



REVOLUTIONARY GOVERNMENT OF ZANZIBAR

**MINISTRY OF AGRICULTURE IRRIGATION
NATURAL RESOURCES AND LIVESTOCK**

STAKEHOLDER ENGAGEMENT PLAN (SEP)

FOR

**THE TANZANIA FOOD SYSTEMS RESILIENCE
PROGRAM (TFSRP) ZANZIBAR**

9th January, 2023

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ABBREVIATIONS

Acronyms	Description
AH	Affected Households
CBO	Community-Based Organisation
CCCM	Communication and Customer Care Manager
CO	Communication Officer
DoE	Department of Environment
DP	Displaced People
E&S	Environmental and Social
EMF	Electromagnetic Field
ESF	Environmental and Social Framework
ESIA	Environmental and Social Impact Assessment
ESS	Environmental and Social Standards
GRC	Grievance Redress Committee
GRM	Grievance Redress Mechanism
KV	Kilovolts
MAINL	Ministry of Agriculture Irrigation Natural Resources and Livestock
MoH	Ministry of Health
NGO	Non-Governmental Organisation
OHL	Overhead Transmission Line
OIP	Other Interested Parties
PAP	Project Affected Person
PAPs	Project Affected Persons
PoFP	President Office Finance and Planning
PoLGRASD	President Office Local Government Regional Administration and Special Department
RAP	Resettlement Action Plan
SEP	Stakeholder Engagement Plan
WB	World Bank
ZAWA	Zanzibar Water Authority
ZECO	Zanzibar Electricity Corporation
ZEMA	Zanzibar Environmental Management Authority
ZEST	Zanzibar Energy Sector Transformation

GLOSSARY OF TERMS

Consultation: The process of gathering information or advice from stakeholders and taking these views into account when making project decisions and/or setting targets and defining strategies.

Community-Ba Organisations: Organisations that are established by communities and comprise community members. Examples of CBOs include farming cooperatives.

Discussion: An exchange of views and opinions to explore different perspectives, needs and alternatives, with a view to fostering mutual understanding, trust and cooperation on a strategy or initiative.

Displaced Person: a person who is involuntarily forced to leave their land, home, or business because of project activities to be taking place.

Engagement: A process in which a company builds and maintains constructive and sustainable relationships with stakeholders impacted over the life of a project. This is part of a broader “stakeholder engagement” strategy, which also encompasses governments, civil society, employees, suppliers, and others with an interest in the project.

Environmental and Social Impact Assessment: An assessment comprising various social and environmental studies which aim to identify project impacts and design appropriate mitigation measures to manage negative impacts and enhance positive project impacts.

Feasibility/Pre-Construction phase: The phase of a project which includes the Environmental and Social Impact Assessment, and financial and engineering feasibility studies.

Livelihoods: The financial and/or subsistence activities undertaken by households to meet their daily needs. Typically, rural households undertake multiple livelihood strategies that include subsistence farming and informal trading.

Local communities: Refers to groups of people living near a project that could potentially be impacted by a project. (“Stakeholders,” in contrast, refers to the broader group of people and organisations with an interest in the project.)

Non-Government Organisations: Private organisations, often not-for-profit, that facilitate community development, local capacity building, advocacy, and environmental protection.

Partnerships: In the context of engagement, partnerships are defined as collaboration between people and organisations to achieve a common goal and often share resources and competencies, risks and benefits.

Pre-Feasibility phase: The phase of a project includes a Screening Study to identify social and environmental fatal flaws, and a Scoping Study to identify and assess the social and environmental issues of a proposed project and evaluate project design alternatives before proceeding to project feasibility.

Project Area: A geographical area within which direct and indirect impacts attributable to a project can be expected. Defining the Project Area is used to determine a project's area of influence and responsibilities. It also guides the area within which impacts need to be monitored and managed, and it also assists with defining project stakeholders that should be engaged during project design together with an ESIA process.

Stakeholder: Any group or individual who can affect or is affected by a company and its activities.

Sheha: referred from the Law Regional Administration Act number 8 of 2014 “Sheha means a head of Shehia Administration appointed by the provision of the said Act.

Shehia: referred from the Law Regional Administration Act number 8 of 2014 “means the lowest Administrative Authority in the hierarchy of the Regional Administration”

Stakeholder Engagement Plan: A plan which assists managers with effectively engaging with stakeholders throughout the life of the mine and specifying activities that will be implemented to manage or enhance engagement.

EXECUTIVE SUMMARY

Introduction

This Stakeholder Engagement Plan (SEP) has been prepared and will be implemented by the Ministry of Agriculture, Irrigation, Natural Resources and Livestock –Zanzibar, during the preparation and implementation of the Tanzania Food Systems Resilience Program (TFSRP) on Zanzibar side. The Program will be financed and supervised by the World Bank and co-financed by GAFSP. The Project will be implemented in both Mainland Tanzania and Zanzibar. In Zanzibar, the Ministry of Agriculture, Irrigation, Natural Resource and Livestock (MAINL) - is the implementing entity through the Department of Planning, Policy and Research. The Project Development Objective (PDO) is to increase productivity, commercialization, and climate resilience of agri-food value chains by improving the efficiency and inclusiveness of delivery systems. The success toward the achievement of the PDO will be measured in the context of the following indicators:

- **Indicator 1:** Proportion of farmers adopting climate resilience enhancing technologies and practices.
- **Indicator 2:** efficiency of Irrigator organizations/farmer-based organizations in the O&M of the infrastructure and post-harvest equipment, operational.
- **Indicator 3:** Increase in volumes of crops processed and packaged for selected value chains.
- **Indicator 4:** Improvements in the quality and relevance of the climate-smart technologies developed by research and introduced to the extension systems.
- **Indicator 5:** Lowering import and export taxes for regional trade on strategic food commodities.

Project components

The Tanzania Food Systems Resilience (TFSRP) operation is focused on building increased resilience and addressing the challenges of food insecurity. The Program's underlying approach is to focus on strengthening the Ministry of Agriculture's budget management to improve the efficiency, effectiveness, and impact of government services. In Zanzibar, the Program's focus is specifically on increasing the capacity to demonstrate the delivery of innovations around the

nexus of climate change, resilience, and social inclusion, with the overarching target of food security. The program focuses on implementing the following components to realise its development objectives:

Component 2: Support the delivery of Zanzibar's Agriculture Sector Development Program (ZASDP, 2019 - 2028). Zanzibar needs to urgently develop institutional models to address the island's growing challenge of food insecurity and the need to increase resilience. In this context, TFSRP will finance investments designed to promote innovation and institutional models that operate in the nexus of smart climate agriculture, gender/youth, and ICT. In this context, the Program will support the following three sub-components.

Sub-component 2.1: Improving the capacity of Zanzibar Agricultural Research Institute (ZARI) in the breeding and Seed Unit of the Department of Agriculture (DoA). The Program will finance agricultural research institutions and the seed unit to accelerate production and access to climate-smart and nutrition-sensitive innovations to improve resilience. Specifically, the program under this sub-component will also focus on financing those areas which strengthen capacity by training key staff, providing equipment required to monitor soil quality, measure pest and disease control and seed quality, and refurbishment key infrastructure to support seed multiplication, seed processing, and seed variety maintenance.

Sub-Component 2.2: Piloting new models for building resilience. The Program will finance pilots that will combine new ways for institutions (extension, research, and private sector) to work together with an increasing focus on social inclusion, with a specific focus on the empowerment of women and youth. Specifically, the Program will finance research activities, infrastructure rehabilitation, technology dissemination, and workshops. The selection criteria for the pilot sub-projects will include a focus on climate-smart technologies and practices and the use of digital platforms in service delivery and data collection and support management to demonstrate plots on climate-smart and labour-saving technologies.

Component 3: Supporting Institutional Transformation. Putting in place the institutional systems to strengthen food security and build increased resilience across Tanzania's food system is a significant challenge. The challenge ranges from improving budget management to accelerating the use of ICT technologies via supporting new performance-based contracts in

irrigation. To address these challenges and to support the effective implementation of TFSRP, the Program will finance technical units in the Ministries of Agriculture. The activities to be supported by these units will include reviewing policies, developing guidelines, designing partnerships with the private sector, building technical capacity, and supporting the verification of achievements of results.

The target area, direct beneficiary, and targeting strategy

The Program will be implemented in selected areas in Zanzibar where irrigation schemes exist. The target populations for the entire Program will be those related to crop value chains (including rice, vegetables, and other complementary crops. Building increased resilience within crop and vegetable value chains will help address food insecurity and malnutrition. In this regard, the design of TFSRP specifically incentivizes the inclusion of women and youth in the following areas: Farmers adopting resilient enhancing technologies and practices promoted by extension; several women and youth using modified access to inputs/services for agricultural production and increased resilience and food security.

At the field level, the project will be implemented in irrigation schemes and some of the project activities will involve rehabilitation and expansion of irrigation infrastructures, use of agrochemicals such as treated inputs and the like, which will cause environmental and social concerns. The nature of the proposed program and the programme activities require intensive consultation and engagement of key stakeholders at various levels. Therefore, this Stakeholder Engagement has been prepared to assist the program implementation team in effective engagement with stakeholders during program preparation and implementation (and ideally beyond) period.

Objectives of the Stakeholder Engagement Plan (SEP)

SEP as a technically appropriate approach for the consultation and disclosure process is generally intended to improve and facilitate two-way communication between the project and key stakeholders. It is also designed to create an atmosphere of understanding that actively involves project-affected people and other stakeholders promptly. The SEP is a useful tool for managing communications between the Project Implementing Units and their stakeholders.

Stakeholder Engagement Activities.

The project has undergone an involvement of engagement of key stakeholders different at national, regional, district and local levels to gauge their awareness and understanding of the project and document their issues and concerns. The consultation process involved field visits to the project areas of influence in which the proposed project infrastructures will be located including the rehabilitation of irrigation infrastructures in various irrigation schemes, provision of skills to farmers on Good Agriculture Practices (GAPs), business skills, labour-saving technologies, research activities and the likes. The stakeholders consulted includes government ministries, departments or agencies at the national level (e.g., Ministry of Land and Housing, President Office Local Government Regional Administration and Special Department (PoLGRASD), ZECO, Zanzibar Water Authority (ZAWA), Ministry of Health (MoH), President Officer Finance and Planning (PoFP), ZEMA, Department of Environment (DoE), and Ministry of Agriculture Irrigation Natural Resources and Livestock (MAINL) and local levels communities' leaders, community-based organizations and farmer's associations, and individual farmer's members and people who potentially will be directly affected by the project as well as interested public and private organizations. Stakeholder consultations were carried out through interviews and meetings. In the process the content of the project and the potential impacts were explained; stakeholders also provided useful primary baseline information, guidance, and recommendations on best practices acceptable and suitable to the local environment. The stakeholder consultations identified issues that they considered important. Comments from the stakeholders must be addressed by the ESIA and RAP and taken into consideration in the impact analysis and recommendation of mitigation measures.

Identified Potential TFSRP Project Impacts

The environmental and social impacts associated with the sub-project within the TFSRP components will be identified and elaborated in detail in ESIA, ESMP, and RAP/ARAP reports for the respective subprojects. However, a quick screening of potential and environmental from the targeted project areas within the scope of expected project interventions suggest that the

impacts are deemed to be of low magnitude and limited and/or localized in scope requiring site-specific mitigation. The project is expected to have a low negative social impact because the civil works will be limited to rehabilitation of irrigation infrastructures that involve renovation of the existing or converting existing earthen canals into concrete ones with no new contraction from the project and therefore no need for land acquisition and reallocation.

The risks/impacts are identified through ESIA, ESMP, and RAP/ARAP shall be mitigated through education on hazards of agrochemical, canal inspections, education on environmental conservation and management, and programs to assist vulnerable groups. All the proposed mitigation measures must be followed through a quarterly monitoring programme and Completion Audits, where relevant, to assess compliance with the applicable legislation and the World Bank ESSs.

Legal Requirements and Regulations

According to the World Bank's Environmental and Social Standard, 10 all Bank projects require a Stakeholder Engagement Plan. The process of stakeholder engagement will involve the following: (i) stakeholder identification and analysis; (ii) planning how the engagement with stakeholders will take place; (iii) disclosure of information; (iv) consultation with stakeholders; (v) addressing and responding to grievances; and (vi) reporting to stakeholders, as set out in detail under ESS 10

The Zanzibar legislations through Environmental Management Act No 3 of 2015, require public consultations, but only for those projects which require Environmental Impact Assessment (EIA). The EIAs provide detailed requirements and procedures for conducting public consultations and establishment of timeframes for information disclosure, public hearing, and discussion. The responsibility for public disclosure now rests with the Zanzibar Environmental Management Authority (ZEMA). Stakeholder identification and analysis All engagement needs to proceed based on what are culturally acceptable and appropriate methods for each of the different stakeholder groups. For example, for consultations with government officials, formal presentations are preferred, while public meetings and informal focus group discussions are preferred for community consultations.

Stakeholder analysis depicts the likely relationship between stakeholders and the sub-project and helps to identify the appropriate consultation methods for each stakeholder group during the life of the project. The most common methods used for stakeholders' consultation includes phone calls, emails, social media, one-to-one interviews, public meetings, surveys, workshop, focus group discussions, and distribution of pamphlets, newsletters, newspaper, magazines, radio, and television programs.

Affected Communities

An impacted community may be affected through components of the natural or social environment because of various aspects of the project's activities and in varying degrees. The primary areas of influence include the existing irrigation schemes (both newly developed and old ones) of approximately 13,787 farmers in 1928ha distributed in fourteen (14) irrigation schemes in Unguja and Pemba Islands. Within this larger area of influence, some communities will experience more direct impacts (positive and negative) because of their proximity to the proposed project activities.

Information disclosure

The MAINL website (<http://www.kilimoznz.co.tz>) will be used for the disclosure of project documents via a dedicated TFSRP webpage. Project documents will also be disclosed on the MoFP website (<http://www.mofeaznz.org>). The key documents to be disclosed will include all environmental and social safeguard documents such as the ESMF and RPF, ESIA for specific sub-project ESIAs/ESMPs, RAPs/ARAP, documents on environmental and social performance, and other relevant material. The material will be provided in both Kiswahili and English (All executive summaries of the environmental and social safeguard documents will be translated into Kiswahili). All future project-related environmental and social monitoring reports, listed in the above sections will be disclosed on these web pages. Project updates (including news on construction activities and relevant environmental and social data) will also be posted on the homepage of MAINL and MoFP websites. An easy-to-understand guide to the terminology used in the environmental and social reports or documents can also be provided on the website. All information brochures/fliers will be posted on places where community members could access

them including Notice Boards at Shehia, District, MAINL and Project Office Boards. The information will also be posted on the MAINL websites and social media.

SEP Implementation

In Zanzibar, the Ministry of Agriculture, Irrigation, Natural Resources and Livestock will be the lead implementing agency for Tanzania's Food System Resiliency Program. The Project Coordination Unit (PCU) will be responsible for the coordination and implementation of day-to-day project activities. The staff with responsibilities to implement the SEP are the TFSRP PCU (Coordinator, Social Specialist, Environmental Specialist, Communication Officer, Irrigation Specialist, and other members of the Project Coordination Unit (PCU)). Specifically, the Safeguard Team (Social Specialist, Environmental Specialist, and Communication Officer) will manage stakeholder consultation, manage grievances, and implement community development programmes to minimize any potential impacts identified in the all-safeguard documents. It is necessary for all safeguard members of the project to actively participate in consultation and engagement processes. It is important for the project social safeguard and/or communication consultants/specialists to communicate accurate information regarding project activities, contractors, workers' recruitment procedures, and worker health and safety procedures, as well receiving information on the status of community health and safety plans.

During project implementation, stakeholder consultation will be led by the Project Coordination Unit (PCU), together with the Communication Officer (CO) will support TFSRP at the field level under the direction of the Social Specialist.

Grievance Redress Mechanism

The Grievance Mechanism (GRM) will consist of several levels starting with a Shehia Grievance Committee at the lowest level, a project grievance committee, a District Grievance Committee, and a Ministerial Grievance Committee. The Land Tribunal is also available for land-related matters. Complainants can always go directly to the judicial system. The project GRM will be prepared to handle all grievances that may arise during the project's lifetime and beyond.

1.0 INTRODUCTION

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1.2 Project components

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irrigation. To address these challenges and to support the effective implementation of TFSRP, the Program will finance technical units in the Ministries of Agriculture. The activities to be supported by these units will include reviewing policies, developing guidelines, designing partnerships with the private sector, building technical capacity, and supporting the verification of achievements of results.

1.3 The target area, direct beneficiary, and targeting strategy

The Program will be implemented in selected areas in Zanzibar where irrigation schemes exist. The target populations for the entire Program will be those related to crop value chains (including rice, vegetables, and other complementary crops. Building increased resilience within crop and vegetable value chains will help address food insecurity and malnutrition. In this regard, the design of TFSRP specifically incentivizes the inclusion of women and youth in the following areas: Farmers adopting resilient enhancing technologies and practices promoted by extension; several women and youth using modified access to inputs/services for agricultural production and increased resilience and food security.

At the field level, the project will be implemented in irrigation schemes and some of the project activities will involve rehabilitation and expansion of irrigation infrastructures, the use of agrochemicals such as treated inputs and the like, which will cause environmental and social concerns. The nature of the proposed program and the programme activities require intensive consultation and engagement of key stakeholders at various levels. Therefore, this Stakeholder Engagement has been prepared to assist the program implementation team in effective engagement with stakeholders during program preparation and implementation (and ideally beyond) period.

Overall, the project activities such as technology and skill transfer will be disseminated in almost all existing irrigation schemes in Unguja and Pemba Island. However, civil work will cover schemes that only need rehabilitation works rather than completely new construction that would require land acquisition and reallocation. In this case, a quick assessment was undertaken to identify a scheme that fit into this requirement.

1.4 Brief Summary of Previous Stakeholder Engagement Activities

The project has undergone an involvement of engagement of key stakeholders in different studies under project components at national, regional, district and local levels to gauge their awareness and understanding of the project and document their issues and concerns. The consultation process involved field visits to the project areas of influence in which the proposed project infrastructures will be constructed including the rehabilitation of irrigation infrastructure, farmers' service centres, and water sources and talking with farmers and other stakeholders to get a rough picture of farmers and other stakeholders' awareness on the project and project activities. The key stakeholders consulted include the Department of Planning, government ministries, departments, or agencies at the national level (e.g., ZECO, ZAWA, MoLWHE, MOFP, ZEMA, DoE, ZNCCIA, and MANRF and local levels communities' leaders, community-based organizations, community members and people who will potentially be directly affected by the project as well as interested public and private organizations and off-takers. Stakeholder consultations were carried out through interviews and meetings. In the process the content of the project and the potential impacts were explained; stakeholders also provided useful primary baseline information, guidance, and recommendations on best practices acceptable and suitable to the local environment. The stakeholder consultations identified issues that they considered important and comments from the stakeholders will be addressed by the ESIA and ARAP where applicable and taken into consideration in the impact analysis and recommendation of mitigation measures.

1.5 Purpose and Scope of SEP

This Stakeholder Engagement Plan (SEP) will assist the Project Coordination Unit in managing and facilitating stakeholders and community engagement through the various stages of the Project's life cycle from the pre-feasibility stage, feasibility, design, construction, operations, closure, and rehabilitation stages. This version of the SEP is an initial guide to engagement and will need to be revised as needed during project implementation to reflect ongoing stakeholder engagement.

The purpose of the SEP is to set a guiding framework on how different stakeholders will be engaged at various levels during project implementation outlining the roles and responsibilities of each stakeholder in its implementation; including the methods to be used as a part of the

engagement process. Indeed, the SEP serves the purpose of the project to comply with the International (World Bank) Environmental and Social Standards which notes that projects may result in a range of social and environmental risks and impacts and the involvement of the local population is essential to the success of the project, to ensure smooth collaboration between project staff and local communities and to mitigate or if not possible minimize environmental and social risks related to the project.

1.6 Objectives of the Stakeholder Engagement Plan (SEP)

The SEP seeks to define a technically and culturally appropriate approach to consultation and disclosure. The goal of this SEP is to improve and facilitate two-way communication between the project and stakeholders and to create an atmosphere of understanding that actively involves project-affected people and other stakeholders promptly and that these groups are provided sufficient opportunity to voice their opinions and concerns. The SEP is a useful tool for managing communications between the Project Coordination Units and their stakeholders.

1.7 Key Objectives of SEP

- i) Guide stakeholder engagement such that it meets World Bank's Environmental and Social Standards,
- ii) Identify key stakeholders that are affected, and/or able to influence the Project and its activities,
- iii) Identify the most effective methods and structures through which to disseminate project information, and to ensure regular, accessible, transparent, and appropriate consultation,
- iv) Guide the Project to build mutually respectful, beneficial, and lasting relationships with stakeholders,
- v) Develop a stakeholder engagement process that provides stakeholders with an opportunity to influence project planning and design,
- vi) Establish formal grievance/resolution mechanisms,
- vii) Define roles and responsibilities for the implementation of the SEP,
- viii) Define reporting and monitoring measures to ensure the effectiveness of the SEP and periodical reviews of the SEP based on findings and
- ix) Assist the Project with securing and maintaining a social commitment to operate throughout the life of the Project.

1.8 Identified Potential Impacts

The quick skimming of environmental impacts associated with project components suggests that the impacts are deemed to be of low to moderate in magnitude and limited and/or localized in scope requiring site-specific mitigation. These impacts and risks can be managed through the development and implementation of project-specific and robust Environmental and Social Management plans for specific project SMP. The ESMF report prepared for the proposed project set a framework on how the environmental and social issues associated with the project will be assessed and managed and the application of good design and construction practices. The anticipated social risks from the project components are not expected to be significant as long the current position of confined project activities provides that the acquisition process is conducted in a manner consistent with the Resettlement Policy Framework (RPF) prepared for the Project. In addition, most of the identified safety risks can be mitigated through education on the provision of protective devices, education on Safeway on how to handle agrochemical inputs and construction equipment/machines used in the project activities and education on environmental conservation and management, and programs to assist the vulnerable groups. Project designs will take into consideration, the consultation and participation of the affected communities. All the proposed mitigation measures will be followed through a quarterly monitoring programme and RAP Completion Audits, where relevant, to assess compliance with the applicable legislation and the World Bank ESSs.

Table 1: Potential Impact Significance Matrix

		Receptor Sensitivity		
		Low	Medium	High
Impact Magnitude	Very low	Negligible	Negligible	Minor
	Low	Negligible	Minor	Moderate
	Medium	Minor	Moderate	Major
	High	Moderate	Major	Major

Table 2: Impact Significance Definitions

Adverse Impacts	Major	Impacts with a “Major” significance are likely to disrupt the function and value of a receptor and may have broader systemic consequences (e.g., ecosystem or social well-being). These impacts are a priority for mitigation to avoid or reduce the significance of the impact.
	Moderate	Impacts with a “Moderate” significance are likely to be noticeable and result in lasting changes to baseline conditions, which may cause hardship to or degradation of a receptor, although the overall function and value of a receptor are not disrupted. These impacts are a priority for mitigation to avoid or reduce the significance of the impact.
	Minor	Impacts with a “Low” significance are expected to be noticeable changes to baseline conditions, beyond natural variation, but are not expected to cause hardship, degradation, or impair the function and value of the receptor. However, these impacts warrant the attention of decision-makers and should be avoided or mitigated where practicable.
	Negligible	Any impacts are expected to be indistinguishable from the baseline or within the natural level of variation. These impacts do not require mitigation and are not a concern of the decision-making process.

2.0 LEGAL REQUIREMENTS AND REGULATIONS

According to the World Bank’s Environmental and Social Standard Ten (ESS10), all Bank projects require a Stakeholder Engagement Plan. The process of stakeholder engagement will involve the following, as set out in detail under ESS 10: (i) stakeholder identification and analysis; (ii) planning how the engagement with stakeholders will take place; (iii) disclosure of information; (iv) consultation with stakeholders; (v) addressing and responding to grievances; and (vi) reporting to stakeholders.

In addition, the Zanzibar legislations through Environmental Management Act No 3 of 2015, require public consultations, but only for those projects which require Environmental Impact Assessment (EIA). The EIAs provides detailed requirements and procedures for conducting public consultations and the establishment of timeframes for information disclosure, public hearing, and discussion. The responsibility for the public disclosure now rests with the Zanzibar Environmental Management Authority (ZEMA) All engagement needs to proceed based on what are culturally acceptable and appropriate methods for each of the different stakeholder groups.

For example, for consultations with government officials' formal presentations are more suitable, while public meetings and informal focus group discussions are preferred for community consultations.

Stakeholder analysis depicts the likely relationship between stakeholders and the sub-project and helps to identify the appropriate consultation methods for each stakeholder group during the life of the project. The most common methods used for stakeholders' consultation includes phone calls, emails, social media, one-to-one interview, public meetings, surveys, workshop, focus group discussions, and distribution of pamphlets, newsletters, newspaper, magazines, radio, and television programs. The ESIA Report for each respective subproject with the Tanzania Food System Resiliency Program will identify potential impacts/risks associated with the project, with their respective mitigation measures, management and monitoring plan and budget for implementation.

2.1 Regulations and requirements

2.2.1 Statutes and Regulations

This SEP considers the existing institutional and regulatory framework within the context of the following Tanzanian and Zanzibari legal instruments:

International standards

WB Safeguard Policy, including OP 4.01, OP 4.11 and OP 4.12 SADCC Traffic Rules
UNESCO Convention Guidelines

Regional regulations

EAC Establishment Treaty article 90,
2000 EAC Establishment Treaty
Environmental Management article 112,
2000

National Legislation			
1.	Zanzibar Constitution, 1984 (sec 17)	14.	Road Transport Act (2003)
2.	Zanzibar Environmental Management Act 3 of 2015	15.	Labour Relations Act, 2004
3.	Zanzibar Public Health Act (2012)	16.	The Registered Land Act (1989)
4.	Occupational Safety and Health Act No.8 of 2005	17.	The Land Surveyor's Act (1989)
5.	The Land Tenure Act (1992)/Land	18.	Land Transfer Act (1993)
6.	Tenure (Amendment) Act (2003)	19.	Conservation Act 2010
7.	The Land Tribunal Act (1994)/Amendment Act, No 1 of 2008	20.	PPP Act
8.	Regional Administration Act of 2014	21.	Utilities Act – ZAWA - ZEC
9.	Local Government Authority Act of 2014	22.	Zanzibar Water Act No. 4 of

		2006
10.	OSH Act	
11.	Regional Administration Act	
12.	Local Government Authority Act (2014)	
13.	Government Agency for Tractor and Farm Machineries Service Act No. 2 of 2019	

2.2.2 Relevant Policies

1. Zanzibar Environmental Policy (2013)
2. Zanzibar Vision 2020
3. Zanzibar Development Plan (ZADEP) 2021-2026
4. Zanzibar Tourism Policy, 2012
5. Zanzibar Transport Policy, 2008
6. Zanzibar HIV/AIDS Policy, 2004
7. Occupational Safety and Health Policy (2012)
8. Zanzibar Local Government Policy (2012)
9. Zanzibar Land Tenure-Related Policies
10. National Spatial Development Strategy (NSDS) (2015)

3.0 STAKEHOLDER IDENTIFICATION AND ANALYSIS

3.1 Stakeholder Identification

The Engagement team will deepen and complete the identification and analysis of stakeholders and continue to determine their priorities and objectives about the project. Throughout the engagement process, the team will continually update their analysis of each stakeholder and how they will be affected by the project to plan engagement accordingly. Stakeholders have been and will continue to be identified by identifying stakeholder categories that may be affected by, or be interested in, the Project considering the project area and nature of the impact.

3.2 Stakeholder mapping

Stakeholder mapping helps to give an understanding of each project stakeholder according to their level of influence and interest. These stakeholders are grouped into producers, input suppliers, service providers, and consumers. The level of influence and interest are categorised into low, medium, and high as presented in Table 3 below

Table 3 Analysis of Stakeholder influence and Interest

	Low	Medium	High
I N F L U E N C E		<ul style="list-style-type: none"> ○ President's office Ministry Regional, Administration Local government and Special Department. 	<ul style="list-style-type: none"> ○ Ministry of Agriculture, Irrigation, Natural Resources and Livestock ○ The World Bank ○ Zanzibar Environment Management Authority (ZEMA) ○ Politicians ○ Zanzibar Water Authority (ZAWA) ○ Government Agency for Tractors and Farm Machineries Services ○ Department of Agriculture and Food Security ○ Department of Irrigation ○ Zanzibar Agriculture Research Institute (ZARI)
	<ul style="list-style-type: none"> ○ Zanzibar Chamber of Commerce (ZCC) ○ Media 	<ul style="list-style-type: none"> ○ NGOs ○ Traders/Off-takers/Customers/Millers ○ Farmer's Fora/Networks 	<ul style="list-style-type: none"> ○ Medium-sized business ○ Input Suppliers ○ Farmer's community ○ Researcher Institutions ○ Electricity Corporation (ZECO)
			<ul style="list-style-type: none"> ○ Ministry of Economic Empowerment ○ Department of Forestry (DoF)
	INTERESTS		

3.3 Stakeholder analysis

Stakeholder analysis determines the likely relationship between stakeholders and the Project and helps to identify the appropriate consultation methods for each group of stakeholders during the life of the project. Some of the most common methods used for stakeholders' consultation are as follows:

- Phone /email,
- One-on-one interviews,
- Public meetings,
- Workshop/focus group discussions,
- Distribution of pamphlets and newsletters once available; and
- Newspaper/magazines/radio.

When deciding the frequency and the appropriate engagement technique used to consult a particular group of stakeholders, three criteria will be considered:

- The extent of the impact of the project on the stakeholder group.

- The extent of influence of the stakeholder group on the project; and
- The culturally acceptable engagement and information dissemination methods.

In general, engagement is directly proportional to impact and influence, and as the extent of the impact of a project on a stakeholder group increases, or the extent of influence of a particular stakeholder on a project increases, engagement with that stakeholder group will be intensified and deepened in terms of the frequency and the intensity of the engagement method used. As such, stakeholder engagement will be intensified during the preparation and implementation of the environmental and social assessment documents (such as Resettlement Action Plans and Environmental and Social Impact Assessments).

All engagement needs to proceed based on what are culturally acceptable and appropriate methods for each of the different stakeholder groups. For example, for consultations with government officials' formal presentations will be preferred, while communities prefer public meetings, and informal focus group discussions facilitated by posters and non-technical pamphlets.

3.4 Stakeholder Engagement Principles

Stakeholder engagement is usually informed by a set of principles defining core values underpinning interactions with stakeholders. The following are common principles based on international best practices:

- **Commitment** is demonstrated when the need to understand, engage and identify the community is recognized and acted upon early in the process,
- **Integrity** occurs when engagement is conducted in a manner that fosters mutual respect and trust,
- **Respect** is created when the rights, cultural beliefs, values and interests of stakeholders and neighbouring communities are recognized,
- **Transparency** is demonstrated when community concerns are responded to in a timely, open and effective manner,
- **Inclusiveness** is achieved when broad participation is encouraged and supported by appropriate participation opportunities,
- **Trust** is achieved through open and meaningful dialogue that respects and upholds a community's beliefs, values, and opinions,

- **Gender** equality is demonstrated not only by the physical participation of women during engagement activities but also by adopting transversal gender perspective and gender equality indicators,
- **Inclusiveness** is achieved when the project attends to the need of all the members equally including vulnerable individuals such as the elderly, disabled, women-headed households, and other social classes; and special attention is paid to those community members who are at risk of social exclusion.
- **Child centred approach** is demonstrated when the human rights of children are protected, and the participation process is adopted to understand their needs and perspective

3.5 Stakeholder Engagement Program

Table 4: Engagement Strategy by phases; activities and objectives

STAGE	OBJECTIVE/TARGETS	KEY ACTIVITIES	TARGET STAKEHOLDER
PHASE I FEASIBILITY STUDY AND FINAL DESIGN	<ul style="list-style-type: none"> ● To meet and collect contact information of all relevant key stakeholders 	<ul style="list-style-type: none"> ● Meetings with key stakeholders to begin the engagement process 	Government
	<ul style="list-style-type: none"> ● To assess the level of stakeholder interest and support for the project and to enable stakeholders' views to be considered in project design and environmental and social performance 	<ul style="list-style-type: none"> ● Information point with the community liaison officer 	Governmental organisations
	<ul style="list-style-type: none"> ● To collect information, ideas, opinions, and insight from a wide range of stakeholders to inform project phases. 	<ul style="list-style-type: none"> ● Dissemination of awareness-raising flyer, posters, and video 	Governmental and other stakeholders

	<ul style="list-style-type: none"> • To raise awareness of TFSRP among relevant stakeholders 	<ul style="list-style-type: none"> • Use of social networks 	All stakeholders
	<ul style="list-style-type: none"> • To analyse, from a community perspective, the proposed design plan identifies possible concerns for the community and translates them into a medium the community can understand. 	<ul style="list-style-type: none"> • Consultations with specific groups of stakeholders to address paradigm change purpose and scale of the project 	Key stakeholders including farmers
	<ul style="list-style-type: none"> • To provide individual attention to some highly affected/influential stakeholders discussing the project more in-depth and their issues of concern 	<ul style="list-style-type: none"> • Validation of issues identifies in social analysis of the technical proposal and feedback from stakeholders 	Government and stakeholders
	<ul style="list-style-type: none"> • To disclose the social analysis and consideration of the Technical Design Plan 	<ul style="list-style-type: none"> • Consultation meetings with stakeholders for inputs and comments 	<ul style="list-style-type: none"> • Government, PCU, farmers and other stakeholders
	<ul style="list-style-type: none"> • Support and advise the MAINL and PCU team in ensuring that the planning team and government agencies consider community criteria, inputs, and needs in the final design. 	<ul style="list-style-type: none"> • Consultation meetings to review the plans and design 	<ul style="list-style-type: none"> • Government, contractor, PCU and other stakeholders
	<ul style="list-style-type: none"> • To build the capacity of the local community in proposing local solutions 	<ul style="list-style-type: none"> • Awareness and consultation meetings with PAPs at scheme level 	<ul style="list-style-type: none"> • PAPs, project beneficiaries and other community members
	<ul style="list-style-type: none"> • To consult government 	<ul style="list-style-type: none"> • Consultation meetings 	<ul style="list-style-type: none"> • Project

	stakeholders on the next steps.	with proposed plans for consideration	implementors, contractor, supplier, PAPs
	<ul style="list-style-type: none"> • To provide a point of information where stakeholders can visit to collect information. 	<ul style="list-style-type: none"> • Establish information centre at each district/scheme level to share project outcomes and results 	<ul style="list-style-type: none"> • All project beneficiaries and public
	<ul style="list-style-type: none"> • To connect the local community with the MAINL, PUC contributing their solutions and ensuring the project design considers community needs and solutions 	Awareness and consultation meetings informing PAPs and other stakeholders how to share their opinion	<ul style="list-style-type: none"> • All project beneficiaries and public
	<ul style="list-style-type: none"> • To identify shared interests among stakeholders and come to some agreements among stakeholders. 	Consultation and discussion meetings on project plans for inputs and consensus	<ul style="list-style-type: none"> • Governmental organisation implementing project and other key stakeholders
PHASE II PROCUREMENT	<ul style="list-style-type: none"> • To come to some agreements between the community a MAINL/PUC/design 	<ul style="list-style-type: none"> • Workshop for participation consensus. 	<ul style="list-style-type: none"> • Government and stakeholders
	<ul style="list-style-type: none"> • Supervision Team, PCU and TSFRP To inform on project development, results, and conclusion 	Feedback meetings, site meetings and project mission	<ul style="list-style-type: none"> • Project implanting organisations, contractors, and community

	<ul style="list-style-type: none"> • Support and advise the MAINL and PCU team in ensuring that the planning team and government agencies consider community criteria and needs in the field design 	Consultation meetings to review the plans and design	Community, contractor Government and key stakeholders
	<ul style="list-style-type: none"> • To address pending topics and concerning issues that have not yet been solved or that have been raised throughout the engagement process 	Consultation meetings with community and other stakeholder to discuss and explain pending issues	Government and key stakeholders
	<ul style="list-style-type: none"> • To allow community stakeholders to propose ideas for design that do not affect project objectives 	Validation meetings with the community to discuss the design and seek comments and inputs from the community	Government and stakeholders
	<ul style="list-style-type: none"> • To inform on project rehabilitation developments. 	<ul style="list-style-type: none"> • Campaign and information point. • Ad-hoc meetings and workshops. • Subproject site meetings 	<ul style="list-style-type: none"> • Governmental and stakeholders
PHASE III REHABILITATION	<ul style="list-style-type: none"> • Build capacity and advise the Implementing institutions, PCU participating Government entities in the community 	<ul style="list-style-type: none"> • Mediation Meetings for conflict management and building consensus. 	<ul style="list-style-type: none"> • Governmental and stakeholders

	<ul style="list-style-type: none"> • Engagement and processes of citizen participation; and sustainable mobility/public space design in design and construction processes. 	<ul style="list-style-type: none"> • Communication campaign and information point. 	Private Sector Community Groups (including vulnerable groups, etc.)
	<ul style="list-style-type: none"> • To come to agreements among community members 	<ul style="list-style-type: none"> • Consultation with farmers and discuss agreements related to the project interventions 	Project coordination unit and farmers
	<ul style="list-style-type: none"> • Carry out grievance redress mechanisms 	Meetings with GRM committees at each level to address filed grievances	PAPs, PCU, and community
	<ul style="list-style-type: none"> • To mediate and resolve any conflicts 	Meetings with GRM committees at each level to address filed grievances	PAPs, PCU, and community
	<ul style="list-style-type: none"> • To inform on project maintenance developments. 	<ul style="list-style-type: none"> • Ad-hoc meetings and workshops. 	Civil Society groups (NGOs) Government
PHASE IV MAINTENANCE	<ul style="list-style-type: none"> • Build capacity and advise the MAINL, PCU and other TFSRP participating government entities in community entities in community engagement and process of citizen participation; and sustainable mobility/public space design in design and maintenance processes 	<ul style="list-style-type: none"> • Mediation Meetings for conflict management and building consensus. • Communication campaign and information point. 	<ul style="list-style-type: none"> • Agencies Private Sector Community Groups (including vulnerable groups, etc.)

	<ul style="list-style-type: none"> • To come to agreements among community members 	<ul style="list-style-type: none"> • Consultation meetings with PAPs and farmers 	<ul style="list-style-type: none"> • Civil Society groups (NGOs)
	<ul style="list-style-type: none"> • Carry out redress mechanisms 	<ul style="list-style-type: none"> • Meetings with GRM committees at each level to address filed grievances 	<ul style="list-style-type: none"> • PAPs, PCU, and community
	<ul style="list-style-type: none"> • To mediate and resolve any conflicts. 	<ul style="list-style-type: none"> • Meetings with GRM committees at each level to address filed grievances 	<ul style="list-style-type: none"> • PAPs, PCU, and community

3.5 Detail on engagement and communication methods to be used

When the engagement team gathers input from community, the below protocol lays out a recommendation for passing information along to those responsible for Project and responding to stakeholders.

Table 5: External Communication Strategy (more details and examples below)

Phase	Material	Description and objective	Target
			Audience
All phases	Community friendly Engagement Materials	Technical design reports and maps adapted into materials that provide simplified explanations and visuals to facilitate	Stakeholders who attend engagement activities

		understanding, ensuring that all stakeholders can fully understand the project.	
All phases	Media (TV, Radio, and Newspaper)	Build relationship Dissemination Project Information Gain support	All stakeholders
All phases	Special Events (Nane exhibition, World food day)	Project through farmer's organisations to share project outputs and related results from their farming activities and other interventions	All stakeholders
All phases	Flyer + Poster	Call attention to project and encourage people to come to information point or call for more information	All stakeholders
All phases	Video documentary	Spread through social media	All stakeholders
All phases	Information Point	Community liaison to receive complaints, proposals, ideas and needs	All stakeholders
All	Social Media	TFSRP Facebook, for questions and opinion/comments	All stakeholders

3.5.1 Public/community meetings

After effectiveness, the Project will organise launch meetings in each targeted irrigation scheme. As part of the preparation for the launch meetings, the Project will engage with the districts to ensure that District Community Officers are aware of the project and can play important role in information sharing and engagement with communities. From then on, the District Community Officers, and coordinator (one project focal person per district) will help organize community

sensitization meetings targeted on a quarterly basis throughout the project's lifecycle. The costs related to community meetings will be covered by the Project.

3.5.2 Mass/social media communication

A Communications Officer will post information on the MAINL website which will also be shared on reputable TV and radio station. In addition, the project will communicate with the local population via social media campaigns or tools like WhatsApp throughout the project's lifecycle. Social media channels will be used primarily to cover a large audience in a shorter time across users of different ages and backgrounds in project-affected communities.

3.5.3 Communication materials

Written information will be disclosed to the public via a variety of communication materials including project documents, brochures, flyers, posters, etc. A public relations kit will be designed specifically for the project and distributed both in print and online form. MAINL will update information on its website regularly with key project updates and reports on the project's environmental and social performance both in English and Swahili. The websites will also provide information about the Grievance Redress Mechanism for the Project.

3.5.4 Training, workshops

Finally, training related to the implementation of the SEP will be provided to the relevant project and other ministry staff, and where relevant contractor staff, government (including agencies such as ZEMA), and other involved entities. Training will include but will not be limited to general environmental and social standards training for the PCU, training on stakeholder engagement and grievance management for the social and environmental staff, and training on environmental and social standards for community officers and other entities. Additional issues covered will include sensitization to gender-based violence risks, inclusiveness of vulnerable individuals, and participatory approaches. Early in project implementation, a capacity needs assessment will be conducted to skills and knowledge gaps in relevant staff within the MAINL.

3.5.5 Information Desks

Information Desks in the project offices both in Pemba and Unguja will provide information on stakeholder engagement activities, construction updates, and contact details of the Project staff. Information will also be distributed at the construction sites. When necessary, community

officers can meet nearby and share information about the project with PAPs and other stakeholders. Documents, brochures, and fliers on various project-related social and environmental issues will be made available at these sites.

3.5.6 Engagement Techniques

There will be varieties of engagement techniques to be used for building relationships with stakeholders, gathering information from stakeholders, consulting with stakeholders, and disseminating project information to stakeholders. When selecting an appropriate consultation technique, culturally appropriate consultation methods, and the purpose for engaging with a stakeholder group will be considered. Table 5 provides a list of different consultation techniques and suggests the appropriate application.

Table 6: Engagement Techniques

Engagement Techniques	Appropriate application of techniques
Information Centre and Information Boards	- Establish Information Boards in each Project area community.
Correspondence by phone/email/Text/Instant messaging	- Invite stakeholders to meetings - Distribute project information to government officials, organisations, agencies, and companies
Print media and radio announcements	- Disseminate project information to large audiences, illiterate stakeholders - Inform stakeholders about consultation meetings
One-on-one interviews	- Solicit views and opinions - Enable stakeholders to speak freely and confidentially about controversial and sensitive issues - Build personal relations with stakeholders
Formal meetings	- Present project information to a group of stakeholders - Allow the group of stakeholders to provide their views and opinions - Build professional relations with high-level stakeholders - Distribute technical documents - Facilitate meetings using PowerPoint presentations - Record discussions, comments/questions raised and responses
Public meetings	- Present project information to a large audience of stakeholders, and in particular communities - Allow the group of stakeholders to provide their views and opinions - Build relationships with neighbouring communities - Distribute non-technical project information - Facilitate meetings using PowerPoint presentations, posters, models, videos and pamphlets or project information documents - Record discussions, comments/questions raised and responses
Workshops	- Present project information to a group of stakeholders - Allow the group of stakeholders to provide their views and opinions - Use participatory exercises to facilitate group discussions, brainstorm issues, analyse information, and develop recommendations and strategies
Focus group discussion	- Allow a smaller group of between 6 and 8 people to provide their views and opinions of targeted baseline information - Build relationships with neighbouring communities - Use a focus group interview guideline to facilitate discussions
Surveys	- Gather opinions and views from individual stakeholders - Gather baseline data - Record data - Develop a baseline database for monitoring impacts
Documentation	All engagements and consultations will be documented.

3.6 Key Stakeholders Group

The following stakeholder groups have been identified, and each of these groups is discussed in greater detail below:

- Government officials,
- Farmers Association
- Project-affected communities,
- Project personnel; and
- NGO.

NB. This list of stakeholders is likely to expand/change in composition through project implementation.

Additional stakeholder groups might include the followings:

- Contractors and subcontractors,
- Suppliers and businesses,
- Trade unions,
- Private sectors,
- Customers,
- Academic community,
- Interest groups; and
- Other vulnerable individuals.

3.6.1 Government Officials

The Revolutionary Government of Zanzibar consists of a parliamentary representative democratic republic, whereby the Second Vice President is the head of government under the multi-party electoral system. The executive power is exercised by the government. Legislative power is vested in both the government and the Zanzibar House of Representatives. The Judiciary is independent of the executive and the legislature.

The government Ministries and departments that will be consulted include:

- Ministry of Finance and Planning
- Ministry of Land, Water, Housing and Energy
- The Ministry of State (President's Office) Second Vice President dealing with the Environment
- Ministry of Agriculture, Livestock, Natural Resources and Fisheries as a lead implementer (Department of Planning, Policy and Research, Department of Agriculture, Department of irrigation and the Zanzibar Agricultural Research Institute (ZARI)

This list is likely to will be amended and expanded on as the Project progresses.

3.6.2 Affected Parties

Affected parties are groups or individuals that can be directly or indirectly (positively or negatively) affected by a project. An impacted community may be affected through components of the natural or social environment because of various aspects of a project's activities and in varying degrees over its life cycle.

The primary area of influence is approximately from the targeted project area (irrigation schemes). Within this larger area of influence, some communities will experience more direct impacts (positive and negative) because of their proximity to the proposed project activities. These communities are illustrated in the table below. Other villages/Shehias and hamlets within the primary area of influence may also experience impacts (positive and negative), however to a lesser degree and the impacts will be predominantly indirect. The existing farmers in the targeted irrigation schemes are the primary beneficiaries.

The following communities in each project component have been identified as potentially directly affected. The larger area of influence is the broader geographic area within which the project's components are located and consist of stakeholders including communities located along the project areas.

Table 7: List of Irrigation Schemes Directly Affected.

Name of Schemes	Project Components	Identified stakeholders and concerns
Bubwisudi	Rehabilitation of irrigation infrastructures	<ul style="list-style-type: none"> - MAINL, Local Communities, CBOs, Farmers, extension officers, irrigation technicians, Contractors etc. <p><i>Issues on Land acquisition (very unlikely), employment, and market for their produces</i></p>
Mtwango	Rehabilitation of irrigation infrastructures	<ul style="list-style-type: none"> - MAINL, Local Communities, CBOs, Farmers, extension officers, irrigation technicians, Contractors etc. <p><i>Issues on Land acquisition (very unlikely), employment, and market for their produces</i></p>
Mwera	Rehabilitation of irrigation infrastructures	<ul style="list-style-type: none"> - MAINL, Local Communities, CBOs, Farmers, extension officers, irrigation technicians, Contractors etc. <p><i>Issues on Land acquisition (very unlikely), employment, and market for their produce's lines</i></p>
Kibokwa	Rehabilitation of irrigation infrastructures	<ul style="list-style-type: none"> - MAINL, Local Communities, CBOs, Farmers, extension officers, irrigation technicians, Contractors etc. <p><i>Issues on Land acquisition (very unlikely), employment, and market for their produces</i></p>
Uzini	Rehabilitation of irrigation infrastructures	<ul style="list-style-type: none"> - MAINL, Local Communities, CBOs, Farmers, extension officers, irrigation technicians, Contractors etc. - <i>Issues on Land acquisition (very unlikely), employment, and market for their produces</i>
New Schemes Cheju, Kilombero, Kinyasini, Chaani Mlemele (Pujini) Kibokwa Mchangani	Technology and skill training: GAP, GPHHP, farmers business school (FBS) Contact farming, IPM	<ul style="list-style-type: none"> - MAINL, Local Communities, CBOs, Farmers, extension officers, irrigation technicians, Contractors etc. - <i>Issues on availability and use of agrochemical inputs, the market for their produces</i>

Kibondemzungu Weni Ole Kwalempona Dobi Machigini		
Mangwena, Tibirizi, Saninga	Rehabilitation of irrigation infrastructures	- MAINL, Local Communities, CBOs, Farmers, extension officers, irrigation technicians, Contractors etc. <i>Issues on Land acquisition (very unlikely), employment, and market for their produces</i>

3.6.3 Other Interested Parties, NGOs, and Conservation Organizations

Other interested parties

The table below summarizes the key categories of other interested parties and the respective justification for their interest in the project.

Table 8: Other Interested Parties

Other Interested Parties	Interest in the Project
Ministry of Finance and Planning	Project Financial Management for national development issues
Ministry of Land, Housing, Water, and Energy and its Utilities	Land management-related issues including Agricultural development, and natural resource supply (sand, stones, gravels, timber etc.)
President Office Regional Administration and Local Government	Regional and District development
Ministry of Infrastructure and Communications	Mobility/Accessibility and infrastructure development and maintenance (Roads, Bridges and culverts and road maintenance)
The Second Vice President's Office (ZEMA and Department of Environment)	Environmental and Social Standards compliance and supervision
Zanzibar Electricity Corporation (ZECO)	Supply and distribution of electrical power for water pumps in irrigation schemes while collecting income for corporation development.
Zanzibar Water Authority (ZAWA)	Regulate extraction and utilisation of water resources (including water for agricultural purposes)
Non-governmental organizations (local, regional, national, and international farmers'	Ensure the environmental and social performance of the project is protecting the

associations):	environment and affected people and complies with international environmental and social standards
Zanzibar National Chamber of Commerce (ZNCC). It acts as an umbrella organisation representing some members of the private sector and deals with all matters to do with trading and business, marketing and trading opportunities, business advisory services, and entrepreneurial skills. It also serves as an important forum for business opportunities between and among its members	Good and sustainable supply of agricultural commodities, Trading and marketing of agricultural produces
Jumuiya ya Mabaraza ya Wakulima – Zanzibar (JUMWAZA (An umbrella of farmer Fora Associations)	It is created and registered in 2020 to link Districts Farmer Fora. Interested to see active farmers engagement and benefit from project interventions
Other project developers reliant on or in the vicinity of the Project (e.g., associated facilities) and their financiers (e.g., Arab Bank for Economic Development in Africa (BADEA), or any other multilateral or bilateral)	May require the operation of the Project to enable the export of power, can help identify interactions and cumulative impacts with other proposed developments
Press and media	Inform residents in the project area and the wider public about the Project implementation and planned activities
Academic institutions (e.g., State University of Zanzibar (SUZA), Al-Sumait University (Chukwani), Zanzibar University, Karume Institute of Science and Technology (KIST) and other academic institutions)	Potential concerns regarding environmental and social impacts and potential educational/outreach opportunities to increase awareness and acceptance of the project. Also engaging students in undertaking academic research regarding project interventions
The public and job seekers	Interest in the general socio-economic impacts of the project, both adverse and beneficial

3.6.4 Disadvantaged/Vulnerable Individuals

Disadvantaged/vulnerable individuals or groups are potentially disproportionately affected and less able to benefit from opportunities offered by the project due to various socio-economic factors. These groups include “illiterates, people who live in extremely poverty women-headed households; elder-headed households (over 70 years pension age) without remittance; and households headed by disabled people.” (Zanzibar Social Welfare Policy, 2016) In addition, women and girls may be subject to impacts from Gender-Based Violence. This includes people

with disability. These people are more unlikely to escape poverty, benefit from the project or avoid the negative impact of the project by themselves and therefore deliberated actions need to be taken to support these categories of people to effectively participate and benefit from the project interventions.

According to Household Budget Survey 2019/2020 both basic needs poverty and food poverty in Zanzibar have declined since 2009/10. Basic needs poverty declined from 34.9 per cent to 25.7 per cent between 2009/10 and 2019/20, and food poverty declined from 11.7 per cent to 9.3 per cent within the same period. These 9.3 per cent of the population live in extreme poverty and cannot afford to buy basic foodstuffs to meet their minimum nutritional requirements of 2,200 kilocalories (Kcal) per day.

The Household Budget Survey (HBS) Report of 2019/2020 indicated that about 12.6 per cent of the Zanzibar population aged 15 years and above are illiterate. The illiteracy rate was higher among females (16 %) than the male population (8.7%). Illiteracy rates were higher among persons in Rural Areas (19.1%) than in Urban Areas (5.4%). Males were more literate than females in both Rural and Urban Areas. On the other hand, the education difference between male and female of the young generation is getting balanced and gender disparities in education are more pronounced within older age groups rather than in young. For instance, in 2019/2020 only 3.1% of the female population aged 15 years and above were illiterate as compared to 4.5% of males (in this age group) were illiterate.

These groups are more likely to be excluded from the consultation process and may also encounter difficulties in accessing and/or understanding information about the project and its environmental and social impacts and associated mitigation strategies. Besides the above-mentioned vulnerable groups, no ethnic or religious minorities are known to be present in project areas.

Details on vulnerability to environmental and social risks, including land and labour, are addressed in detail in the Environmental and Social Management Framework, (ESMF), the Resettlement Policy Framework (RFP), and the Labour Management Procedures (LMP) under preparation. The SEP addresses risks related to exclusion from consultations which are detailed

during the project implementation. Some vulnerable members of the population may experience increases in social exclusion and stigma if they have a disability, chronic illness (e.g., HIV/AIDS) or limitation in conducting project activities. The exclusion prevents individuals from participating in project activities and society. Therefore, the following are recommended methods to ensure effective participation once

- ✓ Encourage/support poor social inclusion support,
- ✓ Provide/facilitate employment, health, and education support to vulnerable people,
- ✓ Enhance Social participation,
- ✓ Promote Work integration,
- ✓ Support economic empowerment of the vulnerable community,
- ✓ Promote Self-esteem, and
- ✓ Promote personal achievement.

Individuals that may be susceptible to being excluded from the consultation process such as women, the elderly, youth, the unemployed, people living with disabilities, etc. Attendance will be encouraged at consultation meetings and certain additional measures will be put in place to encourage participation (Table 8).

Table 9: Summary of Consultation methods for vulnerable individuals

No	Category	Proposed Method of consultation	Potential concerns
1	Elderly	Focus group meetings with the assistance	For old farmers, the land is not just an asset rather it is their way of life and thus, their main concern is likely to be on issues related to land acquisition. Therefore, they need to be assured that there will be no land acquisition and resettlement in TSFRP.
2	Youths	Focus group meetings	Their main concern is the opportunity for a temporary job during the construction phase.
3	Women	Focus group meetings	They are concerned about losing their farming plots, Job opportunities for children during the construction phase.
4	People with Disabilities	Focus group meetings with assistances	They are concerned about exclusion during the project implementation and the benefits

3.6.7 Summary of stakeholder interest in and influence over the project

The table below summarizes the level of stakeholders' interest in and potential influence over the project. Categories colour-coded in red will require regular and frequent engagement, typically face-to-face and several times per year, including written and verbal information. Categories painted orange will require regular engagement (e.g., every half a year), typically through written information. Finally, categories coloured green will require infrequent engagement (e.g., once a year), typically through indirect written information (e.g., mass media).

Table 10: Analysis of stakeholder groups based on level of interest in and influence over the project

	High ability or likelihood to influence or impact the project	Medium ability or likelihood to influence or impact the project	Low ability or likelihood to influence or impact the project
High level of interest in the project	<ul style="list-style-type: none"> • Farmers in the targeted irrigation schemes • People residing in project areas • farmers Association • Input suppliers • MAINL 	<ul style="list-style-type: none"> • MoLH • ZAWA • ZECO 	<ul style="list-style-type: none"> • Jobseekers • Vulnerable households
Medium level of interest in the project	<ul style="list-style-type: none"> • NGOs • Press and Media 	<ul style="list-style-type: none"> • Business community (off-takers, millers) • Worker's organisations 	<ul style="list-style-type: none"> • Academic institutions • General public
Low level of interest in the project			<ul style="list-style-type: none"> • Development Partners

3.7 Stakeholder Register

The Project will maintain a stakeholder register, which shall record all stakeholders, contact details, dates of engagement with comments and follow-up requirements. An example can be found in Appendix 1.

3.8 Stakeholder Engagement Approach

3.8.1 Public Consultation

Public consultation formed an integral part of the environmental and social assessment process as it provided project information to interested stakeholders and an opportunity to comment. It is also a requirement of the World Bank and current Zanzibar legislation. The displacement implications of the proposed project were part of the public consultation process, but consultation of PAPs is done separately during ESIA and RAP/ARAP studies for each specific subproject. It should be noted that Stakeholder engagement and public consultation has been and is being undertaken throughout the development of the project as summarized in the table 9 below.

Table 9: Status Matrix for Public Consultation

PROJECT PHASES	PUBLIC CONSULTATION APPROACH	CONSULTATION STATUS
Project preparatory phase which includes engineering design, and standards frameworks (i.e., RPF, ESMF, ESCP, SEP, LMP and the TOR for potential safeguard studies)	Identification of potential stakeholders/institutions and communities for consultations	All potential stakeholders are identified in all components and consultation will continue throughout the project period,
Project announcement phase , commencing and disclosures period where the procurement of consultancy services for undertaking safeguard studies (ESIA, ESMP, and RAP).	A detailed consultation will be undertaken through community meetings to obtain views and concerns on the projects and their impacts, stakeholders' concerns and feedback, and focus group discussion will also be undertaken.	The ESIA/ESMP, RAP/ARAP may need some changes to reflect alterations in project designs and/or engineering designs
Decision-making phase (ESIA, ESMP, and RAP reviewed with ZEMA issued environmental clearance certificate and	Notify stakeholders and local communities of Government and the WB decision.	All specific subproject safeguard documents will be prepared after completion of PAD and PIM which are used to set project scope and

approved by the WB)		boundary
Implementation phase	Grievance Redress mechanism and Monitoring	The consultation will start right from the preparation of GRM itself and continue throughout the implementation phase

According to the Zanzibar Environmental Management Act of 2015, public consultation is intensively required during the undertaking of an Environmental and Social Impact Assessment study, also known as an Environmental Impact Assessment (EIA). The relevant authority (ZEMA) will receive the draft report and thereafter, organize a stakeholder consultation meeting to discuss the draft ESIA Report. The public will be notified and invited to review and give written comments on the ESIA report. A period of not less than 20 days and not more than 30 days will be given for public review and comment once they have been effectively notified. The outcome of this review will be one of three options: (1) project approval, (2) a request for more information, or (3) project disapproval; and, through the Director of the environmental authority (ZEMA) upon satisfaction and approved from review outcome then will issue an Environment Clearance Certificate and it may be with conditions attached.

3.8.2 Preparation Stage-Stakeholder Engagement Activities

The public consultation and stakeholder engagement process aim at ensuring that all stakeholders are informed in advance about the TFSRP and its potential environmental and social impacts. It gives the opportunity to integrate stakeholders' comments into the project safeguards documents as part of the World Bank Environmental and Social Standards (ESS1 – ESS10). The main objective is to guarantee that the documents are robust and transparent, demonstrating that public concerns about the project have been considered.

MAINL has been engaging with various project stakeholders in the initial phase of the project preparation with its documentation. Two phases of stakeholder engagement activities will place:

- (i) ***Consultations during the preparation phase:*** this includes the fact-finding stage to identify the potential for the project and project activities. During this stage, several

visits were conducted including extensive consultation with farmers and their organisations.

- (ii) *Consultation during the detailed project designing phase*: this is when field measurements are being taken and engineering designs are being drafted. The consultation at this stage intends to inform about the intention to undertake the project mostly discussed on project impacts including environmental impacts and acquisition of land. It is important to ensure that all spectrums of stakeholders are involved.

3.8.3 Disclosure & Consultation Phase

The second phase of engagement focuses on disclosing and consulting on the draft results of the ESIA/ESMP and RAP/ARAP processes. The specific objectives of this phase include

- Provision of feedback to the stakeholders on the draft impact assessment and associated management/mitigation measures (disclosure); and,
- Gathering stakeholders' feedback and inputs on the initial impact assessment and identifying mitigation and enhancement measures (consultation).

During this engagement phase, disclosure and consultation activities will be designed along the following general principles:

- ✓ Consultation events and opportunities must be widely and proactively publicized, especially among project-affected parties, at least 2-3 weeks prior to any meeting,
- ✓ The English and Kiswahili non-technical summary must be accessible prior to any event to ensure that people are informed of the assessment content and conclusions in advance of the meeting,
- ✓ The location and timing of any meeting will be designed to maximize accessibility to project-affected people, with particular attention to women's availability,
- ✓ Information presented will be clear and non-technical, and will be presented in the local language understood by those in the communities,

- ✓ Facilitation will be provided to ensure that stakeholders are able to raise their concerns; and
- ✓ Issues raised are answered at the meeting or actively followed up.

Feedback and comments can be placed in a confidential comment box in the MAINL Information centre or emailed to ps@kilimoznz.go.tz.

3.8.4 Information disclosure

The current MAINL website (<http://www.kilimoznz.go.tz>) will be used to disclose project documents. Project documents will also be disclosed on the MoFP website (<http://www.mofeaznz.org>). Documents will include the environmental and social risk mitigation documents such as the ESMF and RPF and subsequent ESIA/ESMPs, and RAPs/ARAP documents on environmental and social performance, and other relevant material. The document will be provided in both Kiswahili and English versions (including the Kiswahili version of executive summaries of the environmental and social documents). All future project-related environmental and social monitoring reports, listed in the above sections will be disclosed on the said websites. Project updates (including news on construction activities and relevant environmental and social data) will also be posted on the homepage of the MAINL website and the MoFP website. An easy-to-understand guide to the terminology used in the environmental and social reports or documents can also be provided on the website. All information brochures/fliers will be posted on these websites.

3.8.5 Ongoing engagement after the disclosure process

Several key lessons were learned from the previous experience of the Expanding Rice Production Project (ERPP). During the implementation of the project, it was clear that most of the population had concerns about land acquisition and resettlements, job opportunities, and the availability of agro inputs. The ministry conducted regular TV and radio programs to provide information about the project, including resettlement policy, project impact, principles of compensation and the project grievance resolution mechanisms as well as extension messages. To ensure the message reaches every PAP, the project prepared more targeted communication

materials, including video clips and a PowerPoint presentation, leaflets, pamphlets, and the like to provide targeted information about the project including safeguard implantation, status and impacts and safety rules.

4.0 IMPLEMENTATION OF THE SEP

4.1 Project Personnel

The implementation of the SEP will be under the responsibility of the Project Coordination Unit (PCU) led by the Project Coordinator, Social Specialist, Environmental Specialist, Communication Officer, and Monitoring and evaluation officer. However, the Project will make intensive use of available staff from the Information and Communication Unit for wider, quick, and efficient dissemination of project information. The staff from Public Relations (PR) Unit will also participate in managing stakeholder consultation and implementation of GRM. The competent staff from the respective Departments within the MAINL will be engaged to implement community development programmes designed to minimize any potential negative impacts identified in safeguard documents. It is important that staff from Public Relations (PR) Unit be included in the consultation and engagement processes. It is possible for project safeguard Specialists to communicate accurate information regarding project activities, contractors' recruitment procedures, and worker health and safety procedures, as well receiving information on the status of community health and safety plans.

4.2 Overall Project Coordinator

- a. Ensure resources are available for technical support and capacity building to relevant institutional actors.
- b. Review progress reports on the implementation of the Stakeholder Engagement Plan (SEP) and include them in progress reporting to the World Bank

- c. Ensure establishment and maintenance of an effective M&E system including a grievance database.
- d. Receive and develop resolution of grievances as required.
- e. Ensure that there is sufficient budget provision for implementation of the SEP throughout project implementation.

4.3 Social Specialist

The full draft of the Terms of Reference (TOR) for this specialist is included in the Environmental and Social Management Framework (ESMF). Regarding stakeholder engagement, the main responsibilities and tasks of a Social Specialist will involve, but will not be limited to:

- a. Implement stakeholder engagement in line with the SEP.
- b. Undertake consultations, focus group discussions, and other activities to ensure that the objectives of the SEP are met.
- c. Liaise with relevant authorities to ensure smooth implementation of the SEP.
- d. Coordinate SEP implementation with various areas/regions/etc. as relevant.
- e. Establish and maintain an effective grievance tracking system and ensure grievances are channelled to relevant authorities (e.g., out-of-project, GBV service providers, etc.).
- f. Receive and develop resolution of grievances as required.
- g. Participate in grievance committee meetings as relevant.
- h. Undertake a regular review of grievances and where relevant identify systemic issues to be addressed and trends that require attention from management.
- i. Serve as a conduit of information between stakeholders and the project implementing team, especially regarding emerging environmental and social risks, impacts and potential mitigation measures.
- j. Update the SEP whenever necessary to produce a revised list of stakeholders and the issues in the documents.

- k. Provide technical support and capacity building to relevant institutional and community actors to support the implementation of the SEP.
- l. Prepare progress reports on the implementation of SEP, including grievance management, and submit them to project management.

4.4 Communication Officer

Provide direct support to stakeholder engagement activities at the community level and with another relevant stakeholder such as Nongovernmental Organizations. This will include planning, leading and/or facilitating community consultations, focus group discussions, and/or individual interviews and documenting all stakeholder engagement activities.

- a. Work closely with local authorities to organize and undertake stakeholder engagement activities, including receipt of and responses to grievances, as detailed in the GM.
- b. Create awareness of project activities using materials such as posters and brochures.
- c. Support the implementation of the Grievance Mechanism, including receiving grievances and developing resolution of grievances as required.
- d. Where relevant ensure that grievances are channelled to appropriate response mechanisms (e.g., out-of-project, GBV service providers, etc.).
- e. Establish a monitoring and evaluation plan and other ‘tools’ established such as the grievance register, commitment register and consultation register

4.5 Project Monitoring and Evaluation Officer

He/She will have the following, duties with respect to SEP implementation:

- Work closely with local leaders to keep them up to date on project activities and to update them, where relevant, on grievances,
- Ensure that grievances are tracked, reported, and responded to accordingly as necessary.
- Track the progress of implementation of mitigation measures and assess if progress and performance of mitigation actions are being undertaken by the project to ensure objectives are met.

4.6 Stakeholder engagement tools and materials

The SEP stakeholders' engagement and community relations management tools include:

- **Grievance mechanism** – A Complaint and Grievance Procedure provides a mechanism for communities and affected parties to raise complaints and grievances and allows the project to respond to and resolve the issues in an appropriate manner. A register has been developed to record all grievances reported to the PR Unit.
- **Commitment Register** –The Project will maintain a commitment register at each subproject (irrigation scheme) which shall record all stakeholders, contact details, dates of engagement with comments and follow-up requirements. An example can be found in Appendix 1
- **Engagement Notes** – Prior to all consultations, responsibility shall be assigned to one member of the PCU to take detailed notes during a consultation using the Engagement Note in a specified format. This will ensure an accurate and detailed record of information and views gathered in every stakeholder meeting,

4.7 Monitoring and Evaluation, and Reporting

The Project will maintain a database and activity file detailing all public consultation, disclosure information and grievances collected throughout the project, which will be available for public review on request. Stakeholder engagement should be periodically evaluated by senior management of TFSRP, assisted by the community liaison senior officer. The following indicators will be used for evaluation:

- ✓ Level of understanding of the project stakeholders,
- ✓ Bi-annual grievances received and how they have been addressed; and
- ✓ Level of involvement of affected people in committees and joint activities and in the project itself.

To measure these indicators, the following data will be used:

- a. Issues and management responses linked to minutes of meetings,

- b. Monthly reports,
- c. Feedback from primary stakeholder groups conducted by Community Officer (through interviews with sample of affected people),
- d. Commitment and concerns register and
- e. Grievance register (log-in form and resolution form).

4.8 Reporting

4.8.1 Monthly Reports

The Social Safeguard Specialist will prepare brief monthly reports on stakeholder engagement activities for the PIT, which include:

- a. Activities conducted during each month,
- b. Public outreach activities (meetings with stakeholders and newsletters),
- c. Entries to the grievance register,
- d. Entries to the commitment, stakeholder and grievance register,
- e. Number of visitations to the information centre,
- f. Progress on partnership and other social projects,
- g. Trends in grievances and stakeholder engagement, including any recommendations for engagement moving forward.
- h. Emerging risks and impacts, as relevant, raised during the stakeholder engagement.
- i. New stakeholders identified (individuals and groups), where relevant; and
- j. Program for the upcoming month.

NB. Monthly reports will be used to develop quarterly, semi-annual, and annual progress reports and feed into the Project report for the respective period

4.8.2 Annual Reports

TFSRP will compile a report summarizing SEP implementation and emerging issues on an annual basis. This report will provide a summary of all public consultation issues, grievances, and resolutions. The report will also provide a summary of relevant public consultation findings from informal meetings held at the community level. These evaluation reports should be shared with World Bank with a summary of the annual report. A yearly evaluation should be conducted by an independent consultant using a perception survey, which uses that same set of questions over time to achieve continuity. The first survey to assess stakeholder perceptions should be conducted before major construction work to provide a baseline for community perceptions.

4.8.3 Reporting Back to the Communities

The TFSRP will report back to the communities and provide feedback on matters relating to:

- ✓ Main findings from the annual monitoring; and
- ✓ Progress on implementation of the different project components,
- ✓ Progress on the preparation of different environmental and social assessment documents, and the mitigation of risks and impacts

The Project will report back to communities after every four months regarding the preparations and implementation of the environmental and social documents. Regular feedback and reporting to other stakeholders within the Project will be monthly including:

- ✓ To report monthly to the Overall Project Coordinator
- ✓ To all interested stakeholders (MAINL, MoPF, ZEMA, ZURA) quarterly,
- ✓ To provide monthly feedback to Shehia/villages and scheme,
- ✓ To publish reports and have them available in the info centre and copies sent to stakeholders

5.0 GRIEVANCE MANAGEMENT AND COMMENT RESPONSE

5.1 Purpose

A grievance is a concern or complaint raised by an individual PAPs or group affected by the project's components on construction or operational activities. Both concerns and complaints can result from either real or perceived impacts of a project's operations and may be filed in the same manner and handled with the same procedure.

The Grievance Mechanism (GM) will consist of several levels starting with a Scheme level Grievance Committee at the lowest level (scheme), a project grievance committee, a District Grievance Committee, and a Ministerial Grievance Committee. The Land Tribunal is also available for land-related matters. Complainants can always go to the judicial system. The structures of grievance committees are detailed in the following section.

5.2 Grievance Committees

5.2.1 Scheme-level Grievance committee

The Scheme Grievance committees will be composed of the following members:

- ✓ Local Leader (respective Sheha)
- ✓ Chairman of farmer association in the scheme
- ✓ Secretary of farmer association in the scheme
- ✓ Head of every sub association
- ✓ Representative of farmers from each sub association (at least half of them should be women)
- ✓ Scheme Manager
- ✓ Scheme extension officers

5.2.2 Project Grievance Committee

Participants will depend on the complaint under discussion. Others may also be included as agreed by the PIU:

- TFSRP-PCU Coordinator
- Contractors and subcontractors
- Government Valuer
- Sheha from the respective areas
- Scheme Manager of the respective sites
- TFSRP – PCU Head of M&E Specialist
- TFSRP- PCU Social Specialist
- TFSRP-PCU Environment specialist
- TFSRP -PCU Irrigation Specialist

5.2.3 District Grievance Committee

- District Commissioner

- District Legal officer
- District Community Development Officer
- Shehas from respective Shehia
- Project Coordinator
- Government Valuer
- District Environmental Officer
- TFSRP- PCU Social Specialist
- TFSRP-PCU Environment specialist
- TFSRP -PCU Irrigation Specialist

5.2.4 Ministerial (MAINL) Grievance Committee

- Principal Secretary MAINL
- Principal Secretary MoFP
- Overall Project Coordinator
- Executive Director – Commission for Land
- Director of Planning Policy and Research (MAINL)

5.2.5 Grievance at land Tribunal Court

- As Land Zanzibar Tribunal Court Procedure

5.2.6 High Court

- As Court Procedure

5.3 Objectives

- To provide stakeholders with a clear process for providing comments and raising grievances.
- To allow stakeholders the opportunity to raise comments/concerns anonymously by using the Shehia Forum to communicate,

- To structure and manage the handling of comments, responses, and grievances, and allow monitoring of the effectiveness of the mechanism; and
- To ensure that comments, responses, and grievances are handled in a fair and transparent manner, in line with the Projects policies.

5.4 Project Roles and Responsibilities

Individuals and communities can report any comment response, and grievance to the Project using a variety of means (see below for details). The Project staff charged with managing the GRM are the TFSRP- PIU Social Specialist, and the Communication Officer (CO). Specifically, they are responsible for receiving comments, responses, and handling grievances and ensuring that they are correctly documented.

The Communication Officer in collaboration with the Social Specialist will coordinate the investigation and response to grievances. They are also responsible for ongoing monitoring and review of the effectiveness and efficacy of the Grievance Mechanism.

After effectiveness, the Project will organise GRM sensitization meetings in all targeted irrigation schemes as part of the Project launch. In each scheme, the scheme manager will be responsible to organize scheme-level sensitization meetings on a quarterly basis throughout the project's lifecycle. The facilitation of these meetings will be financed by the project.

5.5 Gender-Based Violence (GBV) and Sexual Exploitation and Abuse Grievances

The Project may result in incidences of Gender Based Violence (GBV) and Sexual Exploitation and Abuse (SEA) affecting workers and the community. GBV cases are different from other complaints that are typically handled through grievance redress mechanisms.

GBV mapping for service providers will be conducted to provide the necessary support to victims and will be modified accordingly. At the scheme level, the Scheme manager and extension officer will be trained on how to receive GBV-related grievances confidentially, treat

survivors with empathy and non-identifiable data collected and refer the case to the respective authority for further actions. In addition, members of the Scheme GR committee will also be trained on how to receive and manage this information though they will not be involved in resolving GBV-related cases.

5.6 Procedure for Grievances

The steps taken by the company for receiving and handling any such concerns are outlined below.

STEP 1: Submitting a grievance to TFSRP

A grievance can be submitted to the Project in several ways.

- During regular meetings held between communities and the Project,
- Through the consultations at Scheme level established in the affected Scheme,
- During informal meetings with TFSRP and contractors/subcontractors.
- Through communication directly with management – for example a letter addressed to site management,
- Directly by e-mail to MAINL ps@kilimoznz.go.tz
- TFSRP will establish hotline numbers for quick communication
- Placing a comment in the suggestion box at MAINL office
- The Grievances submitted through Scheme committee should be registered and Social Specialist will be informed within 24 hours.

STEP 2: Logging the grievance

Once a grievance has been received it must first be logged in the grievance database register. The registers will be available at the Scheme level and at TFSRP Office. The Scheme will transmit the grievance details to the Project Social Specialist, within 24 hours.

STEP 3: Providing the initial response

The person who initially lodged the grievance will be contacted within 5 days to acknowledge that the Project has logged the complaint. The Scheme grievance committee will determine whether the grievance is related to the project or not. The project grievance mechanism will be used for complaints that are related to the project and for those which are not related to the project they will be channelled to relevant departments or institutions.

The acknowledgement form will be provided as an initial response and will include details of the next steps for the investigation of the grievance, including the person/department responsible for the case.

STEP 4: Investigating the grievance

The grievance should be investigated by TFSRP under the direction of the Social Specialist, with the intention to complete the investigation within two weeks of receiving the grievance. Depending on the nature of the grievance, the approach and personnel involved in the investigation will vary. A complex problem may involve external experts for example. A simpler case may be easier, and quicker to investigate. The project Social Specialist will lead the investigation of the grievances, together with the Communication Officer, with support from local administration and other entities as necessary. The Project will regularly update the complainant on the progress of the investigation and the timeline for resolution.

STEP 5: Concluding/resolving the grievance

Once the grievance is concluded, the Project will outline the steps taken to ensure that the grievance does not re-occur. If a complainant is satisfied, then Communication Officer should seek their sign-off from the TFSRP social specialist. The aggrieved parties will be given counselling and recommendations.

STEP 6: Take further steps if the grievance remains open

In case the grievance cannot be resolved then the Social Specialist, together with Communication Officer will initiate a further investigation as relevant. The respective grievances will be discussed within the Project Coordination Unit and determine the next steps for further action.

5.7 Record Keeping

All comments, responses and grievances are to be recorded using the grievance resolution form attached in appendix 2. This includes details of the comments/grievance, the commenter/aggrieved, and ultimately the steps taken to resolve the grievance. Hard copies of the form are to be forwarded to the Project offices. Any accompanying documentation e.g., written statements, photographic evidence, or investigation reports are to be filed along with the grievance log both in hard and soft copies. A master database will be maintained by the M&E Unit to record and track all comments and grievances. This will serve to help monitor and improve performance of the Response and, Grievance Mechanism.

5.8 Comment Response and, Grievance Mechanism Log

A sample format for logging summary details of each comment response and, grievance is provided in appendix 1. As noted above hard and soft copies should be kept on file.

Note:

If it is a comment, the commenter will receive a copy if he/she requests one whereas, if it is a Grievance, the aggrieved shall always receive a copy once complete for their own records.

5.9 Initial Response Template

The template in Appendix 1 is an example of what should be used for providing the initial response to the aggrieved. This should be written on headed paper. This response must be sent within 7 days of the grievance being entered into the logbook.

6.0 MONITORING AND REVIEW

It is vitally important to monitor the effectiveness of the comment response and, grievance mechanism. Appropriate measures and key performance indicators for this include monthly reporting on the number of grievances received, resolved and outstanding. This will be undertaken by the M&E Unit and reported to PCU and the project Coordinator. As part of the semi-annual review/report, analysing the trends and time taken for grievance resolution will help to evaluate the efficacy of the response and, grievance mechanism. As part of stakeholder

engagement and consultation, involving the views of the stakeholders for whom the Comment Response and, Grievance Mechanism is designed in this monitoring and review will help to improve effectiveness and stakeholders' acceptance.

Appendix 1: Grievance Logging Form

Contact Details of Complainant	Name:		
	Address:		
	Tel:		
	E-mail:		
How would you prefer to be contacted?	In Person	By phone	By email
Details of your comments, grievance, recommendation. Please describe the problem, how it happened, when, where and how many times, as relevant			
What are the complainant's suggestions to resolve the grievance?			
Details of how Grievance Submitted	In Person:		
	In Writing:		
	By Phone:		
	Other		
Signature of Complainant(s)			Date
Name of Person Receiving Complaint			Date Logged

Appendix 2: Grievance Resolution Form

Contact Details of Complainant	Name:
	Address:
	Tel:
	E-mail:
Grievance Number	
Summary of Grievance	
Is the Complaint Project Related?	No
	Justification: Communication to Stakeholder (information, form and date): Acceptance by Stakeholder: Yes _____ No _____
	Yes Cause: Communication to Stakeholder (information, form and date):

Agreement Reached to Resolve Grievance	Yes _____ No _____ Form of the agreement	
Next Steps (either to implement resolution or resolve grievances with dates and responsible parties)		
Signature of Complainant(s)		Date
Signature of Grievance Committee		Date Logged