: (i) Focus on conveyance to drain river water from the basin to the ocean as quickly as possible; (ii) Create elevated terraces to guide the water and create higher edges to protect against flooding; and (iii) Create a City Park with functional uses of the terraces and the flood plain.

The objective of the financing is to reduce impacts of flooding to settlements and critical infrastructure, and create an enabling environment for resilient urban development in targeted communities in the Dar es Salaam Metropolitan Area. It is envisioned to address these issues through investments in: Flood protection and prevention including the construction of the terraces; Resilient Transport Infrastructure to increase connectivity and mobility including upgrading the Jangwani bridge and surrounding roads to be flood free; measures to control sediment and solid waste in the river including greening and other erosion control measures and urban planning, services and management to redevelop the area to an affordable, livable area creating an enabling environment for economic development and job creation.

The investments would be implemented by PO-RALG and LGAs except for the Jangwani bridge and related works which will be managed by TANROADs. The consulting assignment would focus on PO-RALGs responsibilities and investments, while the TANROADs work is advancing under a separate consultancy ‘Flood Protection at the Jangwani Valley Project’ which focuses on upgrading the transport infrastructure around the Msimbazi River to be more resilient to flooding. The consultant will also be responsible for detailed engineering design, site specific environmental and social plans or the bidding documents for these works.

## **1.1 Msimbazi Basin Development Project Description**

The proposed Project Development Objective (PDO) is to “Extend coverage and quality of urban services and enhance institutional capacity and the enabling environment for economic development and job creation”. Key results include:

- a) Improved services including drainage services, roads and public transport, solid waste and recreation and parks in the Msimbazi Area.
- b) Improved services and reduced vulnerability for flood prone communities currently living in the Msimbazi Area.
- c) Establishment of institutional structure for management and integrated urban planning for the Msimbazi Area.
- d) Increase in jobs in public services.
- e) Providing an enabling environment for economic development through better services, improved mobility, reduced flood impacts, improved amenities through a public park and redevelopment of the area.

### **Project Components**

In order to achieve the mentioned PDO above, the following project components were proposed:

**Component 1: Msimbazi Basin Development Infrastructure:** The Project investments will focus on river management, resilient transport infrastructure, erosion control, improved urban management, preventative resettlement, and restoration of ecosystem services designed to reduce flooding and its impacts and allow use of the area for recreation and residential development.

*1.a: Flood Control Interventions* focuses on site preparation, including resettlement of vulnerable households, and physical implementation of drainage and flood water containment works to enhance river discharge capacity and eliminate spillover into surrounding neighborhoods. These interventions will begin downstream at the river's outlet to the Indian Ocean, proceeding upstream until just beyond Kawawa Road. Dredging works will clear the existing sediment which has drastically reduced the river's capacity, making more room for water and improving flow rates. Intensive landscaping will reshape the elevation and contours of the land in the lower basin around Jangwani, in order to more effectively channel and contain water during peak flows. In order to deal with the ongoing challenge of sedimentation of soil that enters the river as a result of upstream erosion, sediment traps will be installed along with access points for extraction and removal. The secondary drainage networks of neighborhoods adjacent to the lower Msimbazi River will be improved in order to maximize local benefits of the trunk drainage investment. Preparation of future works will be supported through flood modeling, design, and other initial inputs. Prior to the commencement of works, the vulnerable households living within the most flood prone area of the lower basin and within the target area for physical works will be resettled, with project support. Specific project sub-components will be: i) River widening/deepening of river channel through initial dredging, ii) Construction of flood control terraces in lower Msimbazi basin, iii) Sediment traps and riverbank stabilization infrastructure for lower Basin, iv) Local drainage

improvements in adjacent neighborhoods, v) Analytics and design (e.g. flood modeling, feasibility studies, detailed designs), and vi) Resettlement of directly impacted households within project target area

*1.b: Resilient Transport Infrastructure* focuses on upgrading of transport infrastructure to accommodate increasing intensity of rainfall events and increased stormwater runoff resulting from rapid urban development in wider catchment. Morogoro Road, which crosses the Msimbazi River at Jangwani Bridge, will be the target of this intervention. Specifically, physical works will involve: i) Raising and widening of Jangwani Bridge including widening the bridge underpass, raising the bridge and constructing a multi-span bridge, and related approach roads.

*1.c: Erosion/Sedimentation/Litter Control and Urban Greening including labor intensive approaches* focuses on reining in the environmental and social challenges that contribute directly to the reduced carrying capacity of the river. This component is designed to restore ecosystem services, achieve behavior change, and contribute to recovery from the economic fallout of the COVID-19 pandemic. This component focuses heavily on urban re-greening (that supports erosion control), as well as on drastically reducing the amount of solid waste that enters the river. In order to maximize job creation and broad community participation, this component will be delivered in part through a public works campaign that provides training and employment for women and youth. Specific activities will include: i) Reforestation of upstream forest reserves, revitalization of mangrove area and urban greening along riverbanks and tributaries via public works campaign, ii) Reinforcement of riverbanks in middle and upper basin (main channel and tributaries), iii) Solid waste management collection and litter control program, iv) Routine sediment removal and management

*1.d: Redevelopment works, sites and services:* Interventions to implement and sustain the land uses for each respective terrace level in lower Msimbazi Basin (wetland park, recreational area and mixed income residential redevelopment area). In particular, it will finance the landscaping, infrastructure (paths, buildings, lighting and other park infrastructure) and provide site development, basic infrastructure (roads, pathways, utility infrastructure, and public infrastructure) for the redevelopment area.

**Component 2: Urban Planning, Services and Management** focuses on long-term sustainability through planning, and institutional strengthening. The component will support the establishment of an institutional arrangement that will provide an effective management framework for the park and the broader river basin. It will also support participatory, gender-conscious planning and strengthening of plan enforcement to more effectively guide development within the Msimbazi basin which is currently primarily unplanned, including detailed planning for flood-mitigation in the middle and upper stretches of the river. It will support financial sustainability through investments in cost-recovery through land value capture and own source revenue collection. It will also support preparedness for future emergencies. Specifically, sub-components will include: i) Institutional Set Up and Capacity Building (eg for Msimbazi Park Authority, Msimbazi Special Planning Area Development Authority), ii) Participatory land use planning for middle and upper



Msimbazi Special Planning Area and catchment, iii) Development control strengthening, iv) Development of public urban park in Lower Basin, v) Own source revenue strengthening, vi) Safety and Emergency management strengthening to EOC and emergency management agencies at regional and district level, and vii) Contingency for Disaster Risk Response

**Component 3: Implementation Support and Monitoring and Evaluation** provides support to PO-RALG, MOW/TANROADS, Ilala Municipal Council PIU, and DLA PIUs for project management, including continual project supervision, safeguards monitoring, results monitoring and evaluation, fiduciary management and auditing, communications, and office operating costs. It will also facilitate other implementing government departments (eg Tanzania Forestry Service) responsible for specific subcomponents to implement and coordinate their respective activities.

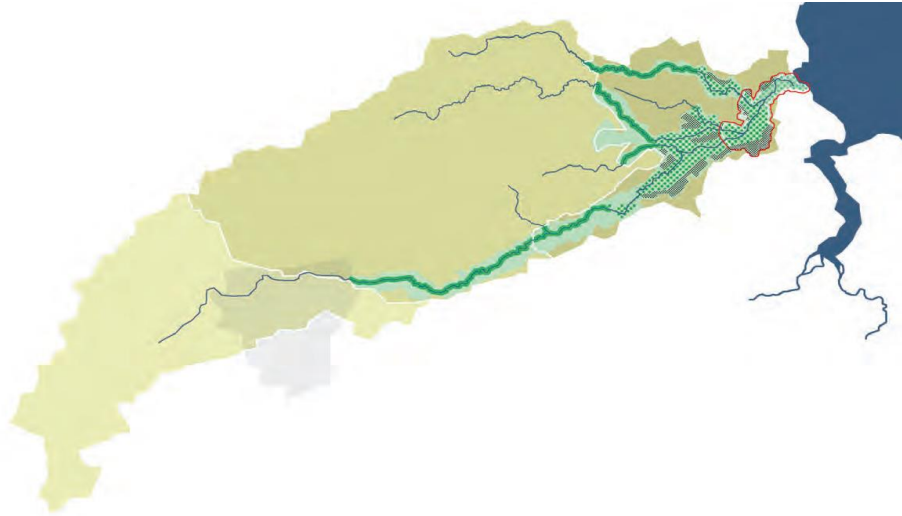
## **1.2 Msimbazi Basin Development Project Beneficiaries**

The expected implementation of MVDP that will involve a list of investments such as the Jangwani Bridge, Resettlement of flood prone communities, roads and erosion/sedimentation/litter control and urban greening. Improvement of various infrastructures to be constructed as well as other components of the project that include capacity building will benefit from the general population of the City of Dar es Salaam and other Tanzanians who visit Dar es Salaam for socio-economic activities.

Direct beneficiaries of this project include communities living within the flood prone area as well as communities in the area that might use the part or be affected by the redevelopment. Indirect project beneficiaries will involve Dar Es Salaam residents, NGOs/CBOs, relevant Government institutions, private sector as well as Local leaders. Annex 7 provides a comprehensive list of stakeholders who among others will benefit directly or indirectly from the Msimbazi Basin Development Project.

## **1.4 Msimbazi Basin Development Project Location**

The proposed Msimbazi Basin Project will be implemented in the Lower Msimbazi Basin from Selander Bridge to Kawawa Bridge as well as the upstream of Msimbazi that covers the Pugu Hills. Therefore, the project covers the LGAs of Kisarawe in the Coast Region- catchment area and Ilala, partly Ubungo and Kinondoni in the Dar es Salaam Region. Figure 1 & 2 below present map of of the project area.



**Figure 1: Map showing the project area (Msimbazi Basin)**

## **2.0 Stakeholder identification and analysis**

The Msimbazi Basin Development Project's stakeholders are persons, organizations or groups who are directly or indirectly affected by the project activities, as well as those who may have interests in a project and/or the ability to influence its outcome, positively or negatively. These stakeholders are either affected and/or interested parties and their formal and informal representatives. The identification of stakeholders under the Msimbazi Basin Development Project will be based on:

- c) stakeholder's roles and responsibilities
- d) stakeholder's possible influence/interest on the project

Individuals who are at risk of being excluded from sub-project engagement will receive particular attention.

For each specific sub-project of the Msimbazi Basin Development Project, a provisional list of project-affected parties based on the selected sites and area of impact will be prepared. As part of the process it is particularly important to identify individuals and groups who may find it more difficult to participate and those who may be differentially or disproportionately affected by the project because of their marginalized or vulnerable status as stated in ESS 7 and ESS 10. It is also important to understand how each stakeholder may be affected – or perceives so that engagement can be tailored to inform them and understand their views and concerns in an appropriate manner. All engagements should proceed on the basis of what are culturally acceptable and appropriate methods for each of the different stakeholder groups targeted. Stakeholders will continue to be identified on a continuing basis.

Stakeholder analysis involves the process of identifying the stakeholder groups that are likely to affect or be affected by the specific projects within the Msimbazi Basin Development Project, and sorting them according to their impact on project and the impact the project will have on them. Stakeholder analysis determines the likely relationship between stakeholders and the project, and helps to identify the appropriate consultation methods for each stakeholder group during the life cycle of the project. Any additional stakeholders are added on as the project advances to various stages of the cycle. The analysis also shapes the design of stakeholder consultation events and which stakeholders to engage and when. The Stakeholder Engagement Plan is a living document and will be updated through the project life.

### **2.1 Project Affected Parties of the Msimbazi Basin Development Project**

#### **c) Positively affected**

An affected party is any person, group of persons or organizations affected by an activity such as project affected person or community.

Direct beneficiaries include general population of the specific areas where the various sub-projects of the Msimbazi Basin Development Project will be implemented. This project is aimed at extending coverage and quality of urban services and enhance institutional capacity and the enabling environment for economic development and job creation. The Msimbazi Basin Development Project will benefit local communities within the project area, business, private sectors, and government institutions.

Construction will offer direct benefits to the construction companies and employment to the local people, with a strong emphasis on groups in a situation of vulnerability such as Vulnerable Groups,<sup>1</sup> children, low income women, people with disabilities, the elderly and youth.

#### **d) Negatively affected**

The negatively affected PAPs include individuals and institutions who will be directly or indirectly affected by the implementation of the Msimbazi Basin Development Project. These may include: persons within the project footprint who may lose their land to the project, communities that will host project workforce, those who will be affected by environmental, health and safety impacts associated with the project etc.

The implementation of Msimbazi Basin Development Project occurs in areas where there might be Vulnerable Groups and may have impacts related to physical and economic displacements as addressed in the ESSs: ESS 1- Assessment and management of Environmental and Social Risks and Impacts; ESS 2- Labor and Working Conditions; ESS 3 - Resource Efficiency and Pollution Prevention and Management; ESS 4 - Community Health and Safety; ESS 5 - Land Acquisition, Restrictions on Land Use and Involuntary Resettlement; ESS 6 - Biodiversity Conservation and Sustainable Management of Living Natural Resources; ESS 8 - Cultural Heritage. These will also call for the implementation of the ESS 10 to engage the Vulnerable Groups towards specific mitigation plans of the impacts.

## **2.2 Other interested parties**

An interested party is any person, group of persons or organizations interested in an activity and may include project proponents, local or national government authorities, local or national politicians, traditional authorities, religious leaders, civil society organizations including NGOs, CBOs, and other businesses and/or private sector. The interested parties with respect to Msimbazi Basin Development Project are shown in Table 2 below.

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<sup>1</sup> Vulnerable Groups refer exclusively to a distinct social and cultural group possessing the following characteristics in varying degrees:

- (a) Self-identification as members of a distinct indigenous social and cultural group and recognition of this identity by others; and
- (b) Collective attachment to geographically distinct habitats, ancestral territories, or areas of seasonal use or occupation, as well as to the natural resources in these areas; and
- (c) Customary cultural, economic, social, or political institutions that are distinct or separate from those of the mainstream society or culture; and
- (d) A distinct language or dialect, often different from the official language or languages of the country or region in which they reside.

### 2.3 Disadvantaged individuals and Vulnerable groups

Disadvantaged individuals or groups identified include Vulnerable Groups, as defined in the (Vulnerable Groups Planning Framework VGPF), children, low income women, people with disabilities, the elderly and youth. These groups are at risk of exclusion from consultations and also at risk of harm from poor project design. Limitations related to participation include:

- Parents not consenting their children to participate in consultation meetings;
- Fear of expressing themselves;
- Language barrier ;
- Transport limitations;
- Nature of the disability; and
- Cultural limitations.

These individuals/groups normally get information directly from their community leaders or family members. Consultations will be conducted in a conducive environment, accessible locations and at flexible and comfortable hours of the day. Sessions should be clear and short enough to minimize discomfort. Information to invite people for the consultations shall be made accessible for everyone and with sufficient notice to ensure participation of a broad range of stakeholders.

Consultations shall be made at time and places that are suitable for women, for example, normally in early hours most of them are occupied with household activities. To enable these people to participate in the consultation process, the following services should be provided based on stakeholder needs: translation into Swahili and local language, sign language, large print or Braille information; accessible venues for events; providing transportation to the meeting venue; having small, focused and short meetings where vulnerable stakeholders are more comfortable asking questions or raising concerns.

**Table 1 : Identified Stakeholders for the Msimbazi Basin Development Project**

S/No	Stakeholder	Project affected Parties	Other Interested Parties
1	Regional Commissioners' Offices		√
2	District Commissioners' Offices		√
3	District Councils' Offices		√
4	Relevant Ministries, Agencies, Regulatory Authorities		√
5	TFS	√	√
6	Utility Services Firms/Companies	√	
7	Wami – Ruvu Water Basin	√	
8	Police Force – Traffic		√
9	Members of Parliament		√
10	CSOs (NGOs (National and Local), CBOs)		√

11	Associations/Organizations of:- people with disabilities (and their representative organizations), local government authorities, small business owners	√	
12	Local Communities including Vulnerable Groups	√	
13	Social amenities schools, courts, health centers, religious institutions, etc	√	√
14	Owners of assets within the project area	√	√
15	Owners of graveyards within the project area	√	√
16	Project affected persons (PAPs)	√	

**Table 2: Summary of project stakeholder considerations**

<b>Stakeholder group</b>	<b>Key characteristics</b>	<b>Language needs</b>	<b>Preferred notification means</b>	<b>Specific needs</b>
<b>Project Affected Parties</b>	Those who are affected or likely to be affected by the project	Language translators (Sign language, local language)	Public, formal, and focus group meetings; workshops; round table discussions; local radios and televisions; Project’s website and social media; emails, print media; Surveys and site visits.	accessibility, large print, child care, daytime meetings, gender, cultural and age sensitivity consultations,
<b>Other interested parties</b>	Those who may have an interest in the project			

### **3.0 Stakeholder Engagement under the Msimbazi Basin Development Project**

#### **3.1: Purpose and timing of stakeholder engagement**

Stakeholder engagement for the Msimbazi Basin Development Project is to ensure that all stakeholders are fully involved in all stages (i.e. planning, design, construction and maintenance) in a transparent and inclusive manner.

Stakeholder engagement and consultations are to be continuous and form part of the scope of work. The Stakeholder Engagement Plan will be updated regularly to reflect project developments and/or changes any future consultation and disclosure activities will reflect the concerns and issues raised. Stakeholder engagement plan for the Msimbazi Basin Development Project will ensure that all stakeholders will be fully involved in all stages of the project in a transparent and inclusive manner. The consultations will be aimed at soliciting concerns, views, opinions, and suggestions, and collect any secondary information and data that form part of a baseline for the feasibility. Stakeholders will be provided with a project background information document, both in Swahili and English, to ensure common understanding of the project.

Stakeholders considered were those affected positively and negatively by the proposed project, they include local communities living in the flood prone area, communities closer to other Sub-project areas, TANROADs, DART, Business community interested in investing in the reclaimed area, Da-es-salaam residents, NGOs/CBOs, relevant Government Parastatals, Local leaders etc.

This SEP has considered views and concerns from stakeholders that include additional list of stakeholders, challenges associated with engagement and when to consult some the groups of stakeholders

Stakeholders will be engaged at the following stages of the project:

**1) Msimbazi Basin Project Preparation Stage:**

Environmental and Social Instruments have been prepared and along with the Project design discussed through meetings with key stakeholders to solicit their opinions and views.

In order to undertake engagement, the following activities were undertaken:

- i). Disclosure of draft instruments via communication channels.
- ii). Notification of meetings and release of invites to participants
- iii). Consultation meetings on the Project and the draft instruments
- iv). Update instruments and project design to reflect the findings / outcomes of the disclosure meetings.

The consultations under the project were done with stakeholders at the national level on various occasions between February and August 2018 as presented in Table 3 below.

**Table 3: Stakeholders Consultation meetings conducted at National Level**

Date	Meeting
21 <sup>st</sup> - 22 <sup>nd</sup> February 2018	First Stakeholders workshop on Msimbazi Valley Flood Mitigation
19 <sup>th</sup> - 20 <sup>th</sup> March, 2018	Stakeholders workshop on Msimbazi Design Charrette No.1
22 <sup>nd</sup> March, 2018	Stakeholders workshop on Msimbazi Design Charrette No.2
18 <sup>nd</sup> - 19 <sup>th</sup> April 2018	Stakeholders workshop on Msimbazi Design Charrette No.3
12 <sup>th</sup> - 13 <sup>rd</sup> June 2018	Stakeholders workshop on Msimbazi Design Charrette No.4
2 <sup>nd</sup> - 6 <sup>th</sup> July 2018	Stakeholders workshop on Msimbazi Design Charrette No.5
4 <sup>th</sup> July 2018	Stakeholders workshop on Msimbazi Design Charrette No.6
28 <sup>th</sup> August 2018	Second Stakeholders workshop on Msimbazi Basin Development

The engagement activities identified a number of issues, which have been variously addressed either in design or by developing mitigation measures in the project instruments. The table below outlines some of the issues and measures taken (refer to annex..... for a report on the stakeholder engagements).



The engagement consisted of physical discussions with stakeholders on how best to undertake the project and manage the potential impacts, and involved the following groups:

- Government Ministries
- Government Parastatals
- Private Sector
- NGOs/CBOs
- Local Government Authorities
- The Public –including beneficiaries and those likely to be affected by the project

A list of stakeholders engaged is provided in annex 7 of this SEP

Summary of issues raised derived the Msimbazi Opportunity Plan (MOP) and the proposed project is implementing the MOP; issues raised are summarized in the table below:

**Table 4 Issues Raised from Stakeholder Engagement and Measures Taken**

No	Category of Stakeholders	Issues Raised	Response
1	Communities within the Flood Probe area	Issues associated with Land and Compensation  Issues associated with stakeholders engagement	-Compensation will follow Tanzania legal requirements and those of the World Bank  -Stakeholders engagement will be an ongoing activity
2	Local Government Authorities implementing the Project- Kinondoni, Dar es Salaam City Council, Ubungo and Kisarawe	Issues associated with compensation-who is to pay affected PAPs  Issues associated with ownership of the Gazetted land of the Msimbazi  Issues associated with Project implementation-who forms and manages the PIU  Issues of time frame-when is the project anticipated to takeoff	

3	Various Ministries  Ministry of Land, Environment, Water, Natural Resources and Tourism	-Governance of the Basin  -Sustainability of the constructed infrastructure  -Environmental protection that include the mangrove and environmental degradation upstream	All these will be considered as part of implementation of the project
4	NGOs and CBOs	Issues of alternative land for those affected by the project  Handling of vulnerable community members that include women  Capacity building as part of livelihood restoration	The project will have special consideration of Vulnerable communities as part of project implementation  The project will engage NGOs/CBOs
5	Various Government Parastatals that include DAWASA, TANESCO,	Stakeholders engagement especially during design  Need to ensure proper handling of utilities to be relocated	Noted

## 2) Preparation of sub-projects:

Consultations will be conducted with stakeholders (relevant government Ministries and Agencies) required to implement the project;

## 3) Feasibility and design of the subprojects

Consultations at this stage will be conducted with the stakeholders identified under Section 2.1 and with the communities and issues and concerns raised by them will be factored in the project design and planning for risk and impact mitigation.

## 4) Construction stages of the project

Consultation will be conducted with the project neighboring communities, NGOs and local administration to disseminate information on project implementation progress, sensitize the

community on implementation of the ESMP and its requirements, collect the communities' views/concerns/grievances and provide feedback;

### 5) Finalization of implementation of the project

Consultation will be conducted with the relevant stakeholders of the Msimbazi Basin Development Project (i.e project neighboring communities, NGOs and local administration) to disseminate information on project construction implementation and its timeline, sensitize the stakeholders on implementation of the ESMP and its requirements, collect the stakeholders' views/concerns/grievances and provide feedback.

### 3.2: Proposed strategy for information disclosure

Information disclosure strategies involve the commitment to increase the availability of information on the status of implementation of the Msimbazi Basin Development Project. Publicly disclosure of the sub-projects information will motivate and improve the Sub-Projects performance. Important details on the progress of the project should be reported to stakeholders, the reporting may also include new or corrected information since the last report. The PIU shall prepare a plan and organize measures to keep track on commitments made to various stakeholder groups at various times, and communicating progress made against these commitments on a regular basis. Table 4 and 5 present proposed strategies for Information disclosure and consultation.

**Table 5: Proposed methods and frequencies of reporting to Msimbazi Basin Development Project's Stakeholders**

Reporting Party	Reporting Method	Stakeholder	Reporting Information	Frequency
Project Implementation Unit (PIU)	<ul style="list-style-type: none"> <li>➤ Official Correspondence</li> <li>➤ Public Meetings</li> <li>➤ Radio, TV</li> <li>➤ Social media</li> </ul>	<ul style="list-style-type: none"> <li>➤ Communities within the Flood prone area</li> </ul>	<ul style="list-style-type: none"> <li>➤ Resettlement phases</li> <li>➤ Agreed entitlements</li> <li>➤ Compensation progress</li> <li>➤ Progress of securing alternative relocation sites</li> <li>➤ Indicative time for project implementation</li> <li>➤ Project progress</li> <li>➤ Plans for next step</li> <li>➤ Issues and changes</li> <li>➤ Likely impacts</li> </ul>	<ul style="list-style-type: none"> <li>➤ Monthly – during mobilization</li> <li>➤ Weekly during initial preparation of compensation</li> <li>➤ Daily (working days) during implementation of RAP</li> </ul>

**Table 6: Proposed strategy for consultation**

No	Stakeholders addressed	Communication strategy	Responsibility	Details of disclosure/ Information requested	Expected Questions
1	Utilities Authorities	<ul style="list-style-type: none"> <li>➤ Meetings</li> <li>➤ Site Visits</li> </ul>	<ul style="list-style-type: none"> <li>➤ Relocation</li> <li>➤ Budgeting</li> <li>➤ Monitoring of service</li> </ul>	<ul style="list-style-type: none"> <li>➤ Details of the projects design</li> <li>➤ Likely time for implementation</li> <li>➤ Discuss alternatives</li> <li>➤ Share technical details associated with the project</li> <li>➤ Share design</li> </ul>	<ul style="list-style-type: none"> <li>➤ General and specific conditions associated with specific Sub-projects implementation</li> <li>➤ Stakeholders engagement plan</li> <li>➤ Likely Impacts-Positive and negative</li> <li>➤ mitigation and enhancement measures</li> </ul>
2	Local Communities close to the project area to/ whose livelihood is likely to be affected	<ul style="list-style-type: none"> <li>➤ Public Meetings</li> <li>➤ Billboards</li> <li>➤ Radio &amp; Television</li> </ul>	<ul style="list-style-type: none"> <li>➤ Beneficiaries of the project (economically-employment)</li> <li>➤ Likely to be negatively by resettlement</li> </ul>	<ul style="list-style-type: none"> <li>➤ General information about the projects</li> <li>➤ Likely benefits associated with the project</li> <li>➤ Entitlement of PAPs</li> <li>➤ Likely negative impacts associated with the project</li> <li>➤ Obtain their views and concerns</li> </ul>	<ul style="list-style-type: none"> <li>➤ How will local communities benefit from the project e.g to utilize the reclaimed Msimbazi</li> <li>➤ Possibility of being engaged (employment opportunities) during construction of the proposed Sub-projects</li> </ul>
3	NGOs-, CBOs-, CSOs associated with respective Sub-project; Workers Union	<ul style="list-style-type: none"> <li>➤ Meetings</li> <li>➤ Emails</li> </ul>	<ul style="list-style-type: none"> <li>➤ People with economic and social benefits of the project, group with main concern of being affected by the proposed project.</li> </ul>	<ul style="list-style-type: none"> <li>➤ -Likely benefits associated with the Sub-project</li> <li>➤ -Likely negative impacts associated with the Sub-project</li> <li>➤ -Obtain their views and concerns regarding the Project</li> </ul>	<ul style="list-style-type: none"> <li>➤ How will communities benefit from the project</li> <li>➤ When is the project expected to start</li> <li>➤ How will the low income people and vulnerable groups be handled</li> <li>➤ Consideration of alternative design/ location</li> <li>➤ What are the likely impacts of such operation to the welfare groups they are representing?</li> </ul>

### 3.2.1: Proposed strategy to incorporate the view of vulnerable individuals

Vulnerable individuals, such as communities within the flood prone area, women, the disabled, elderly etc, require specific attention to ensure inclusion of their voice in stakeholder engagement processes. Their input will be provided through a range of techniques including focus group discussion (based on age, gender and occupation), interviews, and key informants. Consultations to be conducted at a time that is conducive to the participants based on their input.

To remove obstacles to participation of members from vulnerable groups various strategies/methods will be considered as presented in Table 3 below:

**Table 7: Strategy to incorporate the view of vulnerable groups**

S/N	Vulnerable Group	Proposed Strategies For Consultation
1	Communities within the flood prone area	<ul style="list-style-type: none"> <li>• Engaging community members.</li> <li>• Engaging communities' representative bodies and organizations and where appropriate other community members that include the M18 leaders;</li> <li>• Translation of all information in Swahili;</li> <li>• Provision of sufficient time for internal-decision making process;</li> <li>• Meetings should be at venues close to the flood area</li> <li>• Effective participation in the project design or mitigation measures that could potentially impact them.</li> </ul>
2	Vulnerable Groups within the Msimbazi Basin ( women, aged, low education level, disabled, sick)	<ul style="list-style-type: none"> <li>• Engaging community members.</li> <li>• Engaging communities' representative bodies and organizations and where appropriate other community members;</li> <li>• Translation into Swahili Language;</li> <li>• Provision of sufficient time for internal-decision making process;</li> <li>• Effective participation in the project design or mitigation measures that could potentially impact them.</li> </ul>
2	Physically challenged persons	<ul style="list-style-type: none"> <li>• Use of sign language and other assistive tools, as required.</li> <li>• Translation into local language;</li> <li>• Providing transportation to the meeting venues (which should not be at a distance);</li> <li>• Provision of sufficient time for internal-decision making process;</li> <li>• Meeting timing and duration based on input from participants. .</li> </ul>
3	Mentally challenged;	<ul style="list-style-type: none"> <li>• Short meetings with comfortable environment for asking questions or raising concerns;</li> <li>• Providing transportation to the meeting venues;</li> <li>• Provision of sufficient time for internal-decision making process;</li> <li>• Separate meetings for males and females.</li> </ul>

4	Women	<ul style="list-style-type: none"> <li>• Having small, focused and short meetings where women will be comfortable to ask questions or raise concerns;</li> <li>• Meeting schedules not to interfere with domestic activities;</li> <li>• Venues should be located close to their homes;</li> <li>• Translation into Swahili language;</li> <li>• Meetings to have female facilitators.</li> </ul>
5	Elderly	<ul style="list-style-type: none"> <li>• Providing transportation to the meeting venue;</li> <li>• Time and duration of meetings decided with input from potential participants;</li> <li>• Translation into local language;</li> <li>• Separate meetings for males and females</li> <li>• Option of one-on-one interviews</li> </ul>
6	Children	<ul style="list-style-type: none"> <li>• Getting verbal consent of their parents/ guardians;</li> <li>• Ask about issues that are important to children –that are part of their day-to-day experiences;</li> <li>• Choose a child-friendly or familiar venue;</li> <li>• Use language that is clear, age appropriate and jargon free;</li> </ul>

### 3.2.2: Stakeholder engagement in pandemic situations such as COVID-19

There may be an event of an outbreak of a pandemic where people are advised, or may be mandated by national or local law, to exercise social distancing, and specifically to avoid public gatherings to prevent and reduce the risk of the disease/infection transmission.

In the event that the Country takes various restrictive measures, such as imposing strict restrictions on public gatherings, meetings and people’s movement and others advising against public group events. Relations with the community should be carefully managed, with a focus on measures that are being implemented to safeguard both workers and the community. The project, through the Social Specialist of the respective implementing agencies, will also ensure that consultation measures adopted under the pandemic outbreak environment include preparation and implementation of site-specific SEPs and stakeholder engagement in the sub-projects by ensuring meaningful consultations while complying with projects SEP, Government of Tanzania (GoT) and World Health Organization (WHO) provided guidelines on global pandemics such as COVID-19 Infection Prevention and Control (IPC).

#### a) Alternative methods of consultations that may be adopted during restriction of public gathering

LGAs will use a selection of the following platforms of engagements to engage the projects stakeholders during project implementation. These may include:

- Conduct meetings on online platforms where stakeholders have access to the technology and internet connections to enable them to connect. Such as: WebEx, Zoom, Skype;
- Adopt project specific dedicated social media and online channels. This could include as appropriate: (i) dedicated chat groups on WhatsApp; and (ii) Discussion forums on Facebook;

- Share information on traditional channels of communications such as: (i) Television (TV); (ii) newspapers; (iii) radio; (iv) dedicated phone-lines; (v) public announcements and mail to share information;
- Adopt call-in shows on television and radio as ways to share information, engage with large numbers of people and obtain feedback from stakeholders on specific subject matters upon review and recommendation of projects Social Specialist from the PIU;
- Set up a dedicated phone line to engage with individual stakeholders. These can also be used to obtain feedback after or during online sessions;
- Production of project related information on posters and brochures transmitted to the target community at strategic locations.

All channels of communication need to clearly specify how stakeholders can provide their feedback and suggestions. The LGA staff who will be responsible in the implementation of the SEP will ensure that the means used in stakeholder engagement take into account the ability of different members of the community to access them and make sure that communication reaches these groups.

#### **b) Guidance on process related issues in conducting Virtual consultations**

The LGAs should observe that online meetings shall observe protocols similar to face-to-face meetings:

- *Identify participants to be included in the invitation.* Meetings shall be based on a stakeholder analysis. The sub-project Social Specialist will identify which stakeholders are relevant but may have challenges accessing the format of the meeting proposed. He or She will also identify which medium works best for them (e.g. phone-calls) and engage with them using that medium;
- *Send invitations ahead of the meeting.* Use an accessible medium (email, phone, WhatsApp, etc.). Invitations shall be sent well in advance; at least seven days prior to the meeting;
- *Register participants.* By doing a rollcall or registering online;
- *Distribute material prior to meeting.* This may include the agenda, project documents, presentations, questionnaires and discussion topics. These can be sent, for example, by email, courier or WhatsApp prior to the meeting (at least seven days prior);
- *Provide technical support.* The consultations team shall provide technical support to the participants during the virtual consultations, particularly in terms of connection options (e.g. possibility of being called in instead of opting for a connection requiring internet).
- *Ensure appropriate opportunities for discussion and feedback.* Participants can be organized and assigned to different topic groups by being in smaller chat groups, or by having smaller

virtual sessions. Feedback can also be provided through an electronic questionnaire or feedback forms that can be emailed to the team;

- *Share the conclusions and summary of the meeting.* The chair of the meeting should summarize the virtual workshop discussion, formulate conclusions and share with all participants in an accessible medium;
- *Document the meeting just as you would a face-to-face meeting.* Ensure that the meeting is well-documented, including information on how stakeholders were identified, how invitations were sent out, how the meeting was held and measures taken to ensure that the meeting was accessible, what issues were raised and how the responses to the issues. It will be important to document in detail the processes such as invitations, online platforms, accessibility, etc.

#### **4.0 Resources and Responsibilities for implementing stakeholder engagement activities**

##### **4.1: Resources and Commitment at PO-RALG/TARURA level**

Currently PO-RALG/TARURA have a coordinating unit that has ESS officials as well as other ESS officials at TARURA Headquarters; the PIU will also comprise of ESS officials. Therefore, the offices will commit resources both financial and human to work closely with the PIU in monitoring the implementation of the SEPs. The PCU at PORALG visit the PIU and the LGAs as well as some stakeholders during preparation of the project as well as during the monitoring phase- at least quarterly during implementation phase and weekly during implementation of the RAP for the flood prone communities. PO-RALG/TARURA will also conduct general introduction of SEP to the PIU and representative from implementing LGAs and later training of social/community development officers, environmental officers and grievance officers on preparation and implementation of SEP as per the guideline. Therefore, in summary the responsibilities of PO-RALG/TARURA for the SEP include but not limited to:

- f) Overall coordination of the SEP
- g) Conduct training to LGAs and the PIU
- h) Coordinating National Workshops and consultation of Stakeholders at higher level;
- i) Communication with World Bank;
- j) Continuous Monitoring of SEP implementation;

##### **4.2 Resources and Commitment at LGAs level**

LGA representatives that are anticipated to implement this Plan noted that they have meager financial resource to pay for a wide range of services they are obliged to deliver to the community. Thus, experience shows that sometimes LGAs only partially conduct Stakeholders Engagement or in a few cases they avoid Stakeholders engagement completely. The LGA representatives all



acknowledged the importance of community engagement, but the limited financial support they have is a significant challenge.

It was therefore agreed that the PCU should commit financial resources for implementing the SEP as well as other associated activities such as monitoring and Grievance handling.

A general range for costs in each phase of the stakeholder’s engagement is provided in this SEP so that the PIU has some ideas of what they might expect to pay for the Stakeholders Engagement activities. These estimates are educated guesses, based on input from several LGA representatives, as well as experience from previous engagements that include the Charrette, but they should not be considered firm or accurate. They are just a rough annual budget estimate to provide some general ranges of costs;

LGAs should also set aside a budget for contribution towards engagements that are specific to the LGAs. For LGA with a significant coverage of the project, the budgets will be slightly higher than those with limited number of sub-projects or project coverage.

The Table 7 below provides an indicative budget for implementation of SEP for the Msimbazi Project.

**Table 8: Tentative Budget for SEP Implementation**

No	Item	Tentative Budget(Tshs)	Remarks
1	Facilitation	200,000,000.00	Broadcasting, transport, publication etc
2	Stakeholders workshops	900,000,000.00	Series of National workshops at the preliminary stage of project preparation; disclosure of various documents including safeguard documents
3	Staffing	100,000,000.00	Can be higher if using a consultant
4	Handling Vulnerable Stakeholders	50,000,000.00	Can be used for transport, purchase of equipments
5	Handling Grievances	150,000,000.00	Depends on type of sub project, number of sub project, type of Grievance etc.
6	Handling Pandemic situations	50,000,000.00	Depending on magnitude, type etc , purchase of equipments
7	Incidentals	50,000,000.00	
	<b>Total</b>	<b>1,500,000,000.000</b>	
	<b>Approximately</b>	<b>USD 650,000,00</b>	
	<b>Cost per LGA Approximately</b>	<b>100,000,000.00</b>	To cover Stakeholders engagement that are likely to be specific for the LGA e.g engaging politicians, communities with specific grievance etc

### 4.3: Persons Responsible

PO-RALG in collaboration with the respective LGA Director will form a PIU and later the PIU will appoint a focal person within the Project Implementing Unit(PIU) who will have the

responsibility of coordinating the implementation of SEP for components of the project and for each sub-project and the LGAs in general; The Community Development and Welfare Department officials in collaboration with Public Relation office will be the appropriate officers to handle SEP. It is also important for the respective LGAs to also have an individual responsible for SEP at the respective LGA who will prior to implementation of any engagement consult with the PIU. This individual should also document and provide regular feedback to the PIU regarding the stakeholder's engagement activities.

To facilitate the task of the SEP team to effectively perform and deliver stakeholders engagement activities, first a capacity building to PIU on the SEP for the Msimbazi project and its implementation should be conducted. The PCU will allocate funds to be used for staff time, facilitation costs etc. The PIU should also disclose information regarding the responsible person at the PIU level as well as at the respective LGAs level in the following proposed format:

**Table 9: Proposed format of contacts details of the focal person at the LGA/TANROADS/PO-RALG**

Name	Details
<b>Title of responsible person</b>	
<b>Phone number</b>	
<b>Address</b>	
<b>E-mail address</b>	

**Note: Names to be determined**

#### **4.4: Management functions and responsibilities**

The implementation of the Stakeholder Engagement Plan of the Msimbazi basin Development Project will be managed by the project's Environmental and Social Team and the PIU. Environmental and Social experts of the Msimbazi basin Development Project will be responsible for carrying out each of the stakeholder engagement activities.

### **5.0 Grievance Handling Mechanism**

Grievance Redress Mechanism (GRM) involves a formal process for receiving, evaluating and redressing program-related grievances from affected communities and the public in general. Considering the complexity and uniqueness of the Msimbazi project especially grievance associated with handling grievance deriving from relocation of flood prone communities; the GHM should be well coordinated. The Msimbazi Project recognizes vulnerability of the different project's participants to be involved or affected by the project (such as the flood prone communities, business community with interest to invest in the area, grievance associated with traffic during construction of the Jangwani Bridge, community members, workers and other beneficiaries).

## **5.1: Objectives of Grievance Redress Mechanism (GRM)**

The specific objectives of a Complaints Management Procedure are to:

- Establish a mechanism for responding to complaints in an understanding, transparent and culturally appropriate way;
- Develop an easy-access, no-cost and efficient complaint procedure for the local population involved and/or impacted by the Project;
- Implement effective dialogue and open lines of communication with the public;
- Help to prevent unrealistic expectations and/or negative perceptions from the local population towards the Project;
- Establish a system of investigation, response and quick complaint resolution;
- Reduce gradually the number of local populations' complaints regarding the Project;
- Improve the Project social performance through the analysis of complaints.

## **5.2: Potential Grievance**

Potential Grievances associated with the project are likely to change during various phases of the project, which also implies that the filling of and magnitude of grievances by stakeholders will also change depending on project phase. For instance, during project preparation phase, grievances such as delay of project, not being engaged, choice of project, design issues are likely to be common. Prior to project implementation most grievances are likely to be associated with resettlement and or compensation while during implementation grievances will mostly be associated with construction activities such as traffic jam, lack of access, dust, workers compensation issues, safety issues etc.

## **5.3: Procedures for Grievance Redress**

For efficiency of Grievance Record Keeping it is recommended that the Msimbazi Project establish a specific log book only to capture grievance associated with relocation of flood prone communities

Likewise, the PCU, the PIU and each implementing LGA should have its own log books for record keeping of grievances associated with the project.

The PCU, PIU and the respective LGAs should have a mechanism of merging the records/ tracking the grievances and report preparation. This should imply that frequencies should be established depending on activity conducted of the LGAs submitting a Grievance Handling report to the PIU, The PIU will compile grievance reports from the LGAs plus those received at the PIU and later submits the report to the PCU for consolidation and further dissemination to other stakeholders including the World Bank.

TANROADS as an implementing Agency of the Project should also establish a GHM and ensure that a report is shared with the PCU at TARURA WBCU for compilation.

#### **5.4: Channels to make Complaints**

Within the PCU and the respective implementing LGAs, the Community Development and Welfare Department or the Public Relations Unit should be responsible for the procedure in close collaboration with the PIU and the respective GHC at the sub-project. Being responsible for the implementation of the Community complaints management Procedure includes: disclosure, reception, management and monitoring of complaints, feedback to local communities and persons with complaints, and coordination of complaints analysis. All these steps will assist when developing recommendations for continued improvement of Project processes related to community relations.

For workers hired by contractors for this particular Project; the workers are also identified as Stakeholders; therefore, contractors will be required to produce their GRM procedure as a prerequisite for tender which at a minimum conform to these requirements that includes ensuring the workers have a form of filling their grievances. The GRM procedures for workers has to be transparent. Once workers are engaged, the contractor will be required to prove that each employee has been inducted and later sign approving that they have been inducted on the procedure. The details of the workers' GRM is presented in the Labour Management Procedures (LMP) under the Msimbazi Project.

The LGAs in collaboration with the respective Regional Offices will ensure GRM Committees at various levels (Mtaa, Ward, Sub-project areas etc) are established and adequately capacitated. The GRM will also be extended to the PIU level and be expanded to handle all types of grievances arising from implementation of all sub-projects under the Msimbazi project. LGAs should ensure effectiveness and efficiency of the GRM by putting in place simple procedures and administered mechanism. Targeted stakeholders should be notified about the grievance mechanism using various communication methods that include sensitization programs and posters placed at implementing agency's offices, markets, local government authorities such as regional and Council levels as well as TANROADS offices (Headquarters and Regional Managers office). Samples of Complaints/Grievance Registration and Resolution forms for Msimbazi Sub-Project is presented in Annex 5 and 6.

At all phases of the project; the PIU in collaboration with stakeholders relevant for that Component and the sub project under the component must carefully document issues and input from the stakeholder's community as well as complaints and grievances. There will be a general Grievance Handling Committee (GHC) at the PIU level as well as a GHC for each respective LGA and another one for each subproject. For sub-projects such as roads and bridges the respective LGA should assist the PIU in consulting the locals in first establishing the leadership of the area ensure they collaborate with the respective subproject leadership; and for the flood prone community where a team of leaders have been appointed under the M 18 it would be important to ensure the

process engages them in establishing the GHM as well as members of the GHC. Simplified Procedures for Grievance Handling are presented in Annex 4.

### **Procedures for Grievance Management**

Each sub-project will establish a formalized procedure or process for dealing with its stakeholder's grievances. Each should include as a minimum:

- Assigning a responsible person, team or function to organize the resolution of grievances
- Defined timeframes for acknowledgement of the receipt of complaints and subsequent resolution
- Practical arrangements for maintaining confidentiality, reviewing and resolving grievances, including resources and organizational arrangements information on the grievance.
- The GRM should also provide for anonymous reporting and appeal mechanism that includes an opportunity for seeking redress from the courts if the affected person is not satisfied with the decision

### **Grievance Record Keeping**

A simple database is often useful to manage and monitor grievances. Good practice is to log all grievances, even recurrent ones or grievances that will eventually be dismissed as unreasonable. Regardless of the actual establishment of such a database, typically documentation on grievances keeps track of the following:

- Complaint/Issue Log
- The Complaint/Issue Log records will include the following information:
- Name of person with a complaint;
- How the complaint was received;
- Date the complaint was received and recorded;
- Location/village/clan;
- Contact information;
- Description of the complaint
- Follow-up corrective action steps;
- Corrective action taken by whom and date,
- Response and means of response (written or verbal).

## 6.0: MONITORING, EVALUATION AND REPORTING

PO-RALG/TARURA World Bank Coordinating Unit (WBCU) in collaboration with LGAs Safeguards Teams will conduct Monitoring as a routine exercise to avoid occurrence of Environmental and Social risks in various phases of Project Implementation that are likely to occur due to lack of stakeholder’s engagement. This is to ensure that various implementing agencies of the project that includes the contractor are in line with the SEP prepared for the sub project. Safeguard Teams and communication officials at the PIU and the respective LGAs will be responsible for day to day monitoring of SEPs and addressing grievances occurred.

The PIU and the LGAs in collaboration with relevant parties such as the consultant and contractor will prepare brief monthly reports on stakeholder engagement activities for the Operations which include but not limited to:

- Activities conducted during each month;
- Public outreach activities (meetings with stakeholders);
- Entries to the grievance register;
- Entries to the commitment and concerns register;
- Number of visitations to the information center;
- New stakeholder groups (where relevant); and
- Plans for the next month and longer-term plans.

It should be noted that in other phases of the project such as during RAP implementation for the Flood prone communities, frequencies of engaging stakeholders are likely to increase and hence reporting and monitoring phases should be in line with such increase.

**Table 10: Monitoring Plan**

Key elements	Timeframe	Methods	Responsibilities
Stakeholders’ access to project information and consultations	During project preparation and throughout project implementation	Interviews, observations, survey	PCU WBCU TARURA, TANROADs, Project PIU
Project beneficiaries’ awareness of project activities, their entitlements and responsibilities.	During project preparation and implementation on a quarterly bases	Interviews, observations, survey	PCU WBCU TARURA, TANROADs, Project PIU, local leaders

Acceptability and appropriateness of consultation and engagement approaches	Monthly (during project implementation)	Interviews, observations, survey, review of monthly progress reports	PCU WBCU TARURA, TANROADs, Project PIU, local leaders, CSC, Contractor
Community facilitators' engagement with target beneficiaries.	Monthly (during project implementation)	Interviews, observations, survey, review of monthly progress reports	PCU WBCU TARURA, TANROADs, Project PIU, local leaders, CSC, Contractor
Public awareness of GRM channels and their reliability	Monthly (during project implementation)	Spot checks, interviews, observations	PCU WBCU TARURA, TANROADs, Project PIU, local leaders, CSC, Contractor
Tones in social media and broader public perceptions (including NGOs/CSOs)	Quarterly (during project implementation)	Social media monitoring, interviews, observations	PCU WBCU TARURA, TANROADs,
Status of grievances and complaints (reported, unreported and resolved)	Monthly basis (during project implementation)	Desk review, interviews, survey and observations	PCU WBCU TARURA, TANROADs, Project PIU, local leaders, CSC, Contractor

## 6.2: Reporting under SEP

The PCU, the PIU and the respective LGAs will prepare reports regarding SEP (Tentative format provided) The reports will be submitted to the PCU for compiling after each under taking and later quarterly during each project phase and later submit to the WB.

### a) Report format from LGA to PIU

1. Name of LGA
2. Name of sub-project
3. Name and contact of responsible contact person

1. Introduction

Information about the subproject location, size etc.

2. Stakeholders identification

Information about the subproject, stakeholders, how they have been identified and phase of the sub-project

3. Information shared to stakeholder

- What, where SHS informed
- What were the SHS views and concerns
- What was the Councils response to the views raised?

4. Methods used to inform SHS about the engagement

5. Methods used to consult SHS

6. Way forward regarding to SEP

- What is the next meeting/ engagement?
- Who will be consulted

**Format for submissions of PIU to the PCU and from the PCU to the World Bank will be agreed but with ensuring all above information is captured.**



## ANNEXES:

### Annex 1: Communication and Awareness Campaigns

Keeping Stakeholders informed about the project activities should be an on-going activity for the Msimbazi Basin Development Project with close coordination of the PIU and the WBCU; this should as well involve the respective LGA depending on location and type of activity. The engagement techniques listed below can be utilized as part of many of the previous engagement techniques. These include:

- ✓ Loud Speakers
- ✓ Community Notice Boards or Billboards
- ✓ Websites and Social Media
- ✓ Radio and Television
- ✓ Flyers and Posters
- ✓ Brochures
- ✓ Regularly updated mailing lists
- ✓ Newsletters
- ✓ Newspaper ads, inserts and articles
- ✓ Press releases
- ✓ Progress bulletins

Communication and Awareness Campaigns are very good for:

- ✓ Sharing standardized Project information
- ✓ Reaching a large number of community members, groups and organizations.

### Annex 2: Sample Statement for Communication for Msimbazi Basin Development Project

#### **PUBLIC NOTICE**

*The MVDP PIU wishes to inform the General Public and specifically those using Road XXX, that the road will remain closed from 18:00 Hours to 6:00 hours from 3<sup>rd</sup> to 14<sup>th</sup> March to allow the contractor to work on a specific section.*

*Please use Road XXX as an alternative road*

*We regret for any inconvenience caused. For any enquiries please call the numbers below:*

**Annex 3: Example of Stakeholders Analysis for the Proposed Msimbazi Basin Development Project**

**STAKEHOLDERS ANALYSIS FOR THE PROPOSED RESETTLEMENT OF COMMUNITIES IN THE FLOOD PRONE**

**AREA**

<b>Stakeholder</b>	<b>Why Important</b>	<b>Interest</b>	<b>How to Engage</b>	<b>Risks</b>	<b>When to Engage</b>
World Bank	<ul style="list-style-type: none"> <li>➤ Provide technical guidance on relevant guidelines and manuals regarding the proposed Project</li> <li>➤ Fund provider for the Project</li> </ul>	<ul style="list-style-type: none"> <li>➤ To improve mobility of the residence of Dar es Salaam Residence</li> <li>➤ To improve livelihood of the communities.</li> <li>➤ Reduce impact</li> <li>➤ Poverty eradication.</li> </ul>	<ul style="list-style-type: none"> <li>➤ During Meetings</li> <li>➤ During Supportive Mission</li> <li>➤ Seeking Guidelines from them through mails, telephone conversation, teleconferences etc.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Disapproval of proposed projects due to failure to comply with World Bank Guidelines specifically on relocation and other ESS requirements.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Project Identification</li> <li>➤ Pre-Feasibility</li> <li>➤ Feasibility Phase</li> <li>➤ Procurement</li> <li>➤ Construction</li> <li>➤ Project Operation Phase</li> </ul>
Flood Prone CommunitiesM18	<ul style="list-style-type: none"> <li>➤ They are the immediate affected persons of phase one of the project</li> <li>➤ They are Beneficiaries of the proposed project.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Compensation of their affected properties</li> <li>➤ Livelihood restoration</li> <li>➤ Better living condition-not affected by floods</li> <li>➤ Improvement of road infrastructure</li> </ul>	<ul style="list-style-type: none"> <li>➤ Public meetings</li> <li>➤ Radio/TV</li> </ul>	<ul style="list-style-type: none"> <li>➤ General fear regarding relocation of their residents/houses and business (temporary/permanent)</li> <li>➤ Fear of if they will actually be compensated considering the legal issues associated with the valley (land ownership, previous government instructions etc)</li> <li>➤ Fear of where will they go after being relocated from Msimbazi</li> </ul>	<ul style="list-style-type: none"> <li>➤ Project Identification</li> <li>➤ Pre-Feasibility</li> <li>➤ Feasibility</li> <li>➤ Construction</li> <li>➤ Project Operation</li> </ul>

Stakeholder	Why Important	Interest	How to Engage	Risks	When to Engage
		<ul style="list-style-type: none"> <li>➤ Conducive and reliable transportation</li> </ul>		<ul style="list-style-type: none"> <li>➤ Fear of their livelihood being affected</li> <li>➤ Fear of their entitlements- considering the different type of PAPs, ownership of properties</li> <li>➤ Fear of losing tenants/income</li> <li>➤ Fear if they will have priority of coming “back” after restoration of the valley</li> </ul>	
Council Management Team (CMT) of the various LGAs within the project	<ul style="list-style-type: none"> <li>➤ The team is the steering committee of respective Municipal Council.</li> <li>➤ Offering technical assistance (multi-disciplinary team).</li> <li>➤ Overlook the project implementation.</li> <li>➤ Implementers of guidelines and manuals from PO-RALG and World Bank</li> </ul>	<ul style="list-style-type: none"> <li>➤ To improve livelihood of the people of respective Municipal Council</li> <li>➤ To foster own source revenue of the LGA.</li> <li>➤ To reduce impacts of floods to their communities</li> </ul>	<ul style="list-style-type: none"> <li>➤ Meetings</li> <li>➤ Emails</li> <li>➤ Letters</li> </ul>	<ul style="list-style-type: none"> <li>➤ Wrong perception of the project objectives can lead to mislead the community members.</li> <li>➤ Poor coordination may produce wrong results.</li> <li>➤ Who is to compensate the Flood prone communities? Is it the respective LGA?</li> <li>➤ Where and how to obtain alternative land to relocate PAPs</li> <li>➤ Handling grievances associated with relocation</li> </ul>	<ul style="list-style-type: none"> <li>➤ Project Identification</li> <li>➤ Pre-Feasibility</li> <li>➤ Feasibility</li> <li>➤ Procurement</li> <li>➤ Construction</li> <li>➤ Project Operation</li> </ul>

Stakeholder	Why Important	Interest	How to Engage	Risks	When to Engage
<ul style="list-style-type: none"> <li>➤ Councilors</li> <li>➤ Members of Parliament</li> <li>➤ Leaders (Local Government and Political)</li> <li>➤ Regional Secretariat of respective Region</li> </ul>	<ul style="list-style-type: none"> <li>➤ Councilors and Members of Parliament are decision makers who represent citizens from respective wards.</li> <li>➤ Local Government leaders are supervisors and administrators of development projects.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Development of respective Municipal Council and the Dar es Salaam Region</li> <li>➤ To improve livelihood of the communities in the respective Ward and Region.</li> <li>➤ To reduce impacts of floods to their communities</li> </ul>	<ul style="list-style-type: none"> <li>➤ Meetings</li> </ul>	<ul style="list-style-type: none"> <li>➤ Conflict of interests regarding issues of handling PAPs-compensation, who is to compensate, where to relocate the PAPs</li> <li>➤ Fear of losing their voters</li> </ul>	<ul style="list-style-type: none"> <li>➤ Project Identification</li> <li>➤ Pre-Feasibility</li> <li>➤ Feasibility</li> <li>➤ Construction</li> <li>➤ Project Operation</li> </ul>
<ul style="list-style-type: none"> <li>➤ Ward Development Committee (WDC) - (Mtaa Chairpersons, Ward Executive Officer, Mtaa Executive Officers and Ward Extension Officers).</li> </ul>	<ul style="list-style-type: none"> <li>➤ They are Local Leaders closer to the communities.</li> <li>➤ They are the Beneficiaries of the project.</li> <li>➤ They work as the nearest Change agents of the community.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Development of respective Municipal Council.</li> <li>➤ To improve livelihood</li> </ul>	<ul style="list-style-type: none"> <li>➤ Meetings</li> </ul>	<ul style="list-style-type: none"> <li>➤ Can Mislead the Community members hence rejecting the project or the agreed compensation package</li> </ul>	<ul style="list-style-type: none"> <li>➤ Project Identification</li> <li>➤ Pre-Feasibility</li> <li>➤ Construction</li> <li>➤ Project Operation</li> </ul>
<ul style="list-style-type: none"> <li>➤ Utility and Service Provider Companies and Authorities: TARURA; TANROADS; TTCL; RUWASA; TANESCO; LATRA ; Telecom Companies</li> </ul>	<ul style="list-style-type: none"> <li>➤ They are essential Development partners.</li> <li>➤ They can offer Technical inputs</li> <li>➤ ( some of them are Utility owners and some are regulatory authorities</li> </ul>	<ul style="list-style-type: none"> <li>➤ Owners of existing infrastructure</li> <li>➤ Regulatory function</li> <li>➤ Further development of infrastructure.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Consultative interview and Meetings</li> </ul>	<ul style="list-style-type: none"> <li>➤ Delay of Re- allocation of utilities.</li> <li>➤ Conflict of interests.</li> <li>➤ Losing customers</li> <li>➤ Losing their already existing infrastructures in the valley</li> </ul>	<ul style="list-style-type: none"> <li>➤ Pre-Feasibility</li> <li>➤ Feasibility</li> <li>➤ Construction</li> </ul>
<ul style="list-style-type: none"> <li>Relevant Ministries:</li> <li>➤ Ministry of works, Transportation and Communication</li> <li>➤ PO-RALG,</li> <li>➤ Ministry of Labour</li> <li>➤ Ministry of Land</li> <li>➤ VPO-Environment</li> </ul>	<ul style="list-style-type: none"> <li>➤ Policy makers</li> <li>➤ Budgeting authorities</li> <li>➤ Supervision.</li> <li>➤ Technical support and</li> <li>➤ Financing.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Development of Msimbazi Valley</li> <li>➤ Reduce damage of already existing infrastructures</li> <li>➤ Environmental conservation.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Telecommunication</li> <li>➤ E-mails</li> <li>➤ Meetings</li> <li>➤ Letters</li> </ul>	<ul style="list-style-type: none"> <li>➤ Cost of implementing the project</li> <li>➤ Cost of paying compensation</li> <li>➤ Compliance of the project with various legal requirements</li> </ul>	<ul style="list-style-type: none"> <li>➤ Project Identification</li> <li>➤ Pre-Feasibility</li> <li>➤ Feasibility</li> <li>➤ Procurement</li> <li>➤ Construction</li> <li>➤ Project Operation</li> </ul>

Stakeholder	Why Important	Interest	How to Engage	Risks	When to Engage
➤ Ministry of Finance					
TANROADs	➤ Co-project implementer	<ul style="list-style-type: none"> <li>➤ Sustainability of the Jangwani bridge</li> <li>➤ Raising and widening of the bridge</li> </ul>	<ul style="list-style-type: none"> <li>➤ Meetings</li> <li>➤ Site visits</li> </ul>	<ul style="list-style-type: none"> <li>➤ Fear of delay in relocation of flood affected communities can affect implementation of the bridge work</li> </ul>	<ul style="list-style-type: none"> <li>➤ Project Identification</li> <li>➤ Pre-Feasibility</li> <li>➤ Feasibility Phase</li> <li>➤ Construction</li> <li>➤ Project Operation</li> </ul>
Relevant Government Agencies: ➤ NEMC OSHA	<ul style="list-style-type: none"> <li>➤ Supervision.</li> <li>-Technical support</li> </ul>	Ensure enforcement and compliance of the proposed projects to National Environmental, Labour and Occupational Health and Safety Laws and Regulations	<ul style="list-style-type: none"> <li>Telecommunication</li> <li>➤ E-mails</li> <li>➤ Meetings</li> <li>➤ Letters</li> </ul>	<ul style="list-style-type: none"> <li>➤ Non-compliance to Environmental, Labour and Occupational Health and Safety Laws and Regulations during project execution</li> </ul>	<ul style="list-style-type: none"> <li>➤ Pre-Feasibility</li> <li>➤ Feasibility</li> <li>➤ Construction</li> </ul>
NGOs, CBOs	➤ Representatives of women, persons with disabilities, children, and other vulnerable groups	<ul style="list-style-type: none"> <li>➤ Interest in ensuring peoples right in terms of compensation and other legal rights is obtained</li> <li>➤ Interest in providing awareness to the various groups in the project area</li> <li>➤ Groups representing the interests of women, persons with disabilities, children, and other vulnerable groups.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Consultative Meetings</li> <li>➤ Telecommunication</li> <li>➤ E-mails</li> </ul>	<ul style="list-style-type: none"> <li>➤ Wrong perception of project objectives to special groups that can lead to mislead the general community.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Project Identification</li> <li>➤ Pre-Feasibility</li> <li>➤ Feasibility Phase</li> <li>➤ Implementation of the activity</li> </ul>

## Stakeholders Analysis for The Proposed implementation of Erosion/Sedimentation/Litter Control and Urban Greening

Stakeholder	Why Important	Interest	How to Engage	Risks	When to Engage
World Bank	<ul style="list-style-type: none"> <li>➤ To seek guidance</li> <li>➤ Is the Fund provider for the Project</li> </ul>	<ul style="list-style-type: none"> <li>➤ To improve livelihood of the communities.</li> <li>➤ Poverty eradication.</li> <li>➤ To ensure sustainability of other infrastructures</li> <li>➤ Urban Resilience</li> </ul>	<ul style="list-style-type: none"> <li>➤ During Meetings</li> <li>➤ During Supportive Mission</li> <li>➤ Seeking Guidelines from them</li> </ul>	<ul style="list-style-type: none"> <li>➤ Disapproval of proposed projects due to failure to comply with World Bank Guidelines particularly on handling resettlement of Communities in the flood prone area</li> </ul>	<ul style="list-style-type: none"> <li>➤ Project Identification</li> <li>➤ Pre-Feasibility</li> <li>➤ Feasibility</li> <li>➤ Procurement</li> <li>➤ Construction</li> </ul>
<p>Councilors includes the</p> <p>Ubungo, Kisarawe, Ilala, Kinondoni Councils</p> <p>Political Leaders</p> <p>Regional Secretariat</p>	<ul style="list-style-type: none"> <li>➤ Supervisors and Decision makers</li> <li>➤ Representatives of citizens from respective wards</li> </ul>	<ul style="list-style-type: none"> <li>➤ Development of respective Municipal Council and the Nation at large</li> <li>➤ To improve livelihood</li> </ul>	<ul style="list-style-type: none"> <li>➤ Meetings</li> </ul>	<ul style="list-style-type: none"> <li>➤ Conflict of interests regarding location/type of project site and the level of investment.</li> <li>➤ Local communities resettlement... where and how?</li> <li>➤ Political interests</li> </ul>	<ul style="list-style-type: none"> <li>➤ Project Identification</li> <li>➤ Pre-Feasibility</li> <li>➤ Feasibility</li> <li>➤ Construction</li> <li>➤ Project Operation</li> </ul>
TANROADS	<ul style="list-style-type: none"> <li>➤ Development partners</li> </ul>	<ul style="list-style-type: none"> <li>➤ Sustainability of the Jangwani Bridge and other infrastructures affected by floods as a result of major deposit of sediments</li> </ul>	<ul style="list-style-type: none"> <li>➤ Meetings</li> <li>➤ Site visit</li> </ul>	<ul style="list-style-type: none"> <li>➤ Sustainability of the project</li> </ul>	<ul style="list-style-type: none"> <li>➤ Pre-Feasibility</li> <li>➤ Feasibility</li> <li>➤ Project implementation</li> </ul>
NGOs, CBOs	<ul style="list-style-type: none"> <li>➤ Representatives of various conservation/environmental / community initiatives of environmental conservation, vulnerable groups</li> </ul>	<ul style="list-style-type: none"> <li>➤ Interest in conservation/environmental / community initiatives of environmental conservation, vulnerable groups</li> </ul>	<ul style="list-style-type: none"> <li>➤ Consultative Meetings</li> <li>➤ Telecommunication</li> <li>➤ E-mails</li> <li>➤ Site visit</li> </ul>	<ul style="list-style-type: none"> <li>➤ Wrong perception of objectives to special groups that can lead to mislead the general community.</li> <li>➤ Sustainability of the project</li> </ul>	<ul style="list-style-type: none"> <li>➤ Project Identification</li> <li>➤ Pre-Feasibility</li> <li>➤ Project implementation</li> </ul>

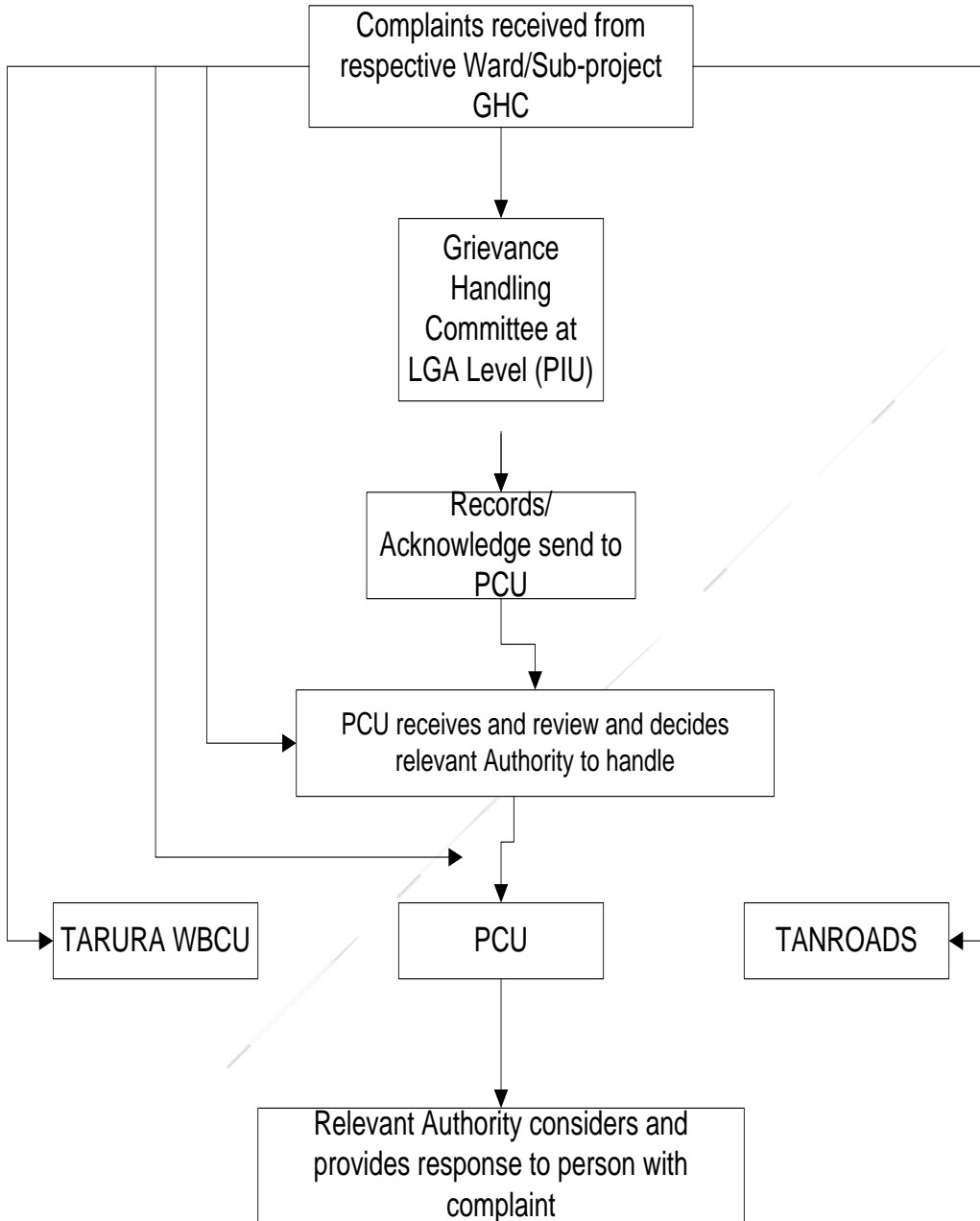
		➤ Work with the project implementers			
Tanzania Forest Service (TFS)	➤ Authority with mandate of conserving and managing forests that include mangrove forest	➤ Interest in conserving forests, catchments, stop erosion from upstream to down stream	<ul style="list-style-type: none"> <li>➤ Consultative Meetings</li> <li>➤ Telecommunication</li> <li>➤ E-mails</li> <li>➤ Site visit</li> </ul>	<ul style="list-style-type: none"> <li>➤ Pollution that can affect mangrove forest</li> <li>➤ Not been fully engaged in selection of detail activity</li> <li>➤ Where will the unwanted sediments be deposited</li> <li>➤ Sustainability of the project</li> <li>➤ Type of species for the urban greening</li> </ul>	<ul style="list-style-type: none"> <li>➤ Project Identification</li> <li>➤ Pre-Feasibility</li> <li>➤ Project implementation</li> </ul>
NEMC	➤ Ensuring compliance interms of environment	➤ Interest in ensuring the environment is conserved	<ul style="list-style-type: none"> <li>➤ Consultative meetings</li> <li>➤ Site visit</li> <li>➤ Review of reports</li> </ul>	➤ Deposit of the sediments –particularly polluted sediments	<ul style="list-style-type: none"> <li>➤ Pre-Feasibility</li> <li>➤ Project implementation</li> </ul>
Wami Water Basin	➤ Basin Authority overlooking the utilization and protection of the Msimbazi valley	➤ Interest of conserving water catchment, Msimbazi valley, The valley's user rights	<ul style="list-style-type: none"> <li>➤ Consultative meetings</li> <li>➤ Site visits</li> </ul>	➤ Sustainability of the project	<ul style="list-style-type: none"> <li>➤ Pre-feasibility</li> <li>➤ Project implementation</li> </ul>

### Stakeholders Analysis for the Proposed Raising and Widening of Jangwani Bridge Including Widening the Bridge Underpass

Stakeholder	Why Important	Interest	How to Engage	Risks	When to Engage
World Bank	<ul style="list-style-type: none"> <li>➤ Provide technical guidance on relevant guidelines and manuals regarding the proposed Bridge project</li> <li>➤ Financing the proposed project</li> </ul>	<ul style="list-style-type: none"> <li>➤ Urban resilience</li> <li>➤ Enhance traffic of Dar es salaam</li> <li>➤ Sustainability of other constructed infrastructures under e.g DMDP</li> <li>➤ Saving lives of people and their assets</li> </ul>	<ul style="list-style-type: none"> <li>➤ During Meetings</li> <li>➤ During Supportive Mission</li> <li>➤ Seeking Guidelines from them through mails, telephone conversation, teleconferences</li> </ul>	<ul style="list-style-type: none"> <li>➤ Disapproval of proposed project due to failure to comply with World Bank Guidelines.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Project Identification</li> <li>➤ Pre-Feasibility</li> <li>➤ Feasibility</li> <li>➤ Procurement</li> <li>➤ Construction</li> <li>➤ Project Operation</li> </ul>
TANROADS	<ul style="list-style-type: none"> <li>➤ Project implementer</li> </ul>	<ul style="list-style-type: none"> <li>➤ Enhance traffic of Dar es salaam</li> <li>➤ Sustainability of other constructed infrastructures</li> </ul>	<ul style="list-style-type: none"> <li>➤ Meetings</li> <li>➤ Site works</li> </ul>	<ul style="list-style-type: none"> <li>➤ Upstream conservation if not properly done will continue damaging the bridge</li> <li>➤ Delay in relocation of flood prone communities</li> </ul>	<ul style="list-style-type: none"> <li>➤ Project Identification</li> <li>➤ Pre-Feasibility</li> <li>➤ Feasibility</li> <li>➤ Procurement</li> <li>➤ Construction</li> <li>➤ Project Operation</li> </ul>
Traffic Police	<ul style="list-style-type: none"> <li>➤ Ensuring Traffic management of the Dar es Salaam City</li> </ul>	<ul style="list-style-type: none"> <li>➤ Timely travelling for road users</li> <li>➤ Safety of road users</li> </ul>	<ul style="list-style-type: none"> <li>➤ Meetings</li> <li>➤ Site works</li> </ul>	<ul style="list-style-type: none"> <li>➤ Traffic Congestion</li> </ul>	<ul style="list-style-type: none"> <li>➤ Feasibility</li> <li>➤ Project implementation</li> </ul>
Road users- Bus owners, pedestrians, transporters etc	<ul style="list-style-type: none"> <li>➤ Transporting people and their goods</li> <li>➤ Commuting for social and economic purpose</li> </ul>	<ul style="list-style-type: none"> <li>➤ Cost effective divergences</li> <li>➤ Timely arrival of passengers</li> <li>➤ Minimal economic impact</li> </ul>	<ul style="list-style-type: none"> <li>➤ Meetings</li> <li>➤ Site works</li> </ul>	<ul style="list-style-type: none"> <li>➤ Traffic Congestion</li> <li>➤ Cost of services during construction phase</li> <li>➤ Any likely compensation for such lose</li> </ul>	<ul style="list-style-type: none"> <li>➤ Feasibility</li> <li>➤ Project implementation</li> </ul>



**Annex 4: General Grievance Handling Mechanism for the Msimbazi Basin Development Project**



**Annex 5: Sample Grievance Registration Form for Msimbazi Basin Development Project**

<b>Grievant Name:</b>	<b>Action Officer from LGA:</b>
<b>Contact Information:</b>	<b>Unique ID#:</b>
Type of activity under MVDP	<b>Issues Log #:</b>
<b>Type of Complaint:</b>	
<i><u>The form must be completed for each complaint. All complaints will remain CONFIDENTIAL</u></i>	
<input type="checkbox"/> Individual	<input type="checkbox"/> Verbal
<input type="checkbox"/> Group (more than one)	<input type="checkbox"/> Telephone
<input type="checkbox"/> Community Organization	<input type="checkbox"/> Written/Electronic
<b>Date of Action or Activity Causing Complaint:</b>	
<b>Complaint (Description and grievant input):</b>	
<b>Response/Follow up:</b>	
<input type="checkbox"/> Verbal Response	<input type="checkbox"/> Written/Electronic Response
<b>Date:</b>	<b>Provide by:</b>
Provide a summary response issued.	
<b>Completed Resolution</b>	
<b>Date:</b>	<b>Action performed by:</b>
Provide a summary of how the grievant responded to the proposed resolution and if there is further follow up required, if the grievant is satisfied with the outcome or if a Grievance Appeal will be filed.	
<i>Grievant and/or LGA Representative Signature</i>	<i>Date</i>

**Annex 6: Sample Grievance Resolution Form for the Msimbazi Basin Development Project**

COMPLAINANT DETAILS	
Name of Complaint:	
Address:	
Telephone number	
District	
Type of Activity under the Project	
ID number if available	

Date of response to complaint.....

Response of complaint:


Name of witness (if available) .....

Acknowledgement of resolution of grievance:

.....  
 .....

Location of grievance

Region	
Municipal	
Type of activity under MVDP	
Division / Ward	
Street	
Cell	
Location Name and GPS Coordinates	

Signature of complaint ..... Date: .....

Name of project personnel: ..... Date: .....

Signature of personnel: ..... Date: .....

### Annex 7: List of Stakeholders consulted as Part of the Msimbazi Charrette

S/No	Stakeholder	Contact Address
1	President's Office, Regional Administration and Local Government (PO-RALG)	Permanent Secretary, President's Office, Regional Administration and Local Government (PO-RALG), Attn.: Department of Infrastructure Development (DID), P.O. Box 1923, DODOMA.
2	Tanzania Rural and Urban Roads Agency (TARURA) Headquarters	Chief Executive, TARURA Headquarters, P.O. Box 11042, TARURA HOUSE - Government City, DODOMA.
3	Ministry of Finance and Planning	Permanent Secretary, Ministry of Finance and Planning, Treasury Square Building, 18 Jakaya Kikwete Road P.O. Box 2802, 40468 DODOMA
4	Ministry of Works, Transport and Communication (Works Section)	Permanent Secretary, Ministry of Works, Transport and Communication (Works Section), Wizara Building, Moshi Street, P.O. Box 2880, 40470 DODOMA.
6	Ministry of Lands and Human Settlements	Permanent Secretary, Ministry of Lands and Human Settlements, P. O. Box 2908, DODOMA
7	Ministry of Water	Permanent Secretary, Ministry of Water, Government City, Maji Street, P.O. Box 456 DODOMA
8	Ministry of Health, Community Development, Gender, Elderly and Children	Permanent Secretary, Ministry of Health, Community Development, Gender, Elderly and Children, Attn.: Community Development Department, University of Dodoma, College of Social Science and Humanity, Block 11, P.O. Box 573, 40478 DODOMA.
9	Ministry of Labour, Youth, Employment and Persons with Disability	Permanent Secretary, Prime Minister's Office, Labour, Youth, Employment and Persons with Disability, P.O. Box 2890, DODOMA.
10	Ministry of Natural Resources and Tourism	Permanent Secretary, Ministry of Natural Resources and Tourism, Government City, Maliasili Street, 40472, DODOMA.
11	Ministry of Agriculture	Permanent Secretary, Ministry of Agriculture,

S/No	Stakeholder	Contact Address
		P.O. Box 2182, 40487 DODOMA
12	Ministry of Livestock and Fisheries	Permanent Secretary - Livestock Sector Dodoma University, Block 9, P.O.BOX 2870, 40487- DODOMA,
13	The Office of Vice President – Division Of Environment	Permanent Secretary, The Office of Vice President – Division Of Environment Government City P. O. Box 2502, DODOMA.
14	DART	Chief Executive, P. O. Box 724, Dar es Salaam, Tanzania Phone: +255 22-2700486/280 Email: <a href="mailto:info@dart.go.tz">info@dart.go.tz</a> Ahmed O. Wamala Edwin Hema Nason Bwatota
15	PCCB	Director General, Prevention and Combating of Corruption Bureau- (PCCB), P. O. Box, 4856, Dar es Salaam, Tanzania, Telephone: +225222150043/46, Email: <a href="mailto:dgeneral@pccb.go.tz">dgeneral@pccb.go.tz</a>
16	Dar es Salaam Regional Commissioner's Office	Regional Commissioner, P. O. Box 5429, Dar es Salaam, Tanzania, Telephone: +255222203158, Mobile: +255222203156, Email: <a href="mailto:ras@dsm.go.tz">ras@dsm.go.tz</a>
17	Dar Es Salaam City Council	Municipal Director, P. O. Box, 20950, 1 Mission/Sokoine Ilala, Dar es Salaam, Tanzania, Telephone: 2128800, Mobile: +255713537815 Email: <a href="mailto:info@imc.go.tz">info@imc.go.tz</a>  Abdulkarim A. Masamaki Alfred Mbyopyo Busoro M Pazi
18	Kinondoni Municipal Council	Municipal Director, P. O. Box, 31902, 2 Morogoro Road, 14883 Dar es Salaam, Tanzania, Telephone: 2170173, Cartherine Sembua Dr. Henjewele Patricia
19	Kigamboni Municipal Council	Municipal Director, P. O. Box, 36009, Kigamboni, Dar es Salaam, Tanzania, Telephone: +225222928468, Mobile: +225222928468,

S/No	Stakeholder	Contact Address
		Email: <a href="mailto:info@kigambonimc.go.tz">info@kigambonimc.go.tz</a> Maabad S. Hoja
20	Ubungo Municipal Council	Municipal Director, P. O. Box, 55068, Kibamba, Dar es Salaam, Tanzania, Eng. Ramadhani Mabula
21	Temeke Municipal Council	Municipal Director, P. O. Box, 46343, Dar es Salaam, Tanzania, Telephone: +225222928132, Email: <a href="mailto:temeke@temekemc.go.tz">temeke@temekemc.go.tz</a>
22	Kisarawe District Council	District Executive Director, P. O. Box, 28001, Bomani Road, Kisarawe, Pwani, Tanzania, Telephone: 0232401045, Mobile: 0784930892, Email: <a href="mailto:ded@kisarawedc.go.tz">ded@kisarawedc.go.tz</a> Selemani Jaffo (MP)
23	Roads Fund Board	Manager, Roads Fund Board, Njedengwa Investment Area, Block D, Plot No. 3, P.O.Box 993, DODOMA.
24	World Bank – Country Representative	World Bank – Country Representative, 50 Mirambo Street, P. O. Box 2054, DAR ES SALAAM
25	The National Environment Management Council	Director General, The National Environment Management Council, Regent Estate Plot No. 29/30, P.O. Box 63154, DAR ES SALAAM.
26	Tanzania Occupational Safety and Health Authority	Chief Executive Officer, Occupational Safety and Health Authority, Plot No. MNY/KMB/565, Mahakama Road – Kinondoni P.O. BOX 519, Dar es Salaam
27	TANROADS Headquarters	Chief Executive Officer, TARURA Headquarters P.O. Box 11364, 1st - 3rd Floor, Building adjacent to Julius Nyerere International Convention Centre, 10 Shaaban Robert Road/Garden Avenue, DAR ES SALAAM.
28	Tanzania Forest Services (TFS) Agency	Chief Executive, Tanzania Forest Services (TFS) Agency P.O. Box 40832, Nyerere Road, MPINGO HOUSE, DAR ES SALAAM
29	Land Transport Regulatory Authority (LATRA)	Director General, Land Transport Regulatory Authority (LATRA)

S/No	Stakeholder	Contact Address
		Mwasiliano House, Ali Hassan Mwinyi Road/Nkomo Street, P.O. Box 3093, DAR ES SALAAM
30	Tanzania Private Sector Foundation (TPSF)	Executive Secretary, Tanzania Private Sector Foundation, Plot No. 1288 Mwaya Road, Msasani Peninsula, P.O. Box 11313, DAR ES SALAAM.
31	Tanzania Investment Centre (TIC)	Executive Director, Tanzania Investment Centre, P.O. Box 938, Shaaban Robert Street, DAR ES SALAAM
32	TANESCO Head Office	Managing Director, TANESCO Head Office, Plot No. 114, Block G, Dar es Salaam Road, P.O.Box 453, DODOMA.
33	International Labour Organization (ILO)	International Labour Organization (ILO) Attn.: Employment Intensive Investment Project National Coordinator, Kazi House, Maktaba Street, P.O. Box 9212, DAR ES SALAAM.
34	Tanzania Gender Network Programme (TGNP)	Executive Director, Tanzania Gender Network Programme (TGNP), P.O. Box 8912, DAR ES SALAAM
35	Tanzania Telecommunications Corporation.	Director General Tanzania Telecommunications Corporation. Extelcoms House - Samora Avenue P. O. Box 9070, DAR ES SALAAM
36	Various NGOs and CBOs	Relevant on Gender, Environment, Labour, Child Protection etc