

COMMUNITY ENGAGEMENT REPORT – QUARTERLY UPDATE

PPP Project Name:	Rehabilitataion of Mbuyuni Market
Local Government Authority:	Moshi Municipal Council
Original Date CSEP Was Developed:	Oct, 2019
Date of this updated CSEP:	December, 2019
Current Phase in the PPP Process:	Feasibility Phase

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SUMMARY

This Community Engagement Report summarizes the community engagement activities that have been undertaken from October 1st through December 31st 2019. Activities carried out during the second quarter of 2019 at Mbuyuni Market (Project) in Moshi Municipality, and outlines the activities proposed for the third quarter starting April 1st 2020.

The Mbuyuni Market is an existing market, which Moshi Municipal Council (MMC) is planning to modernize. The modernization will require the temporary relocation of the existing traders, construction of the new market buildings and moving the vendors back into the newly built market. Community engagement activities began in 2014, with the initial Identification Phase of the PPP Process and continued through the ongoing Pre-feasibility Study. The Project is now starting the Feasibility Phase of the PPP Process, so more specific project details will be available and more intensive community engagement taking place.

This Report follows the outline described in the Tanzania PPP Community Engagement Framework, including a listing of stakeholders who have been consulted, and how their input from the community engagement process is being considered in the development of the PPP Project.

DESCRIPTION OF THE PPP PROJECT

The objective of the proposed project is to create an organized market with adequate space for each trader. The proposed two-storey building and ground-level(G+2) market area, will aim to solve current problems such as: business congestion, traffic congestion, poor storage of goods and commodities, weak and inefficient market supportive facilities such as parking, toilets, waste management facilities and drainages systems.

The new market will be built within the existing Mbuyuni Market, which is located at MbuyuniMtaa in Bondeni ward and covers 1.221 acres of land. The Certificate of Occupancy for the land is held by Moshi Municipal Council. The Project will involve the use of land for traders to temporarily relocation, by the time of redevelopment. The new site for relocation is an already existing Pasua market with ample space located in Bomambuzi ward 2km away from the Mbuyuni Market project on land held by the MMC. The existing market for

relocation is alongside the pasua tarmac boarded with Bomambuzi ward and Mtaa offices.

It is anticipated that the new market will be designed to accommodate all categories of traders. It is proposed to provide stalls for traders to carry out retail trade and Whole sale. It will also include main market for selling food items, vegetables, and household items. The market will also have parking area, washrooms and waste disposal facilities. In general, the market will have all needful infrastructures for a standard and modern market.

However, the construction phase is expected to last for 24 months. The project will be operated by a private company under a Public-Private-Partnership (PPP) modality for duration of 15 years after which period the project will be handled back to the owner MMC.



Aerial Photo of Mbuyuni PPP Project Site

Estimated Schedule of Proposed PPP Activities

	2019		2020				2021				2022				2023	
	Jul	Oct	Jan	Apr	Jul	Oct	Jan	Apr	Jul	Oct	Jan	Apr	Jul	Oct	Jan	Apr
Pre-Feasibility Study																
Feasibility Study																
ESIA																
Procurement Phase																
Construction																
Consultation																

STEP 1: PURPOSE OF THE ENGAGEMENT

The community engagement exercise is intended to suitably engage with community stakeholders to enhance the economic viability and community acceptance of redeveloping and modernizing the Mbuyuni Market PPP Project, together with the temporary relocation of the traders to the proposed relocation site during the construction of the Mbuyuni Market.

Community engagement process is used by the council to provide community stakeholders an opportunity to receive and share information, and provide input and ideas about the new proposed Market. Community input is to be used also during the Feasibility phase to manage the final design of the Project.

Community input will be used to inform the Environmental and Social Impact Assessment (ESIA). Engagement will take place throughout the ESIA process to ensure proper communication and information flow between the community, the company and the Council on how to manage the project development. A specific community engagement summary will be included in the final ESIA Report.

Community engagement will involve a variety of community stakeholders, and MMC will provide support sufficient for the process to ensure all effective community engagement stakeholders. The MMC will endeavor to contain all affected stakeholders by taking into account the challenges Community members or groups do face in all stages of the project development. The MMC will also be sensible with the level of effort and support they can apply to the engagement activities, in line with scarcity of resources and capacity to hand issue and circumstances.

In broad sense MMC will struggle to have inclusive, practical and realistic approach to its stakeholders during community engagement.

The objectives of the engagement for the Feasibility Phase of the Project are to:

- Engage the community to ensure they understand the proposed Project and have an opportunity to provide their input on the preliminary design, and in the Feasibility Study.
- Ensure that stakeholders understand the requirement for temporarily relocation during construction, and their input is used in the planning for the temporary relocation.
- Support the Feasibility Study as the final willingness-to-pay surveys are completed.
- Adjust the community engagement process and method to reflect changes in the community stakeholder groups when the need arise.

STEP 2: IDENTIFY COMMUNITY STAKEHOLDERS

The Mbuyuni Market is located in MbuyuniMtaa, Bondeni Ward currently accommodating about 1,300 traders (July, 2019 census). MMC has identified community stakeholders with influences on and interests in the redevelopment and expansion of the Mbuyuni Market. This includes the existing traders, Public utility providers and institutions, residents near both proposed market for redevelopment and expansion and temporarily market for relocation, government organizations, farmers and suppliers and the customers of the market.

The table below shows the list of stakeholders that have been engaged so far.

Institution Stakeholder List

	Name	Type of groups, citizens or organization	Relation to the project	CONCERNS/ISSUES	RESPONSE/FOLLOW UP
1	ABRAHAM NTELIDYO	– FIRE AND RESCURE BRIGED	A/INSPECTER	<ul style="list-style-type: none"> • The project is effective to the community. Hence stakeholders should be involved at all stages of the project development • Sensitization should be disseminated to the stakeholders and general public • Protection equipments needed to control fire outbreak – fire alarm system, fire detector, portable fire extinguishers, • The building design should have fire escape route, fire exit and signage, fire assembly point and there should be fire safety training and awareness • The council should submit architectural drawings/ plan to Fire and Rescue Force per act No. 14 of 2007 (Cap 427), as a requirement for the project developer/ proponent or building contractor to submit their respective building plan/architectural drawings to the Fire and Rescue Authority for the assessment and approval before 	<ul style="list-style-type: none"> • Community engagement will be done according to the requirements • Sensitization is essential for the project success hence will be effectively conducted. • All legal requirements will be considered before and after the process as per requirements.

	Name	Type of groups, citizens or organization	Relation to the project	CONCERNS/ISSUES	RESPONSE/FOLLOW UP
				<p>construction process</p> <ul style="list-style-type: none"> • All firefighting equipment (movable and fixed installed systems) should be maintained and serviced timely in order to maintain safety standards. • There should be fire evacuation plan (set of procedures) for residents and staffs of the premises to fall at the event of fire. 	
		MUWSA	Ag MD	<ul style="list-style-type: none"> • Agree to the plan of mbuyuni market development since it will be beneficial to both parties • Sensitization to show the project development benefits to the community stakeholders. 	Community engagement is going on so as to show the benefits from the proposed project to all stakeholders
	RicksonLema	TARURA	MANAGER	Agree to the idea of mbuyuni market redevelopment	-
		NMB - MBUYUNI		<ul style="list-style-type: none"> • Agree with the redevelopment of the mbuyuni market since the traders are their customers. 	-
		CRDB - MBUYUNI	BRANCH MANAGER	<ul style="list-style-type: none"> • The market to be constructed should be huge to accommodate the need community (traders) 	Noted.
	Ramadhani K. Gogo		Milling machine plant manager	<ul style="list-style-type: none"> • The project should be big enough so as to curb the emerging population and the machingas who are roaming on streets 	Consultant should be advised to take into consideration all advice where necessary.

Traders Stakeholder List

	Name	Relationship to the project	Issues raised
1.	JumaHusein	Secretary of the Market leadership	<ul style="list-style-type: none"> ➤ Needed to be relocated to the area with necessary utilities ➤ Requested that traders not to be relocated far from previous market (old market)
2.	Elise Massawe	Market trader	<ul style="list-style-type: none"> ➤ Wanted to know the time the construction will commence ➤ Wanted to know the relocation plan that will be used
3.	JumanneMsangi	Market trader	<ul style="list-style-type: none"> ➤ Wanted to know the drawing for the market construction. ➤ Wanted to know if the current traders after they are relocated will be brought back to the market after the construction is completed.
4.	IdrissaAbeid	Market trader	<ul style="list-style-type: none"> ➤ Said that formerly traders' stalls used to be burnt down when they objected relocation. ➤ Asked if there is going to be compensation to traders after their stalls are burnt down.
5.	JafariShirima	Market trader	<ul style="list-style-type: none"> ➤ Wanted to know the time for relocation commencement of traders ➤ Wanted to know if traders who are relocated, will get spaces to the new market
6.	Bakari Ally Mukamuha	Market trader	<ul style="list-style-type: none"> ➤ Wanted to know the place where the traders will be relocated. ➤ Said that Most of the traders have <i>Mjasiriamali</i> (entrepreneur) identity cards allowing them to do business anywhere. Wanted to know the impact of relocation to areas where there are already traders doing business with <i>Mjasiriamali</i> identity cards. Was worried that chaos might happen.

7.	Amos Peter	Market trader	➤ Wanted to know the place where the traders will be relocated before construction starts
8.	HaikaSamwe I	Market trader	➤ Wanted to know if the traders won't bring about quarrels when they are relocated to the roadsides where there are other traders trading over there.

STEP 3: STAKEHOLDER RANKING

The level of interest and influence of each stakeholder group has been evaluated and ranked. The ranking of community citizens, groups and organizations will guide the efforts of the MMC during the Feasibility phase. The ranking is based on the following:

Tier 1 (High) =Community Stakeholder(s) who require in-depth engagement. There is a need for multiple meetings and the use of a variety of engagement tools. The goal with level of engagement is to attain direct cooperative relationships so that their input is integrated as much as possible. Information and ideas from Tier 1 community stakeholders is needed for the successful development of the PPP Project.

Tier 2 (Medium) =Community Stakeholder(s) who require a mid-level of engagement. There is a need for multiple engagement activities. The goal with these stakeholders is to attain consensus-building relationships by sharing information and using their feedback and input where possible.

Tier 3 (Low) =Community Stakeholder(s) require project updates that are catered for general consumption. It is important for these community stakeholders to have their chance to be informed and for the TMC to respond to their questions. The goal for engagement with this Tier is to build understanding and support for the PPP Project in the general public. If the engagement process can build broad community support for the PPP Project, then it is more likely to be successfully developed.

Type	STAKEHOLDERS
- Utility and Agency	TANESCO, Fire and Rescue, OSHA, MUWSA,
- Local Authority	Moshi Municipal Council (the council), Management team, Ward Development Committee, Mtaa officials, Political leaders etc.
- Surrounding Community	Shukran Snacks, East Point View and MzeeGogo
- Current Traders /Vendors	HidayaAbasiMushi, Haji Omarilssa, Elisey P. Massawe, Anna P. Sekey, Juma O. Mdimu, Saum H. Salimu, FeristaTairo, Claud D. Kimario, Selemani B. Mgamo, Sakina B. Tunutu, Haji Bakari, Dora E. Mamuya, Elizabeth B. Massawe, Zakati A. Abdalah. Etc
- Local Residents	Godwin Baganasha and JumaWaziri
Other Stakeholders to be consulted	Financial institution (NMB and CRDB Mbuyuni Branch), Mosque.

STEP 4: METHODS OF COMMUNITY ENGAGEMENT

During the Feasibility Phase the following engagement exercise was carried out.

Market community census ship (traders)

MMC Team prepared a questionnaire form and submitted the form to the market leaders for consultation in case of change, additional or omission of information so as to make the questionnaire a desired one. on the other hand, submission of questionnaire form to the market leaders intended to create a sense of ownership and cooperation among the parties. After the questionnaire acceptance, both parties agree on the starting date for data and information collection. The exercise enumerating each and individual persons with business plot started on 27/07/2019. This task ran through the whole quarter After data and information collection, followed the data handling where there was data entering into SPSS for analysis to get output out of it.

STEP 5: FOLLOW-UP AND ADDRESS GRIEVANCES

Moshi Municipal Council established grievance redress Mechanism specifically for the Mbuyuni Market Project. The grievance handling process will build on the process that MMC currently uses for community members to file complaints. The process will also align with the grievance process described in RPF and ESMF for the TPPP.

The specific objectives of a Grievance Procedure are to:

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

- » Improve the Project social performance through the analysis of complaints.

Responsibility for Grievance Procedure

The MMC CDO assigned to the Mbuyuni Market Project will be responsible for managing the grievance process. The MMC CDO will inform the community stakeholders about the availability of the Grievance incidences and how to file a complaint. This will include posting posters in the community describing the grievance filing and handling process, and informing the community of the process at all meetings.

Grievance Redress Procedure.

The overall process of grievance redress is as follows:-

1. The process of grievance redress process will start with registration of the grievances. The complaint can be filed at the Municipal office in person, or the community members can phone the CDO to inform and require them to record the grievance for them. A copy of each grievance will be retained at council level and a copy will be given to the person/group that reported the grievance. The copy given to the person/group will include a unique identification number for the specific grievance. This will assist the council by providing updates on the grievance handling process and stage. For Grievances received in writing or electronically, complaints will be filed at the Municipal office, as these are typically the closest to the Project site.
2. The grievance handling officer at Municipal level will record the grievances and disseminate to the respect department so as to get respective answers. The answers and solutions for grievances will be recorded in which those not answers/ solution is pending will also be recorded. The Council through Grievance officer will work in collaboration with Mbuyuni Market CDO in order to review the grievances.
1. All project-related grievances will be assessed by the Mbuyuni Ward office and CDO to determine if they need specific additional information. The Market CDO is responsible for ensuring a response is developed. If no existing response exists, then the Mbuyuni Ward Office and the CDO will develop a response, and share that response with the Complainant within 7 days of officially receiving the grievance.
2. If the Complainant finds the resolution acceptable, they will write up the resolution and have the complainant sign it.
3. If the Complainant does not find the resolution acceptable, the CDO will refer the grievance to a MMC Representative Community Grievance Committee. The MMC Representatives Community

Grievance is an existing entity, which is chaired and organized by the District Commissioner.

4. The Committee includes key MMC officials and key community members from Moshi.
5. The response time will depend on the issue to be addressed but it should be addressed with efficiency. The goal will be to reply to the grievance within 30 days.

If the community member is unsatisfied with the resolution from the LGA Representative Community Grievance Committee, the individual can take the issue to a court of law.

STEP 6: REPORTING ON KEY ISSUES FROM ENGAGEMENT ACTIVITIES.

During engagement the stakeholders raised the following issues:

- The construction must adhere to preparation of suitable area according to the nature of each business and they proposed the table (kizimba) should be sized according to the size of the business category.
- The modern market should have sufficient parking area since the existing does not have parking area.
- The market should have enough ventilation to cope with the population inside the building.
- To prepare suitable reallocation area for all traders during construction period and to ensure all traders in the existing market are given first priority when the market is ready.
- There should be Bus stop at the planned relocation area to influence more customers in the market.
- To consider transportation cost from MbuyuniMarket to planned relocation area and from that area to Mbuyuni.
- They also suggested to be involved in each stage of Mbuyuni market redevelopment.
- There should be Installation of firefighting system according to fire engineering approval drawings in the redeveloped market.
- The traders asked that they should not be relocated far away from the Mbuyuni market for fear of losing customers and thus melting their respective capital investment,

DURING THIS SECOND QUARTER THE FOLLOWING WERE DONE:

- The exercise of processing data for output and preparing the report for management synthesis was done in this second quarter. These data

concerning traders and the existing situation were collected in the 2nd quarter through questionnaires. (sample attached)

- Producing the report for what is existing at mbuyuni market (Report attached for your reference).
- Presenting the report to the management for synthesis advice, conclusion and recommendation where it was decided by the management that the PPP Team carry on with what is ought to be performed any necessary action required from the council will be responded to immediately.
- Compilation of questionnaire forms and returns them to the market leaders for picture attachment and approval.
- Site visit to the proposed relocation place i.e (Bomambuzi and Pasua markets) and identify the required infrastructure for traders. During the visit it was observed that the proposed places for relocation need some infrastructures like water services, Toilets,

It was arranged that in the 3rd quarter the team will conduct the meeting so as to set the date for relocation and notification for the ban of any individual redevelopment of structure at mbuyuni market

COMMUNITY ENGAGEMENT REPORT FOR DISADVANTAGED GROUPS

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However, the construction phase is expected to last for 24 months. The project will be operated by a private company under a Public-Private-Partnership (PPP) modality for duration of 15 years after which period the project will be handed back to the owner MMC.

S/N	NAME OF STAKEHOLDER	ACTIVITY	PHONE NO	REPRESENTS	OPINION
1	Mohammed Ally Mgalla	Amending shoes		people with disability	<ol style="list-style-type: none"> 1. The proposed market should be inclusive to all ca of all level of income 2. Rent should be minimal to enable small traders t 3. The market should be built with good standard to 4. In case the market is composed of many floors, th separate from the way used by porters. 5. He prefers not vertical construction, should the n people with walking challenges must be located a
2.	Mohammed Ramadan	selling eyelash potatoes alongside the roads	-	People with disability	<ol style="list-style-type: none"> 1. Traders with walking challenges should be locate 2. People with walking challenges should e paid first business persons.
3	Richard Hiza	Small business along the Mission road	0652427943	people with walking challenges	<ol style="list-style-type: none"> 1. The market should have all infrastructure for peo 2. People who are physically challenged should be l
4	Martin Mtali	mbogamboga nje ya soko	0718495658	represents physically challenged people	<ol style="list-style-type: none"> 1. The physically challenged people should not loca 2. The physically challenged people should be loca their movement 3. The design should consider lift and walk way for 4. There should be sign for people with hearing im
5	Mariana France	selling shoes	0756304036	traders	<ol style="list-style-type: none"> 1. The market should have car parking 2. The market should have big space to accommodo the market 3. There should be arrangement of goods in such a should be placed at the same point to easy buyi
6	Sofia Hamis	selling fruits – double road	0753037327	traders - women	<ol style="list-style-type: none"> 1. The market should have modern infrastructure lil 2. The market should not have high floors as the tov higher floors
7	Mama Juma	entrepreneur	0742226502	women representative	<ol style="list-style-type: none"> 1. The market should not be of high floors as many 2. The market should be a modern one with all neco

APPENDIX I - LIST OF OTHER STAKEHOLDERS CONSULTED WITHIN THE MARKET

TAARIFA	JINA	CHUGHULI	CHAO	ULIKOTOKA	NA: SIMU	SAHITI
26/11/2019	MASIU AKURU YILUSU	KIKAO	SIWANI BONDENI	BONDENI	0756 475103	Ahus
02/05/2019	DOMINIAN MPOMBE W WAOIE TARIKO	CE na Wafanyabiishera KIKAO	Afi PPP member (MTEWDAI)	Moshi MC BONDENI	0754607904 0753273000	Handwritten signature
	BENEDICTOR MTEI Rose Mwendu	-) - KIKAO	AFSA MAZINGIRA CDO	MOSHI MC MOSHI MC	0765-936161 0764 223520	Handwritten signature
	BENEDICTUS MUMBERI	KIKAO	MTEWDAI	MOSHI MC	075700755	Handwritten signature
06.05.19	Aton Hajiyand	KIKAO	PPP Node Coordinator	OR-TAMSEM	075802526	Handwritten signature
11	Amel Mallya Amel Macha	KIKAO -) -	Worldbank - Consultant	WorldBank	0786 417141 0754620390	Handwritten signature
	Mesija Mwangoka	-) -	-) -	-) -		
	Joseph Mlinzi	-) -	-) -	-) -		
	Faresel - Kereene	-) -	-) -	MCC -	0752 904035	Handwritten signature
	BENEDICTUS W. MUMBERI	-) -	MTEWDAI	MOSHI MC	075700755	Handwritten signature
	MHAMME M. KISAKANKA	-) -	AFSA Maendeleo ya Simi	MOSHI MC	0766 222109	Handwritten signature
11	Heika Miamazi	-) -	Mwamasheni	TAMSEM	0767 092299	Handwritten signature
	BENEDICTOR MTEI	-) -	AFSA Mazingira	MOSHI MC	0765-936161	Handwritten signature
17/5/19	MASIU AKURU	-) -	Siwani Bondeni	Moshi MC	0756 475103	Ahus
	PHILIPINO P. TENOGE	-) -	AFSA MTEWDAI KATA	BONDENI	07572729 42	Handwritten signature
	PROFESSOR D. KENYU	-) -	MTEWDAI	MOSHI MC	0893 586750	Handwritten signature
	BENEDICTOR VICENS MTEI	-) -	AFSA			
	MGETA SEBASTIAN	-) -	AFJA AFYA-MUMBERI	MOSHI MC	0712-180650	Handwritten signature