THE UNITED REPUBLIC OF TANZANIA

MINISTRY OF LANDS, HOUSING AND HUMAN SETTLEMENTS DEVELOPMENT

LAND TENURE IMPROVEMENT PROJECT
(LTIP)

STAKEHOLDER ENGAGEMENT PLAN
(SEP)

February 2020
DODOMA.

EXECUTIVE SUMMARY

The Government of Tanzania (GoT) through the Ministry for Lands, Housing and Human Settlements Development (MLHHSD) has requested the World Bank for financial support for Land Tenure Improvement Project (LTIP). The Project (LTIP) aims to strengthen the land administration systems and increase tenure security to men and women, and thus promote land-based investment in the Country. This Stakeholder Engagement Plan (SEP) is to undertake community and stakeholders' consultations at each phase of project implementation period. It sets the foundation for attaining and sustaining support from communities, managing stakeholders' expectations, avoiding risks and potential conflict, preventing project delays and tapping of community knowledge.

In summary, activities under LTIP will be structured into four main components:

Component 1: Increased Tenure Security. This component will support the issuance of CCROs, CROs, Residential Licences and other related activities. The activities under this Component will be done in an inclusive and participatory way to ensure gender equity, and protection of the rights of all groups including women, youth, hunter-gatherers, pastoralists, farmers, etc. The following regions selected include but are not limited to 1: Dar es Salaam, Dodoma, Arusha, Tabora, Geita, Pwani, Mwanza, Shinyanga, Tanga and Morogoro. The Districts to be covered include, but are not limited to, Dodoma (Chamwino), Simiyu (Maswa), Ruvuma (Mbinga), Katavi (Mpanda), Songwe (Songwe) and Momba Rural District. This will cover 6-7 percent of the country. This component includes the following subcomponents: -

Subcomponent 1.1: Rural mass certification and issuance of Certificates of Customary Rights of Occupancy (CCROs). This subcomponent will focus on upscaling successful pilots for the direct implementation of rural mass certification and issuance of CCROs. This requires, previous definition of the village boundaries, the planning of land uses, inclusive and participatory demarcation and adjudication processes, conflict resolution and issuance of certificates.

Subcomponent 1.2: Urban mass registration and issuance of Certificates of Rights of Occupancy (CROs) and Residential Licenses (RL). Urban land certification entails two distinct processes with different outputs: the formalization process to produce 1 million RLs, and the regularization of unplanned settlements to produce 1 million CROs. The formalization of land parcels through the issuance of RLs includes adjudication of land parcels, preparing an urban land register and issuances of RLs. Similarly, the regularization process for unplanned settlements and issuance of CROs, involves the production of regularization schemes to ensure compliance with minimum urban standards (width of streets and pathways, availability of public spaces such as schools and other services).

Component 2: Land Information Management. This component will include the rollout of the Integrated Land Management Information System (ILMIS), improvements to the geodetic

network, base mapping, generation of a property valuation database and establishment of a basis for National Spatial Data Infrastructure (NSDI) to strengthen accessibility and efficiency of land administration services. The ILMIS has been piloted and the project will improve, extend, and implement the system in the project areas in an effective way to reach all localities for maintenance of the land information. The enhanced geodetic framework and base maps will support not only the land registration operations but also a wide range of location-based applications underpinning social, economic and environmental benefits. This component entails the following subcomponents: -

Subcomponent 2.1: Upgrading and upscaling of ILMIS. This subcomponent will finance the second phase of ILMIS development by upgrading functionalities for unified management of CCROs, CROs, RLs, including first registration and subsequent transactions. The ILMIS Rollout will be implemented in 26 regions where the same number of office building will be constructed and equipped to support the ILMIS upscaling.

Subcomponent 2.2: Production of base maps. This subcomponent will finance the outsourced production of base maps using either recent high-resolution satellite imagery or aerial photography in the project areas and additional districts that are in between project target districts to support mass land certification, land use planning and management.

Subcomponent 2.3: Enhancement of geodetic framework. This subcomponent will support the establishment of Continuously Operating Reference Stations (CORS), associated infrastructure, and geodetic control points needed for accurate and economically feasible Global Navigation Satellite System (GNSS) surveying and operation maintenance of network.

Subcomponent 2.4: Support for Valuation Systems: This subcomponent will involve mapping of land values across the country; establishing a property valuation information data base that can be used in mass appraisal of land values, taxes, compensation etc.

Component 3: Institutional Strengthening: This component will include capacity building and legal/regulatory reform activities, public awareness campaigns and other related activities to improve service delivery for land administration, including purchase of equipment and office construction to decentralize ILMIS, efficient land administration services and support for the Land and Housing Tribunals. This component entails the following subcomponents:

Subcomponent 3.1: Legal and regulatory review and support to policy implementation. This subcomponent will update and harmonize the policy, legal and regulatory framework for efficient land administration and mass systematic registration. This will be done through backgrounds studies and analysis, workshops and consultancies as needed.

Subcomponent 3.2: Capacity building for the land sector. This subcomponent will focus on capacity building for all relevant stakeholders at the central and at the local level. It will involve

training of staff on various aspects associated with land sector development and the project (LTIP). The capacity needs assessment will be carried out to inform the training needs and gaps.

Subcomponent 3.3: Support for the Land and Housing Tribunals: This sub-component is meant to support the establishment and function of the land and housing ward tribunal in terms of adding new tribunals and councils, financial and human resource support for existing bodies, clearing backlogs, development of guidelines at the village and ward level as well as training and equipment.

Subcomponent 3.4: Physical development of the land administration system. This subcomponent will support the construction of 26 Regional Land Offices and renovation of 12 District Land Offices which are ILMIS compliant. A national land archive building will also be constructed. It will also procure the necessary equipment for these buildings and ensure connection of Local Area Network to the respective offices. An archive strategy will also be developed.

Subcomponent 3.5: Public awareness: This sub-component is meant to create awareness of the broader land administration system, LTIP activities and processes, land related policy and laws requirements, and land information systems to different stakeholders. Other areas for implementation include preparation of the communications strategy, message development and testing for confidence building in understanding of, the land administration system. Other activities include training on safeguard documents (i.e. ESMF, VGPF, SEP, RPF) to various stakeholders at different levels during project implementation. Crucial focus will be made on women's land rights and other vulnerable groups.

Component 4: Project Management: In this context, a Project Coordination Unit (PCU) has been established within the MLHHSD. The key tasks to be carried out by the PCU will be general project coordination, procurement, financial management, environmental and social supervision, and monitoring and evaluation. Capacity building for the Ministry staff will be necessary as the project will be the first World Bank funded standalone project to be implemented by the MLHHSD. Capacities exist within the Ministry will be strengthened to ensure successful project implementation. Likely, equipment, recruitment and training will be supported to upgrade the capacities of the Ministry.

Stakeholder Engagement

This Stakeholder Engagement Plan (SEP) is based on relevant aspects of Tanzanian law and the World Bank's Environmental and Social Framework (ESF). This Stakeholder Engagement Plan outlines the approach to engagement and information disclosure for LTIP. The key objectives of the SEP can be summarized as follows:
   a) Provide guidance for stakeholder engagement;
   b) Identify key stakeholders;
   c) To enable stakeholders' views to be considered in all elements of the project;

d) Identify the most effective methods to maintain communication during project implementation;
e) Define the channels to disseminate project information;
f) promote and provide means for effective and inclusive engagement;
g) Provide stakeholders with a means to raise issues and grievances and receive a response;
h) Define roles and responsibilities; and
i) Define reporting and monitoring measures to ensure the effectiveness of the SEP.

Stakeholder engagement is the first step in the project implementation. It involves, identification and mapping by considering stakeholder's interest and influence on the outcomes of the project. Stakeholders with a high degree of interest and/ or influence on the project, will require more extensive engagement then those with low interest. This implies that the LTIP implementing agencies will need to develop good working relationships with stakeholders, to ensure an effective engagement and develop support for the project.

For LTIP stakeholder groups include:
a) Central Ministries: These will include sectoral Ministries including Ministry of Planning and Finance, Natural Resources, President's Office-Regional Administration and Local Government Authorities, Vice President's Office-Division of Environment (DoE), Minister Responsible for Environment, Ministry of Agriculture, Ministry of Water and Irrigation, Ministry of Livestock etc.
b) Government Authorities: This includes Regional, Local Government Authorities and Ward and Village Councils who will have a role in implementing LTIP.
c) Project Affected Communities: who will be directly or indirectly (positively or negatively) affected by the project. This group includes beneficiaries of the project (community, pastoralists, VGs).
d) Vulnerable Groups: include hunter-gatherer and pastoralist communities (in line with ESS7) as well as
e) Marginalised groups such as elderly, youth, women especially female headed households, and persons with disabilities.
f) Non-Governmental Organizations: groups who are focused on strengthening land administration matters, protection of the land rights to VGs, support of vulnerable groups (ESS7) rights and support of other marginalised groups such as the disabled, the elderly, people living with albinism, etc and environment (protected areas, water resources etc).
g) Academia: departments at universities which may have an interest in issues that are being addressed by LTIP including issues related to access to land, construction as well as environmental and social issue.
h) Private Sector: stakeholders who may be able to access employment opportunities or contracting, consultants in terms of supply and contract the LTIP activities.

Stakeholder Engagement Approach

This Stakeholder Engagement Plan involves developing appropriate strategies to effectively engage stakeholders throughout the lifecycle of the project, based on the analysis of their needs, interests and potential impact on project success. Multiple tactics were used and will continue be used simultaneously to address different stakeholder groups including meetings, media and consultations. The key benefit of this process is that, it provides a clear, actionable plan to interact with project stakeholders to support the project's interests. Based on the information gathered in the Stakeholder Analysis, and identifying the communication Plan, LTIP will be responsible for engaging stakeholders throughout the lifecycle of the project.

Stakeholders Engagement During Planning and Preparation
During planning and preparation of the project, different stakeholders were mapped and involved. Key issues were raised and accommodated in project documents, and in the preparation of environmental and social documents including Resettlement Policy Framework (RPF), Environmental and Social Management Framework (ESMF), Vulnerable Group Planning Framework (VGPF) and this Stakeholder Engagement Plan. The disclosure of the draft documents prepared including project proposal, social and environmental safeguard documents, result frameworks, and other related policy and legal documents will be undertaken and made available to inform stakeholders groups. Stakeholders will continue to be invited to provide their views and comments on the Stakeholder Engagement Plan (this document), Environmental and Social Management Framework, Resettlement Policy Framework and Vulnerable Groups Planning Framework.

Stakeholder Engagement during Implementation
During project implementation, engagement activities will be undertaken in relation to project activities including the registration and certification processes and construction/ renovation of office buildings. The engagement process during implementation stage will start with an introduction of the contractors, private firms and implementation teams to the regional and local government authorities. Following engagement at the Regional and District level sensitisation will be undertaken with village leaders and the community will be undertaken During this stage relevant project documents such as RPF, ESMF, VGPF and SEP aims, contents and procedure will be shared. This will include a range of tools including structured and formal meetings, focus group discussions, community meetings, one to one meetings, distribution of information (pamphlets) and site visits.

The various techniques will be used depending on the project activities, the community needs, issues to be discussed and the participants in the meeting etc. to ensure that the engagement is effective and meet the needs of the stakeholders.   Similarly, the meetings will be used as a set-up of the project and sensitization in terms of awareness raising to the project, process, results and outcomes to different stakeholders. Meeting members will be drawn from the public institutions, elderly, women and youth owning land in the project areas.

Stakeholder Engagement at Project Components

The LTIP project will engage different stakeholders with different skills at different stages of implementation. The level of engagement differs from an individual, institutions and committees' activities undertaken under specific components of the project. It should be clear that capacity building in terms of construction/renovation of office buildings, land regularisation piloting and feasibility study on areas for geodedic network establishment potential for basic map preparation will be undertaken in the first phase of project implementation. The second phase will consider other activities of the project including settlements regularization.

Grievance Redress Mechanisms
A Grievance Redress Mechanism (GRM) is necessary for addressing the legitimate concerns of the project affected persons. The purpose of the Grievance Redress Mechanisms (GRM) are to address the concerns of project affected people and other stakeholders. The GRM is therefore meant to provide a formal avenue for affected persons, groups or interested stakeholders to formally have their concerns addressed. The mechanisms for grievance redress in the LTIP is designed to
   a) Establish the grievance redress organs/committee that are gender sensitive;
   b) Provide a reporting and recording system;
   c) Provide a time frame for responding to the grievances filed;
   d) Provide mechanisms for adjudicating grievances; and
   e) Codes to be observed by grievance redress organs in discharging its duties.

In the interest of all parties concerned, the GRMs are designed with the objective of solving disputes at the earliest possible time. Good GRMs emphasizes that all stakeholders are heard and as such, they must be fairly and fully represented. All grievances for GRM will be registered, acknowledged and responded to within eight (8) working days of receiving the grievance.

The Project has established three grievance redress mechanisms for the community for land related grievances, general grievances and associated with resettlement and voluntary land donation (described in the RPF). While the entry point for these systems is through the Village /Mtaa Chairperson or Executive Officer how the complaints are handled after this varies depending on the nature of the grievance. A separate GRM also exists for complaints related to labour and working conditions.

Land Related Grievances
The land related grievance mechanism will address grievances on land related matters both in urban and rural context (other than complaints related to voluntary land donations and resettlement). In dealing with grievances arising associated with land registration and related matters such as boundary conflicts between neighbours, two organs will be used:
   a) Village Adjudication Committee/Mtaa Adjudication Committee will be selected by villagers during the village meetings / or mtaa residents' meetings. The VAC/MAC will be chaired by the Village/Mtaa Executive Officer and in areas where VGs are present they must also be represented (see the VGPF). It will receive and review grievances and

mediate between the conflicts parties to assist them to reach a mutually agreed decision/ resolution. Shall VAC/MAC fail to resolve the grievance; the matter will be referred to District Commissioner (DC) by the Village or Mtaa Executive Officer.

b) Each District Commissioner (DC), where the LTIP project will be implemented, will act as a grievance mechanism organ. Upon receiving the complaint from VAC/MAC, the DC will request the conflicting parties to appear and present the matter before her/him. The DC will address the matter within eight (8) days from the date he/she receives the complaint. The role of DC is to assist the conflicting parties to reach a consensus agreement. Shall DC fail to mediate the conflicts, he/she will advise the conflicting parties to refer their matters before the courts or law/tribunals of their choice.

The grievance can be submitted using a variety of methods depending on the preferences of the complainant. This can include in writing (letters, emails etc), verbally in person or on the phone to the VEO/MEO or via community meetings. In addition, all members of the project team should be trained on how to collect grievances and to pass them to the VEO/MEO within 24 hours. Once submitted grievances will be carefully documented including details of the complainant and the nature of their complaint. The VAC/MAC shall within eight (8) days review the grievance, undertake any required investigations and finally call a meeting to mediate between the conflicting parties. Following the meeting any resolutions shall be recorded and implemented accordingly. Implementation of the agreed measures will be monitored by the VAC/MAC to ensure they are undertaken in a timely manner. Once all measures are fully implemented the complainants should sign off that they are satisfied.

Shall the VAC/MAC fail to resolve the grievance; the matter will be referred to District Commissioner (DC) by the Village or Mtaa Executive Officer. The DC will meet with the affected parties and try to reach a consensus agreement which will then be implemented as per the above. If this is unsuccessful the complainant has the right to take the matter to the relevant court.

General Grievance Redress Mechanism (GGRM)

This General Grievance Redress Mechanism (GGRM) is designed to address grievances which are not related to land matters such as concerns about construction activities, the work of the team, damage as a result of surveys etc. Grievances which are criminal in nature will be passed to the responsible state organs (Police, Director of Public Prosecutions (DPP), and Criminal courts) or civil matters which warrant court and tribunals (labour courts) attention. The project will use existing village/mtaa structures to facilitate the resolution of such grievances after the Village/Mtaa leaders received a complains. Before assuming these responsibilities, the Ministry will offer general training on varied matters such as ethics, human rights, labour laws, sexual harassment, etc to be enable them to address the range of grievances that may arise.

The complainant should submit their grievance to the village/mtaa leader. This can be done in writing, in person (one to one or in a meeting) or over the phone as per the preference of the

affected person and in line with social norms. The village leader will then work with the required institutions to investigate the complaint, determine if it is valid and develop resolution. This process should not take more than 5 working days. However, it should be noted that in some emergency cases it may be necessary to undertake immediate investigation and resolution i.e. within hours, in order to prevent further harm.

The proposed resolution should be presented to the affected person. If they agree to the resolution the measures should be implemented within an agreed timeline. The complainant should sign off on the complaint in the resolution form when they agree to the resolution and when all measures have been implemented.

If the complainant is not satisfied with the proposed resolution, they have the option to take the matter to the ward administration and then District to seek resolution. If resolution at these levels cannot be achieved, then the individual should be provided with the option of resolving the issue through the relevant legal courts/ tribunals.

Vulnerable Groups

Where Vulnerable Groups are present, as per the VGPF, relevant traditional leaders should be included in the grievance redress mechanism to work alongside the village/ mtaa leadership. This will help ensure that vulnerable groups are able to present their grievances and seek resolution. Inclusion of such leaders will form part of the monitoring process for grievance redress. It is also important that marginalised groups are included in the grievance redress process notably women.

Monitoring and Evaluation

LTIP will maintain a database and activity file detailing all public consultation, disclosure information and grievances collected throughout the program, which will be available for public review on request. The following indicators will be used for evaluation:
   a) Level of understanding of the project by stakeholders;
   b) Annual grievances received, speed of resolution and how they have been addressed;
   c) Level of involvement of affected people (disaggregated by gender and vulnerable groups) in committees and joint activities and in the project itself.

It is vitally important to monitor the effectiveness of the grievance mechanism designed for addressing land related conflicts during the implementation of LTIP. Appropriate measures for this include monthly reporting on the number of grievances received, resolved and outstanding in line with the proposed timelines. This will be undertaken through reports by the VAC/MAC and DC to the PCU/Ministry.

The LTIP team will proactively disclose information and facilitate access to information on all safeguard's documents in transparency and accountable manner. Together with this SEP

requirements, contents and procedure it will be implement consistently with other safeguards document including Vulnerable Group Planning Framework (VGPF); Environmental and Social Management Frameworks (ESMF); and Resettlement Policy Framework.

THIS PRESENTS A SUMMARY DOCUMENT OF STAKEHOLDERS ENGEGEMENT PLAN (SEP)

FULL DOCUMENTS ARE FOUND THROUGH:-
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