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12 PUBLIC PARTICIPATION & STAKEHOLDER ENGAGEMENT

12.1 INTRODUCTION

Public participation and stakeholder engagement forms an integral part of the RAP planning process and will be central to RAP implementation and disclosure of the land acquisition and resettlement process. It provides opportunities for affected and / or interested stakeholders to offer input into the RAP process and could help shape priorities, processes and outcomes, not only during planning but also during the implementation stage.

This chapter summarizes:

- Regulatory requirements (national and international) for stakeholder engagement;
- Project engagement principles and objectives;
- Identification of stakeholders;
- Previous stakeholder engagement during RAP planning;
- Engagement approach and methods;
- Resources and responsibilities;
- Information and RAP disclosure; and
- Monitoring and reporting of stakeholder engagement activities.

Additional information on engagement processes relating to vulnerable persons, households and groups is contained in the Vulnerable Peoples Plan in Chapter 10.9 and on stakeholder engagement during RAP implementation is contained in Chapter 14.3.

12.2 REGULATORY REQUIREMENTS FOR STAKEHOLDER ENGAGEMENT

Most of the public infrastructure development projects in Uganda have involved international funding from partners such as the World Bank, AfDB and European Union, all of which emphasize the importance of public consultation and stakeholder engagement in land acquisition processes. International good practice has therefore been integrated into Government projects and Principle 4 of the GCALA¹ guidelines stipulates that project affected persons must be adequately informed and consulted on the valuation and compensation processes that affect them.

NEMA Environmental Impact Assessment (EIA) Guidelines for the Energy Sector (2004) require public consultations and involvement in any energy project involving substantial land-take, displacement of families or communities, disruption of the means of livelihood of families and communities, destruction of communal assets and property, and need for resettlement and compensation.

¹ GCALA: Guidelines for Compensation Assessment Under Land Acquisition, Ugandan Ministry of Lands, Housing and Urban Development, 2017.

IFC Performance Standard 5 (Land Acquisition and Involuntary Resettlement) requires projects to engage with Affected Communities, including host communities. Disclosure of relevant information and participation of Affected Communities and persons should continue during the planning, implementation, monitoring and evaluation of the resettlement process.

IFC Performance Standard 1 requires projects to develop and implement a Stakeholder Engagement Plan that is appropriate in scale to project risks and impacts and is tailored to the characteristics and interests of the Affected Communities. It also requires a process of consultation in a manner that provides Affected Communities with opportunities to express their views on project risks, impacts and mitigation measures, and allows the project to consider and respond to them.

12.3 PRINCIPLES AND OBJECTIVES OF STAKEHOLDER ENGAGEMENT

The Project is committed to openness, dialogue and engagement as it views long term, transparent relationships with stakeholders across all levels as essential to its success. In addition to stakeholder engagement planning for RAP implementation, the Project also developed a stakeholder engagement plan for RAP planning and for the Environmental & Social Impact Assessment (ESIA).

Common principles and objectives underpin all of the Project's stakeholder engagement activities, including for RAP implementation. These principles have been developed based on GIIP, national regulations and partner company guidelines and are summarized in Table 12-1. The Project stakeholder engagement objectives are presented in Table 12-2.

Table 12-1 EACOP Uganda's Stakeholder Engagement Principles

No.	Principle	Definition
1	Open and Transparent	Information relevant to project activities will be as accessible and transparent as possible, providing stakeholders with a comprehensive understanding of Project activities and how they are or may be affected by them.
2	Listening and Dialogue	Stakeholders will be invited and encouraged to actively engage with the Project. Stakeholders will be listened to, their questions and concerns taken seriously, and responses provided in a timely manner.
3	Empowering	Engagement should ensure stakeholders have an opportunity to share their perspectives. This will include informing them of what they can expect in terms of feedback and responses to their inputs.
4	Proactive	The engagement process will provide information in advance of Project related activities.
5	Impact Focused	Engagement with communities affected by the Project will be, whenever possible, focused around the potential and actual negative Project impacts and mitigation measures that may concern them.
6	Safe	Steps will be taken by the Project towards ensuring stakeholder engagement is free from manipulation, interference, coercion or intimidation and that participation in any form of engagement will be safe and without risk or fear for retaliation.
7	Effective	Information and forms of engagement will be acceptable to and effective for the stakeholder for whose use they were intended and will be accessible, legitimate and transparent.
8	Appropriate	Different forms of engagement may be required for different kinds of stakeholders and different purposes. Information provided to stakeholders will be provided in formats

		appropriate and accessible to the stakeholder concerned.
9	Equal and Human Rights Respectful	Everyone, without discrimination, will be afforded the right to participate on equal terms.
10	Gender and Culture Sensitive	Engagement approach will include the need for and use of any special measures to ensure that marginalized or vulnerable individuals and groups are inclusively engaged.

Table 12-2 EACOP Uganda's Stakeholder Engagement Objectives

The Project's objectives for meaningful stakeholder engagement are to:

- Ensure that local stakeholders are informed as early as possible about Project activities;
- Build trust and broader community support for future operations, including understanding and monitoring the way that impacts are being managed and international standards are being applied;
- Ensure that engagement is undertaken in a coordinated fashion using the same principles, standards, messages, etc.;
- Gain access to civil society expertise, skills or resources to assist with, for example, social investment, livelihood restoration project development and implementation, achieving local content targets and implementing the Voluntary Principles on Security and Human Rights (VPSHR);
- Facilitate the creation of partnerships to the mutual benefit of the Project and stakeholders including Civil Society Organizations (CSOs) and enhance reputation;
- Identify opportunities and risks related to activities early, in order to intervene and avoid escalation in the case of risks;
- Ensure that stakeholder queries are handled in time through continuous engagements; and
- Identify and address potential human rights impacts and respect the rights to information and consultation of affected stakeholders.

Specific additional stakeholder engagement objectives relating to the RAP are to:

- Explain, broaden and deepen awareness about the land acquisition and resettlement process from planning to implementation through the provision of accurate and timely information in forms that meet the needs of and are understood by a variety of stakeholders.
- Ensure that there is an on-going understanding of any concerns of key stakeholders so that all land acquisition, compensation, resettlement and livelihood restoration activities are informed by and can address such concerns.
- Ensure a particular focus on engagement with vulnerable persons, households and groups, as described in the Vulnerable Peoples Plan in Chapter 10.9 and during RAP implementation in Chapter 14.3.
- Build and maintain transparent trust-based relationships with stakeholders.

12.4 PROJECT STAKEHOLDERS

12.4.1 Stakeholder Identification and Analysis

IFC PS1 requires projects to identify the range of stakeholders that may be interested in their actions and consider how external communications might facilitate a dialogue with all

stakeholders.

Stakeholders are persons or groups who are directly or indirectly affected by the project and those who may have an interest in a project or the ability to influence its outcome either positively or negatively.

The identification of stakeholders is undertaken in a participatory manner involving consultations with relevant central and Local Government officials, civil society organisations, local communities and the private sector. A 'snow-ball' method has been used to identify relevant stakeholders. With this method, individuals or groups of stakeholders help to identify other stakeholders. It has also involved a review of the relevant literature including project documents. The identified stakeholders are analysed in terms of their roles and level of influence in the RAP process.

Stakeholder identification will continue throughout the RAP process. At every stage of Project implementation, new stakeholders will be identified and analysed and where relevant will be added to the stakeholder list. The stakeholder engagement plan will be updated as new stakeholders are added. The following groups of stakeholders have been identified and specific stakeholders are shown in Table 12-3.

Project Affected Persons and Communities

This group is directly affected by land acquisition, will experience physical and / or economic displacement, and has therefore been prioritized for engagement by the Project. This group includes individuals, households, communities and organisations who have been identified and recorded within the detailed surveys and valuation activities undertaken to date. Project-related impacts on this group may include:

- Physical displacement due to loss of dwelling structures;
- Economic displacement due to loss of land / access to land;
- Economic impact due to loss of access to other land that form part of their livelihood strategies (e.g. forests, grazing areas, fishing ponds, land traditionally used by vulnerable ethnic groups);
- Impact on community structures such as church buildings or school classrooms; and
- Other social, cultural or human rights impacts that could be affected by the resettlement process.

Their interest in this process therefore includes:

- Having meaningful engagement with the Project throughout the resettlement process to ensure access to information and dialogue around impacts;
- Project impact on PAP/PAHs' land and structures; validity of verification; compensation rates and processes; and replacement of assets;
- Livelihood restoration options and assistance during the resettlement process;
- Construction timelines and activities; and measures to mitigate the impacts of temporary access restrictions during construction;
- Employment opportunities; and
- Benefits to local communities.

Interested Stakeholders

Interested stakeholders are defined as those persons or groups who may not be directly affected by the land acquisition displacement impacts but who, by their position, knowledge and / or experience, have an interest in it or are able to influence the outcome of the Project.

The main categories of interested stakeholders relevant to the RAP process for this Project are outlined below.

The Government of Uganda

The GoU is a partner in the Project. Engagement activities between the Project and government are wide-ranging, across the national, district, sub-county and village levels and across a range of technical areas, including resettlement.

At national level, Government Ministries, Departments and Agencies whose mandates relate to land acquisition include the Ministry of Water and Environment, the National Environment Management Authority (relevant when Project land crosses wetlands), the National Forestry Authority (relevant when Project land crosses forests), the Ministry of Lands, Housing and Urban Development, the Ministry of Justice and Constitutional Affairs (which handles complaints and grants letters of administration through a High Court judge), the Administrator General's Office and Uganda Police. At the district and sub-county levels, stakeholders include district and sub-county technical staff and political leaders, and at the village level they include Village Chairpersons and leaders.

Civil Society Organizations including Non-Governmental Organizations

NGOs and community based organisations are a diverse stakeholder group that potentially play an important role in resettlement implementation for projects such as the EACOP. Their potential roles include as implementation partners, for livelihood restoration activities and potentially other parts of the RAP.

International Financial Institutions

Financing for the Project is being sought from IFIs and the Project is being managed and implemented in line with relevant IFI standards. Of particular relevance for these stakeholders are the applicable engagement requirements of the IFC PS1 Assessment and Management of Environmental and Social Risks and PS5 Land Acquisition and Involuntary Resettlement.

Table 12-3 Key Stakeholder Groups

Stakeholder Groups	Role
Project Affected Persons (PAPs), Households (PAH) and Communities (PAC)	Participating in the project and agreeing to compensation / resettlement package.
District Resettlement Committees	The Project's Grievance Management process (see Chapter 13) includes an option of referring grievances, where appropriate, to District Resettlement Committees to get their inputs on resolution.
Ministry of Energy and Mineral Development (MEMD)	Policy formulation, strategy, and providing oversight over the oil and gas sector
Petroleum Authority of Uganda (PAU)	Setting regulations, standards and oversight and approval of costs
Ministry of Lands, Housing and Urban Development (MLHUD)/ Chief	Setting land policies, laws, regulations and guidelines; and commenting on RAP reports

Stakeholder Groups	Role
Government Valuer	
The Uganda Land Commission (ULC)	Owning the acquired land and providing an appropriate agreement to TEAM B.V
Ministry of Agriculture, Animal Industry and Fisheries (MAAIF),	Providing expert advice on agriculture-based livelihood restoration and extension services.
Ministry of Finance, Planning and Economic Development (MFPED),	Ensuring macroeconomic stability (inflation, economic growth, interest rate and exchange rate), national budgeting and resource allocation
Ministry of Tourism, Wildlife and Antiquities (MTWA),	Provide expert advice on the assessment of archaeological sites and artefacts
Uganda Wildlife Authority (UWA)	Conservation of wildlife
Ministry of Health (MoH),	Ensuring access to health services in the resettlement and host communities and managing health risks such as disease outbreaks.
Ministry of Gender, Labour and Social Development (MGLSD),	Provide expert advice on assessment and relocation of cultural heritage (graves, burial sites, shrines etc), labour policies and protecting the vulnerable persons
Ministry of Water and Environment (MWE),	Overseeing water resource including issuing permits, provision of safe drinking water and sanitation services, policy formulation of wetlands
National Forestry Authority (NFA)	Managing central forest reserves and issues permit for the pipeline corridor in Taala CFR; inputs on valuation of trees and forests
National Environmental Management Authority (NEMA),	Approval of ESIA., managing and issuing permits for pipeline corridor through wetlands, monitors environment impacts
Department of Museums, Monuments and Antiquities	Preservation of cultural heritage assets, advising and ensuring that laws and government policies relating to cultural heritage are adhered to.
Uganda National Roads Authority (UNRA)	Manages national roads and crossing agreement for pipeline corridor
Office of the Prime Minister (OPM)	Coordination and monitoring all Government programs including EACOP
Ministry of Education and Sports (MoES)	Ensuring access to educational services in the resettlement and host communities.
Ministry of Justice and Constitutional Affairs (MoJCA)	Grievance redress, processing letters of administration and issuing guardianship orders.
Administrator General (AG)	Processing letters of administration for estates of the deceased.
Attorney General/ Solicitor General (SG)	Provision of Legal advice/ opinion to Government agencies/ agreements/ treaties.
Ministry of Internal affairs (Police)	Provide security during the RAP process.
Surveyors and Valuers Registration Board (SVRB)	To ensure professional conduct of the surveyors and valuers.
Parliament of Uganda	Legislation, appropriation of the national budget and providing oversight on Government programs.
Resident District Commissioner (RDC)	Monitoring Government programs including EACOP and chairing district security committee.
Chief Administrative Officer (CAO)	CAO is the accounting officer for the district and responsible for convening a family meeting for processing letters of administration.
District Chairpersons (DC)	Political head in the district and mobilises people to participate in programs.
District Technical Team (DTT)	Provides professional/technical advice on matters related to RAP including

Stakeholder Groups	Role
	survey, physical planning, agriculture, community development, health. Provides extension services.
District Councillors	Representing the views of their constituents including PAPs in the district council and mobilisation of people to participate in programs
District Land Board	Provide district compensation rates and approval of applications for land titles for customary land.
Sub-county technical staff (Sub-county chiefs, CDOs, Health Assistants and Parish Chiefs)	Provide extension services.
LCIII Council (LCIII Chairpersons/ Mayors and Councillors)	Represent the views of their constituents & mobilisation of people to participate in programs.
Sub-county Area Land Boards	Settling land disputes/ grievance redress and approving applications for land titles for customary land.
Local Council One (LC1) and Village Chairpersons	Community mobilisation, verification of PAPs and grievance redress.
Civil Society/Non-Governmental Organizations	Sensitising the community members on their rights, advocacy and activism.
Cultural Institutions (the Buganda Kingdom, (Sebawali of Sembabule), Kamuswaga of Kooki and Bunyoro – Kitara kingdom)	Ensuring cultural sites are protected and mobilising subjects to participate in the program.
Media (Local radio stations - Bambule FM, Spice FM, Buddu FM and Bukedde FM) and newspapers	Shaping public opinion and dissemination of information.
Commercial Banks	Provide banking services and financial literacy for the PAPs.
Project funders / international lenders	Provide funding for the EACOP project and require compliance with IFC Performance Standards.

12.5 PREVIOUS STAKEHOLDER ENGAGEMENT DURING RAP PLANNING

Previous stakeholder engagement activities undertaken during the RAP planning phase have included engagements with: national government ministries and agencies; district, and sub-county stakeholders; village and local stakeholders; affected communities; and NGOs. These engagements are described below.

12.5.1 Sensitization of Government Ministry Department and Agencies

The project kick-off meeting attended by Government agencies including MEMD, MLHUD, PAU, UNOC etc served as first stakeholder engagement meeting where the approach, methodologies and processes of RAP planning were agreed on. Further to this, Government Ministries, Departments and Agencies whose mandates relate to land acquisition were also sensitized and mobilised. These included the Ministry of Water and Environment, National Environment Management Authority, National Forestry Authority, Ministry of Lands, Housing and Urban Development, Administrator General Office and Uganda Police.

12.5.2 Sensitization Meetings for District, Sub-county and Village Stakeholders

Sensitization meetings were conducted for district, sub-county and village stakeholders. The purpose of these meetings was to create awareness among the stakeholders about EACOP and the RAP process. Participants at district and sub-county levels included technical staff,

political leaders, representative of civil society and religious leaders. At the village level, community members and local leaders were sensitised. A total of 48,700 persons attended the meetings, including 17,806 women. Table 12-4 shows participation in stakeholder engagements.

Table 12-4 Summary of Participation in Previous Stakeholder Engagements during RAP Planning

Activity:	No. of meetings:	Male	Female	Total
District and Community Stakeholder Engagements	Across 10 Districts	20,714	10,329	31,043
Stakeholder Engagement during Livelihood Engagements	Across 10 Districts	471	238	709
Stakeholder Engagement during Daily Interactions (Daily Logs)	Multiple across Districts	133	50	183
Stakeholder Engagement during Signing of Valuation Form	Across 10 Districts	1,197	2,790	3,987
Stakeholder Engagement during Signing of Survey Forms	Across 10 Districts	1,073	2,505	3,578
Stakeholder Engagement during Signing of Socio-Economic Forms	Across 10 Districts	3,244	1,261	4,505
Stakeholder Engagement during NFA Engagements	Across 10 Districts	-	-	1,106
Stakeholder Engagement during NGOs/CBO Engagements	Multiple across Districts	121	49	170
Stakeholder Engagement during Return of Survey Forms ¹	Multiple across Districts	23	6	438
Priority Areas Engagements	Multiple across Priority Areas	621	383	1,004
Stakeholder engagements at JV Offices	Multiple meetings	220	70	290
Engagement during Grievance Handling	Multiple across all Project areas	112	32	144
Engagement during Legal Disputes	Multiple local engagements	49	28	77
Stakeholder Engagement during Boundary Rectification	Multiple engagements	-	-	280
Engagement during Signing of Assessment of Housing	Multiple engagements	-	-	186
Engagement during Cultural Heritage Assessments	Multiple engagements	102	43	145
Engagement during Archaeology Assessments	Multiple engagements	233	21	254
Engagement during Wetlands and River Assessments	Multiple engagements	-	-	589
Engagement for Members of Parliament and Kingdoms	Multiple engagements	10	2	12
Total ²		28,323	17,807	48,700

Note 1: The male and female split was not available for the return of all forms, therefore, totals do not equal the combined total.

Note 2: The male and female totals do not equal the combined total because some events in the table show total number of attendees without a gender split.

12.5.3 Community Sensitization Meetings

Sensitization of community members was undertaken in a transparent manner and meetings were conducted in areas widely accessible. The invitations for the meetings were sent out at least 3 days in advance and were widely publicized by word of mouth and radio announcements to ensure that all the affected persons were informed about the planned meetings. Meetings were video recorded, and a written record of each meeting prepared. Engagements were undertaken in the language(s) relevant for the local area with team members available to provide translation if necessary. The languages included Runyakitara, Luganda and English

Topics covered included overview of EACOP, potential impacts and their mitigations, RAP activities, stakeholder engagement activities, socio-economic survey, cadastral survey, valuation of assets, cut-off dates, eligibility for compensation, grievance redress mechanism and resettlement committees. Question and answer sessions were conducted to enable participants to ask questions or seek clarification. Appendix C shows the questions asked by the PAPs and Project responses given. The figures below show examples of community sensitization meetings.



Figure 12-1 Village Sensitization Meeting in Naanywa, Lavengo District



Figure 12-2 Village Sensitization Meeting in Mpasaana, Kakumiro

12.5.4 Participation in cadastral, assets and socio-economic surveys

Project affected persons were mobilised to participate in cadastral, asset and socio-economic surveys. PAPs were informed about what is involved in the cadastral survey, land and property assessment and household socio-economic survey and the need for them to be present during the exercise. The mobilisation approach was house to house. This is in accordance with principle 4 of GCALA.

12.5.5 Participation Boundary Opening and Formation of Resettlement Committees

Boundary opening involved establishing the actual size, shape and ownership of the land affected by the project. PAPs were sensitised through community meetings and house to house contacts about the activities involved in the boundary opening exercise and their consent was obtained before the exercise commenced.

Resettlement committees were formed during community sensitization meetings on boundary opening. PAPs were sensitised on the roles of the committees (see Section 12.5.10 below),

their composition and qualification of the members. The major role of the committees is to mobilise the PAPs to participate in RAP activities and to participate in resolving grievances. The committees comprise six members: LC1 chairperson, representatives of elderly men, women, youth, as well as representatives from the Sub-county and District.

12.5.6 Key Informant Interviews and Focus Group Discussions

Key informant interviews were used to consult stakeholders on local development priorities, ongoing livelihood interventions as well as potential resettlement sites. Meetings were held with technical officers and political leaders at the district and sub-county levels including Education Officers, Community Development Officers, District Planners, Production Officers and Health Officers. Representatives from the private sector like traders and banks; civil society/ Non-Government Organizations and traditional leaders were also interviewed.

Focus group discussions were used to consult vulnerable PAPs such as the elderly, widows, chronically ill persons, people with disabilities etc. The purpose was to document the existing vulnerable groups, potential adverse impacts and proposals for support.

12.5.7 Stakeholder Engagement for Protected Areas

The pipeline corridor crosses several wetlands, forest reserves, River-banks and land belonging to Government agencies (road and railway reserves, Electricity, water, etc). Stakeholder engagement was conducted for project-affected persons living on or using these protected areas as well as agencies responsible for these areas. PAPs were sensitised about the EACOP project impacts, the RAP process, legal land rights in protected areas and what the project could compensate for. A total of 972 PAPs participated in meetings. Issues raised during the meetings and responses given are included in Appendix B.

12.5.8 Disclosure of General Cut-Off Dates

As described in Section 4.4.1 above, there are 2 cut off dates:

- Individual PAP cut-off date: issued on a rolling basis and is when the socio-economic census and asset inventory for each PAP was completed and he/she signed the assessment form to confirm data recorded on the ground, his/her name, neighbours etc are accurate as at that date. Absentee PAPs, if found, can sign on the date that they are found, which constitutes their individual cut off date.
- General cut-off date: this is when the socio-economic census and asset inventory for the last PAP was completed in a Priority Area (MCPYs 1 to 4 and access roads) or in each District for the pipeline and AGIs. The General Cut-off dates are summarized in Table 4-1. After this date no extra land can be marked out unless it is a sub-division within land already set out as part of the project footprint. This cut off date is also applicable to absentee PAPs regardless of whether their identity or whereabouts are unknown.

PAPs were informed of the general cut-off-dates for their respective districts and were reminded that new developments and/or changes in land ownership would not be eligible for compensation after the cut-off-date. They were advised to continue growing seasonal crops until they receive a notice to vacate. However, this cut-off-date will not hold if the compensation delays for more than a year and re-assessment will have to be done. The draft strip map was displayed during the disclosure of the general cut-off-date.

12.5.9 Cultural institutions

Buganda Kingdom, Bunyoro-Kitara Kingdom and Kooki Kingdom (*obwa Kamuswaga*) were

consulted on cultural heritage issues related to land acquisition and resettlement activities. During the meetings, issues of kingdom land, burial sites, shrines and participation of the kingdom in the RAP process were discussed.

12.5.10 Resettlement Committee Training

Resettlement committees (RC) were formed during community sensitization meetings at the beginning of the RAP process and Terms of Reference (ToR) were established for the committees. Their major role is to mobilise the PAPs to participate in RAP activities and assist in resolving some of the grievances referred to them. A total of 171 RCs were formed. The Committees comprise of a minimum of six members: LC1 chairperson, representatives of elderly men, women, youth as well as representatives from the Sub-county and District, with co-option of additional members when needs arise. After the formation of the Committees, they were trained in their roles, which are to:

1. Mobilize project affected persons to enhance participation;
2. Participate in resolution of grievances;
3. Identify and suggest mechanisms for resolving complaints;
4. Receive complaints from project-affected persons;
5. Maintain details of complaints and responses that will be forwarded to CLOs; and
6. Work with the consultant to verify PAPs.

The roles of the Resettlement Committees and their activities are expected to increase and become more prominent during RAP disclosure and implementation.

12.5.11 Records of Meetings and Reports

Records of meetings and daily field reports were used to capture activities undertaken and emerging issues from meetings with the various Stakeholders. Matters requiring urgent attention were escalated in accordance with the project reporting hierarchy. Meetings were video recorded and uploaded in the database.

12.5.12 Disclosure of Information

Messages were disseminated by word of mouth, through reports and visual materials. Messages in print media were in English, *Runyakitara* and *Luganda* which are the most widely spoken languages in the Project Area. The minority ethnic groups in the project area are able to speak or understand one of the major languages such as the *Banyarwanda* who understand and speak *Luganda* and/or *Runyakitara*.

Broadcast media such as local radio stations were used mainly to announce planned meetings and to ensure that the communities were aware of the on-going process and what was required of them. This mode of communication was considered more effective given that a wider audience was reached simultaneously. Other outdoor media in the form of loudspeakers mounted on motorbikes were used around the villages to make announcements and mobilize PAPs for meetings.

Other forms of communication such as telephone messages and emails were used to communicate to literate stakeholders about RAP activities. The targeted stakeholders were local leaders, civil society, line ministries and agencies and project staff. Information disseminated to PAPs and other stakeholders was presented in various forms such as posters,

project briefs and reports.

12.5.13 Previous Stakeholder Engagement During the ESIA

In addition to the previous stakeholder engagements during RAP Planning, engagement with stakeholders regarding land issues also took place via ESIA public consultations and stakeholder engagements. Further information on the ESIA stakeholder engagement activities undertaken is available in the ESIA reports.

12.6 STAKEHOLDER ENGAGEMENT APPROACH AND METHODS

Stakeholder engagement is an on-going process throughout the RAP process. It involves two main phases:

- Phase 1 covered the preparation of the RAP. As described in Section 12.5 above, It focused on creating awareness of the project and RAP process; mobilisation of all stakeholders (including PAPs, PAHs, PACs, neighbours, local government) to participate in RAP planning activities such as cadastral surveys, asset surveys and socioeconomic surveys; a particular focus on engagement with vulnerable persons and groups (described in Chapter 10.9 above) and management of grievances and concerns.
- Phase 2 will cover RAP disclosure and implementation of the RAP. It will focus on disclosing the RAP document, land and property compensation packages, livelihood restoration, management of grievances and concerns and RAP implementation progress monitoring.

Phase 1 involved three major stages: Stage 1 covered engagement during reconnaissance and awareness creation; Stage 2 covered engagements for cadastral survey, asset survey and socio-economic survey; and Stage 3 involved focus group discussions and local resettlement committees. Management of grievances and concerns and engagement with vulnerable persons were integral parts of all stages.

A consultative approach was used in the Phase 1 stakeholder engagement process, involving a two-way sharing of information between the RAP team and stakeholders. Consultations were planned and delivered to enable all interest groups to participate, and Resettlement Committees were formed.

Phase 2 engagements will be tailored to specific groups such as PAPs, PAHs, PACs, vulnerable groups, women, District Resettlement Committees and local leaders. The table below provides a summary of the stakeholder groups and how they will be engaged during RAP implementation.

Table 12-5 Stakeholder Engagement Methods

Target Group	Methods of Engagement
Regulators (PAU, NEMA)	Consultative meetings on regulatory matters, RAP disclosure, periodic reports on the progress of the RAP process, exchange of emails and letters.
Policymakers (MEMD, MWE, MoPED, MWTA, MAAIF, MLHUD, MPs, NFA, CGV)	Sensitization meetings on the RAP process, RAP disclosure, periodic reports to update stakeholders on the progress of RAP implementation and livelihood restoration, exchange of emails and letters.

Local Governments (LCV, RDC, CAO, DPTC, Councils, DLB, LCIII, Sub-county chiefs etc)	RAP disclosure, sensitization meetings on the RAP implementation process and work programme, periodic reports to update the district leaders and courtesy calls. Consultative meetings on livelihood restoration programs.
Utility Agencies (UNRA, URC, NWSC, UETCL, Town Councils)	Consultative meetings on already compensated land and user rights of the shared corridor.
Project Affected Communities/ Households/Persons	<ul style="list-style-type: none"> • RAP disclosure. • Sensitization meetings to create awareness of the RAP implementation process. • Consultative meetings with PAHs on compensation packages. • Focus Group discussions with vulnerable PAPs/PAHs/groups and women. • Family meetings with PAHs over land and property disputes, letters of administration, relocation of graves. • Individual meetings with PAPs (and spouse/other HH members) to disclose compensation packages and notices to vacate. • Communication materials (Posters, radio message, leaflets etc). • Consultative meetings on livelihood restoration.
District Resettlement Committees (local community level)	<ul style="list-style-type: none"> • RAP disclosure. • Progress meetings to update the Resettlement Committee on RAP implementation activities. • Consultative meetings on livelihood restoration. • Consultative meetings on grievances
Vulnerable Persons, Households and Groups	<ul style="list-style-type: none"> • Consultative meetings on the options and packages for compensation including replacement land and houses. • Consultative meetings on livelihood restoration. • Special assistance for vulnerable persons during RAP implementation. • Family meetings on letters of administration, powers of attorney and guardianship orders
Administrator General	Consultative meetings on processing letters of administration
Industry (contractors, suppliers, consultants, commercial banks)	Meetings and memoranda of understandings on specific assignments
Media	Press briefings, newspaper articles, radio programs and adverts, website content
Cultural Institutions	Consultative meetings on cultural and land matters.
Civil Society	Sensitization/ consultative meetings, workshops, letters and exchange of emails.
Directly and indirectly, affected communities	Sensitization meetings, radio talk shows and adverts
Judiciary (Courts of law)	Consultative meetings on grievance redress, letters of administration, guardianships orders and land disputes.

12.6.1 Language of Engagement

Languages used in stakeholder engagements are carefully designed to ensure that everyone can participate in meaningful engagement. The most widely spoken languages in the Project area are English, *Runyakitara* and *Luganda*. Minority groups are able to speak or understand one of the major languages, such as the *Banyarwanda* who understand and speak *Luganda* and/or *Runyakitara*.

Engagement is undertaken through face to face group or individual meetings and discussions, which will also make use of materials in the appropriate language, including: summary guides, reports, and visual materials such as posters and designs of replacement houses. Messages in print media are in English, *Runyakitara* and *Luganda*.

Resettlement related stakeholder engagement teams include members who speak the relevant languages and are familiar with the local cultural context and protocols for engagement.

12.6.2 Community Engagement Materials

Communication materials to support RAP related engagement activities, particularly with community stakeholders, include presentations, storyboards, information summaries and frequently asked questions (FAQs).

EACOP Project communication materials in English, *Runyakitara* and *Luganda* have been extensively used during resettlement engagement activities, including the Project's general presentation flyer, Grievance Management procedure flyer and FAQs booklet.

These engagement materials will be updated on an ongoing basis to cover RAP disclosure, RAP implementation processes, any additional questions identified through analysis of engagement records, review of grievances received, and feedback from the RAP planning and implementation teams, as well as Project Stakeholder Engagement teams.

12.7 RESOURCES AND RESPONSIBILITIES

The EACOP stakeholder engagement team is currently led by the Environment Social and Land Lead. He is responsible for the overall supervision of stakeholder engagement activities. Below him are the Stakeholder Engagement Coordinator and the Land and Grievance coordinator. The Stakeholder Engagement Coordinator focuses on national, government and NGO stakeholders. The Land and Grievance coordinator is responsible for community engagement and has two Community Liaison Officers based at 2 hubs in the project affected Districts.

There are also communication specialists who work with the stakeholder engagement team and assist in the preparation of high quality communications materials which meet project standards and advise on how communications should be undertaken to effectively engage with different stakeholder groups.

It is planned that the project will have during implementation 3 hubs each with a CLO. Their main responsibility is awareness raising through information disclosure, mobilising the community members to participate in RAP implementation activities, supporting resettlement committees and management of grievances. The CLOs also liaise with Local Government technical, elected leaders and village leaders.

12.8 INFORMATION DISCLOSURE

Disclosure involves making information accessible to interested and affected parties and needs to be done in a manner that is understandable to stakeholders. Key information that was and is to be disclosed to stakeholders includes:

- Expected project impacts (including loss of livelihood, physical and economic

displacement, influx migrant workers etc) disclosed to stakeholders through sensitization meetings;

- The amount of land and property affected, disclosed to individual PAPs through strip map displays, with PAP agreement recorded by signing assessment and cadastral survey forms;
- Individual cut-off-dates disclosed to PAPs individually and general cut-off-dates for each district were disclosed through community meetings;
- Compensation packages including cash compensation, in-kind compensation and transitional assistance will be disclosed to PAPs individually and their agreement obtained through signing a consent form;
- The Final RAP will be disclosed on the Project website and a non-technical summary will be disclosed to stakeholders through meetings see further details below in Section 12.8);
- A Livelihood Restoration Plan forms part of the RAP and will be disclosed on the Project website and to PAPs through community meetings;
- Designs and details of replacement housing options will be discussed with PAPs through individual household meetings;
- Dates for vacating land will be disclosed to individual PAPs by issuing a notice to vacate the acquired land.

12.9 RAP DISCLOSURE

International investors require that the Project's RAP is publicly disclosed. This RAP will be provided to MEMD for approval and shared with the CGV. The approved RAP will then be disclosed publicly for a 120-day period.

Key points from the RAP will be summarized and translated into *Runyakitara* and *Luganda*. A summary poster will be displayed at key meeting points at the local level (e.g. regional, district and village offices). Translation into other languages will be considered where required for informed consultation and participation.

The Executive Summary and a simplified version of the updated entitlements framework will be translated into *Runyakitara* and *Luganda*. This document will be made available in each Project affected district. Translation into other languages will be considered where required for informed consultation and participation.

Copies of the full RAP (in English) will be available at the EACOP Project head office in Kampala, and on the Project website.

Additional RAP disclosure materials will be developed to support RAP disclosure to affected households and communities.

12.10 MONITORING AND REPORTING

Monitoring of stakeholder engagement is important for ensuring that engagement and consultation efforts are effective and that stakeholders have been meaningfully involved throughout the process.

During RAP implementation, stakeholder engagement teams will provide feedback to the Project Stakeholder Engagement Manager on a daily basis. Daily reporting will include details of consultations undertaken, concerns raised, requests made, concerns resolved, potential

risks, grievances or opportunities identified.

Key performance indicators being used for monitoring stakeholder engagement activities include:

- Number of districts meetings conducted;
- Number of village meetings conducted;
- Number of PAPs engaged;
- Number Resettlement Committee meetings attended;
- Number of grievances recorded, open and closed;
- Turnaround time for closing grievances;
- Number of issues/concerns responded to;
- Number vulnerable PAPs engaged.

12.10.1 Record Keeping

A Project stakeholder database is the repository for stakeholder engagement data, materials and records of engagement undertaken by the Project team and contractors. This will be managed by the EACOP stakeholder engagement team, and additional RAP implementation team members will also input data into the database.