

STAKEHOLDER ENGAGEMENT PLAN (SEP)

Introduction

The Revolutionary Government of Zanzibar (RGoZ), through the Ministry of Health (MoH) in collaboration with the World Bank, has prepared the Tanzania Maternal and Child Health Investment Program (TMCHIP). The main objective of the project is to scale-up provision and improve quality of essential primary health care services with a focus on Reproductive, Maternal, Neonatal, Child and Adolescent Health-Nutrition (RMNCAH-N) services. The primary beneficiaries of the program are women of reproductive age, adolescents, and children under the ages of five years including newborns and infants who will benefit from a package of high impact quality and cost-effective MCH interventions.

The proposed activities under project include strengthening infrastructure to support the provision of quality Maternal and Neonatal care services in all levels of the health care delivery system. This will be achieved by renovating and upgrading of 8 selected health facilities; to establish 2 maternal and child health centers; rehabilitate and provide support to 28 Primary Health Care Units (PHCU)/PHCU+ mainly by providing Water Sanitation and Hygiene (WASH) facilities, construction of elevated and underground water tanks, digging of boreholes, fencing of health facilities, construction of staff houses and equipping with necessary facilities and equipment to provide the required services.

The proposed project will have two major components.

Component 1: Scale up provision of maternal and child health (MCH) services: This component will support central level units responsible for RMNCAH-N to provide oversight, coordination, and supportive role in the delivery of the quality RMNCAH-N services. This component will support to renovate 28 PHCU/PHCU+ including construction of Water, Sanitation and Hygiene (WASH) facilities including bore holes, elevated tanks, and water pumps. The component will also support construction of staff houses.

Component 2: Enhance institutional capacity to manage project-supported activities. This component will support management, coordination, and implementation of project-supported activities. Specifically, it will support costs related to overall project management, fiduciary activities, environmental and social management activities, monitoring and evaluation.

Objectives of the Stakeholder Engagement Plan

Generally, a SEP defines a technically appropriate approach to consultation and

disclosure. The goal is to improve and facilitate two-way communication between the project and all key and relevant stakeholders and to create an atmosphere of understanding that actively involves project affected people and other stakeholders in a timely manner. The SEP is a useful tool for managing communications between the Project Implementing Units and their stakeholders.

Stakeholder Engagement Activities

The World Bank engaged two consultants to prepare safeguards instruments triggered for the project. As part of data collection, the consultants, together with the Project Coordination Team (PCU) at the MoH, undertook consultations with key stakeholders at Shehia, Primary Health Care Unit (PHCU), District and National levels in order to identify the views, issues and concerns of stakeholders regarding the project. These consultations involved field visits to 28 PHCUs proposed to be rehabilitated and improved by providing water, sanitation and hand washing facilities where these health infrastructures are located.

The stakeholders that have been consulted at government ministries, departments or agencies at the national level include the following; Ministry of Land and Heritage Development (MoLHD), Ministry of Agriculture and Natural Resources (MoANR), Ministry of Infrastructure, Communication and Transport (MoICT), Zanzibar Water Authority (ZAWA), Department of Environment (DoE), Zanzibar Environmental Management Authority (ZEMA), Directorate of Occupational Safety and Health (DOSH), Fire Brigade and Rescue Forces (FBRF), Development Control Unit (DCU), Contractors Registration Board (CRB), District Health Management Team (DHMT), Primary Health Care Units (PHCUs) Staff, Civil Society Organizations (CSOs), Development Partners (DPs), local level community' leaders, and individual community members and people who potentially will be directly affected by the project. Stakeholder consultations were carried out through interviews and meetings. In the process, the objectives of the project and the potential impacts arising from the implementation of the project were explained; stakeholders also provided useful primary baseline information, guidance, and recommendations on best practices acceptable and suitable to local environment.

The stakeholder consultations identified issues that they considered important such as inadequate space within the health facility to provide better service, lack of water supply, staff houses, and inadequate toilet facilities, shortage of staff at the PCHU level and improper management of medical wastes. These comments and issues from stakeholders have been addressed by the Environmental and Social Management Framework (ESMF) and taken into consideration in the impact analysis and recommendation of mitigation measures.

Identified Potential Project Impacts

The environmental and social impacts associated with project components are well elaborated through the ESMF prepared for the proposed project. The report suggests that the impacts are deemed to be low to moderate in magnitude and limited and/or localized in scope, and requiring site-specific mitigation. All the identified environmental impacts and risks can be managed through the development of project specific and robust Environmental and Social Management Plans (ESMPs), and application of good design and construction practices, especially for medical incinerators. The anticipated social risks from the project components are not expected to be significant provided that the land acquisition process is conducted in a manner consistent with the Resettlement Policy Framework (RPF) prepared for the Project.

All of the proposed mitigation measures have to be followed through a quarterly monitoring programme and Resettlement Action Plan (RAP) Completion Audits, where relevant, to assess compliance with the applicable legislation and the World Bank Environmental and Social Framework (ESF).

Legal Requirements and Regulations

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

In addition, the Zanzibar legislation, the Environmental Management Act No. 3 of 2015, requires public consultations, but only for those projects which require Environmental Impact Assessment (EIA). This EIA provides detailed requirements and procedures for conducting public consultations and establishment of timeframes for information disclosure, public hearing, and discussion. The responsibility for the public disclosure now rests with the Zanzibar Environmental Management Authority (ZEMA). All engagement needs to proceed on the basis of what are culturally acceptable and appropriate methods for each of the different stakeholder groups. For example, for consultations with government officials, formal presentations will be preferred, while communities prefer public meetings and informal focus group discussions facilitated by posters and non-technical pamphlets.

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 of the project. In general, some of the most common methods used to consult stakeholders is through phone, emails, one on one interviews, public meetings, surveys, workshop, focus group discussions, distribution of available pamphlets, newsletters, newspaper, magazines, radio and television channels.

Affected Communities

Impacted communities are groups of people who can be directly or indirectly affected by the project activities. The impacted community may be affected through components of the natural or social environment as a consequence of various aspects of a project in varying degrees over its life cycle. Communities will include beneficiaries of the project in all Shehias where implementation of the project will take place. Communities near potential project sites are likely to be either beneficiaries or affected by the project. Other affected communities include those near sand/aggregates mining areas in which these materials will be collected and transported to the project sites.

Information disclosure

The current Ministry of Health website (<http://www.mohz.go.tz>) will be used to disclose project documents for community groups via preferred methods for communication identified under legal requirements and regulations. Documents will include the environmental and social risk mitigation documents such as the ESMF and RPF and subsequent ESIA's, and RAPs, documents on environmental and social performance, and other relevant materials. Materials will be provided in both Kiswahili and English (executive summaries of the environmental and social documents will be translated into Kiswahili). All future project related environmental and social monitoring reports will be disclosed on these websites. Project updates (including news on construction activities and relevant environmental and social data) will also be posted on the homepage of Ministry website.

SEP Implementation

The Ministry of Health has established a Project Coordination Unit (PCU) headed by the Project Coordinator with responsibilities to implement the SEP. During project implementation, the Social Safeguards Officer assisted by a Technical Assistant (Social) will lead stakeholder consultation. Other staff that will provide support include the Environmental Safeguards Officer.

Grievance Redress Mechanism

The Grievance Mechanism (GM) will consist of a number of levels starting with a Shehia Grievance Committees at the lowest level, a Project Grievance Committee, a District Grievance Committee, and a Ministerial Grievance Committee. The Land Tribunal is also available for land-related matters. Complainants can always go directly to the judicial system.

MPANGO WA USHIRIKISHAJI WADAU

Utangulizi

Serikali ya Mapinduzi ya Zanzibar kupitia Wizara ya Afya (WA) iko katika mchakato wa kupata mkopo wa fedha kutoka Benki ya Dunia kwa ajili ya kutekeleza Mradi wa Uwekezaji wa Afya ya Mama na Mtoto Tanzania (TMCHIP). Mradi unakusudia kuimarisha utoaji huduma bora za afya katika ngazi zote za utoaji wa huduma za afya. Kadhalika, mradi unakusudia kuimarisha utoaji wa huduma bora za Uzazi, Mama, Mtoto na Matunzo katika ngazi zote za mfumo wa utoaji wa huduma za afya. Pamoja na mambo mengine mradi utahusisha ukarabati na utanuzi wa vituo vya Afya ya Msingi 28 (PHCU na PHCU+) katika maeneo mbali mbali visiwa vya Zanzaibar.

Shughuli zinazopendekezwa chini ya mradi huo ni pamoja na kuimarisha miundombinu ili kusaidia utoaji wa huduma bora za Mama na Mtoto katika ngazi zote za mfumo wa utoaji huduma za afya. Hili litafikiwa kwa kukarabati na kuboresha vituo vya afya nane (8) vilivyochaguliwa, kuanzisha vituo 2 vya afya ya mama na mtoto, kukarabati miundombinu ya kutoa huduma za Maji safi na Usafi wa Mazingira (WASH), ujenzi wa matangi ya maji, uchimbaji wa visima, kujenga uzio kuzunguka vituo vya afya, ujenzi wa nyumba za watumishi na ununuzi wa vifaa muhimu vya kutoa huduma zinazohitajika kwa vituo vya afya 28 (PHCU/PHCU+).

Sehemu kuu za Mradi

Mradi utakuwa na sehemu mbili kama inavyoeleza hapa chini.

Sehemu ya kwanza: Kuongeza utoaji wa huduma za afya ya uzazi na mtoto (MCH).

Kipengele hiki kitasaidia kutoa huduma za Afya- Lishe ya Mama wajawazito na Uzazi (RMNCH-N) ili kutoa huduma bora za mama na mtoto. Kipengele hiki kitasaidia katika kazi za ujenzi kuboresha vituo vya afya na ununuzi wa vifaa vya matibabu.

Sehemu ya pili: Kuongeza uwezo wa kitaasisi wa kusimamia shughuli za mradi.

Kipengele hiki kitasaidia usimamizi, uratibu, na utekelezaji wa shughuli za mradi. Pia, kipengele hiki kitasaidia gharama zinazohusiana na usimamizi wa mradi kwa ujumla, usimamizi wa fedha, shughuli za usimamizi wa mazingira na kijamii pamoja na ufuatiliaji na tathmini.

Malengo ya Mpango wa Ushirikishaji Wadau

Mpango wa ushirikishaji wadau unafafanua njia inayofaa kitaalamu katika hatua za mashauriano na uwekaji wazi wa taarifa za mradi. Lengoni ni kuboresha mawasiliano ya pande

mbili kati ya mradi na wadau wote muhimu wa mradi na kuweka mazingira ya uelewa ambayo yanahusisha watu walioathiriwa na mradi na wadau wengine kwa wakati unaofaa. SEP ni zana muhimu ya kusimamia mawasiliano kati ya vitengo vya utekelezaji wa mradi na wadau wao.

Shughuli za Ushiriki wa Wadau.

Benki ya Dunia iliwatafuta wataalam washauri elekezi wawili kuandaa sera za kulinda watu na mazingira kwa mujibu wa kanuni za Benki ya Dunia kwa ajili ya mradi unaopendekezwa. Washauri hao pamoja na Timu ya Uratibu wa Miradi (PCU) kutoka Wizara ya Afya, walifanya mashauriano na wadau wakuu katika ngazi ya Shehia, Vituo vya utoaji wa huduma ya Afya ya Msingi (PHCU/PHCU+), Wilaya na Taifa ili kupata maoni, na mambo mengine yanayogusa jamii kuhusu mradi huo ikiwa ni sehemu ya ukusanyaji wa takwimu. Mashauriano haya yalikusisha kutembelea vituo 28 vya afya vilivyopendekezwa kukarabatiwa kwa kuimarisha upatikanaji wa huduma za maji, usafi wa mazingira na vifaa vya kunawia mikono.

Wadau ambao mashauriano yamefanyika katika Wizara, Idara au Wakala wa Serikali katika ngazi ya kitaifa ni pamoja na: Wizara ya Ardhi na Maendeleo ya Makaazi (MoLHD), Wizara ya Kilimo na Maliasili (MoANR), Wizara ya Miundombinu, Mawasiliano na Uchukuzi (MoICT), Mamlaka ya Maji Zanzibar (ZAWA), Idara ya Mazingira (DoE), Mamlaka ya Usimamizi wa Mazingira Zanzibar (ZEMA), Kurugenzi ya Usalama na Afya Mahali pa Kazi (DOSH), Kikosi cha Zimamoto na Uokoaji (FBRF), Mamlaka ya Mipango Miji (DCU), Bodi ya Usajili wa Wakandarasi, (CRB), Timu ya Usimamizi wa Afya ya Wilaya (DHMT), Wafanyakazi wa Vitengo vya Afya ya Msingi (PHCUs), Mashirika ya Kijamii (CSOs), Washirika wa Maendeleo (DPs), Masheha, wanajamii ambao watanufaika na mradi. Mashauriano ya wadau yalifanyika kupitia mahojiano na mikutano. Katika mchakato huo, wataalam walitoa maelezo ya malengo ya mradi na athari zinazoweza kujitokeza wakati wa utekelezaji. Wadau pia walipatiwa taarifa muhimu, mwongozo na mapendekezo kuhusu mbinu bora zinazokubalika na zinazofaa kukabiliana na athari kwa mazingira husika.

Mashauriano na wadau yalibainisha masuala ambayo waliyaona kuwa ni muhimu kama vile; ufinyu wa nafasi ndani ya kituo cha afya ili kutoa huduma bora; ukosefu wa maji, uhaba wa nyumba za watumishi, uhaba wa vyoo, upungufu wa watumishi katika ngazi ya vituo vya afya na usimamizi usioridhisha wa taka za hospitali. Maoni na masuala haya yameshughulikiwa na Mpango wa utekelezaji wa masuala ya mazingira na kijamii (ESMF) na kufanyiwa tathmini ya kina katika uchambuzi wa athari na mapendekezo ya hatua za kupunguza.

Athari za mazingira zinazoweza kujitokeza

Athari za kimazingira na kijamii zinazohusiana na vipengele vya mradi zimefafanuliwa vyema katika Mpango wa utekelezaji wa maswala ya mazingira na kijamii (ESMF) iliyoandaliwa kwa ajili ya mradi. Ripoti inapendekeza kwamba athari zinachukuliwa kuwa za chini hadi za wastani katika ukubwa zinazohitaji kutambuliwa katika eneo husika na kutafutiwa njia za kupunguza au kukabiliana nazo zisilete athari kwa jamii. Athari zote za

kimazingira zilizoainishwa zinaweza kudhibitiwa kupitia uandaaji wa Mipango mahususi na thabiti ya Usimamizi wa Mazingira na Kijamii (ESMPs), kwa kufanya usanifu mzuri na mbinu nzuri za ujenzi, hususani kwa taka zinazozalishwa kwenye vituo vya afya. Athari za kijamii zinazotarajiwa kutoka kwa vipengele vya mradi hazitarajiwi kuwa kubwa, pindi pale masuala ya utwaaji wa ardhi kwa ajili ya mradi unafanywa kwa njia iliyoelezwa katika ya Mfumo wa Sera ya Makaazi (RPF) uliotayarishwa kwa ajili ya Mradi.

Hatua zote za kupunguza zilizopendekezwa zinapaswa kufuatwa kupitia taarifa ya ufuatiliaji wa kila robo mwaka na Mfumo wa Kisera wa Uhamishaji Makazi (RAP), pale inapohitajika, ili kutathmini uzingatiaji wa sheria zinazotumika na Mfumo wa Mazingira na Kijamii wa Benki ya Dunia (ESF).

Mahitaji ya Sheria na Kanuni

Kulingana na Kiwango namba 10 cha Viwango vya Mazingira na Jamii cha Benki ya Dunia (ESS10) miradi yote inahitaji Mpango wa Ushirikishaji wa Wadau. Hatua za ushirikishaji wa wadau utahusisha yafuatayo kama ilivyoainishwa chini ya ESS 10: (i) Utambulisho na uchambuzi wa wadau; (ii) Kupanga jinsi gani ushirikiano na wadau utafanyika; (iii) Kutoa habari (iv) Kushauriana na wadau (v) Kushughulikia na kujibu malalamiko na (vi) kutoa taarifa kwa wadau.

Kwa kuongezea, sheria za Zanzibar kupitia Sheria ya Usimamizi wa Mazingira Namba 3 ya mwaka 2015, zinahitaji mashauriano na umma kwa miradi ambayo inahitaji Tathmini ya Athari za Mazingira (EIA). Tathmini hizi hutoa mahitaji ya kina na taratibu za kufanya mashauriano na umma na kuweka muda wa usambazaji wa taarifa za mradi, kusikiliza maoni ya umma na majadiliano. Jukumu la kutangaza kwa umma sasa liko chini ya Mamlaka ya Usimamizi wa Mazingira Zanzibar (ZEMA). Ushirikishaji huo utafanyika kwa misingi na njia zinazokubalika kiutamaduni na makubaliano ya kila kikundi cha wadau kwa muda wote wa mradi huo. Mara nyingi ushirikishaji wa Serikali hufanyika kupitia mawasilisho rasmi, na kwa upande wa jamii njia inapendekezwa ni mikutano ya hadhara, majadiliano ya vikundi, mabango na vipeperushi.

Uchambuzi wa wadau huamua uhusiano kati ya wadau na kamati ya utekelezaji wa mradi na kusaidia kutambua njia zinazofaa za kiushauri kwa kila kikundi cha wadau wakati wa kutekeleza mradi. Baadhi ya njia zinazotumika kushauriana wadau ni pamoja na simu, barua pepe, mahojiano ya moja kwa moja, mikutano ya hadhara, tafiti, semina, majadiliano ya vikundi, usambazaji wa vipeperushi, majarida, magazeti, redio na televisheni.

Jamii Zilizoathiriwa

Jamii zilizoathiriwa ni vikundi vya watu ambao wanaweza kuathiriwa moja kwa moja au kwa njia isiyo ya moja kwa moja na shughuli za mradi. Jumuiya iliyoathiriwa inaweza kuathiriwa kupitia vipengele vya mazingira asilia au kijamii kama matokeo ya vipengele mbalimbali vya mradi katika viwango tofauti katika mzunguko wake wa maisha. Jamii itajumuisha wanufaika wa mradi katika Shehia zote ambapo utekelezaji wa mradi utafanyika. Jamii zilizo karibu na maeneo ya mradi zina uwezekano wa kufaidika au kuathiriwa na mradi. Jamii nyingine

zilizoathirika ni pamoja na zile zilizo karibu na maeneo ya uchimbaji mchanga ambapo maunzi hayo hukusanywa na kusafirishwa hadi kwenye maeneo ya mradi.

Uwekaji Wazi wa Taaarifa

Tovuti ya Wizara ya Afya (<http://www.mohz.go.tz>) itatumika kuweka nyaraka za mradi. Nyaraka zitajumuisha hati za kupunguza athari za mazingira na kijamii ambazo ni ESMF, RPF na ESIAAs zinazofuata na RAPs, nyaraka kuhusu utekelezaji wa athari kwa mazingira na kijamii na nyenzo zingine muhimu. Nyaraka zitatolewa kwa Kiswahili na Kiingereza (muhtasari mkuu wa nyaraka za mazingira na kijamii zitatafsiriwa kwa Kiswahili). Ripoti zote za ufuatiliaji wa mazingira na kijamii zinazohusiana na mradi, zilizoorodheshwa zitawekwa kwenye tovuti husika. Taarifa mpya za miradi (pamoja na habari juu ya shughuli za ujenzi na data zinazofaa za kimazingira na kijamii) pia zitachapishwa kwenye ukurasa wa mbele wa tovuti husika. Vile vile miongozo rahisi inayoweza kutumika katika ripoti za kijamii na kimazingira inaweza kutolewa kwa kupitia mikutano ya umma / jamii, mawasiliano katika vyombo vya habari, vifaa vya mawasiliano kama vile vipeperushi, mabango n.k.

Utekelezaji wa SEP

Wizara ya Afya imeanzisha Kitengo cha Uratibu wa Miradi (PCU) kinachoongozwa na Mratibu wa Mradi chenye majukumu ya kutekeleza Mradi. Utekelezaji wa Mpango wa Ushirikishaji Wadau utasimamiwa na Mtaalam wa Masuala ya Kijamii akisaidiwa na Wataalam Wasaidizi wawili wa masuala ya Mazingira na Kijamii. Wafanyakazi wengine ambao watatoa msaada ni pamoja na Mtaalam wa Mazingira na Kijamii kutoka Wizara ya Afya.

Utaratibu wa Kusikiliza Malalamiko

Utaratibu wa kusikiliza Malalamiko utakuwa katika ngazi tofauti kuanzia Kamati za Malalamiko ya Shehia katika ngazi ya chini, Kamati ya malalamiko ya mradi, Kamati ya Malalamiko ya Wilaya, na Kamati ya Malalamiko ya Mawaziri. Pia walalamikaji wanaweza kwenda moja kwa moja kwenye mfumo wa mahakama kupitia Mahakama ya Ardhi.