

REPUBLIC OF RWANDA



MINISTRY OF INFRASTRUCTURE

**Accelerating Sustainable and Clean Energy Access Transformation
Project (ASCENT)
(P180575)**



DRAFT STAKEHOLDER ENGAGEMENT PLAN (SEP)



Kigali, October 2023

Table of Contents

1. INTRODUCTION AND PROJECT DESCRIPTION	4
1.1. Project Background	4
1.2. Project Implementation Arrangements	8
2. SUMMARY OF PREVIOUS STAKEHOLDER ENGAGEMENT ACTIVITIES	9
2.1. Challenges and lessons learnt from EAQIP	16
3. STAKEHOLDER IDENTIFICATION AND ANALYSIS	19
3.1. ASCENT implementing institutions	19
3.2. Project-affected Parties	20
3.3. Other Interested Parties	21
3.4. Disadvantaged / vulnerable individuals or groups	22
3.5. Analysis of ASCENT stakeholders	22
3.6. Summary of Project Stakeholder Needs	27
4. STAKEHOLDERS' ENGAGEMENT PROGRAM	43
4.1. Purpose and timing of stakeholders' engagement program	43
4.2. Proposed strategy for information disclosure	45
4.3. Proposed strategy for public consultation	48
4.4. Proposed strategy to incorporate the views of vulnerable groups	55
5. RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT ACTIVITIES	57
6. GRIEVANCE MECHANISM	61
6.1. Project-Specific GRM Description	61
6.2. Objective of Grievance Redress Mechanism (GRM)	62
6.4. Grievance channel for gender-based violence (GBV)	69
6.5. Worker's based GRM	70
7. MONITORING AND REPORTING	70
7.1. Involvement of stakeholders in monitoring activities	70
7.2. Indicative data to be collected	71
7.3. Reporting	72
7.4. Record-keeping	73

List of Annexes

Appendix 1: Attendance list for consultation meetings.....	i
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List of Figures

Figure 1: Map of the project intervention area at district level.....	5
Figure 2: Overview of Institutional and Implementation Arrangements.....	8
Figure 3: ASCENT SEP implementation arrangement	58

List of Tables

Table 1: Proposed Components/Sub-components and Corresponding Costs.....	8
Table 2: Public Consultation dates and venues.....	9
Table 3: Analysis of Identified stakeholders for ASCENT based on their interest or influence on the project...	23
Table 4: Project Stakeholders Needs.....	28
Table 5: Information Disclosure Strategy for the ASCENT	46
Table 6: Stakeholder engagement procedure in compliance with ESS10 based on the ASCENT.	48
Table 7: Stakeholder engagement plan for the ASCENT Project.....	51
Table 8: Estimated cost to implement Stakeholders Engagement Plan	58
Table 9: Grievance Redress Process for the implementation of ASCENT	65
Table 10: GRC composition	66

List of Acronyms

AIIB	: Asian Infrastructure Investment Bank
AP	: Aggrieved Party
ASCENT	: Accelerating Sustainable and Clean Energy Access Transformation Project
BRD	: Banque Rwandaise de Development (Development Bank of Rwanda)
EDCL	: Energy Development Corporation Limited
ESHS	: Environment, Social, Health, and Safety
ESIA	: Environmental and Social Impact Assessment
ESMF	: Environmental and Social Management Framework
ESMP	: Environmental and Social Management Plan
ESS	: Environmental and Social Standards
EUCL	: Energy Utility Corporation Limited
GAP	: Gender Action Plan
GBV	: Gender Based Violence
GDP	: Gross Domestic Product
GRC	: Grievance Redress Committee
GRM	: Grievance Redress Mechanism
IUCN	: International Union for Conservation of Nature
MIGEPROF	: Ministry of Gender and Family Promotion
MINEDUC	: Ministry of Education
MINECOFIN	: Ministry of Finance and Economic Planning
MININFRA	: Ministry of Infrastructure
NCC	: National Commission for Children
NGO	: Non-Government Organization
NLA	: National Land Authority
NWC	: National Women Council
NST	: National Strategy for Transformation
NYC	: National Youth Council
PCU	: Project Coordination Unit
PIU	: Project Implementation Unit
PSF	: Private Sector Federation
RAP	: Resettlement Action Plan
RDB	: Rwanda Development Board
REG	: Rwanda Energy Group
REMA	: Rwanda Environment Management Authority
SEP	: Stakeholder Engagement Plan
SM	: Site Manager
WB	: World Bank

1. INTRODUCTION AND PROJECT DESCRIPTION

1.1. Project Background

Energy is the backbone of the development. The energy sector plays a pivotal role in supporting socio-economic transformation and has an inherently systemic link to the growth of other sectors of the economy. Electrification contributes to the abatement of environmental pollution through the reduction of firewood, generator fossil fuel and kerosene lamp usage. Energy sector act as a boost to the development of other sectors. To this effect, one of the objectives of the First National Transformation Strategy (NST1) is to scale up electricity generation and improve quality, affordability and reliability. Generation plans would be informed by medium and long-term projections and analysis of supply and demand. Long-term generation plans would include identification of least cost sources of energy generation with the objective of ensuring a cost-reflective and competitive tariff. A pro-active strategy would be developed to attract industries for economic growth and to ensure that they are supplied with available, reliable and affordable electricity. Key sectors to increase demand include mining, manufacturing, ICT and commercial premises. Quality of electricity will be improved by continuing investments in network upgrading and strengthening as well as investing in loss reduction. Priority will be given to productive use connections such as trading centres, industrial zones, and other socio-economic facilities such as schools and health facilities.

From the forgoing, the Government of Rwanda is designing the Accelerating Sustainable and Clean Energy Access Transformation Project (ASCENT) to enhance the electricity supply, improving grid reliability and operational efficiency, advancing off-grid energy and clean cooking solutions, among others. The proposed ASCENT is a large energy sector investment financing project to support the Government of Rwanda's energy access objectives to achieve energy sector targets. The project would have a total volume of an estimated US\$ 400 million. The total IDA investment would be US\$ 300 million and US\$ 100 million investment from AIIB, spread across four components of i) increasing access to grid electricity, ii) enhancing the efficiency of electricity service, iii) increasing access to off-grid electricity and clean cooking solutions, and iv) institutional capacity building, technical assistance and implementation support for energy access acceleration.

The grid-related and technical assistance components will be implemented by the Energy Access and Quality Improvement Project (EAQIP) Project Coordination Unit (PCU) in Energy Development Corporation Limited (EDCL), which is the continuity of Energy Access Roll out Program (EARP) that has

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ASCENT Rwanda will aim at assisting Rwanda in achieving universal electricity access ahead of 2030 and significantly scale up access to clean cooking technologies and fuels. Rwanda has been one of the fastest electrifying countries in the world, raising its electrification rate from single digits to 61 percent (as of 2021) in twelve years. Rwanda has established a comprehensive framework for electricity access, which supports both grid and off-grid electrification, as well as clean cooking, leverages public and private resources, and has well-designed pro-poor financing mechanisms in place. Rwanda's current electrification pace would allow it to achieve universal electricity access before 2030, but this outcome is conditioned on its ability to mobilize sufficient financing, especially as the last mile electrification will require reaching the most remote and the poorest households. It is estimated that about \$1 billion are needed to achieve universal electricity access in Rwanda, following least-cost electrification plan. ASCENT Rwanda would aim to mobilize at least a third of this amount under the proposed ASCENT MPA Phase and help the Governments of Rwanda to mobilize additional funding from development partners, the private sector and climate funding over the coming years.

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WBG & AIIB (joint co-financing) will fund activities in 27 districts of 4 provinces of Rwanda namely Gicumbi, Musanze, Rulindo, Burera and Gakenke of Northern province and Ngororero, Nyabihu, Rubavu, Karongi, Rusizi, Rutsiro, Nyamasheke districts of Western province, Muhanga, Nyanza, Ruhango, Gisagara, Huye, Nyaruguru, Nyamagabe and Kamonyi Districts of Southern province and, Bugesera, Rwamagana, Kayanza, Ngoma, Kirehe, Gatsibo and Nyagatare of Eastern provinces of Rwanda. All 27 Districts composing the four provinces of Rwanda—namely South, North, East and West provinces—will be covered by this project to meet the Energy Sector targets.

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Figure 1: Map of the project intervention area at district level

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Electrification Plan supported by the World Bank's Programmatic ASA Analyses to Improve Energy Access and Operational and Financial Performance of Energy Services Delivery in Rwanda.

Component 2: Enhancing the Efficiency of Electricity Service (US\$ 44 million IDA; US\$ 15 million AfDB):

The component will support investments towards improving grid stability and reliability to enable Rwanda to accelerate the access program with reliability and efficiency. A long-list of sub-projects has been identified, consisting of construction and rehabilitation of sub-stations, and refurbishment and rehabilitation of selected Medium-voltage and low-voltage network. These investments will aim to increase efficiency and reliability of electricity supply in targeted areas. The final scope will be determined by appraisal.

Component 3: Increasing Access to Off-Grid Electricity and Clean Cooking Solutions (US\$ 16 million IDA; US\$ 5 million AfDB). This component will support off-grid electrification and clean cooking access through results-based financing (RBF) facilities established under the BRD (Subcomponent 3a and 3b respectively with allocations within sub-components to be determined at appraisal). To support the national universal electrification target and to ensure no one is left behind the essential services, the RBF facilities will be extended also to refugees and displaced people to access RBF partial grants. The component will also support increasing access to clean cooking solutions for public schools (Subcomponent 3c, allocation to be determined at appraisal). The financing of this subcomponent will complement the same subcomponent of the on-going project, which is contributing to reduction of firewood consumption for cooking in public schools in Rwanda through provision of high-efficient biomass cookstoves. This will help the Government expand its clean cooking support to schools beyond the on-going project and the grant-funding from EU. The proposed subcomponent will be implemented by EDCL in close coordination with MINEDUC following the same implementation arrangement under the on-going project. Finally, the component will also finance increasing access to technologies for productive uses of electricity (PUE) (Subcomponent 3d, Funding to be determined at appraisal). This subcomponent will extend the RBF facility to eligible PUE users by providing RBF incentives and partial grants to increase affordability of the PUE technologies.

***Component 4: Technical Assistance and Implementation Support for energy access acceleration
(US\$15 million IDA; US\$5 million AIIB).***

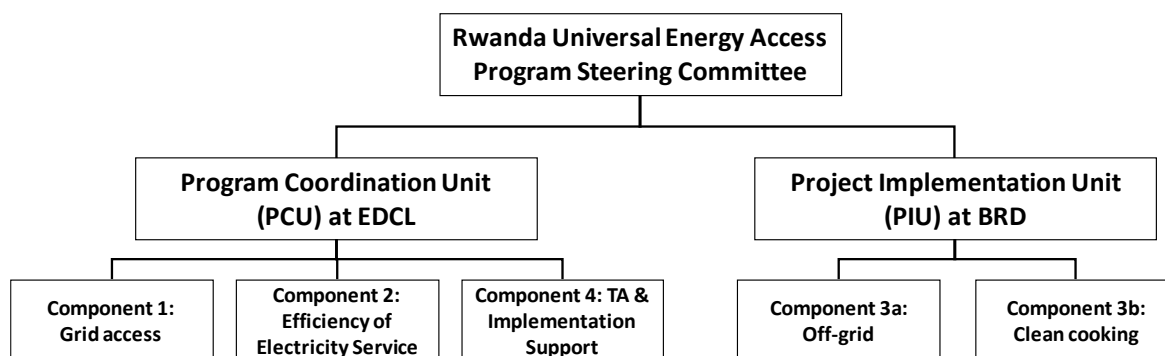
The component will provide the necessary funding for technical assistance, feasibility studies and implementation support. This component will build on a strong institutional framework for energy access expansion that Rwanda has set up through a sector-wide approach, which has established an effective mechanism for mobilization of financing, donor coordination and collaboration across public and private sectors. The proposed ASCENT Rwanda program will strengthen the Platform by providing additional institutional strengthening and technical assistance support, including for strengthening renewable energy expansion, energy efficiency, productive uses applications, including in agriculture sector, and for institutional strengthening.

Table 1: Proposed Components/Sub-components and Corresponding Costs

Development Partner	Financing Commitment	Name of the Project	Project Number/Id.
The World Bank (WB)	300 USD	Accelerating Sustainable and Clean Energy Access Transformation in Rwanda (ASCENT Rwanda)	P180545
Asian Infrastructure Investment Bank (AIIB)	100 USD		
Total	US\$ 400Million USD		

1.2. Project Implementation Arrangements

Figure 2: Overview of Institutional and Implementation Arrangements



2. SUMMARY OF PREVIOUS STAKEHOLDER ENGAGEMENT ACTIVITIES

Initial consultations for ASCENT were conducted internally within the Ministry of Infrastructure and Energy affiliated agencies, especially the Rwanda Energy Group and its 2 subsidiaries, namely EDCL and EUCL, as well as the Ministry of Finance and Economic Planning (MINECOFIN). Throughout 2022 various consultation meetings aimed at identifying energy needs and proposing a framework for fund mobilization were held across departments of these government institutions and REG district branches. These consultations continued throughout 2023 but more specifically on the 3rd, 7th and 8th August 2023, extensive discussions were held between the government of Rwanda and the World Bank to agree on the final framework for ASCENT including:

- Agreeing on the project components
- Establishing timelines for different appraisal requirements

The 7th of August was dedicated to ASCENT safeguards needs, especially ESF documents to be prepared before appraisal. Following this consultative meeting, the safeguards team at EDCL/EAQIP started grassroots stakeholders' consultations across the 27 Districts that will benefit from ASCENT investments. The below table indicates the dates of consultations and venues

Table 2: Public Consultation dates and venues

Dates	District
16 th August, 2023	Gicumbi, Nyamagabe and Rwamagana Districts
17 th August 2023	Nyaruguru, Burera, Rubavu and Kayonza Districts

18 th August 2023	Huye and Nyabihu Districts
21 st August 2023	Gisagara, Ngororero and Ngoma Districts
22 nd August 2023	Nyanza and Rutsiro Districts
23 rd August 2023	Kirehe, Ruhango, Karongi and Nyamasheke Districts
24 th August 2023	Musanze, Muhanga and Nyagatare Districts
25 th August 2023	Kamonyi, Gatsibo, Rulindo and Rusizi Districts
28 th August 2023	Gakenke and Bugesera Districts

Public consultations were conducted in the form of public meetings using existing community approaches such as weekly community meetings held at village level, last Saturday Umuganda/community meeting, akagoroba k'ababyeyi.¹ The safeguards team also used meeting with local authorities, one on one meeting with key informants especially for productive users (e.g., school principals, health care administrators, etc.). Below are tables summarizing the consultations consulted by Province and District.

❖ Northern Province

Dates of consultation	Administrative District name	Participants category	Participants by gender		Total
			Male	Female	
16/08/2023 21/08/2023	GICUMBI	District leaders, Executive secretaries of sectors, Land Managers, leaders of security organs, and business operators in different business centers	73	21	94

¹ Akagoroba k'ababyeyi is an initiative of the Ministry of Gender and Family Promotion that aims at providing parents within a community a forum to discuss problems facing families such GBV, Child Abuse etc

17/08/2023 18/08/2023	BURERA	District leaders (Mayor, V/M Assoc, and DES) Executive secretaries of sectors, Land Managers, School, and Health centre leaders, leaders of security organs, and business operators in different business centers.	45	11	56
24/8/2023	MUSANZE	District leaders (Ag. Mayor, Advisor to the Mayor, DES), Land Managers, and some members of security organs,	21	7	28
25/08/2023	RULINDO	District officials such as Division Manager, Director of One Stop Centre, Sector Land Managers	14	4	18
28/08/2023	GAKENKE	District officials (V/Mayor, OSC Director, and executive secretaries of sectors	24	2	26
Total Stakeholders consulted			177	45	222

2. Eastern Province

Dates of consultation	Administrative District name	Participants category	Participants by gender		Total
			Male	Female	
16/08/2023	Rwamagana	Dir./OSC, EME, District environment officer, EUCL-Rwamagana Branch, SLM, public servants and local community	7	7	14
17-18/08/2023	Kayonza	District authority, Dir./OSC, EME, District environment officer, EUCL-Kayonza Branch, ES/Sector, SLM, Public servants, Faith Based Organizations (i.e., Bethsaida Holly Church), Business operators, schools (GS Ndego II, HOPE Nursery & Primary School) and local community.	28	12	40
18/08/2023, 21/08/2023 & 22/08/2023	Ngoma	District authorities, Dir./OSC, EME, EUCL-Ngoma Branch, ES/Sector, SLMs, public servants and local community	129	133	262

23/08/2023	Kirehe	District authorities, Dir./OSC, EME, EUCL-Kirehe Branch, ES/Sector, SLMs, public servants and local community	49	41	90
24-25/08/2023	Gatsibo	District authorities, EME, EUCL-Gatsibo Branch, ESs/Sector, SLMs, public servants, business operators and local community	72	16	88
24-25/08/2023	Nyagatare	District authorities, Dir./OSC, EME, EUCL-Nyagatare Branch, ESs/Sectors, SLMs, public servants, business operators and local community	27	7	34
28/08/2023	Bugesera	District authorities, EME, EUCL-Bugesera Branch, ESs/Sectors, SLMs, public servants, business operators and local community	22	39	61
Total Stakeholders consulted			334	255	589

3. Sothern Province

Dates of consultation	Administrative District name	Participants category	Participants by gender		Total
			Male	Female	
16/08/2023	Nyamagabe	District authorities, EME, EUCL Branch, ESs/Sector, SLMs, public servants, business operators and local community	20	11	31
17/08/2023	Nyaruguru	District authorities, EME, EUCL Branch, ESs/Sector, SLMs, public servants, business operators and local community	9	8	17
18/08/2023	Huye	District authorities, EME, EUCL Branch, ESs/Sector, SLMs, public servants, business operators and local community	25	7	32
21/08/2023	Gisagara	District authorities, EME, EUCL Branch, ESs/Sector, SLMs, public servants, business operators and local community	37	8	45

22/08/2023	Nyanza	District authorities, EME, EUCL Branch, ESs/Sector, SLMs, public servants, business operators and local community	22	12	34
23/08/2023	Ruhango	District authorities, EME, EUCL Branch, ESs/Sector, SLMs, business operators and local community	16	5	21
24/08/2023	Muhanga	District authorities, EME, EUCL Branch, ESs/Sector, SLMs, public servants, business operators and local community	5	4	9
25/08/2023	Kamonyi	District authorities, EME, EUCL Branch, ESs/Sector, SLMs, public servants, business operators and local community	15	9	24
Total Stakeholders consulted			149	64	213

4. Western Province

Dates of consultation	Administrative District name	Participants category	Participants by gender		Total
			Male	Female	
17/08/2023	Rubavu	District authorities, EME, REG Branch, ESs/Sector, SLMs, business operators and local community	10	18	28
18/08/2023	Nyabihu	District authorities, EME, REG Branch, ESs/Sector, SLMs, business operators and local community	15	4	19
21/08/2023	Ngororero	District authorities, EME, REG Branch, ESs/Sector, SLMs, business operators and local community	28	4	32
22/08/2023	Rutsiro	District authorities, EME, REG Branch, ESs/Sector, SLMs, business operators and local community	35	49	84
23/08/2023	Karongi	District authorities, EME, REG Branch, ESs/Sector, SLMs, business operators and local community	43	17	60
23/08/2023	Nyamasheke	District authorities, EME, REG Branch, ESs/Sector, SLMs, business operators and local community	13	4	17
25/08/2023	Rusizi	District authorities, EME, REG	8	3	11

	Branch, ESs/Sector, SLMs, business operators and local community			
Total Stakeholders consulted		152	99	251



Consultation with stakeholders including Local authorities, productive users, and local communities.

❖ **Key comments and concerns that were raised during the Public Consultation activities.**

Discussed Topics	Concern/question raised by stakeholders	Response provided by safeguards
The importance of the project	Will ASCENT provide access to electricity to the citizens and will it help to reduce the load in the	

Discussed Topics	Concern/question raised by stakeholders	Response provided by safeguards
	nearby centers and building?	
Benefit of the project for productive users	Will productive users such small factories that currently use generators be connected? Will school and health centers without electricity be connected?	
Environmental standards	The importance of adhering to the environmental standards for construction and operation and maintenance.	The safeguards team from REG-EDCL confirmed to the authorities and local communities that national and international standards will be applied by the implementing agencies, and the project is implemented with modern technologies to achieve the desired benefits from the project.
RoW	The communities as well as authorities inquired about the right of way for ASCENT.	According to guidelines n°01/GL/EL-EWS/RURA/2015 Right of Way: strip of land set aside for a safety corridor distance between the power line and nearby structures and vegetation and which is used by the Licensee to construct, maintain or repair a power line. Right of way is the legal right, established by grant from a landowner or long usage (i.e., by prescription), to pass along a specific route through property belonging to another. A similar right of access also exists on land held by a government, lands that are typically called public land, state land, or Crown land. When one person owns a piece of land that is bordered on all sides by lands owned by others, an easement may exist or might be created so as to initiate a right of way through the bordering land. For ASCENT the RoW varies depending on the type of line: it will be 12 meters for MV lines, 25 meters for 110kv transmission lines and 30 meters for 220kv transmission lines.
	Are we allowed to plant any types of trees later in the RoW?	yes, if their height does not exceed 3 m and the PAP will be compensated for lost assets under the lines plus an additional 5% of the total The PAP will also benefit from advisory services from the District's agriculture directorate on sustainable agriculture and be provided with seedlings

Discussed Topics	Concern/question raised by stakeholders	Response provided by safeguards
		that suits the nature of his soil and can yield more produces as a livelihood restoration assistance.
Impact of the project on land	Will there be permanent land loss?	For transmission lines there might be land loss for some people. They will be properly compensated before any activities are implemented on their lands. There might be limited physical displacement. In this case, the household will be compensated properly before and given 120days to find a new location. Tenants will be given 120 days to find a new place. During this period they will not be paying rent as the houses will now be the property of the government and not their former landlords/landladies.
	In case there no land acquisition, who will be responsible for returning the land to its original state?	The implementing company or construction contractor is responsible for returning the land to its original condition after the completion of the construction works. EDCL/EUCL-REG will monitor compliance of this by contractors.
Compensation	Who is responsible for estimating compensatory values? In addition, how this will be done?	EDCL/EUCL-REG will consult with you prior to the implementation of the prices in order to make sure that the prices are fair and based on the real market price.
		Landowners are notified before construction work began a period sufficient; so that they can collect the crop, REG-EDCL/EUCL also pays the value of the land as a compensatory value.
Grievance Redress Mechanism	What if I observe that the proposed/calculated compensation is unfair?	cost, we don't want to do harm to the community. The Social safeguards Specialists will be responsible for handling the grievances along with the Site Project Manager or coordinator as well as conducting awareness raising activities among PAPs to inform them about the grievance mechanism.

2.1. Challenges and lessons learnt from EAQIP

EDCL is currently implementing the Energy Access and Quality Improvement Project (EAQIP) since March 2021. Since the project is still ongoing, not all challenges and lessons have been identified but a few lessons learned from the stakeholder engagement under EAQIP can already be highlighted and inspire ASCENT. Most challenges were related to management of claims (all forms of claims from workers, community, project affected persons-PAPs, etc.) as summarized in following paragraphs. It is important to highlight that all these challenges were noted at the beginning of the project implementation and are being mitigated accordingly.

Challenges

Despite the successful completion of first project activities and the important contribution of different stakeholders, a few challenges were noticed throughout implementation:

Challenges on component 1: Increasing access to grid electricity

- In the beginning of the implementation of the project, the active project stakeholders were not as diverse as they could have been. Project stakeholders were not well identified thus the only stakeholders that were active consisted mainly of government agencies, contractors, and local communities. NGOs and others civil society organizations were absent in the project.
- Still in the beginning of the implementation, there were limited records of stakeholder's engagement activities, the project implementers held various meetings and workshops both projects. Nevertheless, some of them were not recorded and archived as it should be for future uses.
- Some meetings were not held at project sites which obliged local communities to walk relatively long distances to attend and ultimately prevented a substantial number of them from participating.
- Site mobilization and awareness for the PAPs to be aware of all the requirements for compensation and avail them on time.
- No specific budget had been set aside for stakeholders' engagement;

Challenges under component 3: Increasing access to off-grid electricity and clean cooking solutions

- Public awareness activities that were carried out didn't give much consideration clarifying to targeted end beneficiaries that improved stoves provided for free are not part of the project scheme to mitigate current public confusion on end beneficiaries' contribution per Ubudehe category to acquire clean cooking stoves (Biomass stoves);
- Project stakeholders (i.e., stove users and stove companies mostly) were not fully aware of available channels to submit their complaints associated to the project activities (e.g., after sale service problems, claims issues with EDCL, etc.). This affected negatively project stakeholders and was anticipated to cause a reputational risk to the Bank;
- Companies' inadequate skills in designing appropriate and efficient improved cooking stoves was another challenge that was identified through monitoring visits and the need of a technical training was evident to improve designing skills and promote standard compliance.
- Lack of budget for the operationalization of GRC which made them idle.

Lessons learnt

Going forward, ASCENT will build on lessons learnt from previous phases to improve stakeholders' participation. Following lessons will be particularly useful:

- The fact that a SEP has been designed, project potential stakeholders have been identified which will ease communication and engagement.
- The project will maintain a stakeholder's registry to be able to constantly engage them depending on their areas of expertise and to give the room to voice their opinions.
- Meetings with the various stakeholders will be appropriately recorded.
- Stakeholder meetings must foster open and intensive discussions and involve a wide range of participants, at various levels, as well as the public and media.
- Stakeholder consultation must be frequently updated and use a variety of formats that can be accessible to everyone.
- The project will consider methods that don't require participants to travel. Most

- of meetings will be held at project site or at the District/Sector where the project activities will be implemented for facilitation of the participants (stakeholders);
- The use of media will be strengthened specifically the Local or community Radio and other means of social mobilization especially for improving the timely compensation of the assets of the project affected people.
 - The operationalization budget for the GRM will be a tool to make them more active and to keep them engaged in project activities.
 - Digital technologies such as GEMS will be introduced as a tool that will enable the project not only collect real time information from the field but to keep track on complaints from PAPs or other stakeholders.

3. STAKEHOLDER IDENTIFICATION AND ANALYSIS

Project stakeholders are defined as individuals, groups or other entities who: (i) are impacted or likely to be impacted directly or indirectly, positively or adversely, by the Project (also known as ‘project-affected parties’) these include vulnerable groups within the project intervention areas; and (ii) other stakeholders that may have an interest in the Project (‘other interested parties’) ;. They include individuals or groups whose interests may be affected by the Project and who have the potential to influence the Project outcomes in any way.

The stakeholder identification process has found a number of stakeholders with direct or indirect interests in ASCENT, depending on their level of interest, influence or the way they are impacted by the project. For the purposes of effective and tailored engagement, stakeholders of the proposed project(s) can be divided into the following core categories:

3.1. ASCENT implementing institutions

ASCENT implementing agencies are governmental institutions or private financial intermediaries that are on daily basis in charge of preparation and implementation of the project. This category of stakeholders encompasses the leading agencies responsible for overseeing the project activities and

those which provide technical support in the area of their mandate to ensure successful implementation of the ASCENT.

These include:

Implementing institutions

- ❖ Ministry of Finance and Economic Planning (MINECOFIN)
- ❖ The Ministry of Infrastructure (MININFRA)
- ❖ Rwanda Energy Group (REG)
- ❖ Energy Development Corporation Limited (EDCL)
- ❖ Banque Rwandaise de Development/Development Bank of Rwanda (BRD)

Key stakeholders for technical support

- ❖ The Energy Utility Corporation Limited (EUDCL)
- ❖ Rwanda Standards Board
- ❖ Rwanda Environment Management Authority (REMA)
- ❖ Rwanda Development Board (RDB)
- ❖ Etc.

In addition to the central level implementing institutions, local government authorities in the project area especially districts authorities for Gisagara, Huye, Muhanga, Nyamagabe, Nyanza, Nyaruguru, Ruhango, Bugesera, Gatsibo, Kayanza, Ngoma, Kirehe, Nyagatare, Rwamagana, Bugesera Gakenke, Gicumbi, Musanze, Burera, , Rulindo, Karongi, Rutsiro, Ngororero, Nyabihu, Rubavu, Rusizi, Nyamasheke districts will play a key role in the implementation and monitoring on daily basis the project activities. The corresponding REG/EUCL Branch Managers will also play a crucial role in terms of monitoring and quality assurance and later on in maintenance.

3.2. Project-affected Parties

This comprises persons, groups and other entities that will be directly affected positively or negatively by the project. This group includes people who will lose land or access to land and any other identified assets or resources and livelihood or income due to project activities. This group is the core target audience for consultation and will be directly affected by the project implementation or/and

outcomes. While a big part of the community in the ASCENT intervention will greatly benefit from the said interventions, there are few people who will lose land or be impacted by physical displacement. These groups of directly affected parties and others groups or entities within the project area that think they may be potentially affected or influenced by the project and/or have been identified as most susceptible to change associated with the project, will need to be closely engaged in identifying impacts and their significance, as well as in decision-making on mitigation and management measures.

3.3. Other Interested Parties

These are key entities including Government ministries, NGOs and Civil society Organizations, Private Sector, Research and Academic Institutions that have direct or indirect interests and influence on ASCENT and need to be engaged in the project preparation and implementation.

These will include, but are not be limited to, the following:

- ❖ Ministry of Local Government (MINALOC);
- ❖ Ministry of Education
- ❖ National Land Authority (NLA);
- ❖ Gender Monitoring Office (GMO);
- ❖ Local NGOs and Civil Society Organizations
- ❖ Local Administrative Entities Development Agency (LODA),
- ❖ Rwanda Governance Board (RGB),
- ❖ Ministry of Public Service and Labour (MIFOTRA),
- ❖ Rwanda Civil Society Platform,
- ❖ Ministry Gender and Family Promotion (MIGEPROF),
- ❖ Academia and Research Institutions
- ❖ National Council of Persons with Disabilities
- ❖ National Commission for Children
- ❖ Faith Based Organizations
- ❖ Media High Council
- ❖ Etc.

3.4. Disadvantaged / vulnerable individuals or groups

The WB ESS 10 defines vulnerable or disadvantaged groups as those who may be more likely to be adversely affected by the project impacts and/or are more limited than others in their ability to take advantage of a project's benefits. Such an individual/group is also more likely to be excluded from/unable to fully participate in the mainstream consultation process and as such may require specific measures and/or assistance to do so. This will take into account considerations relating to age, including the elderly and minors, and including in circumstances where they may be separated from their family, the community or other individuals upon which they depend.

The vulnerable individuals/groups for this project may include for example: poor female headed households, children headed households, people with physical or mental disabilities, elderly people, chronically ill, etc. and any other groups that may be identified during social economic surveys and consultations during the preparation of Resettlement Action Plans (RAPs) and Environmental and Social Impact Assessment (ESIA). Engagement with the vulnerable groups and individuals often requires the application of bespoke measures and assistance aimed at the facilitating of their participation in the project-related decision making so that their awareness of and participation in the process are commensurate to those of the other stakeholders.

3.5. Analysis of ASCENT stakeholders

Table 2 features details of roles of identified stakeholders based on interest or influence in the ASCENT project, with MININFRA as the lead and brief descriptions of the involvement of implementing partners, agencies providing institutional technical support. The table also features affected parties including vulnerable groups, other interested parties and development partners.

Table 3: Analysis of Identified stakeholders for ASCENT based on their interest or influence on the project

No	Stakeholder	Involvement in the project	Interest	Influence
I. Project-Affected Parties (PAPs)				
1	Project affected people here refers to those who will be directly affected by the project. This group includes people who will lose land through involuntary resettlement, those who will temporarily lose access to land, properties (crops and trees) due to project activities, schools benefiting from clean cooking technologies, for example: users of the land, beneficiaries of the productive users, directors and principals of the schools, etc.	PAPs will need to be closely engaged throughout the project lifecycle in identifying impacts and their significance, as well as in decision-making on mitigation and management measures.	High	High
2	Local Community	The local community needs to be involved during the whole project lifecycle in order to create awareness of the community about the project and ensure they maximize the benefits from the project. Involvement of local community will also help to mitigate negative impacts of the project on them and ensure the project sustainability.	High	High
3.	Vulnerable and disadvantaged groups: female/single parent	These groups will be consulted during the design and implementation of project activities so as to have their views on	High	High

No	Stakeholder	Involvement in the project	Interest	Influence
	headed households, people with physical and mental disabilities, elders, children headed households, chronically ill etc.	how the project and proposed mitigation measures can address their concerns as well as enhance their benefits from the project.		
II. Implementing agencies				
4	Ministry of Environment Infrastructure	MININFRA will lead in the overall coordination, management and monitoring the project preparation activities.	High	High
5	EDCL	EDCL as the development subsidy of REG holding will lead the preparation and implementation of components 1,2 and 4 and closely oversee and monitor component 3.	High	High
6	BRD	BRD will implement component 3 as a Financial Intermediary	High	High
7	REG	REG holding will lead the planning and execution of the project.	High	High
8	EUCL	EUCL as utility subsidy of REG holding which will also benefit from component 2, will provide technical support and knowledge during the planning, design and execution of the project	High	High
III. Other key stakeholders				
12	Local Government Authorities	<p>Local authorities will:</p> <ul style="list-style-type: none"> ➤ Review and sign off of all documentation (e.g. PAPs files for compensation, grievance forms, consultation plans); ➤ Participate in the different consultation meetings that will be held. ➤ Participate in the census activities for the PAPs affected assets. ➤ Compensation of PAPs assets using Government funds. ➤ Follow up and participate in resolving issues raised within the elected Grievance committees. ➤ Inform and engaging citizens, 	High	High

No	Stakeholder	Involvement in the project	Interest	Influence
		<ul style="list-style-type: none"> ➤ Ensure availability of district officers ➤ Ensure that the public is fully involved and consulted in the ESIA process. 		
13	MINECOFIN	<p>It will:</p> <ul style="list-style-type: none"> ● Lead financial negotiation with World Bank; ● Disburse the funds to EDCL. ● Provide funds for compensation 	High	High
18	NLA	<p>NLA through its department of land administration and mapping is the organ responsible for overall management and coordination of all activities related to land administration, land use planning and management in Rwanda.</p> <ul style="list-style-type: none"> ➤ The role of NLA in RAP process is to advise on matters related to land ownership and expropriation. ➤ District land bureau in close collaboration with project staff will check and approve surveys, various maps and approve land surveys carried out during valuation exercise. 	Moderate	Moderate
20	NGOs and CSOs	Being the voice of the local community, local NGOs and CSOs will help in mobilization awareness raising of the community. They will also be involved in providing useful information on project impacts during the preparation of E&S instruments.	Moderate	Moderate
21	REMA and RDB	REMA will provide oversight and conduct site inspection on the implementation and application of the ESIA while RDB which holds the One Stop Center for ESIA will review and approve the ESIA's.	Moderate	High
22	Institute of Real Property Valuers (IRPV)	<ul style="list-style-type: none"> ➤ Proposes regulations, guidelines and standards for valuation 	Moderate	Moderate

No	Stakeholder	Involvement in the project	Interest	Influence
		<p>while the function of approval lies with the District Council.</p> <ul style="list-style-type: none"> ➤ Plays an arbitration role for any PAP likely to be dissatisfied with a real property valuation. ➤ Selection of other certified Valuer who shall decide other 		
24	Media	The media will play key role in disclosure and dissemination of information related to the project. The media will also help in community awareness and mobilization.	Moderate	High
25	Academic and research institutions IUCN,	The project will need to closely engage academic and research institutions for evidence based monitoring and evaluation of the project impact vis a vis its objectives.	High	Moderate
26	Private Sector Federation (PSF)	The project will need to work with members of the PSF to implement some activities as contractors of suppliers	High	Moderate
27	World Bank and AIIB	The implementation of ASCENT will be financed by different development partners including the World Bank and AIIB. The development partners will monitor efficient use of the project funds. They will also provide technical support for successful implementation of the project.	High	High

3.6. Summary of Project Stakeholder Needs

For the time being, consultations were conducted with project affected people and other stakeholders on during the preparation of ESF instruments (ESMF, RPF, SEP, LMP, SEP and GAP). Even though informative in terms of stakeholder needs, they were not extensive enough. Therefore, more accurate and detailed information on the characteristics of project-affected people on all components are not available yet. These will be determined through socio economic surveys that will be conducted as part of the preparation of site-specific studies such as RAPs, ESIA, ESMPs, and contractors' ESMPs. Consequently, the SEP will be updated accordingly during implementation as needs arise.

Table 4: Project Stakeholders Needs

i. Eastern Province

Dates	Community			Stakeholder group or Consulted person and Position	Key characteristics	Language needs	Preferred notification means (e-mail, phone, radio, letter)	Specific needs by stakeholders
	District	Sector	Cell					
16/08/2023	Rwamagana	Kigabiro	Cyanya	Dir./OSC, EME, District environment officer, EUCL-Rwamagana Branch, SLM, public servants and local community	Among 14 consulted stakeholders, 7 are females and other 7 are males. Furthermore, Around 350 member of the local communities attended public meetings.	Kinyarwanda	e-mail, letter, phone, face-to-face discussions	<ul style="list-style-type: none"> ➤ Need for electricity in different areas (e.g.: Cyarukamba Cell in Munyiginya Sector,...) ➤ Timely fair compensation for PAPs damaged properties and assets. ➤ Unemployment issues among local residents, the local authority proposes to provide job opportunities to local population during project implementation.
		Munyiginya	Cymbazi					
		Gishari	Bwinsanga					
		Muhazi	Karitutu					
17-18/08/2023	Kayonza	Mukarange	Mburabuturo	District authority, Dir./OSC, EME, District environment officer, EUCL-Kayonza Branch, ES/Sector, SLM, Public servants, Faith Based Organizations	In total, 40 Stakeholders have been consulted, among which 12 are females and 28 are males. Furthermore, Around 370 member of the local communities attended public		e-mail, letter, phone, face-to-face discussions , meeting	<ul style="list-style-type: none"> ➤ Urgent need for electricity to public infrastructures not yet electrified (e.g: Health care facilities, schools, markets, business centers). ➤ damage should be paid on time. ➤ Once the scope and time to start ASCENT Rwanda activities in Kayonza District are known,
		Kabarondo	Cyabajwa					
		Rwinkwavu	Nkondo					
		Ndego	Isangano and Karambi					

Dates	Community			Stakeholder group or Consulted person and Position	Key characteristics	Language needs	Preferred notification means (e-mail, phone, radio, letter)	Specific needs by stakeholders
	District	Sector	Cell					
				(i.e., Bethesda Holly Church), Business operators, schools (GS Ndegò II, HOPE Nursery & Primary School) and local community	meetings.			inform the District as earlier as possible to mobilize residents specifically women to apply for jobs.
18/08 /2023 , 21/08 /2023 & 22/08 /2023	Ngoma	Kibungo	Cyasemakamba	District authority, Dir./OSC, EME, EUCL-Ngoma Branch, ES/Sector, SLMs, public servants and local community	262 stakeholders have been consulted: 133 are females and 129 are males	Kinyarwanda	e-mail, letter, phone, face-to-face discussions , meeting	<ul style="list-style-type: none"> ➤ Referring to the guidance from the Government Authority, areas located at borders with neighbor countries should be given priority during electrification. ➤ In general, there is higher need for electricity to households and productive users like business centers, schools, health care facilities, etc. ➤ Communication of assets/properties valuation
		Rukumberi	Rubona					
		Sake	Rukoma					
		Jarama	Jarama					
		Gashanda	Giseri					
		Kazo	Karama					
		Rukira	Buliba					
		Murama	Gitaraga					

Dates	Community			Stakeholder group or Consulted person and Position	Key characteristics	Language needs	Preferred notification means (e-mail, phone, radio, letter)	Specific needs by stakeholders
	District	Sector	Cell					
								<p>activity should be efficient to enable local authorities to solve land titles issues and mobilize all PAPs for full participation in this activity.</p> <p>➤ Consulted stakeholders recommend that this consultation for future energy development projects should be done earlier to agree on the same prioritization which in turn will help to prevent gaps experienced in past projects.</p>
23/08/2023	Kirehe	Kirehe	Nyabikorora	District authority, Dir./OSC, EME, EUCL-Kirehe Branch, ES/Sector, SLMs, public servants and local community	In a total of 90 stakeholders consulted; 41 are females and 49 are males.	Kinyarwanda	e-mail, letter, phone, face-to-face discussions, meeting	<p>-</p> <p>➤ Kirehe District raised a big issue of productive users with insufficient electricity to maximize their economic contribution to the community (e.g: Nasho, Mpanga & Mahama Export Targeting Irrigation Projects, etc.).</p> <p>➤ In Kirehe District, there are productive users without</p>
		Kigarama	Nyankurazo					
		Kigina	Ruhanga					

Dates	Community			Stakeholder group or Consulted person and Position	Key characteristics	Language needs	Preferred notification means (e-mail, phone, radio, letter)	Specific needs by stakeholders
	District	Sector	Cell					
								electricity (E.g: GS Nyankurazo TSS is a technical school without electricity while it teaches welding and electricity trades)
24-25/08/2023	Gatsibo	Kabarore	Karenge	District authority, EME, EUCL-Gatsibo Branch, ESs/Sector, SLMs, public servants, business operators and local community	88 stakeholders have been consulted: 16 are females and 72 are males	Kinyarwanda	e-mail, letter, phone, face-to-face discussions, meeting	<ul style="list-style-type: none"> ➤ Gatsibo District still has productive users without electricity (e.g.: business centers, farms, milk collection centers, health posts, local authority offices, schools...) ➤ EDCL should establish and operationalize Grievance Redress Committees (GRCs) because they help to solve community problems at grassroot levels as experienced from past world bank funded projects. ➤ The community want timely fair compensation
			Simbwa					
		Kageyo	Gituza					
24-25/08/2023	Nyagatare	Nyagatare	Nyagatare	District authority, Dir./OSC, EME, EUCL-Nyagatare	In a total of 34 stakeholders consulted; 7 are	Kinyarwanda	e-mail, letter,	<ul style="list-style-type: none"> - ➤ To speed up the process of starting the civil works of Rwanda
		Tabagwe	Gitengure					

Dates	Community			Stakeholder group or Consulted person and Position	Key characteristics	Language needs	Preferred notification means (e-mail, phone, radio, letter)	Specific needs by stakeholders
	District	Sector	Cell					
				Branch, ESs/Sectors, SLMs, public servants, business operators and local community	females and 27 are males. Furthermore, Around 280 member of the local communities attended public meetings.		phone, face-to-face discussions , meeting	Transmission System Reinforcement and Last Mile Connectivity Project. ➤ As a guidance of the Government of Rwanda, areas on the border of Rwanda with neighboring countries should be given priority in electrification projects as well.
28/08/2023	Bugesera	Nyamata	Nyamata Ville	District authority, Dir./OSC, EME, EUCL-Bugesera Branch, ESs/Sectors, SLMs, public servants, business operators and local community	In a total of 61 stakeholders consulted; 39 are females and 22 are males.	Kinyarwanda	e-mail, letter, phone, face-to-face discussions , meeting	- ➤ Bugesera District prioritizes electrification fo some Cells (e.g: Juru Cell, Mugorore Cell) without electricity on their entire territory.
		Juru	Mugorore					
			Kabukuba					

ii. Western Province

Dates	Community			Stakeholder group or Consulted person and Position	Key characteristics	Language needs	Preferred notification means (e-mail, phone, radio, letter)	Specific needs by stakeholders
	District	Sector	Cell					
August 17, 2023	Rubavu	Rugerero	Murambi	V/Mayor ED MURAMBI Executive secretary Local People	High level local authorities, local population. All 28 persons consulted (18 females and 10 males) have contributed.	Kinyarwanda	e-mail, phone, letter	<ul style="list-style-type: none"> ➤ Urgent need of electricity in Nyamyumba Village, Gihonga cell of Busasamana sector where the center called Gasenyi which is overpopulated is still without electricity ➤ The district staff appreciated the project proposed and suggested that the remaining areas not covered by RUEAP be the main focus in the new electrification project.
August 18, 2023	Nyabihu	Mukamiranga	Rubaya	Ag Director of OSC District Electrical engineer District environmental officer District land valuator	19 high level local authorities including 4 females and 15 males contributed. Furthermore, Around 180 members of the local communities	Kinyarwanda	e-mail, phone, letter	Different villages close to volcano park with insufficient sunlight who were put in off grid by NEP should be prioritized for grid connection under ASCENT.

				Sector Executive secretaries Sector Land managers	attended public meetings.			
August 21, 2023	Ngororo	Ngororo	Kazabe	The mayor V/Mayor ED Director of OSC District Electrical engineer District environmental officer District land valuator Sector Executive secretaries	32 high level local authorities including 4 females and 28 males contributed. Furthermore, Around 230 member of the local communities attended public meetings.	Kinyarwanda	e-mail, phone, letter, public meetings.	The special request was that ASCENT should cover the area left out by EAQIP current EPC
August 22, 2023	Rutsiro	Gihango	Congo-Nil	V/Mayor ED Director of OSC District Electrical engineer District environmental officer District land valuator Sector Executive secretaries Sector Land managers Private Sector Local population	High level local authorities, private sector, local population including. In total, 84 persons (49 females and 35 males) contributed. Furthermore, Around 320 member of the local communities attended public meetings.	Kinyarwanda	e-mail, phone, letter and public meetings.	<ul style="list-style-type: none"> ➤ Electrify the area planned for hotel construction near the lake Kivu. ➤ Shift from single phase to three phase to boost socio-economic activities within commercial centres.

August, 23, 2023	Karongi	Rubenger	Gacaca	The Mayor , Director of OSC District Electrical engineer Sector Executive secretaries Sector Land managers SAIP Staff	High level local authorities, Sustainable Agriculture Intensification and Food Security Project (SAIP) community Development officers' staff and the local community. In total, 60 stakeholders (17 females and 43 males) contributed by giving ideas. Furthermore, Around 350 member of the local communities attended public meetings.	Kinyarwanda	e-mail, phone, letter, public meetings	To increase transformers in the irrigation areas for water pumping purposes and to the post-harvest facilities for efficient production.
August, 23, 2023	Nyamasheke	Kagano	Ninzi	V/Mayor ED Director of OSC REG Branch Manager District director of planning District Electrical engineer District environmental officer Sector Land managers ES-Sectors	High level local authorities, private sector, local population. In 17 stakeholders consulted, 4 were females and 13 males. Furthermore, Around 200 member of the local communities attended public meetings.	Kinyarwanda	e-mail, phone, letter	People who do electrical installation services to be trained by REG on the safety of the installation to protect the houses from short circuit
August, 25, 2023	Rusizi	Kamemb	Cyangugu	V/Mayor ED Director of OSC	High level local authorities, private	Kinyarwanda	e-mail, phone,	The need to strengthen the network in Bugarama

				District Electrical engineer District environmental officer District land valuator Sector Executive secretaries Sector Land managers	sector. In 11 stakeholders consulted, 8 were males and 3 females. Furthermore, around 145 members (80 females and 65 males) of the local communities attended public meetings.		letter and public meetings.	center of Bugarama sector which frequently suffers from power shortage.
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iii. Southern Province

Dates	Community			Stakeholder group or Consulted person and Position	Key characteristics	Language	Preferred notification means (e-mail, phone, radio, letter)	Specific needs by stakeholders
	District	Sector	Cell					
16/08/2023	Nyamagabe	Kibirizi	Uwindekezi	Community members	Among the 9 persons from which 3 were females and 6 were males. Furthermore, Around 170 member of the local communities attended public meetings.	Kinyarwanda	Letters, telephones and public meetings	<ul style="list-style-type: none"> ➤ Need of Electricity ➤ Speed up expropriation ➤ Full engagement of community members ➤ Job offers ➤ Strengthening existing electrical lines
		Musebeya	Gatovu	Community members	11 persons from which 6 are women and 5 men. Furthermore, Around 150 member of the local communities attended public meetings.	Kinyarwanda	Letters, telephones and public meetings.	<ul style="list-style-type: none"> ➤ Need of electricity ➤ Speed up expropriation. ➤ Full engagement of community members ➤ Job offers ➤ Strengthening existing electrical lines.
		Gasaka	Nyamugari	District authorities and staffs, business operators	From 11 persons consulted, 2 were females and 9 were males	Kinyarwanda	Letters, telephones and public meetings	<ul style="list-style-type: none"> ➤ Maximizing grid extension where possible to enable the district reach full connection ➤ Strengthening existing electrical lines ➤ Overhead lines

Dates	Community			Stakeholder group or Consulted person and Position	Key characteristics	Language	Preferred notification means (e-mail, phone, radio, letter)	Specific needs by stakeholders
	District	Sector	Cell					
17/08/2023	Nyaruguru	Kibeho	Mubuga	District staffs, community	17 persons from which 8 were females and 9 males	Kinyarwanda	Letters, telephones and public meetings	<ul style="list-style-type: none"> ➤ Strengthening/upgrade the existing electricity from single to three phase ➤ Expand electricity to areas not connected
18/08/2023	Huye	Ngoma	Butare	District authorities and staffs	32 persons from which 7 were females and 25 males	Kinyarwanda	Letters, telephones and public meetings	<ul style="list-style-type: none"> ➤ Maximize electricity coverage ➤ Electricity strengthening ➤ Productive users to be connected ➤ Underground cables to be replaced by overhead
21/08/2023	Gisagara	Ndora	Cyamukuz a	District authorities and staffs	All the 45 persons consulted, 8 were females and 37 were males	Kinyarwanda	Letters, telephones and public meetings	<ul style="list-style-type: none"> ➤ Speed up expropriation ➤ Full engagement of local leaders and community members ➤ Upgrade MV and LV lines ➤ Areas without electricity to be considered ➤ Job offers
		Mamba	Mamba	Community members				
22/08/2023	Nyanza	Busasamana	Rwesero	District authorities and staffs	Among 34 persons consulted 12 of them are females and 22 are males		Letters, telephones and public	<ul style="list-style-type: none"> ➤ To give priority to cells and villages that were left out by previous projects. ➤ Speed up expropriation
		Rwabuso		Community				

Dates	Community			Stakeholder group or Consulted person and Position	Key characteristics	Language	Preferred notification means (e-mail, phone, radio, letter)	Specific needs by stakeholders
	District	Sector	Cell					
		ro		y members			meetings	➤ Job offers during project implementation
23/08/2023	Ruhango	Ruhango		District authorities and staffs	21 persons from which 5 are females and 16 are males		Letters, telephones and public meetings	➤ Expedite project implementation to fast track the electricity coverage ➤ To always be communicated for their engagement ➤ Speed up expropriation
24/08/2023	Muhanga	Mushishiro		District authorities and community members	The team consulted 9 persons from which 4 are females and 5 are males	Kinyarwanda	Letters, telephones and public meetings	Stakeholders wish for the project to solve the following issues: ➤ Voltage drops ➤ Coverage of all HHs - Improved clean cooking. - Establishment of GRC and provision of money for its function
25/08/2023	Kamonyi	Gacurabwenge		District authorities and staffs	The team consulted 24 District authorities and staffs from which 9 are females and 15 are males	Kinyarwanda	Letters, telephones and public meetings	➤ Handle Expropriation issues on time ➤ Expedite the project implementation to enable district reach 100 % connection rate as soon as possible

iv. Northern Province

Dates	Community			Stakeholder group or Consulted person and Position	Key characteristics	Language	Preferred notification means (e-mail, phone, radio, letter)	Specific needs by stakeholders
	District	Sector	Cell					
17/08/2023 18/08/2023	Burera	RusarabuyeNemba, Kagogo	Ruhanga	District Officials and local community in the village without electricity of Bisaya I	56 stakeholders (11 women and 45 men)	Kinyarwanda	Letters, telephones and public meetings	<ul style="list-style-type: none"> ❖ Access to electricity to boost the economic activities. ❖ Rapid payment of compensation packages. ❖ Reduction of voltage drop, specifically in Business center.
16/08/2023 21/08/2023	Gicumbi	Byumba, Bwisi, Rukomo		District leaders, Executive secretaries of sectors, Land Managers, leaders of security organs, and business operators in different business centres	94 stakeholders (21 women and 73 men)	Kinyarwanda	Public meetings & letters, emails.	<ul style="list-style-type: none"> ✚ The need to have new substation in the district reduce to reduce long distance. ✚ Special consideration of productive commercial centers without electricity
24/8/2023	Musanze	Muhoza		Musanze District officials	28 District leaders and staff from the sector level to the district, 21 men and 7 women. Furthermore,	Kinyarwanda	Public meetings & letters, emails.	<ul style="list-style-type: none"> - Special consideration of productive commercial centers without electricity - Upgrading the old electricity lines and installing additional

Dates	Community			Stakeholder group or Consulted person and Position	Key characteristics	Language	Preferred notification means (e-mail, phone, radio, letter)	Specific needs by stakeholders
	District	Sector	Cell					
					Around 200 member of the local communities attended public meetings.			transformers to cope with the voltage drop in the district.
25/08/2023	Rulindo	Bushoki		District Officials and staff	District officials such as Division Manager, Director of One Stop Centre, Sector Land Managers. Among 18 stakeholders consulted, 4 were females and 14 were males.	Kinyarwanda	Public meetings & letters, emails.	<ul style="list-style-type: none"> - Special consideration of productive commercial centers without electricity - Need of electricity line and connection in t remote villages to boost their socio-economic activities. - To update National Electrification Plan (NEP) before the implementation of the project so that new pro
28/08/2023	Gakenke			District Officials and staff	District officials (V/Mayor, OSC Director, and executive secretaries of sectors. Among 26 stakeholders consulted,	Kinyarwanda	Public meetings & letters, emails.	<ul style="list-style-type: none"> - Special consideration of productive commercial centers without electricity - Special consideration of the villages which were left out by the previous electrification projects and review of NEP, especially concerning the

Dates	Community			Stakeholder group Consulted person Position	Key characteristics	Language	Preferred notification means (e- mail, phone, radio, letter)	Specific needs by stakeholders
	District	Sector	Cell					
					24 were men and 2 women. Furthermore, Around 250 member of the local communities attended public meetings.			villages under off grid and on grid. -

4. STAKEHOLDERS' ENGAGEMENT PROGRAM

4.1. Purpose and timing of stakeholders' engagement program

4.1.1 Purpose

The SEP for ASCENT seeks to define a technically and culturally appropriate approach to consultation and disclosure. The goal of this SEP is to improve and facilitate decision making and create an atmosphere of understanding that actively involves project-affected people and other stakeholders in a timely manner and ensure that these groups of stakeholders are provided with sufficient opportunity to voice their opinions and concerns that may influence Project decisions. The SEP is a useful instrument for managing communications between the project proponent and its stakeholders. An effective engagement helps translate stakeholder needs into organizational goals and creates the basis for effective strategy development. The SEP describes the agreed Grievance Redress Mechanisms that will be available for project-affected persons/interested stakeholders/local community for handling grievances, observations, and requests to the project team.

The Key Objectives of the SEP can be summarized as follows:

- ❖ Define procedures for the project stakeholder engagement such that it meets the standards of ESS10
- ❖ Provide guidance for effective and inclusive stakeholder engagement such that it meets the standards of International Best Practice;
- ❖ Identify key stakeholders that are affected, and/or able to influence the Project and its activities;
- ❖ Identify the most effective methods, timing, and structures through which to share project information, and to ensure regular, accessible, transparent and appropriate consultation;
- ❖ Develops a stakeholder engagement process that provides stakeholders with an opportunity to influence project planning and design;

- ❖ Describe the communication protocols and channels the project will use to communicate with the different types of stakeholders;
- ❖ Establish formal grievance/resolution mechanisms;
- ❖ To ensure that appropriate project information on environmental and social risks and impacts is disclosed to stakeholders in a timely, understandable, accessible and appropriate manner and format.

4.1.2. Timing of consultations and locations

Consultations will take place during all the project phases. For the preparation stage, a summary of already conducted consultations was included in section 2 and 3. At this stage of the project, apart the details concerning the project intervention areas and specific activities have not yet been determined. However, a general idea of the frequency and location of consultation can be tentatively discussed as follows:

- ❖ **For affected parties:** During project implementation, there will be monthly public meetings to discuss and disclose information related to specific activities planned to take place in a specific area the following month. These meetings will take place at the end of the month (the last Saturday of the month during the community work known as UMUGANDA) in order to give enough time for stakeholders to provide feedback and respond to their comments. For these stakeholders, the project will prioritize locally accessible places such as local administration offices (village, cells, and sectors), public schools, churches, etc. among the affected parties, there might be some vulnerable groups or individuals. There is no specific timing or location for engagement of these groups or individuals. Their engagement will be tailored to their specific needs and circumstances. The engagement will most definitely be on a daily basis through home visits and phone calls. The project safeguards team will be collaborating with local authorities especially the staff in charge of social development at the Cell level for daily and weekly follow up. For those who can attend public meetings, they will be informed early enough, and the meetings will be held at the nearest location to facilitate their participation.

- ❖ **Interested parties:** consultations with interested parties will take place quarterly during the public meeting and quarterly meetings of the Joint Action Development Forum (JADF) that will take place at the district head office with all District partners involved. In these forums, the project implementing entities will provide information about the project to the forum of district partners which include NGOs, CSOs, Development partners, representatives of local communities, security agencies, etc. It will be through this forum that information on planned activities and their impact (e.g. on local traffic management) will be communicated to the police so as to get their support if need be. Furthermore, regular workshops will be organized quarterly or at any other appropriate time for all stakeholders. Participants will be officially communicated with the workshop objective and venue at least one week before to ensure their participation.

4.2. Proposed strategy for information disclosure

The project considers it important that the different activities are transparent. This will include effective communication through the Ministry of Infrastructure and the respective implementing institutions. This SEP will be disclosed prior to formal consultations. The Project will allocate funds for the stakeholder engagement activities including logistical requirements. The table below describes methods that will be used to engage stakeholders in the project preparation process. The SEP shall be disclosed consistent with the WB ESS 10 related to Stakeholder Engagement and information disclosure.

Table 5: Information Disclosure Strategy for the ASCENT

ASCENT Project stage	List of information to be disclosed	Methods proposed	Timetable: Locations/ dates	Target stakeholders	Percentage reached	Responsibilities
Preparation/ design Phase	Project objectives and interventions, Beneficiary selection guidelines, E&S principles and obligations, Consultation process/SEP including GRM procedure, project information.	Workshops, electronic publications (as applicable) in English and Kinyarwanda, emails	Twice a month, whenever there is a change.	Government institutions	100% reached through electronic means and 98% through workshops	MININFRA, REG/EDCL, BRD
	Project objectives and interventions, Beneficiary selection, guidelines for resettlement and livelihood restoration, E&S principles and obligations, Consultation process/SEP and GRM procedures	Workshops, e-mails, Information boards, project websites, project leaflets and brochures in English and Kinyarwanda.	Workshops Once in a quarter, and whenever there is any change of the information to be disclosed. Brochures once in a year.	NGOs, CSOs, Tourism & Conservation agencies, development partners, Academic and research institutions	100% reached through electronic means, 98% through workshops and brochures	MININFRA, REG/EDCL, BRD
	Project concept, beneficiaries' selection criteria, eligibility for resettlement and livelihood restoration, E&S procedures, Consultation process/ SEP and GRM procedures,	Physical outreach campaigns through public meetings, focus group discussions, public notices, project website, information leaflets and brochures at village and cell offices, local community radio.	Physical outreach once a month; Public notices, radio aired notices, and leaflets once a quarter.	Potential PAPs, Vulnerable groups; project beneficiaries and neighboring communities	100% reached (those who might not be reached through one means will be reached through the other)	MININFRA, REG/EDCL, BRD

Project implementation	Scope of ASCENT interventions/activities, timing and locations, SEP and GRM procedures.	Workshops and meetings, project progress reports, Emails, Radio and TV shows, project websites, e-mails, Timing: Before the start of project activities and half-yearly thereafter	Workshops once a quarter; radio and TV show one week in a semester; emails and project websites whenever there is an urgent need for information disclosure	Government institutions, private sector, Tourism and conservation partners, NGOs, CSOs, development partners, academic and research institutions	100% reached (those who might not be reached through one means will be reached through the other)	MININFRA, REG/EDCL, BRD
	Scope of ASCENT and specific interventions/activities; Timing and locations of ASCENT activities, SEP and GRM procedures	Public meetings; Outreach campaigns, site information boards, Public and radio notices, project websites, project leaflets on project sites and village, cell and sector offices; hard copies	Public meeting on weekly basis; Outreach campaigns every month; Leaflets permanent and updated, radio and TV show one week in semester	Potential PAPs, Vulnerable groups; project beneficiaries and neighboring communities	100% reached (those who might not be reached through one means will be reached through the other)	MININFRA, REG/EDCL, BRD

In order to ensure transparency and prevent misconceptions about the Project, EDCL will ensure that information to be disclosed:

- ❖ Is accurate, up-to-date and easily accessible;
- ❖ Emphasizes shared social values; Includes where people can go to get more information, ask questions and provide feedback;
- ❖ Is communicated in formats taking into account language, literacy, mental and physical disabilities and cultural aspects.
- ❖ Over time, based on feedback received through the Grievance Redress Mechanism and other channels, information disclosed should also answer frequently asked questions by the public and the different concerns raised by stakeholders.

4.3. Proposed strategy for public consultation

Stakeholder consultation and engagement for the project will be carried out through inclusive and consultative processes using technical meetings, public meetings, workshops, and knowledge-sharing forums based on the strategy described above and summarized in Table under section 4.2 above.

Table 6: Stakeholder engagement procedure in compliance with ESS10 based on the ASCENT.

Stakeholder Group	Engagement Methods
GoR Ministries, Institutions and Agencies: ✓ MINECOFIN ✓ MINIFRA ✓ MINALOC (incl. LODA, Districts & other Local Governance Institutions) ✓ MINEDUC ✓ MIGEPROF ✓ RDB ✓ REMA ✓ RSB	Email and text messages Workshops Formal Video Conference meetings Electronic Factsheets with text message feedback contact details One-On-One phone conversations Other social media
✓ Project Affected Persons/groups Households be affected by land loss or physical displacement. ✓ Farm & off-farm cooperatives in intervention areas ✓ Communities in the neighbouring areas	Radio and TV Announcements; Social medial announcements. Text messaging. Public meetings Focus Group Discussions; One-On-One conversations/meetings Electronic Factsheets with text message feedback contact details Information boards

Stakeholder Group	Engagement Methods
Other Stakeholders: ✓ Other ✓ Other GoR institutions with social and economic development mandates	Radio and TV Public Service Announcements; social medial announcements; text messaging; Focus Group Discussions; One-On-One phone conversations Electronic Factsheets with text message feedback contact details
Disadvantaged/ Vulnerable Individuals or Groups: ✓ Elderly ✓ People with disabilities ✓ Female-headed households ✓ Children-headed households Persons with disabilities ✓ People with chronic illness ✓ Teenage mothers	Focus Group Discussions with affected persons Focus Group Discussions with local influencers and local network reps One-On-One conversations/meetings
Other Interested Groups: ✓ Private Sector Federation ✓ Academic and research Institutions ✓ National and international development organizations ✓ Politicians ✓ The public at large ✓ CSOs and NGOs	Radio and TV talk shows with a phone-in feedback facility Electronic Factsheets with text message feedback contact details Short video broadcasts with text message feedback contact details One-On-One phone conversations Workshops Emails

Overall implementation of project SEP is the responsibility of EDCL and BRD. Consultations between the preparation team of the SEP and other PCU and PIU members as well as those at MININFRA level confirmed that adequate capacity for the required implementation needs have to be strengthened. EDCL under EAQIP project has an E&S unit composed of a Senior Environmental and Social Safeguards Specialist, 1 Social Safeguards Specialist, 1 Environmentalist and 1 Gender Specialist. ASCENT will add 2 Social Safeguards Specialists, 2 environmentalists and 1 Project Health and Safety Specialist.

The level, method and activity of engagement to be applied will be selected by the Senior Environmental and social safeguards after consulting other E&S staff. The level, method and activity of engagement will be selected from the stakeholders' engagement plan featured in the Table 7 below. The Senior Environmental and social safeguards Specialist at the Project Coordination Unit (PCU) is responsible for the documentation of the stakeholder engagement

activities and quarterly reporting on the SEP.

The Stakeholder engagement/consultation plan/strategy for the project is featured in Table 7 below. The plan features a matrix for the preparation and implementation stages, respective target stakeholders, engagement topics, appropriate methods to be used, location and frequency of engagement. EDCL and BRD will ensure that all stakeholder engagement activities are implemented as per plan.

Table 7: Stakeholder engagement plan for the ASCENT Project

Project stage	Topic of consultation	Method used	Timetable: Location and dates	Target stakeholders	Responsibilities
Stage 1: Project Preparation	SEP and other ESF tools; Project scope and rationale; Project E&S principles; Grievance Redress Mechanism process, Schedule and Work Plan	Physical public meeting, Online meetings, separate meetings for women and the vulnerable groups, One-on-One meetings, disclosure of written information through brochures, posters, flyers, website, local newspaper, information boards or desks Grievance Redress Mechanism	Once a month. Whenever there is an urgent need for consultation and information disclosure	Project Affected People including: Households to be physically displaced, Households in intervention areas & vicinity Farm & off-farm cooperatives in intervention areas Communities in the neighboring areas.	MININFRA, REG/EDCL, BRD
	Disclosure of and other ESF instruments. Project scope, rationale and E&S principles, Grievance Redress Mechanism process, Schedule and Work Plan	Workshops, Online meetings, One-on-One meetings, Joint public/community meetings,	The E&S team under the PCU and PIU will select appropriate Methods, time and venue to carry out consultations with the target stakeholders throughout the project preparation stage	Other interested parties	MININFRA, REG/EDCL, BRD

Project stage	Topic of consultation	Method used	Timetable: Location and dates	Target stakeholders	Responsibilities
	SEP and other ESF tools disclosure; Project scope, rationale and E&S principles, Grievance Redress Mechanism process, Schedule and Work Plan	Online meeting and public meetings, if possible trainings/workshops (separate meetings specifically for women and vulnerable people as needed) Mass/social media communication Disclosure of written information: Brochures, posters, flyers, website, Information boards, Grievance Redress Mechanism, Notice board for employment recruitment	The E&S team under the PCU and PIU will select appropriate Methods, time and venue to carry out consultations with the target stakeholders throughout the project preparation stage	Other Interested Parties: Press and media Local CSOs & NGOs, Different Government institutions, academic and research institutions, District Admin, etc. General public	MININFRA, REG/EDCL, BRD
	Legal compliance issues Project scope, rationale and E&S principles, Grievance Redress Mechanism process, Schedule and Work Plan	Online meeting, Face-to-face meetings if protocol can be ensured, Invitations to public/community meetings Submission of required reports	The E&S team under the PCU and PIU will select appropriate Methods, time and venue to carry out consultations with the target stakeholders throughout the project preparation stage	Other Interested Parties: Other Government Departments from which permissions/clearances are required;	MININFRA, REG/EDCL, BRD

Project stage	Topic of consultation	Method used	Timetable: Location and dates	Target stakeholders	Responsibilities
Stage 2: Project implementation	Grievance Redress Mechanism, Livelihood restoration, Health and safety impacts Progress on Schedule and Work Plan Project status	Online meetings, if possible, Public meetings, trainings/workshops Separate meetings for women and vulnerable groups, Individual outreach to PAPs as needed. Disclosure of written information: brochures, posters, flyers, website; Information boards; Notice board(s); Grievance Redress Mechanism; Local monthly newsletter	The E&S team under the PCU and PIU will select appropriate Methods, time and venue to carry out consultations with the target stakeholders throughout the project preparation stage	Project Affected People including: Households to be resettled, Households in intervention areas & vicinity Farm & off-farm cooperatives in intervention areas Communities in the neighboring areas	MININFRA, REG/EDCL, BRD
	GBV and social inclusion related consultation, - Understanding Gender, GBV and its forms - GBV allegation, reporting mechanism, accountability, structures and referral procedures within agencies and for community	Awareness and engagement campaigns on GBV risks, prevention and management through public meetings, use of existing structures like Community work meetings (Umuganda) at the village level; Citizens' Assemblies (Inteko z'abaturage) at the cell level, NWC meetings (at the cell, Sector and District levels) NYC meetings (at the cell, Sector and District levels), NCPD meetings (at the cell, Sector and District levels), Advisory Council Meetings ("Njyanama" at the Cell, Sector	EDCL PCU and BRD PIU will work with specialised central decentralised organs to select appropriate Methods, time and venue to carry out consultations with the target stakeholders throughout the	Other Interested Parties such as MIGEPROF, NWC, GMO, FFRP, NYC.	MININFRA, REG/EDCL, BRD

Project stage	Topic of consultation	Method used	Timetable: Location and dates	Target stakeholders	Responsibilities
	<p>members to report cases</p> <ul style="list-style-type: none"> - Roles and responsibilities - Human rights 	and District levels); Inshuti z'Umuryango (Friends of the family), Families evening forum (Umugoroba w'Imiryango), Isange One Stop Centers, the media (Radio &TV), Drama series (Urunana & Ikinamico) and others.	project preparation stage		
	<p>Project information - scope and rationale and E&S principles, Project status</p> <p>Health and safety impacts</p> <p>Progress on Schedule and Work Plan</p> <p>Environmental concerns</p> <p>GBV related consultation, Grievance Redress Mechanism process</p>	<p>Project progress reports, Public meetings, trainings/workshops</p> <p>Disclosure of written information: brochures, posters, flyers, website, Information boards Notice board(s),</p> <p>Communication through mass/social media, Grievance Redress Mechanism</p> <p>GBV related consultations will be done through the existing channels mentioned above.</p>	The E&S team under the PCU and PIU will select appropriate Methods, time and venue to carry out consultations with the target stakeholders throughout the project preparation stage	Other Interested Parties: Press and media Local CSOs & NGOs, Different Government institutions, academic and research institutions, District Admin, etc. General public	MININFRA, REG/EDCL, BRD

4.4. Proposed strategy to incorporate the views of vulnerable groups

The Project will carry out targeted stakeholder engagement with vulnerable groups. The engagement with the identified vulnerable groups aims to understand concerns/needs in terms of accessing information, social facilities and services and other challenges they face at home, at workplaces and in their communities.

Vulnerable individuals/groups for ASCENT may include female and child-headed households, Youth, teenage mothers, people with disabilities, elders, chronically ill and any other groups that may be identified during socio-economic surveys.

Engagement with the vulnerable groups and individuals often requires the application of bespoke measures such as using sign language interpreters for the hearing impaired, meeting elders at their homes, and assistance aimed at the facilitation of their participation in the project-related decision-making.

With the aim to remove obstacles to participation for this category of stakeholders, different methods will be customized to their needs. The proposed methods include:

- ❖ Face to face discussions
- ❖ Regular home visits
- ❖ Regular follow up phones calls
- ❖ Inclusion to the GRC or special introduction to the GRC for special attention
- ❖ Working with local authorities and Community health workers to convey and relay information to them.
- ❖ Public meetings in their vicinity to facilitate access

4.5. Timelines

Stakeholders will be regularly kept informed as the project develops, including reporting on project environmental and social performance and implementation of the stakeholder engagement plan. Monthly Community Work (Umuganda) will be an opportunity to update the community on the project activities, while for urgent information, radio and other social media will be used as needed. Other stakeholders will be regularly engaged through different channels

(physical and virtual meetings, website updates, official letters, social media, etc.).

4.6. Review of Comments

All comments will be addressed to the EDCL/REG and BRD directly, while for grievances, a grievance redress mechanism is elaborated further under section 6.3. The Grievance Redress Committees will play a big role in collecting grievances related to the project. Furthermore, REG/EDCL has the following toll-free number: **2727** that can be used for grievances. Stakeholders can also call EDCL/REG call center using the following number: **+250788385025**. For those that can use email they can send their comments or grievances using EDCL email: info@edcl.reg.rw. The GRM under 6.3 provides a timeline for feedback on grievances logged at GRC level, while for comments and grievances conveyed using electronic means including phone calls, a feedback will be given or escalated within a week. In either case, the complainant will be informed on the status as soon as a decision is made.

4.7. Future Phases of Project

Stakeholder engagement plan activities will be informed by and regularly updated according to an iterative process of stakeholder identification, analysis and mapping and based on comments received on the stakeholder engagement process throughout the project life cycle. Prior to the commencement of stakeholders' engagement in a given phase, the level, technique/method of engagement and the activity to be carried out will be clearly identified by the EDCL PCU and BRD PIU before communicating to stakeholders. Different activities will be carried out by different stakeholders depending on their level of influence. At central level, the specific activity will be to oversee policy compliance and the elaboration of the guidelines that will be used by the local government. The District local authorities will implement the policies and guidelines prepared by the central level depending on the project phase and this will be the advocacy for the people and the involvement of the beneficiaries for sustainable development.

Regular reports (monthly, quarterly, and annual reports) will be shared with relevant stakeholders to inform them of the progress of activities including the implementation status of the SEP as well as other ESF tools.

5. RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT ACTIVITIES

5.1 Human resources

The implementation of SEP activities will be the responsibility of the PCU and PIU through their respective E&S units.

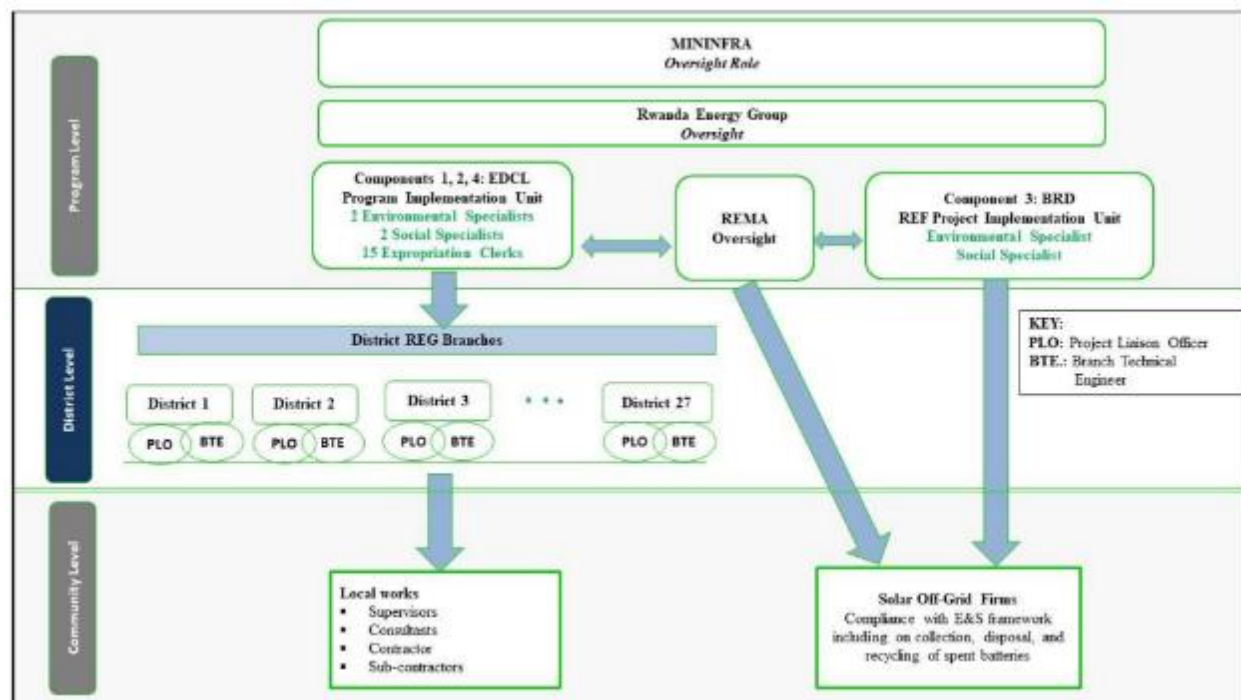
Figure 2 shows the implementing arrangements for E&S risk management for the project including SEP implementation.

The EDCL PCU as the coordination has in place a team of qualified staff comprising a Senior Environmental and Social Safeguards specialist, 2 Social safeguards Specialists, 2 Environmental Safeguards Specialists and 2 Gender Specialists. Under ASCENT 2 Health and Safety Specialists are proposed to be recruited by the project under the unit of corporate services.

In addition, full time 2 Environmental and Social Safeguards Specialist and 1 Grievance Management Specialist will be maintained by the project under BRD PIU. At local level, the project will be supported by Existing Energy Project Liaison Officer deployed by EDCL at REG/EUCL branches that exist in each District. Furthermore, each EUCL branch's Technical Engineer will directly support the project.

Stakeholder engagement activities will be the responsibilities of each of these staffs but the overall monitoring and reporting will be the responsibility of the Senior Environmental and Social Safeguards Specialist at EDCL PCU.

Figure 3: ASCENT SEP implementation arrangement



5.2. Financial resources

The financial needs for the implementation of SEP activities are summarized in the table below featuring estimated costs for SEP implementation activities. It should be noted that a higher amount is allocation to the establishment, capacity building (entailing training and provision of tools/e-GRM devices) and operationalization (communication and facilitation/lost time replacement) of the project GRM.

Table 8: Estimated cost to implement Stakeholders Engagement Plan

<i>Planned activities</i>	<i>Estimated Cost Year 1 (USD)</i>	<i>Estimated Cost Year 2 (USD)</i>	<i>Estimated Cost Year 3 (USD)</i>	<i>Estimated Cost Year 4 (USD)</i>	<i>Estimated Cost Year 5 (USD)</i>	<i>Source of funds</i>
Correspondence and communication	7,000	7,000	7,000	7,000	7,000	ASCENT Funds
Print media and TV/radio Announcements	10,000	10,000	10,000	10,000	10,000	

<i>Planned activities</i>	<i>Estimated Cost Year 1 (USD)</i>	<i>Estimated Cost Year 2 (USD)</i>	<i>Estimated Cost Year 3 (USD)</i>	<i>Estimated Cost Year 4 (USD)</i>	<i>Estimated Cost Year 5 (USD)</i>	<i>Source of funds</i>
Formal meetings and workshops	15,000	12,000	14,000	16,000	16,000	
Public meetings and consultations	20,000	9,000	10,000	15,000	15,000	
GRCs establishment, capacity building and Operationalization	20,000	120,000	120,000	30,000	30,000	
Focus group meetings	8,000	8,000	8,000	8,000	8,000	
Total	63,000	160,000	169,000	86,000	86,000	
Grand Total	USD566,000					

Contact person.

The contact person for ASCENT is Mr. Emmanuel Nkulikiye, the Project Coordinator at PCU:
phone number: 0788456020; email: enkulikiye@edcl.reg.rw

5.3. Management functions and responsibilities

(i) EDCL/PCU level

The project has on board an Environmental and Social Risk Management team at the project coordination unit comprising of Senior Environmental and Social Safeguards Specialist, Environmental Specialist, Social Safeguards Specialist, and Gender Specialist which is in charge of:

- ❖ Overseeing compliance to ESF requirements across all implementing agencies
- ❖ Ensuring compliance with 10 World Bank's Environmental and Social Standards by all project actors including contractors
- ❖ Build the capacity of the ESF teams at national, community and contractor level
- ❖ Consolidating SEP implementation reports from all implementing agencies
- ❖ Oversee all ESRM aspects of project activities implemented under ASCENT;

- ❖ Lead the development of guidelines/manuals and trainings materials for local government to support implementation of the SEP and other ESF instruments;
- ❖ Ensure satisfactory implementation of the ESF including SEP;
- ❖ Supervise and manage the implementation of all planned stakeholder engagement activities including community engagement activities.
- ❖ Be actively involved with the ESIA and RAP process implementation in order to identify potential risks or opportunities and ensure that the necessary administrative support is provided.
- ❖ Assess closely the efficiency of GRM and regularly communicate with GRCs
- ❖ Ensure capacity building is provided to the GRCs through trainings,
- ❖ Update SEP as required and recommend necessary changes;
- ❖ Report on quarterly and annual basis the progress of SEP and facilitate external environmental and social audits if required.
- ❖ The project has a lifespan of 5 years during which stakeholder engagement activities discussed in the previous chapters and others that may be identified throughout project implementation will be carried out. Table 7 above provides tentative cost estimates with the assumption that they will be updated or amended as appropriate depending on arising project needs.

(ii) BRD PIU Level

A functional ESMS already exists at BRD and this safeguard tool is usually updated once every two years. The ESMS provides clarity on the roles of responsibilities of each Department, including the role of the Board in mainstreaming E&S aspects in the Bank's Operations.

BRD has an E&S team currently composed of 2 Environmental and Social Safeguard Specialists and 1 Grievance Redress Management Specialist overseeing and facilitating an effective implementation of the ESMS. The safeguards team at BRD will be responsible for the implementation of SEP activities under component 3. The person responsible for reporting on SEP is the Grievance Management Specialist.

6. GRIEVANCE MECHANISM

Mostly project related grievances are site-specific. Often, they are related to impacts generated during implementation of the project such as property damage, interruption of utilities, disputes related to labor and working conditions, noise and pollution, expropriation and livelihood restoration related issues and GBV to name a few. Most of the time, they can be resolved easily on site with the contractor commitment to implement the ESMP and proper supervision by the implementing agencies and district local authorities.

The Grievance Redress Mechanism will be one of the methods put in place to monitor and resolve complaints that may arise during or after Project implementation by the affected people or other interested parties. Therefore, the project will receive, record, investigate and resolve all grievances throughout different implementation stages, following the provisions of Rwandan laws and the WB ESS 2, ESS10. Grievances shall be raised either informally or formally through existing channels or project specific grievance redress committees which will focus on grievances between the community and the project as described in figure 3, while grievances among workers will be first handled by workers grievance redress committees to be established before the contractors can start works as provided in the Labor Management Procedures (LMP). Grievances shall be resolved at no cost to the complainant and in respectful manner, while specific cases shall trigger specific channels outside the project control. These include cases of Gender-Based Violence (GBV) which will be reported directly to Isange One Stop Center specialized providing a holistic package of support (medical, legal, forensic/investigation, psychosocial and safety needs to help victims of violence and child abuse, the majority of whom are women and girls). Prevention measures such as awareness campaigns and engagement meetings with decentralized structures will be done to minimize GBV risks.

Complaints can be submitted either in person, by phone, text message, mail, e-mail or via a website.

6.1. Project-Specific GRM Description

In compliance with applicable local and national laws and the World Bank's ESS10, a project-specific mechanism will be established to handle complaints and issues arising from ASCENT

related activities. The grievance mechanism will be particularly designed to collect, collate, review and redress stakeholders' concerns, complaints and grievances.

This process will be carried out using dedicated communication materials (specifically, a GRM brochure or pamphlet) in both English and local language (Kinyarwanda) according to the preferred language of respective identified stakeholders to ensure smooth communication. These materials will be developed to help stakeholders become familiar with the Grievance Redress Mechanism (GRM) channels and procedures.

Locked suggestion/complaint boxes will be posted in each REG-EUCL branches and at camp sites where applicable to allow anonymity in recording complaints and a grievance register will be maintained to capture and track grievances from submission to resolution and feedback to the complainants. REG/EDCL and BRD's websites will include clear information on how feedback, questions, comments, concerns, and grievances can be submitted by any stakeholder. It will also provide information on the way grievances will be handled, both in terms of process and timelines.

6.2. Objective of Grievance Redress Mechanism (GRM)

Considering that the Grievance Redress Mechanism (GRM) works within existing legal and cultural frameworks, the Grievance Redress Committee (GRC) will comprise of local community representative, PAPs representative, women representative, local authority representative at village and cell levels, contractor and supervising firm representative.

Project-affected-people and any other stakeholders may submit comments or complaints at any time by using the project's Grievance Redress Mechanism (GRM) to the overall project management. The overall objectives of the GRM are to:

- Provide a transparent process for timely identification and resolution of issues affecting the project and people,
- Strengthen accountability to beneficiaries, including project affected people.

6.3. Grievance Resolution Framework

The grievance procedure at project level will be simplified and administered to the extent possible at the local levels to facilitate access, flexibility, ensure transparency, timely feedback and appeal. Community grievances will be channeled via the Grievance Redress Committees (GRCs) purposely established for the project at the Cell, Sector and District levels. Stakeholders will be allowed to use any means easily accessible to them to voice their concerns and complaints such as filling a grievance form, sending an email, using phone etc. Information about the GRM will be publicized as part of the initial project consultations and disclosed in all the implementing agencies. Brochures will be distributed during consultations and public meetings, and posters will be displayed in public places such as in government offices (cells, sectors and district offices), project implementation unit offices, digital platforms, notice boards available to potential stakeholders, etc.

Complaints will be filled in a Grievance Register that will be distributed to GRCs free of charge. After registration of the complaint, an investigation will be carried out by the committee members to verify its authenticity. Thereafter a resolution approach will be selected based on the findings. The decisions of the action to be taken will be communicated to all involved parties in verbal or written form.

All measures will be undertaken to ensure that the grievance is solved amicably between the concerned parties. If the grievance is not solved amicably, it will be escalated, it will be addressed at Cell level, Sector and District level in that order. If not successful in resolving the grievance at local administration level, the grievance would be escalated to the implementing entity's grievance unit and if unsuccessful at this stage, the grievance will be escalated to the Steering Committee of the project, if the grievance is beyond the Steering Committee capacity, the Courts of law will be the last resort. The grievance redress process is summarized in the figure below.

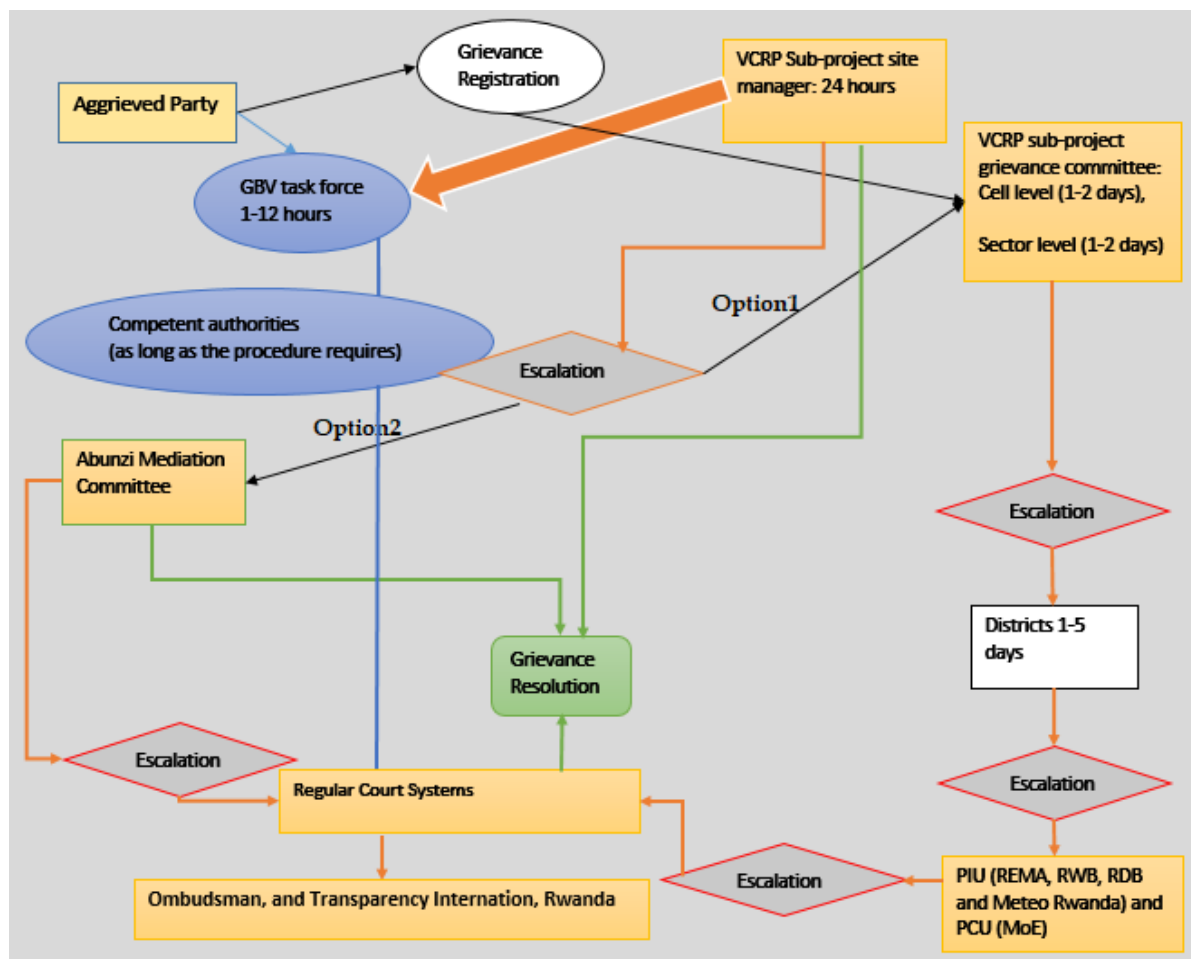


Figure 4: Grievance Redress Process for the implementation of ASCENT

Table 9: Grievance Redress Process for the implementation of ASCENT

Stage	Process	Duration
1a	<p>Since most of complaints during the execution of works involves the contractor, at first the Aggrieved Party (AP) will take his/her grievance to the Site Manager (SM) of the relevant subproject who will endeavour to resolve it immediately. Where AP is not satisfied, the complaint will be transferred to the Sub-Project Grievance Redress Committee (GRC) at cell level. For complaints that were satisfactorily resolved by the SM, he/she will inform the GRC and the GRC will log the grievance and the actions that were taken.</p> <p>There is also a possibility that the AP directly takes his/her complaints directly to the GRC without going to the SM first. In this case, the GRC will solve it working with the SM.</p>	24 hours
1b	The AP may choose to escalate the grievance to the Abunzi Mediation Committee ² especially if she/he is not directly linked to the sub-project.	Not fixed
2	On receipt of the complaint, the GC at cell level will endeavour to resolve it immediately. In case the GC at cell level fail to solve the complaint, it will be escalated to the GC at Sector level. If unsuccessful, the GC or the complainant then notifies District Authority	1-2 days at cell level 1-2 days at sector level
3	The District Authority will endeavor to address and resolve the complaint and inform the aggrieved party. Grievances beyond their competency will be escalated to the PCU/EDCL or PIU/BRD	1 – 5 days
4	If the PCU or PIU fails to resolve the complaint to the satisfaction of the complainant, he/she is free to refer the matter to the court.	1 – 7 days
5	If the issue remains unresolved through the courts, then the ultimate step will be for the ombudsman. The decisions at this level are final.	Not fixed
6	The dimension represented in purple is strictly for GBV related matters. The AP will directly approach the representative of the National Women Council who is a de facto member of GRC to ensure her/his anonymity and safety. This GRC member has the responsibility to immediately inform the competent authorities (Rwanda National Police or Rwanda Investigation Bureau).	Not fixed



Composition of the GRC: the selection process for the members of the GRC will ensure that different categories of affected people are well represented. The committee will include a representative of women, youth persons with disabilities and other vulnerable people. The project will take advantage of the already existing structures representing these groups from

² Organ based at cell and sector level responsible in solving local disputes and finding common grounds for citizens

local (cell, sector, district) to the national level. see details in the table below:

Table 10: GRC composition

S/ N	Member of the GRC	Role and Responsibility
A. At Cell Level		
1	President (PAP representative)	<ul style="list-style-type: none"> Inviting and chairing the meeting Give direction on how received grievances will be processed; Assign organizational responsibility for proposing a response; Referring cases to next level; Speaks on behalf of GRC and s/he is the one to report to the cell or the sector
2	Village leader	<ul style="list-style-type: none"> Represents local government at village level; Resolves and lead community level grievance redress Sends out notices for meetings; Records all grievance received and report them to next local level
3	Cell executive secretary	<ul style="list-style-type: none"> Proposes responses to grievances and lead in resolving community grievance unsolved from village level; Records and reports all grievances received from village leaders; Chairs sensitization meeting at the cell level during public consultations meetings; Assists and guides in identifying vulnerable and disadvantaged groups within the cell. Signs the valuations sheets for compensation facilitate a proper Resettlement Plan
4	Representatives of PAPs (2)	<ul style="list-style-type: none"> Represents the interests of aggrieved parties Give feedback on the efficiency of GR
5	Women representative (1), Youth representative (1), disability representative (1)	<ul style="list-style-type: none"> Represent the interests of women; Advocate for equity and equal opportunities; Help in prevention of sexual harassment and promote wellbeing of the women and youth Take part in resolution of any grievance related to sexual harassment and any gender domestic violence that may arise; Mobilize women and youth to be active in income generating activities specifically for opportunities in the projects intervention areas

S/ N	Member of the GRC	Role and Responsibility
6	Contractor (Social Safeguard and Environmental officer)	<ul style="list-style-type: none"> Receive and log complaints/grievances, note date and time, contact details, nature of complaint and inform complainant of when to expect response; Handle complaints revolved around nuisance resulted from construction and endeavor to handle them satisfactory; Inform engineer (supervisor) and GRC of received complaints/grievances and outcomes and forward unresolved complaints/grievance to GRC Attend community meetings, respond and react to PAPs complaints raised concerning the contractor.
7	Supervisor	<ul style="list-style-type: none"> Represent the client Ensure that all grievances raised have been responded to, and that the contractor responds to the complaints raised concerning them, Attend community meetings respond to all concerns related to the project from community Report on monthly basis the progress of GRM process
B. At Sector level		
1	Executive secretary of the Sector	<ul style="list-style-type: none"> Proposes responses to grievances and lead in resolving community grievance unsolved from Cell level; Chairs sensitization meeting at the Sector level during public consultations meetings; Signs the valuations sheets for compensation facilitate a proper Resettlement Plan
2	Staff in charge of Social Affairs at sector level	<ul style="list-style-type: none"> Collect relevant information that would lead to a better understanding to the grievances received from Cell leaders Records and reports all grievances received from Cell leaders; Assists and guides in identifying vulnerable and disadvantaged groups within the sector. Assist the Executive secretary to propose responses to grievances and lead in resolving community grievance unsolved from Cell level; Act as the secretary of the GRC at sector level
3	A representative of National Women Council	<ul style="list-style-type: none"> Represent the interests of women; Advocate for equity and equal opportunities; Help in prevention of sexual harassment and promote wellbeing of the women and youth Take part in resolution of any grievance related to sexual harassment and any gender domestic violence that may arise; Mobilize women and youth to be active in income generating activities specifically for opportunities in the projects intervention areas

S/ N	Member of the GRC	Role and Responsibility
4	Contractor (Social Safeguard and Environmental list officer)	<ul style="list-style-type: none"> Receive and log complaints/grievances, note date and time, contact details, nature of complaint and inform complainant of when to expect response; Handle complaints revolved around nuisance resulted from construction and endeavor to handle them satisfactory; Inform engineer (supervisor) and GRC of received complaints/grievances and outcomes and forward unresolved complaints/grievance to GRC Attend community meetings, respond and react to PAPs complaints raised concerning the contractor.
5	Supervisor	<ul style="list-style-type: none"> Represent the client Ensure that all grievances raised have been responded to, and that the contractor responds to the complaints raised concerning them, Attend community meetings respond to all concerns related to the project from community Report on monthly basis the progress of GRM process
C. At District Level		
1	Vice Mayor in charge of social Affairs	<ul style="list-style-type: none"> Chair the meeting of project grievances at the District level Proposes responses to grievances and lead in resolving community grievance unsolved from at sector level;
2	Director of Good governance	<ul style="list-style-type: none"> Provide technical clarifications and relevant information that would enlighten for grievance; Proposes responses to grievances and lead in resolving community grievance unsolved from at sector level;
3	Representative of CNF	<ul style="list-style-type: none"> Represent the interests of women; Advocate for equity and equal opportunities; Help in prevention of sexual harassment and promote wellbeing of the women and youth
4	Implementing agencies	<ul style="list-style-type: none"> Proposes responses to grievances and lead in resolving community grievance unsolved from at sector level; Report to the steering committee on the status of the grievances
6	Contractor (Social Safeguard and Environmental list officer)	<ul style="list-style-type: none"> Receive and log complaints/grievances, note date and time, contact details, nature of complaint and inform complainant of when to expect response; Handle complaints revolved around nuisance resulted from construction and endeavor to handle them satisfactory; Inform engineer (supervisor) and GRC of received complaints/grievances and outcomes and forward unresolved complaints/grievance to GRC Attend community meetings, respond and react to PAPs complaints raised concerning the contractor.

S/ N	Member of the GRC	Role and Responsibility
7	Supervisor	<ul style="list-style-type: none"> ▪ Collect and provide relevant information that would lead to a better understanding of the grievance ▪ Ensure that all grievances raised have been responded to, and that the contractor responds to the complaints raised concerning them, ▪ Report on monthly basis the progress of GRM process ▪ Act as the secretary of the meeting

In total 1986 GRCs will be established across the 27 Districts. They will receive training prior to the commencement of their duties and the project will avail an operationalization budget that will cater for their transport and communication allowances. GRCs members will benefit from the capacity building plan as laid out in the ESCP.

6.4. Grievance channel for gender-based violence (GBV)

GBV grievance channels require timely access to quality, multi-sectoral services and involve confidentiality and informed consent of the GBV survivor. To this end, the PCU developed a Gender and Anti-Gender Based Violence Action Plan (GAP) that included an Accountability and Response Framework, and this will form part of sub-project ESMP. The GAP will identify service providers in the project areas with a minimum package of services (health, psychosocial, legal/security, safe house/shelter, and livelihood). The GAP will also provide enough details to allow for the development of localized referral pathways and will establish procedures of handling cases as part of the service providers mapping. The bidding documents will clearly define GBV requirements.

Grievance channels for GBV related impacts

The project's GBV risks may include sexual harassment, child defilement, rape, etc., which may arise from interaction between construction workers, contractor, client and the surrounding community. Search for jobs and procurement opportunities from the project could provide grounds for sexual harassment and exploitation of girls and women as well.

Overall, the GRC will integrate Isange One Stop Centre for comprehensive response to address gender-based violence and all GBV/SEA/SH cases are forwarded to this center. The project has a

gender expert with long lasting experience on gender mainstreaming and addressing GBV related risks.

6.5. Worker's based GRM

In compliance with national law and WB ESS2, Workers will elect representatives who will form a committee that will act as the Workers Grievance Redress Committee. As mandated by article 102 of the law regulating labor in Rwanda, the employees' representatives amicably settle individual labor disputes between employers and employees. If employees' representatives fail to settle the disputes amicably, the concerned party refers the matter to the labor inspector of the area where the enterprise is located.

In the case of ASCENT it will be the district where works are being implemented. If the Labor Inspector at the District fails to settle the dispute due to the nature of the case or the conflict of interests, he/she refers the dispute to the Labor Inspector at the national level stating grounds to refer such a dispute. If amicable settlement fails at the national level, the case is referred to the competent court. In any case, the PCU or PIU will be informed from the beginning of any workers grievances and provide insight and mediation if possible.

The matter will be referred to the labor inspector only if the PCU or PIU fail to do the mediation. By structure, the committee will be composed of 5 members: President who is the Project Manager, Vice president (site Engineer), Secretary (Human Resources Manager/Officer) and 2 elected members from workers. More details on workers' GRM are provided in the LMP.

7. MONITORING AND REPORTING

7.1. Involvement of stakeholders in monitoring activities

Monitoring and evaluation of the stakeholder engagement process is considered vital to ensure MoE and the Implementing Agencies are able to respond to identified issues and alter the schedule and nature of engagement activities to make them more effective. Adherence to the following characteristics/commitments/activities will assist in achieving successful engagement:

- i. Sufficient resources to undertake the engagement;
- ii. Inclusivity (inclusion of key groups) of interactions with stakeholders;
- iii. Promotion of stakeholder involvement;
- iv. Clearly defined approaches; and
- v. Transparency in all activities.

Monitoring of the stakeholder engagement process allows the efficacy of the process to be evaluated. Specifically, by identifying key performance indicators that reflect the objectives of the SEP and the specific actions and timings, it is possible to both monitor and evaluate the process undertaken.

Two distinct but related monitoring activities in terms of timing will be implemented:

- i. **During the engagement activities:** short-term monitoring to allow for adjustments/improvements to be made during engagement; and
- ii. **Following completion of all engagement activities:** review of outputs at the end of engagement to evaluate the effectiveness of the SEP as implemented.

At local levels, for all ASCENT sub-component activities in their respective sectors of project intervention, to ensure that there are multiple ways for the communities to engage with the project at grassroot level, the GRC will provide a platform or link between the project and communities benefitting or affected by project activities. The GRC will support the project for community mobilization, coordination of activities as well as in conflict and grievance management. Therefore, GRC shall report to the sector and district on progress of activities to enable effective monitoring.

7.2 Indicative data to be collected

A series of key performance indicators for each stakeholder engagement stage have been developed as follows:

- ❖ Number of public hearings, consultation meetings and other public discussions/forums conducted within a reporting period (e.g., monthly, quarterly, or annually);
- ❖ Frequency of public engagement activities;

- ❖ Number of group/categories of stakeholders consulted;
- ❖ Types of engagement methods used, e.g.. emails, letters and other formal invitation for participation in the planning and public awareness reports;
- ❖ Themes/topics discussed during the consultations;
- ❖ Geographical coverage of public engagement activities;
- ❖ Number of participants in different engagement activities with gender disaggregated (where applicable);
- ❖ Rate of women participation in consultations;
- ❖ Newly identified stakeholders;
- ❖ Number and details of vulnerable individuals involved in consultation meetings;
- ❖ Number of public grievances received within a reporting period (e.g. monthly, quarterly, or annually) and number of those resolved within the prescribed timeline;
- ❖ Type of public grievances received;
- ❖ Number of press materials published/broadcasted in the local, regional, and national media;

7.3 Reporting

(i) Quarterly Reports

The PCU/EDCL and PIU/BRD will prepare brief quarterly reports on stakeholder engagement activities. The reports should include but not limited to:

- ❖ Stakeholder activities conducted on quarterly basis;
- ❖ Public outreach activities (meetings with stakeholders);
- ❖ Reporting on the status of GRM;
- ❖ New identified stakeholder groups;
- ❖ Emerging new issues or challenges and proposed solutions.

(ii) Annual

The PCU/EDCL and PIU/BRD will compile a report summarizing SEP results on an annual basis. This report will provide a summary of all public consultation issues, grievances and resolutions. The report will provide a summary of relevant public consultation findings from informal and formal

meetings held with different categories of stakeholders at various levels.

These reports will be submitted to the funding institutions and other government stakeholders as required.

(iii) Reporting Back to the Community beneficiaries

It will be the PCU/EDCL and PIU/BRD's responsibility to report back to the community beneficiaries including PAPs and GRCs on the following:

- ❖ Main findings from the regular monitoring and supervision reports
- ❖ Resolutions of the complaints and grievances raised through various channels of GRM;
- ❖ Any other project related matters relevant to the community or the PAPs.

(iv) Reporting back to stakeholder groups

Stakeholders will be kept informed as the project develops, including reporting on project environmental and social performance and implementation of the stakeholder engagement plan and Grievance Redress Mechanism.

7.4 Record-keeping

Record-keeping has been planned thoroughly, and will follow specific procedures:

- ❖ Electronic and hard copy filing systems will be maintained for all external relations activities;
- ❖ Issues/commitments raised/ made at meetings will be recorded and distributed to meeting attendees for verification at regular intervals;
- ❖ Attendance registers will be completed at all meetings and, as possible, digital photographs and/or video recordings will be made of all meetings;
- ❖ A comprehensive record for reporting purposes will be kept of:
 - All meetings (dates, venues, attendees with gender disaggregated, objectives)
 - All comments, compliments, grievances, and responses to these
 - Times and content of media advertisements and radio broadcast.

Annexes

Appendix 1: Attendance list for consultation meetings

(Double click to open from 4 Provinces)

Appendix: 1: Sample Invitation letters to attend to public consultations


EDCL
ENERGY DEVELOPMENT CORPORATION LIMITED

Kigali, **16 AUG 2023**
N° 11.07.023/1159 /23/EDCL-MD/FG/EM/ab

CENTRAL SECRETARIAT
RUTSIRO DISTRICT
22 AUG 2023
N° of Doc:
Received by:

Bwana Umuyobozi w'Akarere ka Rutsiro
INTARA Y'IBURENGERAZUBA

IMPAMVU: Gutanga amakuru no kungurana ibitekerezo ku mushinga mushya

Bwana Muyobozi,

Tunajewe no kubamenyesha ko hari abakozi bakora mu kigo gishinzwe gukwirakwiza ibikorwaremezo by'amashanyarazi Energy Development Corporation Limited (EDCL) bazaza mu Karere ka Rutsiro mu rwego rwo kubaha amakuru no kungurana ibitekerezo ku mushinga mushya wo gukwirakwiza amashanyarazi uzaterwa inkunga na Banki y'Isi. Uwo mushinga ukaba uteganya gukwirakwiza amashanyarazi muri santere z'ubucuruzi ndetse no mu ngo z'abaturage.

Abo bakozi bakaba bazakenera umuyobozi w'Akarere cyangwa umuhagarariye, umuyobozi wa "Infrastructure One Stop Center", abayobozi b'Imirenge, umukozi ushinze amashanyarazi, ushinze ibidukikije, abakozi bashinze ubutaka ku rwego rw'Umurenge. Abo bakozi ba EDCL bakaba bazagera mu Karere ka Rutsiro ku itariki ya **22/08/2023**.

Mugire Amahoro



Felix GAKUBA
Umuyobozi Mukuru wa EDCL

Bitanyeshye:

- Umuyobozi w'Intara y'Iburengerazuba
- Umuyobozi mukuru wa REG
- Umuyobozi wa REG/ishami rya Rutsiro

10th Floor KCT, KN 2 ST, Nyarugenge District, P.O. Box 3855 Kigali, Rwanda
Tel.: + (250) (0) 787172265, email: info@edel.reg.rw, website: www.reg.rw

Kigali, Ku wa 16 Kanama 2023

N° 11.07.023/1159/23/EDCL-MD/FG/EM/ab

**Madamu Umuyobozi w'Akarere ka Karongi
INTARA Y'IBURENGERAZUBA**



IMPAMVU: Gutanga amakuru no kungurana ibitekerezo ku mushinga mushya

Madamu Umuyobozi,

Tunajewe no kubamenyesha ko hari abakozi bakora mu kigo gishinzwe gukwirakwiza ibikorwaremezo by'amashanyarazi Energy Development Corporation Limited (EDCL) bazaza mu Karere ka Karongi mu rwego rwo kubaha amakuru no kungurana ibitekerezo ku mushinga mushya wo gukwirakwiza amashanyarazi uzaterwa inkunga na Banki y'Isi. Uwo mushinga ukaba uteganya gukwirakwiza amashanyarazi muri santare z'ubucuruzi ndetse no mu ngo z'abaturage.

Abo bakozi bakaba bazakenera umuyobozi w'Akarere cyangwa umuhagarariye, umuyobozi wa "Infrastructure One Stop Center", abayobozi b'imirenge, umukozi ushinze amashanyarazi, ushinze ibidukikije, abakozi bashinze ubutaka ku rwego rw'Umurenge. Abo bakozi ba EDCL bakaba bazagera mu Karere ka Karongi ku itariki ya **23/08/2023**.

Mugire Amahoro,



Felix GAKUBA
Umuyobozi Mukuru

Bimenyeshejwe:

- Umuyobozi w'Intara y'Iburengerazuba
- Umuyobozi mukuru wa REG
- Umuyobozi wa REG/Ishami rya Karongi

Appendix: 2: Sample Photolog during Stakeholders Consultation Meeting

