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MINISTRY OF COMMUNICATION AND INFORMATION TECHNOLOGY

(MCIT)

DIGITAL TANZANIA PROJECT

(DTP)

STAKEHOLDERS ENGAGEMENT PLAN (SEP)

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List of Abbreviations

BoT	-	The Bank of Tanzania
CBOs	-	Community Based Organizations
CCS	-	Community Consultation and Sensitization
COSTECH	-	Council for Science and Technology
CER	-	Contingency Emergency Response
CSOs	-	Civil Society Organizations
DTP	-	Digital Tanzania Project
e-GA	-	e-Government Agency
ESCP	-	Environmental and Social Commitment Plan
ESIA	-	Environmental and Social Impact Assessments
ESMF	-	Environmental and Social Management Framework
ESMP	-	Environmental and Social Management Plan
ESSs	-	Environmental and Social Standards
GBV	-	Gender Based Violence
GoT	-	Government of Tanzania
ICT	-	Information and Communications Technology
ICTC	-	Information and Communications Technology Commission
IPC	-	Infection Prevention and Control
GRM	-	Grievance Redressal Mechanism
LGA	-	Local Government Authorities
LMP	-	Labour Management Plan
MCIT	-	Ministry of Communication and Information Technology
MDAs	-	Ministries, Departments and Agencies
MFD	-	Mobilizing finance for development
MLHHSDD	-	Ministry of Lands, Housing, and Human Settlement Development
MoEST	-	Ministry of education Science and Technology
MoFP	-	Ministry of Finance and Planning
MPRs	-	Monthly Progress Reports
MOWTC	-	Ministry of Works, Transport and Communication
NPS	-	National Payment System
NSDI	-	National Spatial Data Infrastructure
NGOs	-	Non-government Organizations
OHS	-	Occupational Health and Safety
PAPs	-	Project Affected Parties
PDO	-	Project Development Objective
PIM	-	Project Implementation Manual
PIU	-	Program Implementing Unit
PO-PSMGG	-	President's Office Public Service Management and Good Governance
PO-RALG	-	President's Office – Regional Administration and Local Governments
PPRA	-	Public Procurement Regulatory Authority
RAP	-	Resettlement Action Plans

RITA	-	Registration, Insolvency and Trusteeship Agency
RPF	-	Resettlement Policy Framework
SEA	-	Sexual Exploitation and Abuse
SMEs	-	Small Medium Enterprises
SEP	-	Stakeholder Engagement Plan
TCRA	-	Tanzania Communications Regulatory Authority
TANAPA	-	Tanzania National Parks Authority
TFS	-	Tanzania Forestry Services
TRA	-	Tanzania Revenue Authority
TTC	-	Tanzania Telecommunications Corporations
UCSAF	-	Universal Communication Service Access Fund
UPU	-	Universal Postal Union's
VGPF	-	Vulnerable Groups Planning Framework
VPO-DoE	-	Vice President's Office-Division of Environment
WB	-	World Bank

EXECUTIVE SUMMARY

The Stakeholder Engagement Plan (SEP) includes the process of engaging stakeholders for a clear purpose to achieve agreed outcomes. It is now also recognized as a fundamental accountability mechanism since it obliges an organization to involve stakeholders in identifying and understanding of the specific program/project and responding to issues and concerns raised by the stakeholders for decisions and actions, and hence improving program/project performance.

The Digital Tanzania Project (DTP) intends to increase access to high quality internet services for government and citizens, in selected areas, and to improve the government's capacity to deliver digital public services.

The Digital Tanzania Program has five (5) components:

- Component 1: Digital ecosystem
- Component 2: Digital Connectivity
- Component 3: Digital Platform and Services.
- Component 4: Project Management
- Component 5: Contingency Emergency Response (CERC)

This SEP will be managed and implemented by the Environmental and Social Team of MCIT, President's Office Public Service Management and Good Governance (POPSMGG) and Project Implementation Unit (PIU). The overall objective of this SEP is to define the DTP stakeholders' engagement process, public information disclosure and consultation. Furthermore, this SEP outlines the ways in which DTP implementing agencies (i.e., MCIT POPSMGG and PIU), consultants and contractors will communicate with stakeholders, mechanism by which people can raise their concerns, how the raised concerns will be acted and responded upon.

These stakeholders identified are those either affected and/or interested parties and their formal and informal representatives. The identification of stakeholders under the DTP will be based on (i) their roles and responsibilities; and possible influence/interest on the program. Particular attention will be given individuals at risk of being excluded from the DTP sub-project.

Stakeholders to be involved in the DTP include:

- Positively affected - group of persons or organizations affected by an activity such as project affected person or community.
- Negatively affected - include individuals and institutions with various interests in the land that is within and outside the RoW who may be affected by project

related impacts. The majority of these are the land owners with established structures or farms who will be affected by the loss of the land, structures and economic earnings, construction noise, dust and traffic etc.

- Other interested parties - group of persons or organizations interested in an activity and may include project proponents, local or national government Authorities, local or national politicians, traditional authorities, religious leaders, civil society organizations including NGOs.
- Vulnerable individuals identified include, children, women, people with disabilities, the elderly and youth.

The information disclosure and consultations with stakeholders will be conducted through a range of techniques including focus group discussion (based on age, gender and occupation), interviews, key informants and e-mails. Consultations will be conducted at a time that is conducive to the participants based on their input as well as using their local language.

Comments from stakeholders will be received by the DTP implementing agencies in written and oral forms (using suggestion boxes, local leaders, public meetings, interviews etc). The team will review stakeholders' comments and send back the final decision and a summary of how comments were taken into account.

To handle the DTP-related grievances from affected communities and the public a formal process for receiving evaluating and redressing, a transparent Grievance Redress Mechanism (GRM) for the DTP will be designed. There will be establishment of GRM Committees at Project beneficiaries as well as at the DTP Project Implementing Unit (PIU). For workers hired by contractors, the contractors will be required to produce their GRM procedure as a prerequisite for tender which at a minimum conform to these requirements.

This SEP document offers a strategy and implementation plan for engaging stakeholders from the beginning of the project up to completion.

Nonetheless SEP is the backbone of the program for effective and efficient success. And is a live document that will be revisited and updated if necessary, on an annual basis to reflect the changes in stakeholder engagement due to project developments and new stakeholders if any.

1.0 Introduction

The Government has been undertaking efforts to finance ICT initiatives as an enabler to other sectors through both domestic and external financing in collaboration with development partners. Further, the National Development Vision 2025 set a direction for the country to be a medium income nation. The Vision clearly states that by 2025 the country needs to have a well-educated society in terms of quantity and quality education, skills and knowledge at all levels of education. In order to implement the Vision, the country prepared a Long-Term Perspective Plan (LTPP, 2011/12-2025/26) which emphasizes on accelerating the growth momentum towards Vision 2025 targets. Currently, Tanzania is implementing the second Five Year Development Plan (FYDP II 2016/17-2020/21) which carries the theme of "Nurturing Industrialization for Economic Transformation and Human Development". This industrialization era needs a high level of science, technology and innovation with specific emphasis on advanced and modern ICT technologies as enabling tools to reach the intended goals.

The implementation of National policies and strategies has improved the ICT landscape such as mobile network population coverage that has reached 94 percent with a mobile subscription base of 47,869,232 while Internet users has reached 25,794,560 as of December 2019. Further, the Government has deployed various systems to enhance service delivery in various sectors that include health, education, mining, agriculture, lands, business, etc.

Despite the above-mentioned achievements, the ICT landscape is facing challenges that include but not limited to low utilization of emerging technologies, inadequacy of skilled and competent human resources, weak research & development (R&D) and low adoption of Information Technology Enabled Services to accelerate the industrialization agenda. Further, the development of communication infrastructure still faces challenges in broadband penetration as most citizens still cannot access broadband services and still costs are high for provision of rural telecommunication. This in turn calls for the extension of communication services (coverage) in rural and urban underserved areas, build human resource capacity to cope with 4th Industrial Revolution (4IR) and improve the enabling environment, as well as supportive ICT Infrastructure. The challenges need collaborative efforts with national, regional and international partners for quick realization of the contribution of ICT for socio-economic development.

In this regard, the DTP is geared at accelerating digital economy towards industrialization by supporting implementation of National Five-Year Development Plan. This will further enhance Government efforts towards achieving Knowledge based society for socio-economic development. The proposed program has the following components:

- a) Digital Ecosystem – (i) Digital Enabling Environment (Establishment of National ICT Professional and Innovation Centre, Establishment of ICT equipment refurbishment & Scanning of ICT Regulatory Environment (ii) Infrastructure to Support National Development and E-Commerce (Enhancing the National Addressing and postcode system, Development of the National Statistical Information Management System & National e-Commerce initiatives).
- b) Digital Connectivity – (i) Connected Government (connecting all unconnected MDAs and LGAs to high-speed broadband through extension of the Government Communication Network and increasing capacity of the Government Bandwidth) (ii) Rural Broadband for Development (expanding rural mobile coverage and upgrading service from 2G to enable broadband connectivity and utilization of spectrum white space
- c) Digital Platforms and Services – (i) Digital Services and Productivity platforms (One-Stop Service Centers - Huduma Pamoja Centers) in every region (offering access to public online services and in person transactions, transformation of the traditional economy into digital economy) (ii) Data Centre Infrastructure (Enhancement of data centre infrastructure) (iii) Digital Literacy and Capacity Building (Government ICT Cadre Training Programme & Citizen Digital Literacy and Awareness Program)

The project will be implemented by Ministry Communication Information and Technology (MCIT)) and President’s Office Public Service Management and Good Governance (PO-PSMGG). The scope of the Project is National wide covering Public and Private sectors under the Finance of IDA 19 Basket World Bank.

Implementation of the project is expected to achieve the following results (i) additional 13 million Tanzanians with new or improved mobile coverage; (ii) improved provision and delivery of public services and online transactions by citizens; (iii) enabled lower bandwidth prices for Government through bulk procurement of international bandwidth; (iv) improved digital and professional ICT skills amongst youth, entrepreneurs and government officials through targeted support programs; and (v) enablement of “digital industrialization” by providing the enabling environment and support to the ICT industry.

It is with the above justification that the Government of Tanzania (GoT), through the Ministry of Communication and Information Technology (MCIT) and President’s Office Public Service Management and Good Governance (POPSMGG), is currently preparing the DT Program whose objective is to increase access to high quality internet services for government and citizens in selected areas, and to improve the government's capacity to deliver digital public services. This is being done with support of the World Bank. This Stakeholder Engagement Plan (SEP) describes the Digital Tanzania Program, identifies and analyzes its stakeholders, explains the opportunities for public consultation and

grievance redress mechanisms, and outlines commitments to releasing information on the program's Environmental and Social performance.

The overall objective of this SEP is to define a program for stakeholder engagement, including public information disclosure and consultation, throughout the implementation of the DTP. The SEP outlines the ways in which implementing agencies, consultants and contractors will communicate with stakeholders and it includes a mechanism by which people can raise concerns, provide feedback, or make complaints about implementing agencies, consultants, contractors and the projects themselves.

The implementation of the DT Program is centered on people and hence this SEP will oversee to the involvement of the local population towards the success of its projects as well as to minimize and mitigate environmental and social risks related to the proposed projects. Nonetheless, this SEP will ensure smooth collaboration between program staff and local communities.

As part of the preparations for, and in DTP compliance with the World Bank's environmental and social framework (ESF). The DTP has prepared an Environmental and Social Framework (ESMF), a Resettlement Policy Framework (RPF), and an Environmental and Social Commitment Plan (ESCP). The project will also prepare a Vulnerable Groups Planning Framework (VGPF) and a Labour Management Procedure (LMP) after approval of the project and before project effectiveness.

1.1. Digital Tanzania Project Description

The Digital Tanzania Project contributes to three core enablers of digital development: (i) Digital Ecosystem: strengthening the laws, policies, regulations, institutional and human capacity needed to promote ICT infrastructure investment, market competitiveness, digital engagement, job creation, and innovation; (ii) Digital Connectivity: ensuring access to affordable, high quality internet services for all citizens, including in rural areas, and for critical government institutions; and (iii) Digital Platforms and Services: building the technical capacity, skills, institutions, and local digital infrastructure for the Government to deliver services to citizens and conduct its own business digitally.

Component 1: Digital Ecosystem

The aim of this component is to make Tanzania a more attractive and competitive place for digital investment and innovation, ensuring that the benefits of digital technology are reaching all citizens and helping lay the groundwork for growth of the digital economy. This will be accomplished by strengthening the many interrelated elements that characterize a thriving digital ecosystem helping the Government in drafting forward-looking laws, regulations and policies; building digital skills and capacity

of Government institutions and youth; prioritizing gender inclusivity, developing a critical mass of innovators, entrepreneurs, and support services; developing a robust local ICT industry that is founded on private investment and is able to deliver e-Commerce services, and working toward closing the digital divide—ensuring that all citizens and businesses benefit from digital development in the long term, especially the poor, women, the elderly and rural areas. These goals will be supported through two subcomponents:

1. Digital Enabling Environment

a. Establishment of a National Center for ICT Professional Development and Innovation

The objective of this activity is to develop a national center for ICT professional development and a series of four “soft centers”, or tech hubs for youth, entrepreneurs and small and medium-sized enterprises (SMEs) in five zones of the country, to promote local innovation in the country. The implementation of this activity will be carried out in collaboration with higher learning institutions, vocational training institutions and the industry, as well as with the Ministry of Education, Science and Technology (MEST) and the Council for Science and Technology (COSTECH). This subcomponent will require close collaboration with the private sector to assure that newly trained ICT professionals are ready to enter the workforce and have the qualifications and soft skills demanded by private sector companies, including cybersecurity awareness and skills. The project will specifically track the involvement of women in benefitting from the training provided and promoting internships for young women under the Government-funded program for youth employment. Direct collaboration with the private sector will be sought, including by way of specific on-the-job training programs or internships provided by the soft centers. It is planned that a national center would be established at the ICT Commission in Dodoma and four softcentres will be established, to be housed in training institutions or universities. In principle, the softcentres will be located in four zones namely Northern, Southern, Coastal and Western zones. Criteria for selection of the centers, modalities to coordinate and support will be generated and will be defined in the project implementation manual. The softcentres would be assisted in developing cost-recovery mechanisms for the services they offer and will need to establish good relations with private sector clients in order to establish longer term sustainability, once the project funds are fully used.

b. Establishment of FabLabs

This activity aims to establish three (3) Fabrication Labs (Fab Labs) for the refurbishment of ICT hardware, and updating of software, to enable the reuse and increased lifetime of ICT equipment, and to complement efforts to distribute ICT equipment to educational institutions. This will contribute towards the acquisition of low-cost ICT equipment for

learning purposes. In addition, establishing FabLabs will reduce e-waste and build capacity in Tanzania for reusing and prolonging the lifespan of ICT equipment, which is an important future strategy to tackling e-waste. Up to three FabLabs would be established, criteria for selection will be defined in the project operational manual. The FabLabs will need to develop cost recovery mechanisms and to seek private sector support to ensure longer-term viability.

c. ICT regulatory scan and review

Under this activity, the MCIT, in cooperation with the TCRA and in consultation with the licensed operators and with the help of consultants, will conduct a scan of the legal and policy environment in order to identify possible gaps that might be hindering the development of the digital economy in Tanzania, and to review possible responses. This will target broadband implementation and provide recommendations on any new initiatives that may be necessary to create an enabling regulatory, legal and fiscal environment for the Digital Economy. Under this activity, the Ministry will also convene with the TCRA, the Ministry of Health, Community Development, Gender, Elders and Children, to ensure that gender considerations are integrated into this regulatory scan of the digital economy. The results of this regulatory scan should provide inputs to the implementation of the project as a whole, especially the rural connectivity subcomponent. Activities to be funded under this sub-component will include consultants and the costs associated with stakeholder consultations.

2. Infrastructure to support National ICT Development and e-Commerce

a. Enhancing the national addressing and postcode system

This is an ongoing activity which will scale up the pilot projects for the National Spatial Data Infrastructure (NSDI), already started and managed by TCRA, which currently covers 66 wards (<http://www.address.go.tz/>) . This initiative is expected to cover 711 wards from 37 Councils which includes Capital Cities, Strategic areas, Central Business Districts and other high revenue generating areas. The activities under this initiative involves development of digital maps; naming of roads/streets and installation of Signage and house number plates; data collection; enhance/update of the national Address Database; Prepare/review of policies and regulations; ICT works; awareness and capacity building. The NSDI, or digitized map with multiple different layers, will provide a platform on which information can be layered to support key activities such as the national digital ID, and spatial maps for national development. The fieldwork for the mapping would be carried out by government officials working under the guidance of the Ministry (TCRA and Tanzania Post). Ground mapping and photography would be supplemented by commercial firms recruited competitively to assist with digital mapping using remote sensing data from satellites and aerial

photography. Activities to be funded would include supply of goods, services and coverage of operational costs.

b. Development of a national ICT statistical management information system

This activity aims to provide complete, accurate and current statistical data for ICT in the country to support policy decisions for national development. This data would be collected, for instance, by carrying out household ICT surveys, building on the survey carried out in 2017 by the WBG in conjunction with the National Bureau of Statistics (NBS), with funding from the Digital Development Partnership (DDP) will be used by the NBS for national reporting. In addition, it will facilitate investment growth in the ICT sector by providing useful data to potential investors. The funding will be used to support development of electronic management system, establishment of necessary frameworks for enhancing ICT statistics availability and to commission further surveys for key ICT indicators under the guidance of NBS.

c. E-Commerce initiatives for Tanzania Post

This activity is intended to assist Tanzania Post to catch up with recent technological developments and participate more actively in the delivery of e-Commerce. The initiative will later allow integration with Global e-commerce including the Universal Postal Union's (UPU) Ecom@Africa initiative. The initiative seeks to make Tanzania a hub for e-Commerce in the region, and will enhance e-business growth and the participation of citizens in the digital economy.

While specific priority activities have been identified, the design of the component is intended to remain flexible, allowing the project to respond to new challenges and opportunities as they arise in this fast-changing sector. There may be a requirement for some additional enabling legislation to promote the development of e-Commerce in Tanzania, and this will be tracked under the regulatory scan in ICT Regulatory Scan and Review Activity. The primary costs to be borne under this sub-component are the use of consultants for the development of the national e-commerce platform, to assess the country's e-com readiness and a scan of legal and regulatory environment (to complement the scan mentioned above).

Component 2. Digital Connectivity

This component's aim is to ensure that all Tanzanians can access high speed broadband connectivity. Widespread, affordable and reliable connectivity is an essential prerequisite to providing and accessing digital services for socio-economic development. In addition to the measures to boost sector competitiveness and private network investment under Component 1, there is a need for more direct investment to meet the connectivity

needs of government and the private sector and also to create incentives for the private sector to close the digital divide in internet service provision between urban and rural populations, under a mobilizing finance for development (MFD) approach. This component will support the Government's agenda for industrialization and equitable spatial development, ensuring that all Tanzanians, including those in rural areas, have equivalent access to digital services and opportunities. This will be supported through two sub-components.

Sub-component 2.1 Enhancement of Government ICT Connectivity

This sub-component will support the connection to high-speed broadband of those Ministries, Departments and Agencies (MDAs), Local Government Authorities (LGAs) and other Government Institutions that are current unconnected, or have only slow speed connections to the Government Network (GovNet). This sub-component will build on the successful connectivity program, initiated under RCIP-TZ, under which some 72 MDAs and 77 LGAs were connected to GovNet. This sub-component aims to connect a further 200 institutions including LGAs, Regional Office, Regional Hospitals, District Hospitals; and other MDAs to high-performance internet services. Given that the extension of digital connectivity within the country is paramount, a reliable and robust ICT backbone Infrastructure is a necessity. In view of this, the project will support enhancement of GovNet to provide resilience routes as well as extending coverage of the national backbone to areas needed by telecom operators and other communication service providers for provision of services to citizens and businesses.

Furthermore, Digital Tanzania will fund the pre-purchase of bulk internet capacity of at least 1.5 Gbps per location for ten years (i.e. as an "indefeasible right of use" (IRU) contract, sometimes called "dark fiber"). The capacity will be used by MDAs and LGAs to facilitate government service delivery. The pre-purchase of bulk international bandwidth is targeted at priority user groups such as schools, universities, hospitals, e-Government use etc. By supporting these targeted user groups to access cheaper capacity, it will allow them to grow their consumption in line with their actual demand (currently constrained by the prohibitive cost of capacity). This in turn will increase the viability of international infrastructure and in particular increase the usage of submarine cable infrastructure. The pre-purchase of bandwidth would be carried out through competitive tendering for IRU contracts which would be carried out in lots, with one lot covering the provision of international internet bandwidth and other lots covering different regions of the country (for instance, four zones, to be awarded in phases). The preferred technology to connect the government institutions would be fiber optic cable, but where this is not immediately available, temporary solutions using microwave, satellite or 4G mobile broadband could be considered. The bandwidth contracts on offer

from government should provide an incentive for operators to upgrade their networks to fiber, over time. Companies winning the contracts funded by IDA would be required to apply relevant WBG environmental and social framework standards for all construction works carried out to extend their networks in the zones served under the project.

Sub-component 2.2 Rural Broadband for Development

This sub-component will build on the successful rural connectivity program supported under RCIP-TZ by extending data-enabled (4G or higher) network coverage to the three million people currently living in areas of the country that are currently unserved by any mobile cellular signal and will upgrade existing 2G networks to 4G and above. This will encourage participation in digital economy development and will help those rural areas that have previously been unable to participate in online learning or remote meetings to do so. This program will be conducted in collaboration with the Universal Communication Service Access Fund (UCSAF) and will draw upon lessons learned from the RCIP-TZ program, for instance to refine the delivery mechanisms for incentives to encourage private sector investment in rural areas by using network roaming. The activity will also make use of “TV white spaces” spectrum for enhancing broadband coverage in the underserved areas. This will require a consultant study to provide a thorough spectrum analysis to visualize the scope for using TV white spaces spectrum in rural areas and thus to provide policy and regulatory guidance on the use of this spectrum.

The mechanism proposed to be used in this intervention is a “reverse auction subsidy”, similar to the one used under RCIP-TZ, and as used in multiple WB programs, such as Niger Smart Villages (P167543) and Digital Malawi (P160533). UCSAF would designate geographical zones (in clusters, or lots) where interested bidders (such as mobile operators, cell tower companies, high-altitude platform services etc.) would be invited to bid competitively for the lowest viable subsidy to capital expenditure that would be required for them to provide, or upgrade, service in the designated zones. Thus, IDA funding would be used to leverage funds from UCSAF (using funds contributed to the Universal Service Fund) and from the private sector, under a mobilizing funds for development (MFD) approach. Under the RCIP-TZ program, an IDA contribution of US\$30m leveraged private sector investment of around US\$70m and brought some 2.5 million people under mobile signal coverage for the first time. This would be a significant contribution to mobilizing finance for development (MFD) from the project, but these sums are not included in the data sheet because the sum will only be known once the bidding process is completed and because there is no commitment, nor requirement, from the private sector to contribute a specific amount. A further challenge to extending rural broadband is the fact that mobile phone use is generally in advance of rural

electrification. Under RCIP-TZ, solar power arrays were used, with battery storage. A similar approach will be used, taking advantage of the huge advances in solar power technology that have taken place in the last decade, and collaborating closely with the IFC programs for Scaling Solar and Lighting Africa.

Activities to be funded under this sub-component includes a) a study on the scope for using TV White Spaces spectrum; b) a study to define the modality to be used for the reverse subsidy auctions, and to define a program operational manual to govern awards, and to monitor the implementation of awards; c) a series of reverse subsidy auctions, open to competitive bidding, in areas designated by UCSAF. Winning bidders benefitting from capital expenditure subsidies under the project would be obliged to abide by relevant WB safeguards standards in any civil works carried out (e.g., construction of cell towers).

Component 3. Digital Platforms and Services

Component 3 seeks to enhance the core infrastructure and capacity necessary to support digital public service delivery, enhance the efficiency of the Government's internal operations and to rollout priority digital productivity platforms and public services. Progress has been made in recent years in developing digital services and elements of a shared services platform (mobile services portal, SMS gateway, government e-payment gateway, etc.), strengthening of the e-Government Authority (eGA) and deployment of digital productivity tools for government (first phase of e-Office, introduction of one-stop government digital service delivery centers (Huduma Centers), initial digitalization of records, revenue management, etc.). However, various MDAs and LGAs still operate stand-alone IT systems and infrastructure, spending considerable financial and human resources to develop, implement, and operate each separate digital service. This creates significant financial, operational and security liabilities for institutions ill-suited to cope with them. In addition, the Government lacks sufficient human resources to meet increasing IT demands, and adequate policies, practices and an effective IT infrastructure to deploy high quality digital services in a fast, secure, reliable and cost-effective manner, under a "whole-of-government" approach. ICT skills development under this sub-component is intended to service government institutions and industrial sectors that are in need of high skills for operations underway in the country.

Increased access to affordable, high-quality connectivity will create an opportunity to enhance the way the government conducts its business and provides services to citizens using digital technologies. Offering public services through mobile and online platforms can create significant benefits to citizens who might otherwise need to travel long distances and spend significant time and resources to access those services. This is particularly important for Tanzania's rural residents who may lack access to public transport and quality roads but are much more likely to have access to a mobile phone.

Likewise, digital platforms offer opportunities to deliver new categories of services and transactions such as digital cash transfers under social protection or payroll schemes, lower administrative and logistical barriers to service delivery, and reduce scope for corruption. This Component will include the following three sub-components.

Sub-component 3.1 Digital Services and Productivity Platforms

a. One Stop Service Centers (Huduma Jamii Centres)

This activity will seek to improve existing processes and procedures for offering government services to citizens and small businesses by establishing 31 One Stop Service Centers (OSSC, or Huduma Jamii in Swahili), of which up to 10 will be implemented in the first two years of the project (8 on mainland and 2 in Zanzibar). These centers will be designed for citizens to access public services in a simple, speedy and seamless manner in one location which may be operated, for instance by a post office, a community association or a local entrepreneur. A feasibility study was completed in November 2020, with funding from the African Development Bank, and provided recommendations for the implementation of the activity and the location of the OSSCs. The study notes that, currently, to establish a business, an entrepreneur would need to visit five separate parts of Government (BRELA, TRA, relevant ministry and LGA and MITI), and visit a bank to make payments at each stage. The aim would be to facilitate the process through a single visit to a single government portal, facilitated by an OSSC. The OSSC will provide both informational and transactional services. By the end of the project, it is planned that up to 32 Government services will be provided. The feasibility study proposes to use a processing fee (less than 5 per cent of the cost of a given service) as a means of financing the OSSC. While these services could also be accessed from a website, the OSSC would provide an intermediary service to assist citizens in navigating the relevant steps, would accept payments and provide printing and additional services.

In line with the draft budget presented in the feasibility study, the activities to be funded under this activity will include consultant fees, in particular for business process improvement. Other activities to be funded include Supply of ICT goods and services, and rehabilitation of the existing buildings (for instance, internal wiring and repartitioning of rooms). Training of operational staff will also be required, notably for cybersecurity awareness and good practice. The project will work with existing government buildings and any civil works conducted will be subject to World Bank environmental and social safeguards standards.

b. Digital Economy

This activity, under the Ministry of Finance and Planning (MoFP), and the Tanzania Revenue Authority (TRA), a semi-autonomous body under the MoFP, will focus on

enhancement of financial/payment systems by strengthening regulations pertaining to digital financial transactions, in collaboration with the Bank of Tanzania (BoT), and enhancing the National Payment System (NPS). By establishing skills and systems that better serve the digital economy, this activity should contribute to increasing revenue for the Government. This activity will require consultant services and purchase of ICT goods and services, including software development and cybersecurity consultancy.

Sub-component 3.2 Data Center Infrastructure

This activity aims to enhance the National Data Centre Infrastructure by acquiring storage, networking equipment, and computing resources for the government shared platform. It also seeks to enable cost effective sharing of resources, increasing the reliability of electronic services offered by government and enhancing the storage of government data as well as creating efficiency in sharing and accessing government applications through shared cloud infrastructure. This activity will require consultant services, purchase of ICT goods and services and additional training, notably on cybersecurity awareness and good practice, with a focus on good practice on energy efficiency and use of renewable energy. For highly sensitive government data and confidential private data, local data storage hosting on a government cloud may be required. For this purpose, an existing government data center, recently constructed, will be used and enhanced with additional security and data storage capacity.

Sub-component 3.3 Digital Literacy and Capacity-Building

a. Government ICT cadre training program

This activity seeks to build the capacity of the ICT professionals within Government for managing and supporting existing and future government ICT systems (supply side) based on an ICT skills gap assessment conducted in all Ministries in 2018. The project foresees the training of specialized ICT skills for up to 500 ICT experts from the Ministries and will also include longer courses (master's degrees) at top-level universities. Synergies will be sought with the National Center for ICT Professional development supported under subcomponent 1.1 to make sure the appropriate programs are developed to support ICT professionals in the public sector or with interest in government jobs. Civil servants benefitting from training overseas will be required to have worked already for the government for several years and to sign contracts to stay within government for a certain minimum length of time, or to commit to repaying part of the costs of the training. The selection framework will be prepared and included in the Project Implementation Manual (PIM). This is intended to reduce the level of brain drain from government. Training for e-service operation will be provided in the specific activities of the sub-project.

b. Citizen Digital Literacy

An awareness program intended to raise the level of utilization of online government services will run for the entire duration of the Digital Tanzania project. It will include, but not be limited to, social media, TV and radio programming to promote e-Government services; TV adverts and short video clips; print media campaign; dissemination of publicity materials; workshops and seminars (for media and the public). Other activities that will be supported are digital forums, conferences, exhibitions and different digital competitions among youth in order to strengthen digital involvement and contribution in innovations and creativity. The activity intends to increase digital literacy in terms of increased awareness and usage of digital services by citizens, with specific consultations with Government and local stakeholders to ensure that women's engagement with citizen services are accounted for. Activities to be supported under this sub-component include workshops, consultant services and training.

Component 4: Project Management

This component will support essential project management functions, covering primarily staff costs and operational costs. The Government, through MCIT and PO-PSMGG, will establish a single project implementation unit (PIU) which will be responsible for supervising operations. The PIU will comprise an overall project coordinator, a digital government services specialist, an ICT technical specialist/technical assistance officer and specialists in procurement and financial management as well as safeguards specialists. It will also include funding for strategic communications, monitoring and evaluation, internal audit, logistics and operational overhead, gender inclusion and diversity. Further to this it will include capacity building for beneficiary agencies, such as UCSAF and eGA, on the preparation of bidding documents and contracts specifically for procurement of ICT, which often includes both goods and services in a single contract. The activities of the PIU will be defined within the project implementation manual (PIM) which has been developed for this project.

Component 5: Contingent Emergency Response Component

The project includes a Contingent Emergency Response Component (CERC) with an initial zero value, which may be financed during project implementation to allow for an agile response to eligible crises and emergencies. Establishing this component at the program outset provides flexibility to respond to crises as they arise. These could include, for instance, humanitarian crises which require the provision of emergency communications services to replace facilities that have been damaged, or to facilitate emergency humanitarian payments using mobile money. The primary issue at the time of writing is the Coronavirus (COVID-19) pandemic which requires an urgent response, for example in the form of additional broadband internet capacity for Government offices,

especially health centers and hospitals, and for Government employees working from home. Eligible situations, scope and modalities of the CERC will be defined in the Project Implementation Manual.

1.2. DTP Program Beneficiaries

The project is intended to benefit all Tanzanians, covering Government, businesses and citizens, through improvement in the affordability, availability and quality of service delivery. However, more specific beneficiaries include the rural population, through the proposed expansion of the rural network (sub-component 2.2), government agencies that will benefit from improved provision of connectivity to support service delivery (2.1) as well as citizens who will have more accessible e-services (sub-component 3.1). Youth will benefit from improved digital skills and literacy (under component 1 and sub-component 3.3b). as well as government employees and citizens in general. Women will be specifically targeted by the programs to increase their participation in the digital economy and digital skills development (3.3). The private sector will benefit both from the expanded training opportunities under component 1 and the competitive bidding opportunities created under component 2 for provision of internet and mobile broadband services.

1.3. DTP Program Geographical Location

The scope of the project is National wide covering all areas that have been identified and will be benefiting from the Project. The beneficiaries of the project include all MDAs and private sector who directly or indirectly will benefit from the Project. The project will cover both legal and regulatory improvement/enhancement, infrastructure development and enhancement, Skills and Innovation development, service delivery and economic empowerment through Digital economy and Inclusion.

DTP will be implemented nation-wide and the exact project locations are not known at the moment. Below is map of Tanzania.



Figure 1: Map of Tanzania

2.0 Stakeholder identification and analysis

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

- a) their roles and responsibilities
- b) possible influence/interest on the program

Individuals that are at risk of being excluded from sub-project engagement will receive particular attention. In addition, inclusion of Vulnerable Groups will be guided by the Vulnerable Group Planning Framework (VGPF).

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

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

2.1. Project Affected Parties of the DTP

a) Positively affected

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

Direct beneficiaries include general population of the specific areas where the various sub-projects of the DTP will be implemented. The access and availability of internet connectivity will boost national economy through improvement of international trade, improve quality of life, strengthen financial services, increase of digital business and marketing etc. The DTP will benefit business, private sectors, network companies and governance activities

b) Negatively affected

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

The DTP implementation within Tanzania may occur in areas where there are may be varying degrees of environmental and/social impacts and also impacts to Vulnerable Groups as addressed in the Environmental and Social Standards (ESSs): ESS 1- Assessment and management of Environmental and Social Risks and Impacts; ESS 2- Labor and Working Conditions; ESS 3 – Resource Efficiency and Pollution Prevention and Management; ESS 4 – Community Health and Safety; ESS 5 – Land Acquisition, Restrictions on Land Use and Involuntary Resettlement; ESS 6 – Biodiversity Conservation and Sustainable Management of Living Natural Resources; ESS 7 – Indigenous Peoples/Sub-Saharan African Historically Underserved Traditional Local Communities and ESS 8 – Cultural Heritage. These will also call for the implementation of the ESS 10 to engage the Vulnerable Groups¹ towards specific mitigation plans of the impacts.

2.2. Other interested parties

An interested party is any person, group of persons or organizations interested in an activity and may include project proponents, local or national government authorities, local or national politicians, traditional authorities, religious leaders, civil society organizations including NGOs, community-based organizations, and other businesses and/or private sector. The interested parties with respect to DTP are shown in table below.

2.3. Disadvantaged individuals and Vulnerable groups

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

- Parents not consenting their children to participate in consultation meetings;
- Fear of expressing themselves;

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

(a) Self-identification as members of a distinct indigenous social and cultural group and recognition of this identity by others; and

(b) Collective attachment⁶ to geographically distinct habitats, ancestral territories, or areas of seasonal use or occupation, as well as to the natural resources in these areas; and

(c) Customary cultural, economic, social, or political institutions that are distinct or separate from those of the mainstream society or culture; and

(d) A distinct language or dialect, often different from the official language or languages of the country or region in which they reside.

- Language barrier;
- Transport limitations;
- Nature of the disability; and
- Cultural limitations.

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

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

Table 1: Identified Stakeholders for the DTP

S/ No	Stakeholder	Project affected Parties	Other Interested Parties
1	President's Office Regional Administration and Local Government (PO-RALG)		√
2	President's Office Public Service Management and Good Governance (PO-PSMGG)		√
3	Vice President's Office-Division of Environment (VPO-DoE)		√
4	Ministry of Works, Transport and Communication (MWTC)		√
5	Ministry of Industry, Trade and Investment (MITI)		√
6	Ministry of Education, Science and Technology (MOEST)	√	√
7	Ministry of Lands, Housing, and Human Settlement Development (MLHSD)	√	
8	Information and Communications Technology Commission (ICTC)	√	
9	Tanzania Postal Corporation (TPC)	√	
10	Tanzania Communications Regulatory Authority (TCRA)	√	
11	Tanzania Revenue Authority (TRA)	√	
12	Registration, Insolvency and Trusteeship Agency (RITA)	√	
13	Public Procurement Regulatory Authority (PPRA)	√	

S/ No	Stakeholder	Project affected Parties	Other Interested Parties
14	Tanzania Telecommunications Corporations (TTC)	√	
15	e-Government Agency (e-GA)	√	
16	Universal Communications Services Access Funds (UCSAF)	√	
17	Higher learning institutions (UDOM; UDSM; DIT)	√	
18	Muhimbili National Hospital (MNH)	√	
19	Private companies providing network (Vodacom, Airtel, Tigo/MIC, and Halotel)	√	
20	Registered e-waste dealers (Chilambo General Trade Company Ltd)	√	
21	Regional Commissioners' Offices		√
22	District Commissioners' Offices		√
23	District Councils' Offices		√
24	Relevant Ministries, Agencies, Regulatory Authorities		√
25	Specific Park Authority, TANAPA, TFS	√	√
26	Utility Services Firms	√	√
27	Police Force – Traffic		√
28	Members of Parliament		√
29	CSOs (NGOs (National and Local), CBOs)		√
30	People with disabilities (and their representative organizations), local government authorities, small business owners		
31	Local Communities including Vulnerable Groups	√	
32	Social amenities schools, courts, health centers, religious institutions, etc.	√	
33	Owners of assets along the road within the RoW (trees, farms, buildings, industries)	√	
35	Owners of graveyards or cultural artifacts along in the project areas	√	
36	Project affected persons (PAPs)	√	

Table 2: Summary of project stakeholder considerations

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

3.0 Stakeholder Engagement under the DTP

3.1. Purpose and timing of stakeholder engagement

Stakeholder engagement for the DTP is to ensure that all stakeholders are fully involved in all stages (i.e., planning, design, construction and finalization of construction) in a transparent and inclusive manner.

Stakeholder engagement and consultations are to be continuous and form part of the scope of work. The Stakeholder Engagement Plan will be updated regularly, based on the planning and implementation of sub-project activities. To reflect project developments and/or changes. Any future consultation and disclosure activities will reflect the concerns and issues raised.

Stakeholder engagement plan for the DTP will ensure that all stakeholders will be fully involved in all stages of the project in a transparent and inclusive manner.

The consultations will be aimed at soliciting concerns, views, opinions, and suggestions, and collect any secondary information and data that form part of a baseline for the feasibility. Stakeholders will be provided with a project background information document, both in Swahili and English, to ensure common understanding of the project.

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

1. **DTP Project preparation stage** - The project footprint is not yet fully defined and thus consultations under the project were done with stakeholders at the national level on two (2) occasions. The first round of consultations was conducted during the preparation of the ESMF and RPF between April 23, 2018 to 11th May 11, 2018 with government agencies, service providers, academic institutions and regulatory authorities. Additional consultations at the national level with Civil Society Organizations (CSOs) and members of the public was conducted on November 23, 2020. For the second round of consultation with CSOs: the draft ESMF and RPF were disclosed online by the Ministry of Works, Transport and Communication (Communication Sector) currently Ministry of Communication and Information Technology (MCIT); the consultations were advertised in two local dailies in both Kiswahili and in English languages; and targeted invitations were also sent to CSOs at a national level. Report of the consultations are in Appendix IV. Additional consultations were also conducted on February 10, 2021 with representatives of vulnerable groups from several parts of the country and report on the consultation is also presented in Appendix IV of this SEP..
2. **Preparation of sub-projects** – Consultations will be conducted with stakeholders (government agencies and Telecom service providers) required to implement the project;
3. **Feasibility and design of the subprojects** – Consultations at this stage will be conducted with the stakeholders identified under Section 3.2 and with the communities and issues and concerns raised by them will be factored in the project design and planning for risk and impact mitigation;
4. **Construction stages of the project** – Consultation will be conducted with the project neighboring communities, NGOs and local administration to disseminate information on project implementation progress, sensitize the community on implementation of the ESMP and its requirements, collect the communities views/concerns/grievances and provide feedback;
5. **Finalization of implementation of the project** - Consultation will be conducted with the project neighboring communities, NGOs and local administration to disseminate information on project construction implementation and its timeline, sensitize the community on implementation of the ESMP and its requirements, collect the communities views/concerns/grievances and provide feedback.

3.2. Approach to engagement during project design

The sub-projects under the DTP will apply the following framework for the planning and execution of consultations:

1. Detailed presentation of the proposed intervention, its scope, target area of intervention to the Environmental and Social (E and S) Specialists of the Project Implementation Unit (PIU) by the technical team;

2. Conducting stakeholder identification and analysis as defined in Section 2.0 of the SEP by the E and S specialists of the PIU or by the implementing partner. This will be in line with Item 1 above;
3. Assessment of comprehensiveness of the stakeholder register by the E and S specialists of the PIU and clearance for its usage in mobilization for consultation;
4. Consultation with the relevant administrative agencies to introduce the project and identify entry points to each stakeholder group to be consulted under the project;
5. Introduce and inform the communities of the proposed interventions under the project. For consultations with vulnerable groups, the project environmental and social specialists will have to ensure that they are culturally appropriate as defined in the VGPF;
6. Listen and record stakeholder and community needs and challenges in access to mobile network and data services;
7. Jointly assess project alternatives and influence design in a bid to increase the project benefit to the community;
8. Scope for potential risks and impacts resulting from the proposed intervention and jointly assess mitigation measures to be adopted with stakeholders and community;
9. Preparation of consultation reports to feed into the environmental and social assessments and feasibility and technical designs;
10. Provision of feedback to the communities on how their opinions and suggestions were factored in the provision of mitigation measures or enhancement of project benefits;
11. Preparation of final community and stakeholder engagement reports which will feed into EMSPs and technical designs to be implemented.

3.3. Approach to stakeholder engagement during implementation of sub-projects

As the project develops, stakeholders will be kept informed on sub-projects' environmental and social performance as well as the implementation of the stakeholder engagement plan and grievance mechanism. To continue sensitizing stakeholders and the community during project implementation, the contractor will be responsible to prepare and conduct monthly community engagement programs. Stakeholder and engagement look-ahead for each month will be presented in the Monthly Progress Reports (MPRs) prepared by the contractor and supervising engineers for civil works sub-projects. The MPRs will also present a report on engagements conducted in the reporting month. These engagements will be conducted to communities living along the road project, updating them on progress of works, planned activities, jobs (if any), and grievance management in the project.

MCIT and MCIT contractor's Environmental and Social team will prepare quarterly, semi-annual and annual progress reports that will summarize the environmental and social performance, the implementation of the stakeholder engagement plan and grievance mechanism. These reports will be submitted to MCIT and WB as well as be disclosed to the public. During active periods or when the public experience more impacts or when phases are changing the reporting will be frequent, for example, during the preparation and implementation of any Resettlement Action Plans.

The forms of engagement to be conducted during implementation will include:

- Public consultations, key informant interviews and focus group discussions, depending on the target group and topic;
- Formal coordination meetings with government agencies;
- Monthly update meetings for progress presentation;
- Official correspondence;
- Workshops.
- Disclosure meetings and workshops;
- HIV/AIDS sensitization workshops and community sensitizations;
- Community Consultation and Sensitization (CCS) – operational updates and design consultations;
- GBV/SEA community sensitization;
- Formal coordination consultations – Local governments and CSOs update and consultation meetings;
- Daily OHS toolbox with workers to explain issues on general project implementation and community relations.

3.4. Approach to stakeholder engagement during Sub-project closure

Prior to project completion of the MCIT and MCIT contractors will organize a stakeholders' workshop to elaborate the exit strategy and future plans if any in addition to presenting the final project report. For each subproject the following will be conducted:

Community sensitization – a plan to engage all project fence line communities on the close of the project. This may include but not limited to: Status of project; a) Dates of completion and demobilization of equipment; b) Presentation of demobilization and rehabilitation plans for all auxiliary facilities e.g. borrow-pits, quarry sites, camps, c) Redundancy plan for the workers; d) status of grievance management; and e) request of any concerns or grievances from the community;

Project workforce sensitization – The contractors with the supervision of sub-component implementation entities will prepare redundancy plans which will show step by step engagement of project staff on the implementation of the redundancies and their legal rights as prescribed by the law;

Local administration and CSO engagement – The sub-project will also organize and engage with the local administration and CSOs on project status, project close-down, grievance management and status of the same at the time of completion, decommissioning status and plan of all facilities, redundancy of workers and timelines associated with the same, and solicit for their concerns and address them prior to decommissioning.

The methods to be used during consultations will include the following:

a. Public/community meetings

Once project location and specifics are available, the Project will organize meetings in each Districts. As part of the preparation of the meetings, the Project will engage with the districts/ local officials to ensure that they are aware of the project and can play a role in information sharing and engagement with communities. The project will ensure the effective participation through focus group meetings to vulnerable individuals found within the community along the project areas which includes women, elderly, people with disabilities and youth.

b. Mass/social media communication

Information will be shared on the MCIT or implementing agency/partner website. The project will also communicate with the local population via social media campaigns or tools like Facebook, throughout the project’s lifecycle. Social media channels will be used primarily in urban areas as much as possible to disseminate information as rates of social media use (especially Facebook) appear to be high across users of different age and background in project affected communities.

c. 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.

d. Trainings, workshops

Finally, trainings related to implementation of the SEP will be provided to relevant project staff, and where relevant contractor staff, government, and other involved entities early in project implementation.

3.5. Strategy for stakeholder consultation and disclosure

There are a variety of engagement techniques used to build relationships with stakeholders, gather information from stakeholders, consult with stakeholders, and disseminate 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 3 provides a list of different consultation techniques and suggests the appropriate application.

Table 3: Proposed strategy for consultation and information disclosure and responsibilities

Project stage	Information to be disclosed	Methods proposed	Target stakeholders	Responsible Agency
Planning	Sub-project concept note	<ul style="list-style-type: none"> ✓ MCIT website ✓ Directly to stakeholders through their e-mail ✓ Meetings that are accessible for different groups and during times and in places where everyone can participate. 	<ul style="list-style-type: none"> ✓ Relevant Ministries and Agencies ✓ Regulatory authorities such as NEMC, TCRA ✓ LGAs ✓ UCSAF ✓ Relevant NGOs ✓ Community leadership ✓ Business community within the project areas ✓ Social amenities and their leadership ✓ Telecom service providers 	MCIT
Design	RPF ESMF ESIA RAP Design Document ESCP SEP LMP VGPF	<ul style="list-style-type: none"> ✓ MCIT website ✓ Stakeholders' e-mail addresses ✓ Meetings ✓ Printed versions of the reports in MCIT offices. 	<ul style="list-style-type: none"> ✓ Communities living along the project areas ✓ Relevant Ministries and Agencies ✓ LGAs ✓ UCSAF ✓ NGOs ✓ Community leadership ✓ Business community within the project areas ✓ Social amenities and their leadership ✓ Telecom service providers. 	MCIT and MCIT contractor's Environmental and Social specialists

Project stage	Information to be disclosed	Methods proposed	Target stakeholders	Responsible Agency
Implementation/ Construction	Progress reports: Implementation of site specific ESMP and LMP; Implementation of ESCP, SEP, and VGPs and any related Social Assessments. Project implementation status	<ul style="list-style-type: none"> ✓ MCIT website ✓ Stakeholders' email addresses ✓ Meetings ✓ visual displays 	<ul style="list-style-type: none"> ✓ Communities living along the project areas including VGs where relevant ✓ Relevant Ministries and Agencies ✓ LGAs ✓ UCSAF ✓ NGOs at the national, regional, and local levels. 	MCIT Environmental and Social specialists
Closure	Progress reports: Implementation of site specific ESMP, and LMP; Implementation of ESCP, SEP, and VGPF.	<ul style="list-style-type: none"> ✓ MCIT website ✓ Stakeholders' email addresses ✓ Meetings ✓ visual displays 	<ul style="list-style-type: none"> ✓ Communities living along the project areas including VGs where relevant ✓ Relevant Ministries and Agencies ✓ UCSAF ✓ LGAs ✓ NGOs at the national, regional, and local levels. 	MCIT Environmental and Social specialists

3.5.1. Strategy for consultation with 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 are also at risk of being excluded from the consultation process and may also have difficulties accessing and/or understanding information about the project and its environmental and social impacts and mitigation strategies. In addition, women and girls may be subject to impacts from Gender Based Violence/ Sexual Exploitation and Abuse/ Sexual Harassment.

The consultations under the sub-projects of the DTP will address sub-project risks related to exclusion from consultations by:

1. Conducting a consultation with village administration in project target areas to aid the stakeholder identification and analysis;
2. Conduct consultations with District Social Officers (DSOs) in the project target districts to identify NGOs working with vulnerable groups and vulnerable people in the project target areas;
3. Conduct consultations with the NGOs identified by in consultation with the DSOs and village administration to develop the best approach to consultations with the disadvantaged / vulnerable individuals or groups;
4. Conduct consultations taking cognizance of the risks identified from consultation with NGOs and village administration.

The overall approach to engagement with Vulnerable Groups will be detailed in the Vulnerable Groups Planning Framework (VGPF).

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

To remove obstacles to participation of members from vulnerable groups various strategies/methods will be considered as presented in Table 4 below:

Table 4: Strategy to incorporate the view of vulnerable groups

S/N	VULNERABLE GROUP	PROPOSED STRATEGY FOR CONSULTATION
1	Vulnerable Groups	<ul style="list-style-type: none">• Following the guidelines stipulated in the VGPF to guide consultations• Engaging community members

S/N	VULNERABLE GROUP	PROPOSED STRATEGY FOR CONSULTATION
		<ul style="list-style-type: none"> • Engaging communities’ representative bodies and organizations and where appropriate other community members • translation into local language • provision of sufficient time for VGs to conduct internal-decision making process • Effective participation in the project design or mitigation measures that could potentially impact them • More significant detailed are found in the DTP’s VGPF
2	Persons with disabilities	<ul style="list-style-type: none"> • Consultation with representatives of the persons with disabilities e.g., NGOs • Selection and use of sign language and other appropriate assistive tools, as required • Translation into local language • Providing transportation to the meeting venues (which should be at a short distance) • Provision of sufficient time for internal decision-making process • Meeting timing and duration based on input from participants
3	Mentally challenged	<ul style="list-style-type: none"> • Consultation with representatives of the persons with disabilities e.g., NGOs and family members • Short meetings with comfortable environment for asking questions or raising concerns. With support of assistants • Providing transportation to the meeting venues • Provision of sufficient time for consultations and provision of feedback • Separate meetings for males and females
4	Women	<ul style="list-style-type: none"> • having small, focused and short meetings where women will be comfortable asking questions or raising concerns • meeting schedules not to interfere with domestic activities • venues should be located close to their homes • translation into local language • meetings to have female facilitators
5	Elderly	<ul style="list-style-type: none"> • providing transportation to the meeting venue • time and duration of meetings decided with input from potential participants • translation into local language • separate meetings for males and females as culturally appropriate • Option of one-on-one interviews
6	Children	<ul style="list-style-type: none"> • Getting verbal consent of their parents/ guardians • Ask about issues that are important to children –that are part of their day-to-day experiences • Choose a child-friendly or familiar venue • Use language that is clear, age appropriate and jargon free • separate meetings for boys and girls

3.5.2. Stakeholder engagement during project implementation in pandemic situations such as COVID-19

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

In the event that the Country takes various restrictive measures, such as imposing strict restrictions on public gatherings, meetings and people's movement, and others advising against public group events. Relations with the community should be carefully managed, with a focus on measures that are being implemented to safeguard both workers and the community. The project, through the Social Specialist of the respective implementing agencies, will also ensure that consultation measures adopted under the pandemic outbreak environment include the following:

- Ensure active outreach to collect feedback from persons with disabilities.
- Disseminate information that uses clear and simple language. Provide information in accessible formats, such as like braille and large print, when needed.
- Offer multiple forms of communication when needed, such as text captioning or signed videos, text captioning for hearing impaired, online materials for people who use assistive technology.
- Involve organizations of persons with disabilities in consultation and decision making.

The preparation and implementation of site-specific SEPs and stakeholder engagement in the sub-projects will therefore ensure meaningful consultations while complying with projects SEP, Government of Tanzania (GoT) and World Health Organization (WHO) provided guidelines on global pandemics such as COVID-19 Infection Prevention and Control (IPC).

3.5.3. Alternative methods of consultations that may be adopted during restriction of public gatherings

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

- Conduct meetings on online platforms where stakeholders have access to the technology and internet connections to enable them to connect. Such as: Webex, Zoom, Skype.

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

All channels of communication need to clearly specify how stakeholders can provide their feedback and suggestions.

The DTP's Social Specialist will ensure that the means used in stakeholder engagement take into account the ability of different members of the community to access them and make sure that communication reaches these groups.

3.5.4. Guidance on process related issues in conducting Virtual consultations

Online meetings shall observe protocols similar to face-to-face meetings:

- *Identify participants to be included in the invitation.* Meetings shall be based on a stakeholder analysis. The sub-project Social Specialist will identify which stakeholders are relevant but may have challenges accessing the format of the meeting proposed. He or She will also identify which medium works best for them (e.g., phone-calls) and engage with them using that medium.
- *Send invitations ahead of the meeting.* Use an accessible medium (email, phone, WhatsApp, etc.) to send invitations. Invitations shall be sent well in advance and at least seven days prior to the meeting.
- *Register participants.* By doing a rollcall or registering online.
- *Distribute material prior to meeting.* This may include the agenda, project documents, presentations, questionnaires and discussion topics. These can be sent, for example, by email, courier or WhatsApp prior to the meeting (at least seven days prior).

- *Provide technical support.* The consultations team shall provide technical support to the participants during the virtual consultations, particularly in terms of connection options (e.g., possibility of being called in instead of opting for a connection requiring internet).
- *Ensure appropriate opportunities for discussion and feedback.* Participants can be organized and assigned to different topic groups by being in smaller chatgroups, or by having smaller virtual sessions. Feedback can also be provided through an electronic questionnaire or feedback forms that can be emailed to the team.
- *Share the conclusions and summary of the meeting.* The chair of the meeting should summarize the virtual workshop discussion, formulate conclusions and share with all participants in an accessible medium.
- *Document the meeting just as you would a face-to-face meeting.* As with a face-to-face meeting, ensure that the meeting is well-documented, including information on how stakeholders were identified, how invitations were sent out, how the meeting was held and measures taken to ensure that the meeting was accessible, what issues were raised and how the responses to the issues. It will be important to document in detail the processes such as invitations, online platforms, accessibility, etc.

4.0 Resources and Responsibilities for implementing stakeholder engagement activities

4.1. Resources

The Environmental and Social Team will be in charge of managing and implementing the Stakeholder Engagement Plan.

To facilitate the task of the E & S team to effectively perform and deliver stakeholders engagement activities the MCIT -PIU will allocate funds for consultations during project preparation and implementation stages. While the implementation partners and contractors will also allocate funds for conducting consultations under the project implementation. Budget items will include staff time and required funds to plan and execute the consultations at project level.

If people have comments or questions about the project or the consultation process; they may send their comments/opinion/concerns to:

Name	Mulembwa Munaku/Honest Njau
Title of responsible person	Project Coordinators
Phone number	+255 713216013/ +255713494345
Address	Ministry of Communication and Information Technology (MCIT)

E-mail address	mulembwa.munaku@mawasiliano.go.tz/ honest.njau@mawasiliano.go.tz
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4.2. Management functions and responsibilities

The Environmental and Social Team of DTP, POPSMGG and PIU will be managing and implementing the Stakeholder Engagement Plan. MCIT, POPSMGG and PIUs' Environmental and Social experts will be responsible for carrying out each of the stakeholder engagement activities.

5.0 Grievance Mechanism

A Project Grievance Redress Mechanism (GRM) has been designed for the DTP. On the other hand, the GRM for Vulnerable Groups will be prepared during the preparation of Vulnerable Group Plans, the project will examine culturally appropriate ways of handling community concerns.

The GRM involves a formal process for receiving, evaluating and redressing project-related grievances from affected communities and the public. DTP recognizes vulnerability of the different project's participants to be involved or affected by the project (such as community members, workers and other beneficiaries).

For workers hired by contractors, the contractors will be required to produce their GRM procedure as a prerequisite for tender which at a minimum conform to these requirements. The GRM procedures have to be transparent. After they are engaged, contractor will be required to prove that each employee has been inducted and signed that they have been inducted on the procedure. The details of the workers' GRM is presented in the DTP Labour Management Procedures (LMP).

5.1. Objectives of Grievance Redress Mechanism (GRM)

- i. To provide stakeholders with a clear process for providing comments and raising grievances;
- ii. To give stakeholders the opportunity to raise comments/concerns anonymously;
- iii. To structure and manage the handling of comments, responses and grievances, and allow monitoring of effectiveness of the mechanism; and
- iv. To ensure that comments, responses and grievances are handled in a fair and transparent manner, in line with internal laws and policies.

5.2. Potential Grievances

Potential grievances and claims likely to emerge during the course of implementation of the Project may relate to the following issues:

- i. Land Acquisition, physical and/or economic displacement (compensation)
- ii. Environmental impacts during the constructions of infrastructures, (i.e., noise, dust, etc.)
- iii. Disputes about land and natural resource use and/or culturally appropriate benefit sharing;
- iv. Disputes about social harassment
- v. Gender-based violence and sexual exploitation
- vi. Other issues

5.3. The procedure of grievance redress

Procedures to file grievances and seek action should be simple and understandable for project affected people. All grievances, simple or complex, should be addressed and resolved in a quick and constructive manner within a period of fourteen (14) days, supported by a timely feedback to aggrieved person where necessary.

The GRM Committees will be established at Village, Ward and District levels in respective areas of the project and the team will be capacitated to handle all Grievances and complains related to the project. The GRM will also be extended to the PIU level to handle all types of grievances arising from implementation of the project and its sub-projects. At the MCIT-PIU Grievances will be handled by Social Specialist. To ensure effectiveness and efficiency of the project, the procedures for handling grievance will be simple and administered by the Village Council and implementing agency's/partners GRM focal point. The Village Council and implementing agency's/partners GRM focal points shall maintain records where grievances and complaints, including minutes of discussions, recommendations and resolutions made.

- i. The affected person should file his/her grievance in writing, to the PIU through various means. The PIU will provide the channels where residents/beneficiaries/affected residents can make a complaint through the following ways:
 - a) Through the village council office, ward office and District council
 - b) Through the community liaison/Grievance officers in the sub-projects
 - c) Through the office of the Supervision Engineer under civil works projects;

- d) Regular meetings held between communities and Project Implementers.
 - e) Through the Local Consultative Forums established in the affected villages.
 - f) During informal meetings with Project Implementers.
 - g) Through communication directly with management, for example a letter addressed to site management, project manager.
 - h) Directly by e-mail, cell phone to the Project Implementers.
 - i) Placing a comment in the community suggestion boxes in the information centre.
- ii. A person who receives complaints will fill out the complaint form. The grievance note should be signed and dated by the aggrieved person. Where the Affected person is unable to write, he should obtain assistance to write the note and emboss the letter with his/her thumb print.
 - iii. Complaints should be recorded in the Complaints List/Grievance Register book and, saved by the person in charge of GRM and submitted to the tracking system.
 - iv. Complaints are sorted and transferred to the Grievance committee that is responsible for investigating and handling and complainant will be notified about receipts and deadlines for reviewing complaints.
 - v. Complaints must be resolved, and feedback delivered to complainant within 14 days considering the following time line:
 - a) Acknowledgement of the receipt of grievance within 4 days
 - b) Investigation to gather the facts and get a clear situation 7 days
 - c) Presentation of outcomes and resolution 3 days
 - d) Receipt of Resolution and signing of Resolution form
 - e) Closure of Grievance
 - vi. The Sociologist in the PIU in collaboration with Grievance Committee will resolve those disputes depending on the nature of the complaint and where the mandate lies for the issue concerned.
 - vii. The person in charge of GRM will keep records of all complaints received, whether and how they have resolved them and which complaints were forwarded to the Project coordinator. If there will be any unresolved issues/grievance beyond their mandate are referred to adjudication to the project Management.
 - viii. The Project Grievance Committee will review the complaints and determines the appropriate course of action according to the existing laws, rules and regulation. All complaints about abuse in service, Potential corruption must be channeled to

proper authorities in no more than 14 days after the complaint is received. The Project Grievance Committee should respond within 14 days during which any meetings and discussions to be held with the aggrieved person should be conducted. If the grievance relates to valuation of assets, Project Grievance Committee should be requested to revalue the assets, and this may necessitate a longer period of time. In this case, the aggrieved person must be notified by Project Manager that his/her complaint is being considered.

- ix. All comments, responses and grievances are to be logged using the Grievance logs. 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 kept at the project sites, whilst soft copies will be saved on the server. 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.

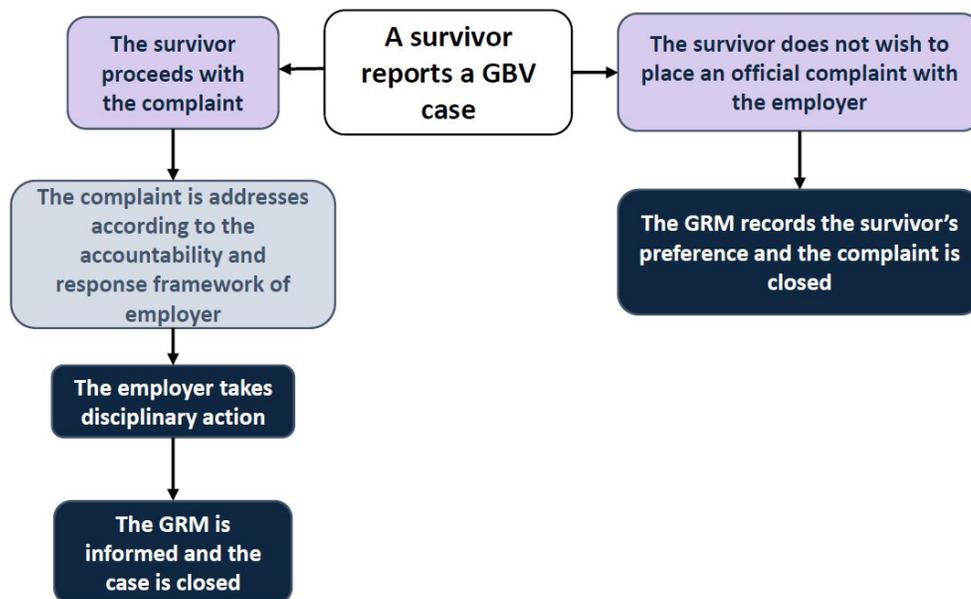
A simple database is often useful to manage and monitor grievances. Good practice is to log all grievances, even recurrent ones or grievances that will eventually be dismissed as unreasonable. The logs will at least have the following:

- Nature of complaint;
 - The name and contact details of the complainant, if appropriate;
 - The date that the complaint was logged;
 - Location where the complaint is related to;
 - The name of the technical staff charged with addressing the complaint, if appropriate;
 - Any follow up actions taken;
 - The proposed resolution of the complaint;
 - How and when relevant Project decisions were communicated to the complainant;
 - Whether longer-term management actions have been taken to avoid the recurrence of similar grievances in the future, if applicable
- x. A master database will be maintained by the person in charge of GRM to record and track management of all comments and grievances. This will help in monitor and improve performance of the Comment Response and Grievance Mechanism. Information will be provided in an accessible format and will be available on the Ministry's website and Implementing Agencies website.

- xi. The Grievance Committee (comprising members from village councils, i.e., Village Executive Officer (VEO), members from ward council, i.e., Ward Executive Officer (WEO), member from District council, i.e., Community Development Officer (CDO), and three members from the PIU, such as Social Specialist, Environmental Specialist and Project Coordinator, will produce a report containing a summary of all grievances and will make this available to the PIU.
- xii. If the aggrieved person is dissatisfied with the decision of the Project Grievance Committee or if no agreement is reached at this stage, then the complaint can be taken through the formal court process.

For Gender based violence and sexual exploitation and abuse/sexual harassment the following will - Specific provisions will be included for complaints related to Sexual Exploitation and Abuse (SEA) that could be associated with the project to ensure the survivor’s confidentiality and rights. To properly address GBV risks, the GRM needs to be in place prior to contractors mobilizing. The GRM should not ask for, or record, information on more than three aspects related to the GBV incident: a) the nature of the complaint (what the complainant says in her/his own words without direct questioning, b) if, to the best of their knowledge, the perpetrator was associated with the project, and if, possible, the age and sex of the survivors. Different entry points where survivor can place complaints confidentiality shall be identified and linked to the GRM as shown in Figure 2. The GRM Protocol should have a specific section on GBV related complaints. This shall be developed prior DTP implementation with the support of specialized organizations in the matter.

Figure 2: GRM Protocol for GBV survivors.



5.4. Channels to Make Complaints

The Project will establish channels through which Ministry, PIU, Local administration offices or Supervision consultant's office complaints/comments/opinion/concerns regarding project activities. Grievances can be channeled through the following addresses:

Ministry of Communication and Information Technology	
Responsible person	Mulembwa Munaku
Telephone number	+255 713216013
Address	Mtumba Office P.O Box 677 40470 DODOMA
E-mail address	mulembwa.munaku@mawasiliano.go.tz

Or

DTP – Project Implementation Unit (PIU)	
Responsible person	Honest Njau
Telephone number	+255 713494345
Address	Mtumba Office P.O Box 677 40470 DODOMA
E-mail address	Honest.njau@mawasiliano.go.tz

5.5. Monitoring and Review of GRM

MCIT will be responsible in monitoring of the effectiveness of the comment response and grievance mechanism. Appropriate measures taken and KPIs for this include monthly reporting on the number of grievances received, resolved and outstanding. This will be undertaken by the person in charge of GRM and reported to the Project Coordinator. As part of the annual review/report, analyzing the trends and time taken for grievance resolution will help to evaluate the efficacy of the comment response and grievance mechanism.

6.0 MONITORING, EVALUATION AND REPORTING

6.1. Monitoring

Stakeholder engagement will be monitored as the project going on and maintain 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.

The Stakeholder Engagement Plan will be periodically revised and updated as necessary in the course of project implementations in order to ensure that the information presented here in is consistent and is the most recent, and that the identified methods of engagement remain appropriate and effective in relation to the project context and specific phases of the development. Any major changes to the project related activities and to its schedule will be duly reflected in the SEP.

Monthly summaries and internal reports on public grievances, enquiries and related incidents, together with the status of implementation of associated corrective/preventative actions will be collated by responsible staff and referred to the supervision consultant(s) of the projects. The monthly summaries will provide a mechanism for assessing both the number and the nature of complaints and requests for information, along with the Project's ability to address those in a timely and effective manner. Information on public engagement activities undertaken by the Project during the year may be conveyed to the stakeholders in two possible ways:

I. Review of Engagement Activities in the Field:

During engagement with stakeholders the ESIA team will assess meetings by asking questions to participants, depending on the stakeholder group, to ensure that messages are being conveyed clearly.

Conduct debriefing sessions with the engagement team while in the field. This will help to assess whether the required outcomes of the stakeholder engagement process are being achieved and provide the opportunity to amend the process where necessary.

II. The use of engagement tools developed through the ESIA which includes:

- a) Stakeholder database
- b) Issues and Response table, and
- c) Meeting records of all consultations held.

Moreover, the tool can be used to manage ongoing issues, and for stakeholder identification and analysis processes.

Monthly, Mid-year and annual progress reports on SEP implementation will be availed to the PIU and shared with the Bank. These will be collated by the sub-project's supervision

consultants and their adequacy and compliance to the SEP assessed by the DTP PIU Social Specialist.

SEP monitoring, which will build on the overall project Monitoring and Evaluation (M&E) arrangement, will focus on the overall implementation quality of the stakeholder engagement. The following indicators to assess the quality of the SEP implementation will be finalized and agreed by MCIT and project implementation partners and/or contractors. The Project Operational Manual (POM/PIM) will reflect these indicators as part of the overall project's M&E indicators. An independent M&E team may be deployed to assist with the overall monitoring of the SEP, particularly to assess the implementation of stakeholder engagement under each component.

Table 5: Monitoring plan

Key elements	Timeframe	Methods	Responsibilities
Stakeholders' access to project information and consultations.	During project preparation and throughout project implementation	Interviews, observations, survey	MCIT
Project beneficiaries' awareness of project activities, their entitlements and responsibilities.	During project preparation and implementation on a quarterly bases	Interviews, observations, survey.	MCIT
Acceptability and appropriateness of consultation and engagement approaches	Monthly (during project implementation)	Interviews, observations, survey, review of monthly progress reports.	MCIT
Community facilitators' engagement with target beneficiaries.	Monthly (during project implementation)	Interviews, observations, survey, review of monthly progress reports.	MCIT

Key elements	Timeframe	Methods	Responsibilities
Public awareness of GRM channels and their reliability	Monthly (during project implementation)	Spot checks, interviews, observations	MCIT Social Specialist
Tones in social media and broader public perceptions (including NGOs/CSOs)	Quarterly (during project implementation)	Social media monitoring, interviews, observations.	MCIT Social Specialist with the support of a communication specialist
Status of grievances and complaints (reported, unreported and resolved)	Monthly basis (during project implementation)	Desk review, interviews, survey and observations.	MCIT Social Specialist

6.2. Evaluation

Stakeholder engagement will be periodically evaluated (during the project life cycle) by the PIU Social Specialist or by independent evaluation organization.

The following indicators will be used for evaluation:

- i. Level of understanding of the project stakeholders;
- ii. Annual grievances received and how they have been addressed; and
- iii. Level of involvement of affected people in committees and joint activities and in the project itself.

In order to measure these indicators, the following data will be used:

- i. Issues and management responses linked to minutes of meetings;
- ii. Monthly reports;
- iii. Feedback from primary stakeholder groups (through interviews with sample of affected people);
- iv. Commitment and concerns register and
- v. Grievance register.
- vi. Reporting

6.3. Reporting

Reports will be prepared quarterly and in annual basis and submission will be in line with project implementation report.

6.3.1. Monthly Reports

The PIU Social Specialist will prepare brief monthly reports on stakeholder engagement activities for the Operations which include:

- i. Activities conducted during each month;
- ii. Public outreach activities (meetings with stakeholders and newsletters);
- iii. Entries to the grievance register – received, closed and open grievances;
- iv. Entries to the commitment and concerns register;
- v. Number of visitations to the project offices requesting for information;
- vi. Progress on partnership and other social projects;
- vii. New stakeholder groups (where relevant); and
- viii. Stakeholder engagement plans for the next month and longer-term plans.

Monthly reports will be used to develop annual reports which will be reviewed by PIU.

6.3.2. Annual Reports

PIU compile a report summarizing SEP results on a quarterly and annual basis. This report will provide a summary of all public consultation issues, grievances and resolutions. The report will provide a summary of relevant public consultation findings from formal and informal meetings held at community level.

An evaluation will 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.

There will be a submission of a GRM Report on a quarterly, semi-annual and annual basis to the World Bank. This will include:

- i. Status of GRM formation (procedures, staffing, awareness raising, etc.);
- ii. Quantitative data about the number of complaints received, the relevant number, and the amount completed;
- iii. Qualitative data about the types of complaints and answers given, unresolved problems;

- iv. The time needed to resolve complaints;
- v. Number of complaints resolved at the lowest level, rising to a higher level;
- vi. Any special problems solved by procedures/staffing;
- vii. Factors that can influence the use of the GRM / beneficiary feedback system

6.4. Reporting Back to the Communities

PIU through its Social Specialist will provide the opportunity to report back to the communities on matters relating to the following as detailed in Section 3.2, 3.3 and 3.5:

- i. Main findings from the consultations conducted at sub-project feasibility, design and implementation;
- ii. Progress on implementation of the ESMP;
- iii. Progress on the SEP implementation and grievance management;
- iv. Project implementation process;
- v. Sharing of reports and have them available in the info center and copies sent to stakeholders (Village council, District Councils, Municipality, local consultative forums, etc.

APPENDICES

Appendix I – Sample Grievance Registration Forms

Table 1: Grievance Registration Form

COMPLAINANT DETAILS	
Name of Complaint:	
Address:	
Telephone number	
District	
Village / Estate / Street	
ID number	

Date of receipt:.....

Description of complaint:

Nature of grievance:.....

Location of grievance;

Region	
District	
Ward	
Village / Street	
Cell	
Location – Name and GPS Coordinates	

Deadline for Response (60 days from date grievance received):

.....

Signature of complaint Date:

Name and signature of witness;.....Date:

Name of project personnel: Date:

Signature of personnel: Date:

Appendix II: Sample Grievance Resolution Form

Table 2: Grievance Resolution Form

COMPLAINANT DETAILS	
Name of Complaint:	
Address:	
Telephone number	
District	
Village / Estate / Street	
ID number	

Date of response to complaint:.....

Response of complaint:

Name of witness (if available)

Acknowledgement of resolution of grievance:

.....

.....

.....

Location of grievance

Region	
District	
Division / Ward	
Village / Street	
Cell	
Location Name and GPS Coordinates	

Signature of complaint Date:

Name of project personnel: Date:

Signature of personnel: Date:

Appendix III: Sample Grievance Log

Table 3: Grievance/inquiry response log form

<i>Instructions: This form comprised of two parts: Part A is the response of the committee handing the grievance against the complaints raised by PAPs or other stakeholders. Part B is the clearance/approval of satisfaction or un-satisfaction of the committee response against his/her complaints</i>	
PART A: FOR OFFICIAL USE ONLY:	
Reg. Number:	Date Opened:
Name of the Recorder:	Contact Number:
Location:.....	
Category and classification of complaints or suggestion raised:	
Comments from Grievance Handling Committee	
Resolved: <input type="checkbox"/> Referred <input type="checkbox"/> Closed: <input style="width: 100px;" type="text"/>	
Reasons for Referral:	
Name & Signature of Officer	
Date:	
NB: This form will be filled after the committee sits and discusses the complaints and agrees on the responses/solutions	
PART B: (TO BE FILLED BY PROJECT AFFECTED PERSON/COMPLAINANT)	
Unsatisfactorily handled <input type="checkbox"/>	Satisfactorily Handled: <input type="checkbox"/>
The information filled above is true and correct to the best of my knowledge.	
Signature	of Date:
Complainant:	
Comments from Grievance Handling Committee	
Resolved: <input type="checkbox"/> Referred: <input type="checkbox"/> Closed: <input style="width: 100px;" type="text"/>	
Name and Signature of GH Officer	
Date:	

Appendix IV: Stakeholder Consultations Reports and attendance lists

STAKEHOLDERS ENGAGEMENT DURING PREPARATION OF THE ENVIRONMENTAL AND SOCIAL MANAGEMENT FRAMEWORK

Public Consultations

Stakeholder's engagement and disclosure are requirements in the national EIA regulations as well as World Bank safeguard policies. The process of stakeholder's engagement is based on the following key principles: to provide information to all stakeholders through different media platforms (including interviews, seminars, print and digital media); promoting dialogue between all stakeholders and civil society players if needed; and promoting access to project information by availing it to all stakeholders at all levels.

Objectives and Scope of Consultations

During the development of this ESMF and RPF, the Consultant conducted thorough stakeholders' consultations with key implementing agencies that will be directly responsible for the DTP project. The aim was to solicit their concerns, key issues, experiences and lessons learnt while implementing RCIP-TZ, and to use the results of the consultations to update the ESMF and RPF for the DTP. Given the limited duration of the assignment, consultations were only done in Dar es Salaam and Dodoma, mainly with the implementing, coordinating, and operating public and private institutions at national level.

In-depth interviews and consultative meetings were held with various stakeholders in their offices, mainly with staff members/key informants depending on the type of data required and envisaged role in the implementation of the DTP sub-project(s). A checklist of guiding questions and/or themes was prepared beforehand. Stakeholders' consultation exercise was undertaken from 23rd April 2018 to 11th May 2018.

A summary of engaged stakeholders is presented in *Table 1* overleaf. During consultations, several issues and concerns, some of which would and or may be addressed by the DTP, were brought up by different stakeholders.



Figure 0-1: Stakeholders Consultative Meeting with TIGO/MIC (Left) and e-waste Collector (Right) Source: Fieldwork, April/May 2018

Table 1: Summary of the Consulted Stakeholders

Consultation Date	Participant(s)	Designation	Department/Unit	Institution
23.04.2017	Sutte Masuha	Assistant Director, ICT	Directorate of ICT	PO-RALG
24.04.2018	Munaku, M	Director, ICT	Directorate of ICT	MWTCs
	Stephen Wangwe	Assistant Director, Communication Systems		MWTCs
24.04.2018	Jasson Ndaguzi	Coordinator of Telecom Engineer	Technical Services	Information and Communications Technology Commission (ICTC)
24.04.4.2018	Odilo J. Majengo	Director of Trade Promotion and Marketing	Directorate of Trade Promotion and Marketing	Ministry of Industry, Trade and Investment (MITI)
25.04.2018	Priscus Kiwango	Director ICT Systems	Directorate of ICT	PO-PSMGG

Consultation Date	Participant(s)	Designation	Department/Unit	Institution
	Arnold Matoyo	Assistant Director of ICT		
25.04.2018	Justinian Anatory	Dean of Students	School of Informatics	University of Dodoma (UDOM)
	Mselle, L	Dean of Students	School of Virtual Education	UDOM
27.04.2018	Ally Mape	Assistant Director of ICT	ICT and Learning	Ministry of Education, Science and Technology (MOEST)
27.04.2018	Albert Richard	Head of Operations	Operations	Universal Communications Services Access Funds (UCSAF)
27.04.2018	Suzan Nchulla	Principle Health Officer	Pollution Prevention and Control	Vice President's Office-Division of Environment (VPO-DoE)
02.05.2018	Cesil N. Francis	Chief Technical Officer	Technical Department	Tanzania Telecommunications Corporations (TTC)
02.05.2018	Peter Shilla	Director of Information System	Information System	Public Procurement Regulatory Authority (PPRA)
	Bernard Ntelya	Manager, System Support and Administration		
	Fanuel Yengayengwa	System Administrator		

Consultation Date	Participant(s)	Designation	Department/Unit	Institution
02.05.2018	Shabani Pazi	Ag. Director, ICT	ICT	Ministry of Lands, Housing, and Human Settlement Development (MLHHSD)
	Alexander K. Kalaba	Principle, ICT	ICT	MLHHSD
02.05.2018	Benjamini Dotto	Director of Central Infrastructure and Operations	Central Infrastructure and Operations	e-Government Agency (e-GA)
03.05.2018	Elvis Raphael	Infrastructure Manager	Infrastructure	Halotel Tanzania
	Benedict Amandus	Procurement Manager	Procurement	
04.05.2018	Charles Kossam	ICT Officer	ICT	Muhimbili National Hospital (MNH)
04.05.2018	Cuthibert Simalenga	Director of ICT	ICT	Registration, Insolvency and Trusteeship Agency (RITA)
	Cliff Marajali	Principle, ICT		
	Robby Otaigo	Senior, ICT Officer		
04.05.2018	Jerome Albou	Chief ICT Officer	Department of ICT	MIC Tanzania Limited/Tigo
	Revocatus Nkata	Senior Regulatory Affairs Officer	Regulatory	
	Nyamala Kachecheba	Network Programme Manager	Networking	

Consultation Date	Participant(s)	Designation	Department/Unit	Institution
	Emanuel Manga	Site Roll Out Manager	Planning and Engineering	
	Semvua Kisenge	Senior Manager Planning		
	Thomas Chang'a	Environmental Engineer		
04.05.2018	David Mbogela	Network Planning Engineer	Networking	Vodacom Tanzania
	Livingstone Kimaro	Network Planning Engineer		
07.05.2018	Ombeni Mzana	Head of ICT Services	ICT Services	Dar es Salaam Institute of Technology (DIT)
07.05.2018	Charles Palapala	Director of ICT	ICT	Tanzania Revenue Authority (TRA)
	Lazaro Swai	Management Officer Productivity Services		
	Violet Kazimoto	Ag. Management System and Production		
07.05.2018	David Mtake	Manager of Computerized Information Systems	Computing System	Tanzania Postal Corporation (TPC)
08.05.2018	Charles Tarimo	ICT Manager		

Consultation Date	Participant(s)	Designation	Department/Unit	Institution
	Bakari Rashid	Systems Administrator	ICT and Management	University of Dar es Salaam (UDSM)
09.05.2018	Nchege Mazoya	Environmental and Regulatory Officer	Corporate, Communication and Regulatory	Airtel Tanzania
09.05.2018	Carlos Mbuta	Principal Officer	Information, Communication, and Outreach	National Environment Management Council (NEMC)
10.05.2018	Lucas Mwalongo	Deputy Director, Industry Analysis and Tariff Regulations	Consumers and Industrial Affairs	Tanzania Communications Regulatory Authority (TCRA)
11.05.2018	Gideon R. Chilambo	Managing Director	Management	Chilambo General Trade Co. Ltd

Source: Fieldwork, April-May, 2018

Summary of Key Issues Raised by Stakeholders

The overall project impacts are expected to be mostly positive, significant and widespread. From the environmental and social point of view, all consulted stakeholders indicated that the positive impact of the DTP outweighs the negative ones. This suggests that only minor to moderate negative impacts and risks are anticipated. In general, stakeholders have a positive attitude towards the DTP and have promised to work closely with the implementing agencies in all phases of the project implementation. *Table 2* below presents summary of the key concerns.

Table 1: Summary of Key Issues raised by Stakeholders

SN.	Key Issues/Concerns	Proposed Responses
(i)	Provision of permits	The regulatory agencies responsible for the provision of permits/certificate (EIA, Aviation, building, e-waste collection etc.) should consider quick provision of permits to

SN.	Key Issues/Concerns	Proposed Responses
		avoid delaying project implementation which can result into paying resultant penalties. For instance, NEMC may provide provisional environmental permit as is being done for industries to allow the project to continue while waiting for the EIA certificate.
(ii)	Incorporation of lessons learnt from RCIPTZ	Despite of the recorded success, the RCIPTZ programme had a number of shortcomings including coordination and management challenges such as management of e-wastes, and inadequate stakeholders' engagement. It is recommended that past experience from RCIPT TZ be fully considered and incorporated into the decision making process at all levels.
(iii)	Construction of supporting infrastructure	The government should consider creating an enabling environment, specifically in the remote/rural areas to construct infrastructure such as access road and supply of TANESCO/REA electricity. This will reduce operations cost for operators and, from environmental point of view, it will minimize air and land pollution as generators emit CO ₂ and oil spills and solar panels contribute to the increasing of e-waste.
(iv)	Land take/acquisitions and compensation modalities	The DTP is not expected to result into resettlement i.e. relocating people but project activities can require land acquisition, which would result into loss of land and properties and loss of crops for locating ICT infrastructure such as telecommunication masts/towers and optical fibre cables. However, any land taken during project implementation should be duly compensated for, based on relevant national legislation and regulations as well as WB's OP/BP 4.12 (Involuntary resettlement).
(v)	E-waste management	The proposed DTP will contribute to the increase of e-waste in the country. DTP should have clear guidelines on e-waste disposal, recycling, and reuse. This should include engaging registered e-waste collectors in managing e-waste and

SN.	Key Issues/Concerns	Proposed Responses
		raising public awareness on the effects of e-waste to the human health and the environment.
(vi)	Stakeholders' engagement and awareness creation	There should be continuous and effective engagement and communication with stakeholders at all stages of the proposed project. This will involve awareness creation to the public on both positive and negative impacts of the DTP.
(vii)	Improvement of government services and communications	The DTP will enhance government services such as efficient government service delivery, healthcare service delivery, data integration and sharing programmes, enhancing government's abilities to collect and analyze information and tax collections as well as reduction of operating costs and integration and sharing of resources.
(viii)	Project sustainability	The government should find its own funding sources to sustain the project, including ICT capacity building to its employees, and involvement of all stakeholders, including the end users.
(ix)	DTP and industrialization	DTP should construct facilities to recycle and dispose e-waste as well as controlling an influx of fake products in the country. This will reduce the cost of exporting e-waste for disposal and ensure government income through tax collection.
(x)	Environmental pollution (air and land)	<p>The project should adopt appropriate measures such as the use of an environmental-friendly source of power (electricity/solar panel), instead of using diesel generators (power supply) which emits CO₂ and spill oil.</p> <p>Appropriate sanitation facilities should be adequately provided in each tower.</p>
(xi)	Occupational health and safety hazards	The project should develop a comprehensive Health, Safety and Environment (HSE) Plan to be adopted in each sub-project. The plan and/or guidelines will be used in all phases of the project.

Signatures of the Consulted Parties

THE UNITED REPUBLIC OF TANZANIA
MINISTRY OF WORKS, TRANSPORT AND COMMUNICATIONS (MWTC)

STAKEHOLDERS CONSULTATION FORM FOR UPDATING ENVIRONMENTAL AND SOCIAL MANAGEMENT FRAMEWORK (ESMF) FOR THE PROPOSED
DIGITAL TANZANIA PROGRAMME (DTP)

PUBLIC INSTITUTIONS

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	24/04/18	Jason Ndayizi	ids sig	ICTC	0785709122	
4.	24/04/18	Priscus Kwanza	DTCT	POPSM	0786421688	
5.	24/04/18	AROLD MATOYO	ADICT	POPSM	0754267066	
6.	24/04/2018	Justinian Anatory	DEAN, INFORMATICS	UDOM	0782106209	
7.	-	L. Mrele	Dean school of U.Sd.	UDOM	0757035779	
8.	24/04/2018	Edilo J. Najenge	DIRECTOR	MITI	0754275079	
9.	24/04/2018	Ally Mape	ADICT	MST	0713411330	Thompson
10.	25/4/2018	ALBERT RICHARD	HEAD OF OPERATIONS	UCSOF	0754770711	
11.	25/4/2018	Suzana Mchulla	PHD	VPO	0652132313	
12.	25/4/2018	Sutte Masuha	ADICT	POAIG	0784627842	
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13.	02/05/2018	Peter Shilla	DIS	PPRA	0752280787	
14.	02/05/2018	Bernard Ntelya	MSSA	PPRA	0754296083	
15.	02/05/2018	Faniel Yemayeka	SAD	PPRA	0753260210	

THE UNITED REPUBLIC OF TANZANIA
MINISTRY OF WORKS, TRANSPORT AND COMMUNICATIONS (MWTC)

STAKEHOLDERS CONSULTATION FORM FOR UPDATING ENVIRONMENTAL AND SOCIAL MANAGEMENT FRAMEWORK (ESMF) FOR THE PROPOSED
DIGITAL TANZANIA PROGRAMME (DTP)

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18	2/5/18	BENJAMIN OTTO	OCIO	CGA	0755996080	Benjamin
19	4/5/18	Charles Kossam	ICIO	MNH	0622577798	Charles
20	4/5/18	Cuthbert Simaleya	DICT	RITA	0765029435	Cuthbert
21	4/5/18	Cliff Marajuli	PICTO	RITA	0754710671	Cliff
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24	7/5/18	Charles Palapala	DICT	TRA	0699210053	Charles
25	7/5/2018	Lazaro Uwai	MOPS	TRA	0787505001	Lazaro
26	7/05/2018	Violet Kazimoto	Asst. MSP	TRA	0784267277	Kazimoto
27	7/05/2018	David Mtaka	Manager ICT	TPC	0684887957	David
28	08/05/18	Dr Charles Imani	Manager ICT	UPSM	0713455585	Charles
29	08/05/18	Bakari Rashid	Systems Administrator	UPSM	0767380864	Bakari
30	09-05-18	Carlos Mouta	Principal officer	NEMC	0784561156	Carlos
31	10-05-18	Lucas Mwanuzi	Asst. Dir & TR*	TCRA	0715381151	Mwanuzi

* Deputy Director Technology Analysis & Staff Regulation

THE UNITED REPUBLIC OF TANZANIA
MINISTRY OF WORKS, TRANSPORT AND COMMUNICATIONS (MWTC)

STAKEHOLDERS CONSULTATION FORM FOR UPDATING ENVIRONMENTAL AND SOCIAL MANAGEMENT FRAMEWORK (ESMF) FOR THE PROPOSED
DIGITAL TANZANIA PROGRAMME (DTP)

PRIVATE INSTITUTIONS

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3	03/05/18	BENNEDICT AMANDA	PROCUREMENT MANAGER	HALTEL	0629-102010	
4	4/5/18	REVOCATUS NKATA	SENIOR REGULATORY OFFICER	TIGO	0713123699	
5	4/5/18	NAMALA KACHEHERA	NETWORK PROGRAM MANAGER (PROJECT)	TIGO	0658123877	
6	4/5/18	Emmanuel Malya	HEAD OF PLANNING & ENGINEERING	TIGO	0713123830	
7	4/5/18	SEMUVUA KISSENJE	SNR. MANAGER PLANNING	TIGO	0658123438	
8	4/5/18	THOMAS CHANJA	ENG	TIGO	0658123058	
9	4/5/18	DAVID MBOGELA	ENG	VODACOM	0754711207	
10	4/5/18	LIVINGSTONE KIMBO	ENG	VODACOM	0754710808	
11	09/05/2018	Ncheye Masya	SHE Officer	Airbel Z	0786680164	
12	11/05/2018	GILBERT R. CHILAMBO	MANAGING DIRECTOR	CHILAMBO GEN. TRADING CO.	0713335898	

**THE UNITED REPUBLIC OF TANZANIA
MINISTRY OF WORKS, TRANSPORT AND COMMUNICATION
(COMMUNICATION SECTOR)
DIGITAL TANZANIA PROJECT-DTP**

**QUESTIONs AND ANSWERs ESMF/RPF ADDITIONAL CONSULTATION CONFERENCE 23RD NOVEMBER 2020,
DAR ES SALAM**

S/No.	Institution	Question Raised/Issued	Response
1.	Mandari H - IFM	Is DTP a program or project? Is it a national project? Has the project started or not yet? How old is this project?	DTP is a two-phase program of five years each. The program is currently underway. The project is expected to start in 2021. DTP is a national project.
		Why have we taken the ESMF & RPF approach in terms of environmental and social impact assessments instead of 'Strategic Environmental Assessment (SEA)'?	The decision to adhere to the ESMF & RPF tools for environmental and social impact assessment in the DTP project was taken by the Government in agreement with the World Bank, however improvements in ESMF & RPF will be made by borrowing best practices from SEA. In addition to improving the ESMF & RPF, a 'Strategic Engagement Plan' will be developed which will include 'Cost Benefit Analysis'.
2.	Nobelrich Makene - TACOSODE	In reviewing the policy and legal frameworks in the DTP project, with regards to the youth, it is better to focus on the challenges they face rather than focusing on services.	This has been well received and the documents will be revised to focus on how to empower the youth in 'digital transformation'. This will be done by looking at the positive aspects of other policies such as the 'SMEs Development Policy'
		Are there any plans to support the private sector in DTP?	Currently the DTP project has no plans to support the Private Sector directly. However, the Private Sector and CSOs will be involved at every stage of the implementation of the Project.

		It should be noted that when referring to 'Private Sector', the 'Civil Society Organizations (CSOs)' are not part of it.	This has been received and understood. In the DTP project, 'Private Sector' and 'Civil Society Organizations' are not the same thing. Each group will be given its own importance in participating in project implementation.
3.	Lilian Kalaghe - SIKIKA	<p>How is the Ministry of Education involved in the DTP project? It is important for the Ministry of Education to be fully involved. What is the program's sustainability support?</p> <p>SIKIKA has initiatives involving the youth, so it would be better to see how best they can be involved in this project.</p> <p>It has been observed that there are a lot of centers to be established in the project components, what is the added value of those centers? We should avoid to duplicate efforts.</p>	<p>The Ministry of Education has been involved from the project planning stage and will continue to be involved. And for the sustainability of youth development efforts, the Partnership between Government and Private and Government Educational Institutions will be further developed.</p> <p>The innovation center expected to be implemented by DTP will be the coordinating arm of research and innovation of ICT in Tanzania. COSTECH is the coordinator of all research and innovation in the country. However, each sector has its own research and innovation policies.</p>
4.	Hussein Mdoe - APHFTA	<p>In the area of infrastructure in the DTP project, do we focus on towers alone or with other technologies?</p> <p>ICT equipment was cheaper when the Government waived related taxes. As we aim to empower the youth in the development of ICT, it is advised to look at how to help them by lowering the price of such equipment.</p> <p>Is there an M&E Framework or any results framework in the DTP project to determine</p>	<p>Since infrastructure is the core of communications, the focus is on both Communication Towers and Fiber Cables. However, the type of infrastructure to be implemented will depend on the environment in the selected area.</p> <p>This has been well received.</p> <p>The M&E DTP framework is in place, we will look into ways involving CSOs during the project implementation.</p>

		outputs and outcome indicators? We advise to involve CSOs in the whole issue of M&E.	
		Will there be harmonized consultation (Is there any mechanism to harmonize tools?)	
		The DTP project aims to set up systems for increasing efficiency. Have the issues of quality of service and individual accountability been considered? We suggest that there be one component where the issue will be considered and the monitoring of individuals performance during service delivery.	
5.	Ismail Suleiman-Watoto Salama	In Legal Scanning, we understand Technology has a lifetime, how does 're-cycling and re-use' or e-waste going to be handled in DTP?	This will be taken into account by developing an e-waste disposal framework.
		It is important that public awareness be conducted before delivering a project. We should look into deploying eco-friendly technologies for reducing pollution in the context of communication towers.	This has been taken into consideration in the DTP project. We will look into how to involve CSOs during the implementation.
		We advise that the assessment be done before setting up a communication tower. In the past almost, every mobile operator had its own towers thus affecting the environment. Let's reduce the towers by looking for other technologies to avoid clearing areas.	Since 2018, the Government has enacted legislation to prevent the accumulation of towers. The law requires mobile operators to install their devices in a co-location. Whenever there are any challenges, they are resolved by TCRA.

6.	Baraka Mfilinge – CEDC-Dodoma	After launching of any public service, public awareness is important and is important too to involve the CSOs.	This has been considered in the DTP project. This will be implemented in close collaboration with CSOs in public education.
		We are currently talking about 3G while the world is on 5G. It is better we start somewhere to cope up with the global pace.	The Universal Communications Service Act, 2006 stipulates communication for all. Currently, most mobile phone users in the country have phones using 3G or 4G technology. So 3G technology is the average standard satisfying most mobile users in the country at the moment.
7.	Ananias Rutambuka – St. Augustine University	How have we prepared the children and the youth for the use of ICT from the beginning?	The ICT curriculum is available for Primary and Secondary Schools. We will work with the Ministry of Education to ensure that the curriculum is adhered to.
8.	Emanuel Alfred – Uongozi Institute	Is there a risk register for the project?	DTP project has ‘risk framework’
		<p>The Environmental Management Act, 2004 of Tanzania has provided tools to be used for environmental assessment when planning for a project. There are guidelines that require us to use the ‘Strategic Environmental Assessment (SEA) and the Office of the Vice President is in charge. If you look at ESMF and RPF and compare it to SEA, ESMF and RPF have only the addressed Environment and Social impacts, but SEA also assesses Economic, Political and Technological impacts.</p> <p>Why have we decided to take the ESMF and RPF route instead of SEA? In the ESMF & RPF the stakeholders consultations part is limited and does not include a wide range of</p>	The decision to adhere to the ESMF & RPF tools in the DTP project was taken by the Government in agreement with the World Bank, however improvements in ESMF & RPF will be made by borrowing best practices from SEA. In addition to improving the ESMF & RPF, a ‘Strategic Engagement Plan’ will be developed which will also include ‘Cost Benefit Analysis’

		stakeholder consultations. It is very important to do consultations in a wider context.	
		In DTP Components dealing with research and innovation, there will be capacity building as well. It is advised to have evidenced based research.	This has been taken and will be considered.
9.	Saada Juma - JSB ENVIDEP LTD	There is a need to review the tools for environmental assessment so as to comply with current updated World Bank's environmental standards.	This is well noted. The tools will be updated to comply with the updated World Bank Environmental Standards
		Regarding DTP's Environmental Management tools, it is important to recommend sector specific guidelines for the project. Existing ones are not enough as this is an apparent new sector	This is well noted
		It has been noted that one the RPF has been prepared and approved, it is then shoved into the drawers and is not put into effect. It is important to have in place and instrument to emphasize on its implementation.	In implementing the DTP, the Government will ensure that all tools prepared in response to environmental and social impacts are fully utilized as intended.
		So as to have serious commitment on safeguard issues at institutional level, Institutional Capacity has to extended by having a committed unit to monitor the implementation. (e.g. HSE Unit)	This has been received. The issue of mitigation of environmental and social impacts will be addressed by having an on call Expert in the PIU of the DTP who will assist in conducting 'sustained environmental monitoring'. In addition, Environmental and Local Government Laws will be complied with.
10.	Sosthenes Sambua -	The preparation of the project has taken long time and involved a number of the stakeholders. At this point of time, trying to	This has been received. The tools already available to address the issue of environmental and social impacts will

	Diligent Consulting	debate on which tool to use to assess the environmental and social impacts, will be a hindrance to the efforts already made. It is therefore advised to continue with the available tool and specific environmental impact assessments should be done when the project officially begins.	be further improved and used on the specific projects once it is known where they will be implemented.
		The public awareness budget in this area of environmental and social impact issues seems to be small compared to intended large public.	This has been well received by the Government and will ensure that a budget is allocated that will enable public awareness is conducted to a larger public.
11.	Grace J. Mpuya - CBE	The DTP project is large and in implementation there may be conflicts. Is there a Grievance Handling Mechanisms in the project design?	Grievance Handling Mechanism has been considered and will be complemented with Stakeholders Engagement Plan.
12.	Sarah Assenga - Foundation for Civil Society	Has diversity and social inclusion been included in DTP?	The aspect of diversity and social inclusion has been included in DTP. It has been reflected in the three components of the project namely: Digital Ecosystem, Digital Connectivity and Digital Government Platform and Services. This is intended to reduce the existing inclusion gap in ICT to enable representation of ideas, talents and empowerment to people from diversified groups.
13.	Regina Kabugi - CARES	Once the projects commence, will there be an opportunity to conduct an EIA for each project?	Yes, screening will be done for all projects and where there is a need for an EIA, then it will be conducted in the area where the project will be implemented.
14.	Marie Kigahi - UPF	It is important for the Government to look at how rural communities can afford the cost of telecommunications. It is also important for the supervisory authorities to ensure that the installed towers function properly.	This has been received and will be implemented. The government through the relevant Ministry, is currently conducting an exercise to evaluate the effectiveness of all the towers in the country to ensure that they are functioning as required.

Attendance lists



THE UNITED REPUBLIC OF TANZANIA

MINISTRY OF WORKS, TRANSPORT
AND COMMUNICATION

DIGITAL TANZANIA PROJECT

P-160766



ATTENDENCY REGISTER FOR ESMF/RPF STAKEHOLDERS ENGAGEMENT MEETING AT TCRA
DAR ES SALAAM 23/11/2020

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THE UNITED REPUBLIC OF TANZANIA

MINISTRY OF WORKS, TRANSPORT
AND COMMUNICATION

DIGITAL TANZANIA PROJECT

P-160766



ATTENDENCY REGISTER FOR ESMF/RPF STAKEHOLDERS ENGAGEMENT MEETING AT TCRA
DAR ES SALAAM 23/11/2020

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**JAMHURI YA MUUNGANO WA TANZANIA
WIZARA YA UJENZI, UCHUKUZI NA MAWASILIANO
(SEKTA YA MAWASILIANO)**

**MRADI WA TANZANIA YA KIDIJITALI
(Digital Tanzania Project -DTP)**

**MWALIKO KWA UMMA KUSHIRIKI KATIKA JUKWAA
LA MASHAURIANO LITAKALOFANYIKA KWA AJILI YA
KUTAMBULISHA MRADI PAMOJA NA NYARAKA ZA
MFUMO WA KIMAZINGIRA NA KIJAMII(ESMF/RPF)
ZINAZOHUSU MRADI HUU.**

Serikali ya Tanzania, kupitia Wizara ya Ujenzi, Uchukuzi na Mawasiliano- Sekta ya Mawasiliano kwa ufadhili wa Benki ya Dunia, inaandaa Mradi wa Tanzania ya Kidijitali (Digital Tanzania Project - DTP). Lengo la Mradi pendekezwa wa DTP ni kuongeza upatikanaji wa huduma za mtandao wa Mawasiliano zilizo bora na kwa bei nafuu kwa Serikali, wafanyabiashara na wananchi; na kuboresha uwezo wa Serikali kutoa huduma za umma za kidijitali. Utekelezaji wa mradi huu utafanyika kwa vipengele vikuu vitano kama vifuatavyo; Ekolojia ya kidijitali, Miundombinu ya Uunganishaji wa Kidijitali, Jukwaa la Huduma za Serikali za Kidijitali, Usimamizi wa Miradi na Kipengele cha Kukabiliana na Dharura kwa njia ya kidijitali. Utekelezaji wa mradi wa DTP utasimamiwa na Wizara ya Ujenzi, Uchukuzi na Mawasiliano (WUUM) kwa kushirikiana na Ofisi ya Rais- Menejimenti ya Utumishi wa Umma na Utawala Bora (OR-MUUUB)

Nyaraka zote muhimu zinazohusu usimamizi wa kimazingira na kijamii zimeshaandaliwa. Nyaraka hizi ni pamoja na Mfumo wa Usimamizi wa mazingira na jamii (Environmental and Safeguard Management Framework - ESMF) na Mfumo wa Sera ya Uhamishaji mali zinazoweza kutokana na kuadhiriwa na utekelezaji wa Mradi huu (Resettlement Policy Framework - RPF).

Wizara inawaalika wadau wote kuhudhuria jukwaa la mashauriano litakalofanyika tarehe 23 Novemba 2020 siku ya Jumatatu saa 3:00 asubuhi kwenye ukumbi wa Mamlaka ya Mawasiliano Tanzania (TCRA) Dar es salaam, ghorofa ya pili.

Lengo la mkutano huu ni kuambulisha mradi wa Tanzania ya Kidijitali na nyaraka za mfumo wa Kimazingira na Kijamii zinazohusu mradi huu kwa umma na wadau wote na kukusanya maoni kwa ajili ya maboresho ya nyaraka tajwa.

Nyaraka zote za msingi za Tanzania ya Kidijitali za Mifumo ya Kimazingira na Kijamii Pamoja na mihutasari yake katika lugha ya kiswahili na kingereza zinapatikana kwenye tovuti zifuatazo www.mwtc.go.tz/publications/11 na <https://www.utumishi.go.tz/index.php/en/projects>. Nyaraka hizi pia utaweza kuzipata kwenye Ofisi za Wizara Mji wa Serikali Mtumba Dodoma. Kwa maelezo ya ziada wasiliano na Bw. Honest Njau kwa simu namba +255 713 494345 au barua pepe; honest.njau@mawasiliano.go.tz

Umma na wadau wote wanaotarajia kuwasilisha maoni yao kwa maandishi kwenye Mradi wa Tanzania ya Kidijitali kuhusu nyaraka tajwa wanaalikwa kufanya hivyo kupitia anwani iliopo hapa chini;

**Katibu Mkuu,
Wizara ya Ujenzi Uchukuzi na Mawasiliano,
Sekta ya Mawasiliano,
Mji wa Serikali,
Mtumba
1 Mtaa wa Ujenzi,
S.L.P 677,
404470 Dodoma, TANZANIA
Simu: +255-26-2324513
Nukushi: 255-26-23211027
Barua pepe: ps@mawasiliano.go.tz**

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THE UNITED REPUBLIC OF TANZANIA
MINISTRY OF WORKS, TRANSPORT AND COMMUNICATION
(COMMUNICATION SECTOR)
DIGITAL TANZANIA PROJECT-DTP



Invitation to Stakeholders meeting to Introduce Digital Tanzania Project (DTP) and its Environmental and Social Risk Management Documents

The Government of Tanzania through the Ministry of Works, Transport and Communication (MWTC) in collaboration with President's Office Public Services and Good Governance (POPSMGG) is preparing the Digital Tanzania Project with the Support from World Bank. The Project Development Objective (PDO) for Digital Tanzania Program is to increase access to affordable, high quality internet services for Government, businesses and citizens and to improve the government's capacity to deliver digital public services and create jobs.

The project will be implemented national wide with concentration in three Components;

Digital Ecosystem: Strengthening the laws, policies, regulations, institutions and human capacity needed to promote ICT infrastructures investments, market competitiveness, digital engagements, job creation and innovations.

Digital connectivity: Ensuring access to affordable, high quality internet services for all citizens, including in rural areas and for critical Government institutions; and

Digital platforms and Services: Building technical capacity, skills, institutions, and local digital infrastructures for the Government to deliver services to citizens and conduct its own business digitally.

All necessary information on the DTP including Environmental and Social Risk Management documents have been prepared and can be accessible through <https://www.mwtc.go.tz/publications/11> and www.utumishi.go.tz/index.php/en/projects. **The Environmental Safeguard Management Framework (ESMF) and Resettlement Policy Framework and their respective executive summaries are both in english and swahili.**

The Ministry of Works, Transport and Communication -Communication sector is now inviting all potential stakeholders to attend the consultation forum to be held on 23rd November, 2020 from 09:00am at Mawasiliano Towers (TCRA) second floor, Dar es Salaam. The objective of the forum is to introduce the DTP and its Environmental and Social Risk Management documents to stakeholders so as to gather comments for improvement.

For any enquiry you may contact Mr. Honest Njau through email: honest.njau@mawasiliano.go.tz or phone number; +255 713 494345. For those who wishes to submit their comments in writing they may use the following address below;

**Permanent Secretary,
Ministry of Works, Transport and Communication,
Communication Sector,
Government City,
Mtumba Area,
1 Ujenzi Street,
P.O. Box 677,
404470 Dodoma, TANZANIA.
Tel: +255-26-2324513
Fax: 255-26-23211027
E-mail: ps@mawasiliano.go.tz**

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JAMHURI YA MUUNGANO WA TANZANIA
WIZARA YA UJENZI, UCHUKUZI NA MAWASILIANO



KUMBUKUMBU ZA KIKAO CHA WADAU WA “VULNERABLE GROUPS”
KILICHOFANYIKA TAREHE 10 FEBRUARI, 2021 - UKUMBI WA MIKUTANO
WA MAMLAKA YA MAWASILIANO TANZANIA0-TCRA,
DAR ES SALAAM

Waliohudhuria:

Mulembwa Munaku	MCIT	Mwenyekiti
Athumani Magadula	Hadzabe Survival	Mjumbe
Endeko S. Endeko	Hadzabe Survival	Mjumbe
Shani Mangola	Olanake Community Fund	Mjumbe
Dalaly Julius	Hadzabe Community Project	Mjumbe
Selemani Gawa	Sandawe	Mjumbe
Jonas Majuka	ALAPA	Mjumbe
Hadija S. Kwekwe	Sandawe	Mjumbe
Joyce Syokinu	LCDO	Mjumbe
Lightness Makundi	MCIT	Mjumbe
Honest Njau	MCIT	Mjumbe
Rogasian Lukoa	PO-RALG	Mjumbe
Julius K. Megirory	P. O. Kilosa	Mjumbe
Godwin Nagol	MWADO	Mjumbe
Alais Maing'arana	Ngong'oke Maasai	Mjumbe
Devotha Loth Mollel	FELOCI	Mjumbe
Mike Ole Mokoro	IPI- Lake Natron - Longido	Mjumbe
Yohana Parmeio	TAPHGO	Mjumbe
Sarah Alakara	PWC	Mjumbe
Faraja Mpina	WMTH	Mjumbe
Riza Mbaga	WMTH	Mjumbe
Albert Richard	UCSAF	Mjumbe
Arnold Matoyo	POPSM	Katibu

Agenda za kikao:

- Kufungua kikao;
- Maelezo ya Utangulizi;
- Kupokea maoni;
- Maazimio ya kikao;
- Kufunga kikao.

Kufungua kikao:

Mwenyekiti alifungua kikao saa 3.30 asubuhi kwa kuwakaribisha wajumbe, na kutoa nafasi kwa kila mjumbe kujitambulisha. Aidha, mwenyekiti aliwapitisha wajumbe katika agenda za kikao ambapo wajumbe kwa pamoja waliziafiki na kukubaliana agenda husika.

Maelezo ya Utangulizi:

Mwenyekiti **ALIWAELEZA** wajumbe kuwa Serikali ya Jamhuri ya Muungano wa Tanzania kupitia Wizara ya Mawasiliano na Teknolojia ya Habari (WMTH) ipo katika maandalizi ya utekelezaji wa Programu ya Tanzania ya Kidijitali (DTP) inayotegemewa kufadhiliwa kwa mkopo kutoka Benki ya Dunia (WB).

Pia, Mwenyekiti **ALIWAELEZA** wajumbe kuwa, lengo la Mradi pendekezwa wa DTP ni kuongeza upatikanaji wa huduma za mtandao wa Intaneti zilizo bora na kwa bei nafuu kwa serikali, wafanyabiashara na raia; na kuboresha uwezo wa Serikali kutoa huduma za umma za dijitali. Utekelezaji wa programu hii utafanyika kwa Awamu ya I (2021-2025) na Awamu ya Pili (2024-2029). Vipengele muhimu vitakavyohusika katika program husika ni Ekolojia ya Dijitali, Miundombinu ya Uunganishaji wa Kidijitali, Jukwaa la Huduma za serikali za Kidijitali, Usimamizi wa Miradi na Kipengele cha Kukubaliana na Dharura. Wasimamizi wakuu wa program hii ni WMTH kwa kushirikiana na Ofisi ya Rais- Menejimenti ya Utumishi wa Umma na Utawala Bora (OR-MUUUB).

Mwisho, Mwenyekiti **ALIWAJULISHA** wajumbe kuwa WMTH imeitisha kikao hiki kwa ajili ya kushirikisha wadau zaidi wa kundi la Jamii za Pembezoni (Vulnerable Groups) kwenye nyaraka za **Environmental and Social Management Framework - ESMF**; **Resettlement Policy Framework - RPF**; **Stakeholders Engagement Plan- SEP**; **Environmental and Social Commitment Plan – ESCP**; na **Vulnerable Groups Planning Framework - VGPF** ikiwa ni hitaji jipya kwenye Mradi. Hivyo, kikao hiki ni mahususi kwa ajili ya kupata maoni ya wadau hao kuhusiana na mradi husika.

Upokeaji wa Maoni:

Wadau wote walipata fursa ya kutoa maoni/wazo au kuuliza swali. Kila mdau aliyetoa wazo ameandikwa kwa jina lake, wazo/oni/swali alilotoa pamoja na taasisi anayotoka. Majibu yote yalitolewa ndani ya kikao, na endapo muhusika hakuridhika na jibu au alitaka kuuliza tena alipewa nafasi ya kuuliza au kutaka ufafanuzi Zaidi. **Kiambatisho na. 1** kinaonyesha maoni/mawazo/maswali yote yaliyoulizwa pamoja na majibu yake.

Maazimio ya Kikao

Wajumbe wa kikao kwa kauli moja walikubaliana kuwa Programu husika iendelee kwa utekelezaji. Hata hivyo walielekeza kuwa kufanyike maboresho kwenye maandiko ya mradi kutokana na maoni yaliyotolewa.

Kufunga kikao

Mwenyekiti aliwashukuru wajumbe kwa kuweza kuhudhuria na hivyo kufanikisha kikao husika, baada ya hapo alifunga kikao mnamo saa 08:00 Mchana.

THE UNITED REPUBLIC OF TANZANIA
MINISTRY OF COMMUNICATION AND INFORMATION TECHNOLOGY-MCIT
DIGITAL TANZANIA PROJECT-DTP

QUESTIONs AND ANSWERs VULNERABLE GROUPS ADDITIONAL CONSULTATION CONFERENCE 10TH
FEBRUARY 2021, TCRA HQ-DAR ES SALAM

S/No.	Name/Institution	Question Raised/Issued	Response
1.	Alais Maing'arana - Ngong'oke Maasai, Longido	Are there any handouts/ documents provided regarding the project and what is being delivered in this forum? How are you prepared so that participants in this meeting leave with something for knowledge and reference?	Various documents regarding the projects and safeguards were sent to the invitees. However hard copies/soft copies will be available for the participants after the meeting.
2.	Mike Ole Mokoro - IPI- Lake Natron - Longido	The idea of conceiving the Digital Tanzania Program (DTP) is well commended. However, some existing communications infrastructure are performing poorly by being very slow. It would have been better that DTP addressed this challenge before implementing other new projects.	<ul style="list-style-type: none"> • Stakeholders commendations for DTP well appreciated by MCIT • MCIT as the ministry responsible for communication will ensure that the existing communications infrastructure performing poorly are fixed while implementing other new projects • The network will be strengthened in those areas so that they cannot get reliable and steady communication
		For successful implementation of the project and achievement of the DTP objectives, it is advised that a Task Team formed by the Vulnerable Groups or Members from the	<ul style="list-style-type: none"> • This has been taken on board and the PIU has been instructed to ensure that such Task Teams are established and engaged during DTP implementation.

		Communities where the project will be implemented, to work closely with the Project Implementation Unit during the implementation of the Program. This will help to know and give priority to areas which are in great need of the communication infrastructures.	<ul style="list-style-type: none"> This will also be reflected in the Stakeholders Engagement Plan
3.		Through the DTP, the feasibility studies or requirements gathering should also include underserved/remote areas such as villages located in Namanga Area-Arusha, where communication is very poor. Towers/communication infrastructure in these remote areas will greatly address the challenge.	<ul style="list-style-type: none"> This comment has been taken and the PIU will ensure that the feasibility studies or requirements gathering will also include underserved/remote areas such as villages located in Namanga Area-Arusha, where communication is very poor.
4.	Julius K. Megirory - Parakuyo Organization Kilosa, Mfugaji	<p>How will the Government assist to enable all Telecom companies (Airtel, Tigo, Vodacom, Halotel and TTCL) to be accessible in in the remote areas. In such areas, you can find it is possible to access only services from one company and not the rest.</p> <p>There is a suspicion with Airtel bundles, which seem to expire prematurely. The Government is requested to work on this.</p>	<p>This largely due to different business interests of the mobile companies on investment decisions. But since 2018, the Government has enacted legislation to prevent the accumulation of towers from separate operators. The law requires mobile operators to install their equipment in a co-location thus reducing investment cost. This will attract other operators to install their equipment in areas where they were not present.</p> <p>Regarding complaints from a large number of citizens about mobile phone bundles expiring prematurely, the Government has seen this and is working on the issue. There will be a permanent solution by March, 2021.</p>

5.	Athumani Magadula - Hadzabe Survival	The Vulnerable Groups such as the Hadza, Akiye, Sandawe etc. depend entirely on nature for their food and livelihood. The Government should include them in all environmental related efforts by form Task Forces among them who will work closely with the Government in various environmental conservation efforts. There should be measures other than legislations for environmental conservation.	<ul style="list-style-type: none"> • This is taken and will be presented to the appropriate authority. • The Government shall involve include the Vulnerable Groups all environment related efforts through the Task Forces formed among them who will work closely with the Government in various environmental conservation efforts. • There will be efforts through DTP to reach the Vulnerable Groups by providing regular public awareness to different communities.
6.	Shani Msafiri Mangola - OLANAKE Community Fund	Since the communities living in remote areas will not directly benefit from some of the new technologies brought by DTP, it is prudent to see how they are going to benefit from some DTP initiatives such as including them in postcode implementation. It would be more beneficial to such societies like putting their locations in digital maps, having signage in their areas which would make it easier to access for other social services.	<ul style="list-style-type: none"> • This is taken and will be considered for implementation by including it in the implementation plan of the relevant sub-project.
7.	Sarah Alakara - PWC	The societies living in the remote areas really need this project. Digital literacy is much required in those areas. In the literacy programs we should prepare various materials to suit different groups such as those who do not how to read and write, those who only know their vernacular language, people with special needs etc.	<ul style="list-style-type: none"> • The Government will see how to conduct literacy programs through the use of alternative materials including visual images so that Vulnerable Groups get clear understanding of the project

		<p>Other innovative means can also be used like coding instead of using writings.</p>	
		<p>Societies in the remote areas are eagerly waiting for projects such as DTP. Communication is facing barriers in those areas because only few individuals own phones. How is the project prepared to remove such communication barriers? Example of such areas are Loliondo, Simanjiro, Longido and Karatu</p>	<p>The Government will see how to conduct literacy programs through the use of alternative materials including visual images so that Vulnerable Groups get clear understanding of the project</p>
		<p>How is the project prepared to benefit equally all groups in the remote areas?</p>	<p>The scope of the project covers all areas in remote areas that is those with minimal or no communication at all and they are not attracting telco business investors.</p>
		<p>How is the public going to be sensitized on cybercrimes and related legislations?</p>	<ul style="list-style-type: none"> • Sensitization is going to be conducted including the use of alternative materials such as visual images • Sensitization programs and priorities for marginalized communities will be closely monitored
		<p>We have our culture and norms which sometimes are impaired by some web content. How are we prepared to protect our cultures and norms?</p>	<p>The project through VGPF will protect culture and norms as stipulated in the Document.</p>
		<p>On the issues resettlement or compensation if it involves irreplaceable land or bodies then great efforts should be taken to bypass them and if it becomes very necessary to be acquired that appropriate and fair compensation should be given.</p>	<p>This will be clearly stated in the SEP. It will explain which strategies will be used to avoid irreplaceable lands or bodies.</p>

8.	Mike Ole Mokoro IPI- Lake Natron - Longido	Development projects initiated by the World Bank and other development partners stimulates innovative ideas among local experts. TTCL has a large coverage countrywide even reaching some remote areas. We should think of utilizing the existing TTCL infrastructure to reach those remote areas and even facilitate the Village Executive Officers (VEO) to avail reliable communications.	This is taken for consideration.
9.	Devotha Loth Mollel - FELOCI	Public awareness on DTP is critical to the Vulnerable Groups so as to get their acceptance and support. It is therefore imperative for public awareness be conducted through various means including using their local languages or signs.	This has been taken, apart from using other means, local languages of the community will be used in public awareness and sensitization programs.
10.	Gideon Sanago- PINGOS Forum	Observed that in the course of DTP preparation, stakeholders have been engaged in the final stages. It is advised that such engagement start in the early stage of the projects design.	This is well taken. The DTP Stakeholders engagement has been conducted into different groups including NGOs. Government Institutions and CSOs and all comments raised where used to enrich the Social safeguards draft document at present. The same will be included in the document to finalize necessary steps.
		<p>Some issues that need to be addressed in the documents: -</p> <ul style="list-style-type: none"> i. How to improve access to ICT facilities to benefit marginalized communities for example 2GB should be upgraded to 4GB 	<p>These comments have been taken and will be used to enrich the documents.</p> <ul style="list-style-type: none"> i. This is one of the initiatives in component two of the project whereby Implementation will be to upgrade cell towers to 3G and above

		<ul style="list-style-type: none"> ii. Absence of access centers and System platforms iii. How to resolve conflicts involving natural resources and how compensations are going to be paid, compensation on cultural heritage sites etc. iv. Loss of cultural and traditional practices, unforeseeable risks. v. How to address issues of communicable diseases at project sites/camps located in remote areas. vi. How child labour is going to be dealt with. vii. How the children of the indigenous people around the area where the projects are going to be implemented will benefit. viii. Issues of ecosystem services that the indigenous people rely on (e.g honey, fruits etc.). How construction will not affect their environment. ix. Exclusion of VGs and benefits accrued to them. x. Loss of ownership of traditional land. 	<ul style="list-style-type: none"> ii. Access center are aimed to be established within the soft centers iii. The Draft documents entails how Grievances will be managed by developing Grievances management (GRM) iv. The project will adhere to cultural heritage and this is well stipulated in the ESMF, RPF, SEP, LMP ect and this cut across the communicable diseases and the means of addressing them. v. The draft Document entails how best Digital literacy and knowledge will be provided to each group that might be affected with the Project , the ecosystem and areas that are protected are covered in the ESCP, ESMF and VGP to ensure the project does not affect the ecosystem and land occupation is also stipulated in the RPF to ensure the VGs are protected.
		<p>In the documents prepared, the term “consultation” features more prominently than the term “consent”. Why “consultation” and not “consent”?</p>	<p>In the WB Policy, “prior consent” is normally applied when the project is being implemented. “Consultation” may be used during project planning. However, the use of “consultation” does not</p>

			necessarily mean that there was no consent from the Vulnerable Groups.
11.	Selemani Gawa - Sandawe	In terms of connectivity, the country is well connected to some extent but the Sandawe are marginalized in this aspect. There are cases where you find a Sandawe has applied for a job but due to lack of communication does not get the response on time and therefore misses the job opportunity.	The issue of employment is cross-cutting so it will be submitted to other relevant authorities.
		On compensation for land taken for tower construction in the Sandawe land, it is time the Ministry revisits the contracts. Some of the contracts were dubiously entered and some of the landowners were not properly compensated.	More public awareness and sensitizations will be conducted to build common understanding before entering into any Land purchase contracts.
		Great consideration to be done on the use of alternative routes/location for construction that will involve lands hosting cultural and historical sites.	This is taken.
		How are the interests of the whole community protected when there is a loss caused in the course of accessing communication services and there is no immediate assistance? Advise the Ministry to come up with a solution to prevent losses when they occur online.	Steps to handle grievances for Telcom Costumers. First call the service provider of the subscribed company for example Tigo, Vodacom, TTCL Airtel then ask the particulars of the Customer care/operator with known reference Number and then call TCRA for more assistance on 0800008272. When not satisfied the matter should be brought to the Ministry mandated form Communication

12.	Sarah Alakara-PWC Arusha	At what level should the issue of community participation be addressed? Many of the decisions reached do not reach the community. It is important for community members to be informed and to understand everything. You find the VEO or the Chairman is responsible and then there is no feedback from the community members. Define at what level and full info should be provided back to the community members.	Community participation is for all, The PIU will ensure that the stakeholders are well informed with the implementation of the project through involvement of the Task Forces which are going to be formulated.
		The project should not be carried out in isolation when deploying the towers. NIDA should also be involved to prepare itself for plans on registration to all eligible inhabitants.	This is noted and will also be submitted to other relevant authorities
		When promoting business, social services to the indigenous people should also be included to obtain more information. Training should include trainers from the indigenous people.	This is well noted. And will be strategized in the SEP and during the Implementation of the Project
		NIDA should go and sensitize the communities on National Identity Cards because you find one person with one NIDA ID registering the lines for other persons with the same identity card and sometimes it happens that the whole village register their sim cards using a single ID. for example, in Longido, Karatu, Loliondo, Kilosa, Monduli and Simanjiro	One should have one line on one network If there is a need to have two lines on one network there is a need to apply for a TCRA permit. They were advised to use the available network not choosing among the operators. The Government will do assessment in the mentioned areas and advise accordingly.
13.	Julius K. Megirory - Parakuyo	About pastoralists doing livestock business digitally. There is a communication challenge	This is well noted and will seek a meeting with NIDA to discuss on the solution for this.

	Organization Kilosa, Mfugaji	in the registration of sim cards. If you do not have an ID you cannot register. So as to remove this challenge all Tanzanians should be facilitated to get an ID to avoid registering multiple users with a single ID.	
14.	Yohana Parmeio - TAPHGO	During the implementation, the Community Leaders and CSO should be closely involved so that the community remains well informed.	This is well noted and will be addressed on SEP and monitored during Implementation
15.	Hadija Salum Chemba Sandawe	Commending the Government of Tanzania for recognizing marginalized communities and supporting their inclusion. Regular awareness should be provided to the stakeholders and in future such sessions should be conducted in Kiswahili.	This is well noted. The ministry will inform appropriate authorities to have strategies in inclusion of Vulnerable groups in different initiatives and the proper language for communication needs to adhered

TEMPLATE FOR SUB-PROJECTS STAKEHOLDER ENGAGEMENT PLANS

The scope and level of detail of the plan should be commensurate and proportionate with the nature and scale, potential risks, and impacts of the project and the concerns of the stakeholders who may be affected by or are interested in the project.

Contents:

1. Introduction/Project Description

2. Brief Summary of Previous Stakeholder Engagement Activities

3. Stakeholder identification and analysis

- a. Affected parties
- b. Other interested parties
- c. Disadvantaged / vulnerable individuals or groups
- d. Summary of project stakeholder needs

4. Stakeholder Engagement Program

- a. Purpose and timing of stakeholder engagement program
- b. Proposed strategy for information disclosure
- c. Proposed strategy for consultation
- d. Proposed strategy to incorporate the view of vulnerable groups
- e. Timelines
- f. Review of Comments
- g. Future Phases of Project

5. Resources and Responsibilities for implementing stakeholder engagement activities

- a. Resources
- b. Management functions and responsibilities

6. Grievance Mechanism

7. Monitoring and Reporting

- a. Involvement of stakeholders in monitoring activities
- b. Reporting back to stakeholder groups