

**REPUBLIC OF RWANDA**



**MINISTRY OF INFRASTRUCTURE (MININFRA)**

**P.O.BOX 24 KIGALI**

**RWANDA ENERGY GROUP (REG)**

**Rwanda Energy Access and Quality Improvement Project (EAQIP)**

(Project Number P172594)

**Final Report**

**Stakeholder Engagement Plan (SEP)**

**Kigali, July 2020**

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## **LIST OF ACRONYMS**

<b>CAC</b>	: Cell Adjudication Committee
<b>EARP</b>	: Electricity Access Rollout Program
<b>EDCL</b>	: Energy Development Corporation Limited
<b>ESIA</b>	: Environmental and Social Impact Assessment
<b>EHSP</b>	: Environmental Health and Safety Plan
<b>ESF</b>	: Environmental and Social Framework
<b>ESS</b>	: Environmental and Social Standard
<b>ESMF</b>	: Environment and Social Management Framework
<b>EUCL</b>	: Energy Utility Corporation Limited
<b>GRM</b>	: Grievance Redress Mechanism
<b>RNP</b>	: Rwanda National Police
<b>MoE</b>	: Ministry of Environment
<b>NGOs</b>	: Non-Governmental Organizations
<b>NST1</b>	: National Transformation Strategy One
<b>PCU</b>	: Project Coordination Unit
<b>PIU</b>	: Project Implementation Unit
<b>PMU</b>	: Project Management Unit
<b>RAP</b>	: Resettlement Action Plan
<b>REAQIP</b>	: Rwanda Energy Access and Quality Improvement Project
<b>RDB</b>	: Rwanda Development Board
<b>REG</b>	: Rwanda Energy Group

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<b>REMA</b>	: Rwanda Environment Management Authority
<b>RLMUA</b>	: Rwanda Land Management and Use Authority
<b>RPF</b>	: Resettlement Policy Framework
<b>SEP</b>	: Stakeholder Engagement Plan
<b>WB</b>	: World Bank



## **EXECUTIVE SUMMARY**

The Government of Rwanda (GoR) through the Ministry of Infrastructure (MININFRA), with the funding from the World Bank/International Development Association (IDA) and other Development Partners (DP) is developing a project titled “Rwanda Energy Access and Quality Improvement Project (EAQIP)” financed and led by World Bank and co-financed by Agence Française de Développement (AFD) (joint co-financing), the OFID (parallel co-financing), and SFD (parallel co-financing). This multi-donor energy sector investment financing project will support the Government of Rwanda’s energy access objectives during this period of the National Strategy for Transformation (NST1; 2017-2024). The EAQIP Project would have a total volume of an estimated US\$ 288 million. The total IDA investment would be US\$150 million and US\$ 10 million grant from Clean Cooking Trust Fund (CFF), spread across four components of i) increasing grid electrification, ii) enhancing the efficiency of electricity service, iii) increasing access to off-grid electricity and clean cooking solutions, and iv) technical assistance, institutional capacity building and implementation support. The project will also receive the funds from other development partners namely AFD loan of EUR 80 million and The OPEC Fund for International Development and the Saudi Fund for Development with US\$ 40 million investment financing.

**The Project Development Objective** is to increase access to modern energy for households, enterprises and public institutions; and enhance the efficiency of electricity services in Rwanda.

The project has four main components:

**Component 1: Increasing access to grid electricity** which will increase access to Households within 14 administrative districts located in three provinces of Rwanda namely Western, Southern and Northern Province.

**Component 2: Enhancing the efficiency of electricity service** which will include the following subcomponents: 2a) Rehabilitation of the Ntaruka Hydro Power Plant; 2b) Investments to improve stability and reliability of the power system; 2c) Improvements in the operational performance of Energy Utility Corporation Limited (EUCL).

**Component 3: Increasing access to off-grid electricity and clean cooking solutions** with the following subcomponents: 3a) Increasing off-grid electricity access and 3b) Increasing access to clean cooking solutions.

**Component 4: Technical assistance, institutional capacity building, and implementation support** which includes as subcomponents: 1) Technical Assistance.; 2) Capacity building.; 3) Implementation Support; and 4) RETF grant from Clean Cooking Fund.

**Table 1: Summary of the project components**

Area / Investment need	Details	Estimate (US\$)
<b>1. Increasing Access to Grid Electricity</b>		
Grid access	Grid connections for households, commercial and industrial consumers, and public institutions. <b>WBG Districts:</b> Gicumbi, Musanze, Rulindo, Burera, Ngororero, Nyabihu, Rubavu	90,000,000
	<b>AFD Districts:</b> Karongi, Rusizi, Rutsiro, Nyamasheke	85,432,639
	<b>OPEC Fund and SFD Districts:</b> Gakenke, Muhanga, Kamonyi	40,000,000
<b>Subtotal:</b>		<b>US\$ 215,432,639</b>
<b>2. Enhancing the Efficiency of Electricity Service</b>		
Rehabilitation of the Ntaruka HPP	Ensure availability of low-cost renewable energy generation capacity in Rwanda, through the rehabilitation of the Ntaruka HPP.	11,000,000
Installation of AVR on 220kV, Installation of power system stabilizers and governing systems on main generators	To reduce voltage rises due to low loading on 220kV; Improve network responses to fluctuations and load loss; prepare EAPP regional interconnection.	8,500,000
Building of GiS system	Building of Rwanda's power system GiS.	6,000,000
Completing installation of smart metering for all distribution transformers	Identify and curb sources of commercial/technical losses and phase imbalances.	4,500,000

*Stakeholder Engagement Plan for Rwanda Energy Access and Quality Improvement Project*

Area / Investment need	Details	Estimate (US\$)
and medium/large customers		
<b>Subtotal:</b>		<b>US\$ 30,000,000</b>
<b>3. Increasing Access to Off-grid Electricity and Clean Cooking Solutions</b>		
Results-based financing for off-grid solar and cooking solutions.	Results-based financing for (a) off-grid solar connections to reach poorer and more remote areas and (b) clean cooking solutions, with business models and financing instruments yet to be determined.	25,000,000
RETF grant from Clean Cooking Fund	Matching grant for RBF and TA for clean cooking	7,000,000
<b>Subtotal:</b>		<b>US\$ 32,000,000</b>
<b>4. Technical Assistance, Institutional Capacity Building and Implementation Support</b>		
Technical Assistance	Address sector performance improvements; forward-looking options for sector development including clean cooking.	2,000,000
Capacity building	Planning, Skills development, Audit and Compliance (+ others to be identified).	1,000,000
Implementation Support	Support EDCL PCU functions (staff); Support the SWG secretariat staff.	2,000,000 + EUR 2,000,000
RETF grant from Clean Cooking Fund	Market development and technical assistance for the clean cooking sector	3,000,000
<b>Subtotal:</b>		<b>US\$ 10,190,100</b>
<b>Total:</b>		<b>US\$ 287,622,739</b>

The present document presents the “Stakeholders Engagement Plan (SEP)” and for Rwanda Energy Access and Quality Improvement Project (REAQIP) as required under the new Environmental and

Social Management Framework (ESF) and especially the Environmental and Social Standards 10: Stakeholder Engagement and Information Disclosure.

The SEP will be the operational tool to define the protocols for effectively engaging local and affected communities in the overall project development, disseminate activities, outputs and results, coordinate and hold consultations and develop clear channels of communication of the project to all relevant stakeholders and target audience. The SEP describes the agreed Grievances Mechanism, it builds on the existing GRM of the current RESSP project and lessons learnt to ensure effective communication and engagement, as this new project involved new agencies not previously engaged in the RESSP.

The SEP of REAQIP aims at: (a) raising awareness and informing stakeholders and target audience about the project objectives, the types of investments and activities that are going to be funded by the project and (b) maximizing the impact of the project by making the results and deliverables of the project available to the stakeholders and to the wider audience. Therefore, the implementation of the plan is crucial for the success of the project and for the sustainability of investments in the long term.

**Identification of stakeholders:** This Stakeholders Engagement Plan for REAQIP was developed considering the diversity of relevant stakeholders. Within this framework, stakeholders were found to be of two categories based on their interests and influence in the project:

**Primary stakeholders** are those directly affected, either positively or negatively, by the project, decisions, or actions or those who can influence the outcome of project or be impacted by the outcome.

**Secondary stakeholders** are those that are indirectly affected by the project, or decision, or actions, for example, people who are not living in the villages where electricity distribution is planned, but have houses in those villages and these will positively be impacted by the project, etc.

Among these two categories of stakeholders include: (i) Central Government and agencies, (ii) Local Governments (iii) Local communities, vulnerable or disadvantage groups, (iv) Non-Government Organization (NGOs), private sector, academic institutions, development partners, general public of the local community (students, families), among others. A list of key stakeholders

has been prepared as part of the preparation of the SEP and their level of influence and interests highlighted under table 3 of this stakeholder engagement plan.

**Identification of engagement methods:** The SEP also has agreed on the methods and techniques to engage the mentioned stakeholders. Different means for communicating and disseminating information or collecting stakeholders' views and feedback on the project activities for example using correspondances (Phone, Emails, instant messages); one-to-one meetings, group or focus (sectorial, villages, private sector, etc) meetings, public or community meetings. The project will also use print media, radio announcement, internet media, workshops, surveys, project website, direct communication with owners of affected properties, trees, crops or other assets.

**Institutional arrangement for the implementation of the SEP activities:** Several government agencies will be involved in implementing the SEP.

MININFRA will be the overall coordinating Ministry of the project and Project Coordination Unit (PCU) under Energy Development Corporation at national level. The PCU will have Social Safeguards Specialists and an Environmental Safeguards Specialist that are responsible for overseeing and coordinating all activities associated with stakeholder engagement, manage all activities related to database, logistics, and interaction with other departments of Implementing Agencies.

**Budget:** The implementation of the SEP activates will require a budget. It has been estimated at USD 331,500 for a period of 5 years including the training of the Project Liaison Officers on SEP and GRM implementation.

**Grievance Redress Mechanism:** A grievance mechanism has been developed for potential use by stakeholders. The aim of the grievance mechanism is to achieve mutually agreed resolution of grievances raised by such stakeholders. This grievance mechanism ensures that complaints and grievances are addressed in good faith and through a transparent and impartial process, but one which is culturally acceptable.

## **I. INTRODUCTION**

### **1.1. An overview of the Project**

Among the higher level goals identified in the World Bank's Systematic Country Diagnostic for Rwanda, published in June 2019, are the following that are supported by the design of the project: continued market and private sector development (by promoting private sector involvement in electrification and clean cooking options); and more sustainable and balanced approach towards investment (by supporting sector expansion through the least cost methods defined in the NEP and use of competitive procurement procedures, and leveraging private investment through strategic use of concessional financing).

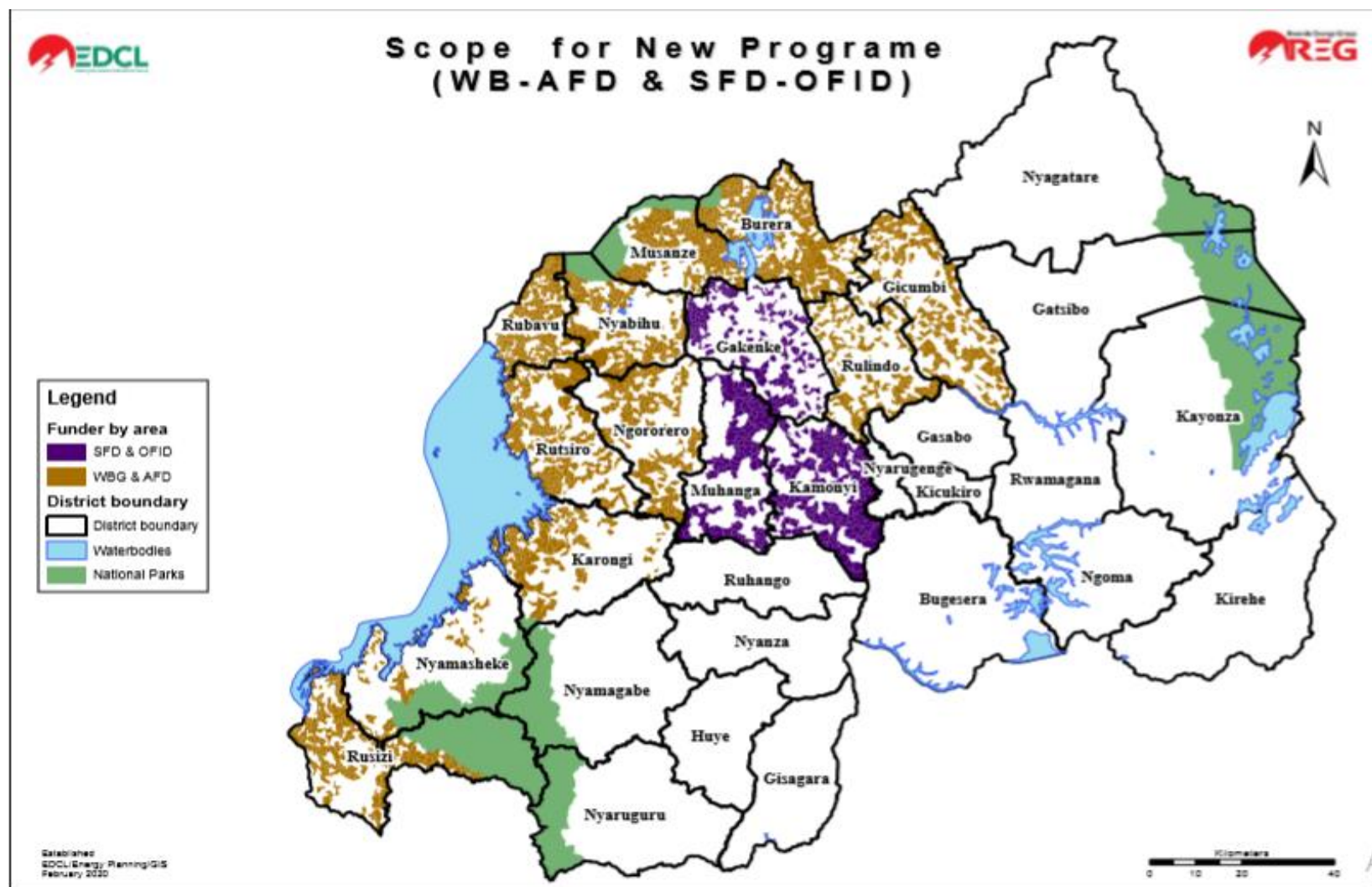
The project also supports two of the six reform priorities identified under the joint World Bank and GoR initiative on Future Drivers of Growth in Rwanda: enabling the emergence of competitive domestic enterprises (by targeting productive users for electrification and by promoting the participation of private sector firms in expanding electricity access and clean cooking); and developing capable and accountable institutions of governance (by providing technical assistance and building capacity of relevant public agencies and institutions working on the energy sector). Lastly, the program is aligned with the Africa Energy Strategy of the World Bank where achieving universal energy access is a core aspirational pillar, the designed Program has different development partners and will be implemented in 14 administrative Districts. WBG & AFD (joint co-financing) will fund in Gicumbi, Musanze, Rulindo, Burera of Northern province and Ngororero, Nyabihu, Rubavu, Karongi, Rusizi, Rutsiro, Nyamasheke districts of Western province. SFD and OFID (under parallel co-financing) will fund in Gakenke (District of Northern Province) Muhanga and Kamonyi Districts of Southern province. All 14 Districts composing the three provinces of Rwanda namely South, North and Western Provinces will be covered by this project to meet the NST1 targets by 2024.

**Table 2: Description of the Districts to be covered by WB and AFD based on electricity access**

District	Total HHs (Dec. 2018)	Baseline (June 2019)			Cumulative March-2020)		% Progress		
		Grid	Off-grid	Total	Grid	Off-grid	Grid	Off-grid	Total
<b>Karongi</b>	78,000	24,445	7,878	32,323	24,445	7,878	31%	10%	41%
<b>Ngororero</b>	82,000	21,030	6,066	27,096	21,030	6,066	26%	7%	33%
<b>Nyabihu</b>	67,000	20,316	5,763	26,079	20,316	5,763	30%	9%	39%
<b>Nyamasheke</b>	83,000	23,803	6,621	30,424	23,803	6,621	29%	8%	37%
<b>Rubavu</b>	96,000	50,693	8,275	58,968	50,693	8,275	53%	9%	61%
<b>Rusizi</b>	95,000	47,868	7,845	55,713	47,868	7,845	50%	8%	59%
<b>Rutsiro</b>	73,000	20,093	6,929	27,022	20,093	6,929	28%	9%	37%
<b>Burera</b>	82,000	21,763	5,317	27,080	21,763	5,317	27%	6%	33%
<b>Gicumbi</b>	88,000	28,181	9,132	37,313	28,181	9,132	32%	10%	42%
<b>Musanze</b>	91,000	45,300	4,804	50,104	45,300	4,804	50%	5%	55%
<b>Rulindo</b>	78,000	23,477	8,284	31,761	23,477	8,284	30%	11%	41%
<b>Grand Total</b>	<b>913,000</b>	<b>326,969</b>	<b>76,914</b>	<b>403,883</b>	<b>326,969</b>	<b>166,203</b>	<b>36%</b>	<b>18%</b>	<b>54.0%</b>



Figure 1: Map indicating the project location





Rwanda Energy Access and Quality Improvement Project is part of the Rwanda Universal Energy Access Program (RUEAP) whose development objective is to improve access to energy and efficiency of energy service delivery to households, businesses and public institutions in Rwanda. This program encompasses four main components and each component embodies sub-components and scope as detailed under the following headings and sub-headings.

The grid-related and technical assistance components will be implemented by the Electricity Access Rollout Program (EARP) Project Coordination Unit (PCU) in Energy Development Corporation Limited (EDCL), which has demonstrated its effectiveness under the Electricity Access Scale-up and Sector Wide Approach (SWAp) Development Project (EASSDP) project (IDA16). The off-grid and clean cooking components will be implemented by the Renewable Energy Fund (REF) a PIU in the Development Bank of Rwanda (BRD).

### **- Component one (1): Increasing access to grid electricity**

Rwanda's ambition, outlined in the NST1, is to achieve a grid access rate of 52% by 2024; and to meet this ambition, the ESSP projects a financing need of US\$ 590 million (to connect all households and productive use connections) between 2019/20 and 2023/24. It is against this background that REG has targeted an annual connection rate of 200,000 between 2020 and 2024 (including households and enterprises). It is estimated that the average unit connection cost, including backbone infrastructure, is around US\$603-US\$758, projecting an annual financing need ranging between US\$120 million - US\$150 million. This component will provide continued support to Rwanda's electricity access program, the EARP. The component provides financing towards grid connections of new consumers, including financing of grid extensions and consumer connections.

Electrification investments under the NST1 are being guided by a state-of-the-art geospatial National Electrification Plan (NEP) prepared in 2019, which lays out the areas to be electrified by the grid by 2024 and those where off-grid solutions will step in before the grid arrives. During 2017 – 2018, the GoR developed a NEP, which defines a combination of extension and densification of the national grid and deployment of off-grid solutions throughout the country to expand electricity access while optimizing the costs of access expansion.

The NEP takes into account the country's unique geography, high population density, and existing grid coverage, and uses geospatial electrification planning algorithms to find cost-efficient ways of expanding electricity access. Considering the 2024 target of 52 percent on-grid and 48 percent off-grid access as an input, the NEP defines a combination of extension of the

national grid and deployment of off-grid solutions throughout the country that represents the least-cost option to supply forecasted demand for the 2018-2024 period.

## **- Component two (2) Enhancing the Efficiency of Electricity Service**

### ***Sub-Component 2a: Rehabilitation of Ntaruka Hydro Station (HPP)***

This sub-component proposes to improve, in a low-cost manner, to the efficiency of the power system through the rehabilitation of low-cost renewable energy generation capacity, which is an important part of the NST1 and ESSP. The first priority of the ESSP is “Support continued economic development and growth in household electricity access through least-cost expansion of electricity generation capacity”, with one of the targets under this priority being security of supply<sup>1</sup>.

The Ntaruka HPP, located in Kinoni sector, Burera District, Northern Province at 25km from Musanze town towards Cyanika, at the border with Uganda, has been in operation since 1959. The Plant has an installed capacity of 11.25MW but is currently only capable of operating at a capacity of 9MW and generates on average 22 GWh annually. Based on its age and current performance, it has been found necessary to rehabilitate the power plant to restore the plant capacity to its installed capacity and upgrade the control systems and other electro-mechanical equipment. After rehabilitation, the Ntaruka HPP is expected to generate 27.65 GWh in average hydrological conditions and produce peak power up to 12.3 MW. Rehabilitation of the Ntaruka HPP gives the utility the opportunity to enhance the stability and security of renewable energy supply while using a source of energy with a very low variable cost.

The main rehabilitation works proposed include: concrete surface treatment (civil works); sandblasting and paintings of trash racks and intake gates, procuring and installing a new gantry crane, installing new guide vanes for the inlet valve (hydraulic steel structures); replacing the shafts of the 3 turbines, repair of spiral casings and runners from cavitation, replacing the 3 generators, sandblasting and paintings of draft tubes (electro-mechanical works); replacing the fire fighting and excitation systems, carrying out heavy maintenance to the 3 step-up transformers and replacing the switchgears (electrical works).

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<sup>1</sup> ESSP 2018/19-2023/24: “The HLTOs presented in this ESSP represent the key indicators to be measured. These cover vital sector issues such as generation capacity, access, efficiency and security of supply”.

### ***Sub-Component 2b: Investments to Improve Stability and Reliability of the Power System***

Although investments in new infrastructure and upgrade of existing infrastructure have enhanced system reliability and efficiency, there is still considerable scope for improvement. Projects such as the World Bank funded RESSP have contributed to reducing the System Average Interruption Duration Index (SAIDI) from 44 hours in 2017 to 26 hours in 2018-19, and the System Average Interruption Frequency Index (SAIFI) from 265 in 2017 to 49 in 2018-19. While these improvements are substantial, the reliability of electricity supply is not yet at levels that underpin a robust industrial growth. Similarly, at 19%, the transmission and distribution losses of the power sector in Rwanda still illustrate poor operational efficiency and are also a direct source of lost revenues through unbilled electricity. Poor quality of electricity services hinders economic growth as well as undermines consumer confidence in the utility, making application of cost-reflective tariff rates difficult and, in effect, harming financial sustainability of the power sector. Improving the quality and reliability of electricity services and reducing transmission and distribution losses are also imperative to help reap the benefits of expanding electricity connections.

## **- Component three (3) Increasing Access to Off-Grid Electricity and Clean Cooking Solutions**

### ***Sub-Component 3a: Increasing Off-Grid Electricity Access***

The NEP foresees a major role for off-grid electrification—reaching 48 percent of the population by 2024—as transitory solution before the grid arrives. The grid is eventually expected to cover almost the entire population of Rwanda, however, expansion of the grid in the medium term is constrained by high capital cost due to the country's hilly terrain. Off-grid solutions, with their lifetime of 5-8 years, are meant to ensure that households are not deprived from electricity service during the transition period towards full grid electrification. For the same reason, large scale deployment of mini-grids is not considered to be a viable medium-to long-term electrification option, given their longer investment horizon (as compared to solar home systems) and higher per unit cost of electricity (as compared to the eventual provision of grid-electricity).

### ***Sub-Component 3b: Increasing Access to Clean Cooking Solution***

MININFRA recently approved an ambitious new Biomass Energy Strategy (2019-2030) and an amendment to its NDC, with targets of reducing the percentage of households that use firewood

for cooking from the baseline value of 79.9% in 2017 to 42% by 2024, and phasing-out the use of charcoal in urban areas. The clean cooking agenda has been recently moved to MININFRA and REG/EDCL have the mandate to implement it. The Rwanda Standards Board (RSB) is tasked with certifications and setting standards for cooking products and a testing lab is currently under development. In October 2019, MININFRA published the Biomass Energy Strategy: A Sustainable Path to Clean Cooking 2019-2030. In May 2020, the Government updated its Nationally Determined Contributions under the Paris Agreements which includes promoting the use of efficient cook stoves as a mitigation measure since cooking accounts for 14% of the GHG emissions from the energy sector.

#### **- Component 4: Technical Assistance, Institutional Capacity Building and Implementation Support**

This component will support project implementation, capacity building, technical assistance, impact evaluation studies and advisory services. Recognizing that the PCU resources may be constrained by the large volume of activities required of the project, the project will support additional staff in EDCL, staff in the PCU, supervision consultants to assist in effective and efficient project delivery, and sector consultants to continue to support sector management and coordination. This sub-component will therefore directly support payment of supervision consultants to help EDCL in project oversight; key functions within the PCU and EDCL departments that are hired to support the implementation of the project; and the sector working group secretariat to support project implementation and sector management and coordination.

The sub-component will also support technical assistance where required. These will include sector studies aimed at improving the efficiency of sector performance, impact evaluation studies to help the sector make appropriate decisions during and after project/program implementation, feasibility studies, and policy and advisory notes required to inform sector decisions.

### **1.2. Regulatory and Governance Framework**

#### **1.2.1. National Regulations and International Treaties**

The SEP takes into consideration the existing national and international institutional regulatory framework that guarantees the right of speech, reunion, access of information, participation, etc. The following are national legislations relevant to this SEP:

- i. Constitution of the Republic of Rwanda of 2003 revised in 2015
- ii. Law regulating labor in Rwanda, 2018
- iii. Law relating to expropriation in the public interest, 2015

### **1.2.2. Financial Institutions - The World Bank**

All project prepared after October 2018, apply the new Environmental and Social Framework (ESF) which contain 10 Environmental and Social Standards (ESS) that define the process and protocols for environmental and social management during the implementation of this project. The previous project EASSDP and RESSP were prepared under the old Environmental and Social Safeguards Policies, thus the team of EDCL-EARP-PCU will need support during the implementation of this REAQIP for proper application of the ESS instruments prepared for this operation.

### **1.3. Relevant Environmental and Social Standards for REAQIP**

The following are Bank ESF environmental and social standards (ESS) that will be applied for the implementation of the REAQIP project.

- **Environmental and Social Standard 1:** Assessment and Management of Environmental and Social Risks and Impacts applies. The REAQIP Environment and Social Risk Classification as per the concept Environment and Social Review Summary (ESRS) is substantial,
- **Environmental and Social Standard 2:** Labor and Working Conditions applies to the project;
- **Environmental and Social Standard 3.** Resource Efficiency and Pollution Prevention and Management applies,
- **Environmental and Social Standard 4.** Community Health and Safety applies.
- **Environmental and Social Standard 5:** Land Acquisition, Restrictions on Land Use and Involuntary Resettlement applies;
- **Environmental and Social Standard 6.** Biodiversity Conservation and Sustainable Management of Living Natural Resources applies
- **Environmental and Social Standard 8.** Cultural Heritage applies
- **Environmental and Social Standard 10:** Stakeholder Engagement and Information Disclosure. Based on the requirements contained in this ESS, the Government of Rwanda has prepared this SEP applies.

## **II. STAKEHOLDER ENGAGEMENT PLAN (SEP) FOR REAQIP**

### **2.1. Introduction**

According to the ESF and the ESS10, the SEP describes the timing and methods of engaging with stakeholders and range of information to be communicated to them as well as information to be sought from them throughout the life cycle of the project, distinguishing between PAPs, other interested parties and those who can influence the outcome of project or be impacted by the outcome. The SEP will be an operational tool to define the protocols for effectively engaging local and affected communities in the overall project development, disseminate activities, outputs and results, coordinate and hold consultations and develop clear channels of communication of the project to all relevant stakeholders and target audience.

The SEP seeks to define 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 that these groups 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 project proponent and its stakeholders. An effective engagement helps translate stakeholder needs into organizational goals and creates the basis of effective strategy development. The SEP describe the agreed Grievance Redress Mechanisms that will be available for project affected persons/interested stakeholders/citizen of Rwanda for handling grievances, observations, requests to the project team. The Government team has reviewed the GRM implemented under RESSP in order to draw lessons and build on that experience for effective communication and engagement.

In terms of communication, the SEP specifies the frequency and type of communications, media, contact persons, and locations of communication events. It is prepared at the beginning of the project and will be updated whenever required throughout the project implementation, this SEP details engagement undertaken by the implementing unit with the different project stakeholders during the stage of the Project preparation and serves as a guide to engagement during the Project early stages of creation of Grievance Redress Mechanism committees (GRCs).

This Stakeholder Engagement Plan will continue to be revised following Project implementation progress to inform on-going stakeholder's engagement through the various stages of Project lifecycle.

## **2.2. The objective of the SEP**

The Stakeholder Engagement Plan (SEP) will contribute to coordinate the engagement of all relevant project stakeholders, these include affected persons and other interested parties, and those who can influence the outcome of project or be impacted by the outcome throughout the project cycle. The purpose of the stakeholder plan is to present a strategy for engaging all project stakeholders to ensure that they understand the project and provide their feedback and input into the project.

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

- Understand the stakeholder engagement requirements of Rwandan legislation;
- Define procedures for the project stakeholder engagement such that it meets the Environmental Social Standard 10, International Best Practice and national and international regulations.
- 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's engagement process that provides stakeholders with an opportunity to influence project planning and design; the feedback from initial stakeholders' consultation has taken place as indicated under annex 8;
- 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.
- Define roles and responsibilities for the implementation of the SEP;
- To share and informed stakeholders about the project objectives, the types of investments and activities that are going to be funded by the project, timeline, contractors, locations of works, environmental and social measures taken to reduce negative impacts to the public health, safety, land property, transit, etc.



- Define reporting and monitoring measures to ensure the effectiveness of the SEP and periodical reviews of the SEP based on findings;  
To provide PAPs with accessible and inclusive means to raise issues and grievances and allow GoR to respond to and manage such grievances.

### **2.3. Principles for Effective Stakeholder Engagement**

The effective stakeholder engagement depends on mutual trust, respect and transparent communication between the GoR and its stakeholders and those who can influence the outcome of project or be impacted by the outcome. Therefore, the implementation of the plan is crucial for the success of the project and for the sustainability of investments in the long term. It will thereby improve decision-making and performance by:

- **Managing risk** - stakeholder engagement helps the GoR, project and communities to identify, prevent, and mitigate environmental and social risks and their impacts that can threaten project viability;
- **Avoiding conflict** - understanding current and potential issues such as property rights and proposed project activities and likely impact per activity;
- **Improving national policy** - obtaining perceptions about a project, which can act as a catalyst for changes and improvements in national policies formulation;
- **Identifying, monitoring and reporting on impacts** - understanding a project's impact on stakeholders, evaluating and reporting back on mechanisms to address these impacts; and
- **Managing stakeholder expectations** - consultation with the stakeholders also provides the opportunity for GoR and the project to know and manage stakeholder behaviour and expectations;
- **Voice to stakeholders:** Providing a participatory mechanism to keep stakeholders particularly the PAPs engaged in the project through a feedback based structured mechanism.

For effective project implementation throughout all its lifetime, the REAQIP will comply with the following principles based on international best practice include the following

- Stakeholder engagement is usually informed by a set of principles defining core values underpinning interactions with stakeholders.
- Common principles based on International Best Practice include the following:
- **Commitment** is demonstrated when the need to understand, engage and identify the community is recognized and acted upon early in the process;



- **Integrity** occurs when engagement is conducted in a manner that fosters mutual respect and trust;
- **Respect** is created when the rights, cultural beliefs, values and interests of stakeholders and affected communities are recognized;
- **Transparency** is demonstrated when community concerns are responded to in a timely, open and effective manner;
- **Inclusiveness** is achieved when broad participation is encouraged and supported by appropriate participation opportunities; and
- **Trust** is achieved through open and meaningful dialogue that respects and upholds a community's beliefs, values and opinions.

## **2.4. An overview of the stakeholder engagement plan**

### **2.4.1. What is Stakeholder Engagement?**

Stakeholder engagement is the practice of interacting with and influencing project stakeholders to the overall benefit of the project and its advocates, and those who can influence the outcome of project or be impacted by the outcome. The successful completion of a project usually depends on how the stakeholders view it and how they engaged in overall project design up to implementation and completion.

Their requirements, expectations, perceptions, personal agendas and concerns will influence the project, shape what success looks like, and impact the outcomes that can be achieved. Successful stakeholder engagement is therefore a vital requirement for professional project management.

Stakeholder Engagement will be free of manipulation, interference, coercion, and intimidation, and conducted on the basis of timely, relevant, understandable and accessible information, in a culturally appropriate format. It will involve interactions between identified groups of people and provide stakeholders with an opportunity to raise their concerns and opinions (e.g. by way of meetings, surveys, interviews and/or focus groups), and ensure that this information is taken into consideration when making project decisions.

### **2.4.2. Stakeholder Engagement considerations**

The following considerations will be made when planning for stakeholder engagement:

- **It takes time and resources:** Some stakeholders will need to be educated about the concept of engagement itself, as well as on the complex issues requiring specialized and technical knowledge. These demands can increase the cost of consultation required to meet external expectations, and often this occurs at a time when a project lacks the internal capacity and resources to implement a broad engagement strategy.
- **It raises expectations:** Stakeholders can have unrealistically high expectations of benefits that may accrue to them from a project. As such project proponents from the outset must be clear on what they can and cannot do, establishing a clear understanding of their roles and responsibilities.
- **Securing stakeholder participation:** Cultural norms and values can prevent stakeholders from freely participating in meetings. Often there are conflicting demands within a community, and it can be challenging for a project to identify stakeholders who are representative of common interests. This might be avoided by employing local created GRCs

committee. The GRCs committee includes local authorities in capacity of Secretary Executives of cells. The last will play a key role as they are sensitive to local power dynamics.

- **Consultation fatigue:** Moreover, there is evidence to suggest that stakeholders can easily get tired of consultation processes especially when promises are unfulfilled, and their opinions and concerns are not taken into consideration. Often stakeholders feel their lives are not improving as a result of a project and this can lead to consultation meetings being used as an area to voice complaints and grievances about the lack of development. This might be avoided by coordinating stakeholder engagement during an ESIA and RAP implementation process, and by ensuring practitioners do not make promises to stakeholders, but rather use the public consultation process as an opportunity to manage expectations, challenge misconceptions, disseminate accurate project information, and gather stakeholder opinions which are feedback to the client and other project specialists.

#### **2.4.3. Stakeholder Identification under REAQIP**

In compliance with National regulations and international standards, Stakeholder engagement is the basis for building strong, constructive, and responsive relationships that are essential for the successful management of a project's environmental and social impacts. Similarly, in order to develop an effective SEP, it is necessary to determine who the stakeholders are and understand their needs and expectations for engagement, and their priorities and objectives in relation to the Project. This information is then used to tailor engagement to each type of stakeholder. As part of this process it is particularly important to identify individuals and groups who may find it more difficult to participate and those who may be differentially or disproportionately affected by the project.

It is also important to understand how each stakeholder may be affected or perceives the project so that engagement can be tailored to inform them and understand their views and concerns in an appropriate manner.

During the development of Resettlement Policy Framework and Environmental and Social Management Framework, the consultation was held with key stakeholders (to be involved) in project implementation and land management, acquisition and compensation process as well as some of the potential affected people near identified schools. However, a comprehensive community engagement and consultation will be required when final project design is available and sites for construction of new MV lines are known and potential project Persons identified.

The combination of both structured and unstructured interviews was used to collect information from different actors and stakeholders. Consulted people and institutions at Central level include Rwanda Environment Management Authority (REMA), the Ministry of Environment (MoE), Rwanda Development Board (RDB), Ministry of Infrastructure, Rwanda Land Use and Management Authority. At Local Government Administration (districts and Sectors) level the consultation was held with Vice-Mayors in Charge of Economic Development, District Electricity and Maintenance engineer, District Land Valuation Officer, and Director of one stop Center, Executive Secretary of the Sector and Sector Land Manager. This consultation will also engage the PSF representative at District Level, the private operators of the solar energy.

Stakeholders have been and will continue to be identified on a continuing basis and these will include:

- Various stakeholder categories that may be affected by, or be interested in the Project;
- Specific needs and interests of individuals, groups, and organizations within each of these categories;
- The expected Project area of impact, that is the geographical area over which it may cause impacts (both positive and negative) over its lifetime, and therefore the localities within which people and businesses could be affected;
- The nature of the impacts that could arise and therefore the types of national/local government entities, NGOs, and other institution interested in energy sector.

In general, engagement is directly proportional to impact and influence, and as the extent of impact of a project on a stakeholder group increases, or the extent of influence of a particular stakeholder on a project increases, engagement with that particular stakeholder group should intensify and deepen in terms of the frequency and the intensity of the engagement method used. All engagements should proceed based on what are social and culturally acceptable and appropriate methods for each of the different stakeholder groups for this project.

The identification process found several stakeholders with direct or indirect interests in REAQIP, those who may be affected by same project activities and others with various interests. Depending on their level of interest or the magnitude of impacts on different stakeholders, the stakeholders have been divided into two (2) categories namely Primary stakeholders which are those directly affected, either positively or negatively, by the project, decisions, or actions. The secondary stakeholders are those that are indirectly affected by the project, or decision, or actions during the project a whole phase.

**Table 3: Primary and Secondary Stakeholders for each component**

Primary stakeholder	Secondary Stakeholders
<b>Component 1: Increasing access to grid electricity</b>	
DPs (WB, AFD, EIB, OFID& SFD)	Local Governments Entities
MININFRA	FBOs
MINECOFIN	Farmers organizations
REG	Civil Society Organizations
RDB	Private Sector Federation
Beneficiaries/Local community members and the Project Affected Persons-PAPs	Academia, University of Rwanda (UR), Center of Excellent and Biodiversity, Rwanda polytechnic (RP)
REMA	International and Local NGOs in the field of environmental protection: IUCN, ARCOS, WCS, AGRUNI
RURA	
RLMUA	
IRPV	
<b>Component 2: Improving grid reliability and enhancing operational efficiency</b>	
WB	Local Governments Entities
MININFRA	FBOs
MINECOFIN	Farmers organizations
REG	Civil Society Organizations
RDB	Local NGOs
Beneficiaries/Local community members/PAPs	RLUMA
REMA	Academia, University of Rwanda (UR), Center of Excellent and Biodiversity, Rwanda Polytechnic (RP)
RURA	International and Local NGOs in the field of environmental protection: IUCN, ARCOS, WCS, AGRUNI
	Private Sector Federation
<b>Component 3: Catalyzing private investment in off-grid electricity access and clean cooking</b>	

<b>Primary stakeholder</b>	<b>Secondary Stakeholders</b>
WB	Civil Society Organizations
REG	Local NGOs
E-West recycling facility	Academia, University of Rwanda (UR), Center of Excellent and Biodiversity, Rwanda polytechnic (RP)
Energy Private Developers	International and Local NGOs in the field of environmental protection: IUCN, ARCOS, WCS, AGRUNI
Beneficiaries/Local people	Private Sector Federation
MoE	
REMA	
<b>Component 4: Institutional capacity building</b>	
REG	Civil Society Organizations
WB	Private Sector Federation
RURA	International and Local NGOs in the field of environmental protection: IUCN, ARCOS, WCS, AGRUNI
REMA	Academia, University of Rwanda (UR), Center of Excellent and Biodiversity, Rwanda polytechnic (RP)
RSB	Local NGOs
MoE	
Beneficiaries/Local people	

## **2.5. Classification of the stakeholders based on ESS10**

After examination of the above list of stakeholders of two categories, a further classification put them into 3 main groups:

- Those who have a role in the project implementation (also known as ‘implementing agencies’): they consist mainly of government agencies;
- Those who are impacted or likely to be impacted directly or indirectly, positively or adversely, by the Project (also known as ‘affected parties’): in this group include local community members, vulnerable groups and users of the project area, for example: house

owners and productive users to be connected, vendors of streets where the project activities will be implemented, farmer's organizations, etc.

- Those who may have an interest in the Project ('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: in this group include civil society organization, opinion leaders in the project area, the media, etc.

In reference to the above description, stakeholders under REAQIP will emerge from the following entities:

### **2.5.1. Government Ministries and agencies**

Engaging with Government Ministries, Institutions, agencies, authorities, and departments will serve two main purposes: one is to build consensus and ownership, and secondly is to identify the governance framework for socio-economic development and environmental management. Identified ministries and agencies or authorities during planning are presented in this SEP with their roles and responsibilities respectively.

### **2.5.2. Project Affected people**

Project affected people here refer to those who will be directly affected by the project. This group includes people who will temporarily lose land, properties (Crops and trees) due to project activities, vulnerable groups and users of the project area, for example: users of the land, beneficiaries of the productive users, etc.

### **2.5.3. Local communities**

Involvement of local communities at earlier stage of REAQIP will help prevent or mitigate early on problems/complaints that may arise and hinder project progress in the next phases; and beside that, community participation is a basic human right and fundamental principle of democracy. During REAQIP implementation especially in construction phase, project components especially electricity access will require compensation of the affected assets (crops, trees) in the targeted area. There will be a need to communicate with owners of trees, crops (seasonal or perennial) and properties for which project activities will require acquisition to agree on fair compensation of the loss caused by the project. The extent and magnitude of impacts that would be caused by REAQIP activities is moderate according to the disclosed Project Concept Environmental and Social Review Summary but later during environmental and social assessment studies, especially Resettlement Action Plan (RAP) and Environmental Impact Assessment (ESIA), the Government and consultant will be responsible of analysing project impact and identification of PAPs as well assets inventory and to communicate to

the PAPs about project impacts and national legal requirements related to expropriation law in the public interest.

#### **2.5.4. Vulnerable or disadvantage groups**

Vulnerable/disadvantages groups are community members likely to be affected by REAQIP but may have difficulty in engaging with during stakeholder consultation process and thus may not be able to fully express their concerns regarding the proposed Project. Vulnerable groups could be for example: women headed households, people with physical or mental disabilities, small scale farmers using the wetlands.

#### **2.5.5. Non-Government Organization (NGOs)**

The Non-Governmental Organizations in the project area include youth groups, women gender-based advocacy group, human rights activists, faith-based organizations, NGO intervening the area of environment conservation etc. They have influence on the project especially when it comes to stand for the PAPs and advocate for vulnerable groups and environment protection. These organizations have been and will be consulted at district level during project implementation.

#### **2.5.6. Private Sector Federation**

The skills and knowledge of engineers and professional organizations will be required for the project to achieve its objective. The required safeguard documents such as ESIA and RAPs will be carried out by national and/or international environmental assessment practitioners while the construction of infrastructures like electrical lines, Ntaruka HPP Rehabilitation, and site servicing will require a pool of skills with state-of-the-art technics and modern engineering practices in electrical engineering. All these stakeholders will be identified and consulted in due time according to the project implementation timelines.

#### **2.5.7. World Bank and other development partners**

The infrastructures to be developed under REAQIP will be provided the World Bank and co-financed by AFD and parallel co-financed by the OFID and SFD. Moreover, WB is also committed to supporting and enhancing the capacity of national environmental and social frameworks to assess and manage the environmental and social risks, this stakeholder engagement plan is prepared by the Government of Rwanda to comply with the World Bank requirements and will be used by Energy Access and Quality Improvement Project as a requirement of ESS 10 on Stakeholder-Engagement-and-Information.



### 2.5.8. Media

The media including, newspapers, magazines, other printed media, televisions, local radio stations, community radios, and electronic media will be used to communicate about REAQIP activities and progress. It will also serve as a channel to communicate with stakeholders and a platform where stakeholders can express their concerns and issues as regard REAQIP.

The table below shows roles, responsibility and interests of each stakeholder identified during planning as far as their mandate and mission, involvement, resources and influence in project development, planning and decision making are concerned. The identification process will continue throughout the implementation as the engagement of stakeholders during all phases of the project life cycle is paramount. Hence, new stakeholders will be identified while others will lose their relevance as the project goes forward.

**Table 4: Identified stakeholders for REAQIP and potential interest or influence in the project**

The below table of identified stakeholders is not an exhaustive assessment of each group, their involvement will indicate the level of interest and its influence throughout the project implementation.

No	Identified Stakeholder	Involvement in the project	Interest	Influence
1	Ministry of Infrastructure (MININFRA)	MININFRA is national project coordinating Ministry/institution. MININFRA's role include: - MININFRA will oversee implementing agencies which include REG, Districts; - Coordination and monitoring of performance of implementation of the project, risk management, monitoring & evaluation and disclosure of information, developing and putting in place performance agreements, and developing and implementing the communication strategy, - Lead negotiation with World Bank	High	High
2	Ministry of Environment through Rwanda Environmental	- Providing guidelines on the implementation and application of the Organic Land law and the Land Use Master Plan through Districts' bureaus;	High	High

No	Identified Stakeholder	Involvement in the project	Interest	Influence
	<b>Management Authority (REMA) Rwanda Development Board (RDB)</b>	<ul style="list-style-type: none"> <li>- Providing clarifications on land tenancy schemes (freehold or leasehold), resettlement arrangements, identifying and availing the land on which resettlement is to be established especially in Kigali Strengthening where resettlement exercise might be done for few households;</li> <li>- Mobilizing the public to participate in the management and protection of natural resources.</li> </ul>		
<b>3</b>	<b>Local Governments Administration</b>	<ul style="list-style-type: none"> <li>- Review and sign off of all documentation (e.g. PAPs files for compensation, grievance forms, consultation plans);</li> <li>- Participation in the different consultation meetings that will be held;</li> <li>- Participate in the census activities for the PAPs affected assets;</li> <li>- Compensation of PAPs assets using Government funds;</li> <li>- Following up and participate in resolving issues raised within the elected Grievance committees;</li> <li>- Informing and engaging citizens,</li> <li>- Ensuring availability of district officers</li> <li>- Ensure that the public is fully involved and consulted in the ESIA process</li> </ul>	<b>High</b>	<b>High</b>
<b>4</b>	<b>Rwanda Land and Management Use Authority</b>	<ul style="list-style-type: none"> <li>- RLMUA through its department of land administration and mapping is the organ responsible for overall management and</li> </ul>	<b>Moderate</b>	<b>Moderate</b>

No	Identified Stakeholder	Involvement in the project	Interest	Influence
		<p>coordination of all activities related to land administration, land use planning and management in Rwanda.</p> <ul style="list-style-type: none"> <li>- The role of RLMUA in RAP process is to advise on matters related to land ownership and expropriation.</li> <li>- 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.</li> </ul>		
5	<b>Institute of Real Property Valuers (IRPV)</b>	<ul style="list-style-type: none"> <li>- Proposes regulations, guidelines and standards for valuation while the function of approval lies with the Council;</li> <li>- Play a revision role for any PAP likely to be dissatisfied with a real property valuation;</li> <li>- Selection of other certified Valuer who shall decide other valuation methods to be used in case of misunderstanding on the used valuation methodology.</li> </ul>	<b>Moderate</b>	<b>Moderate</b>
6	<b>Ministry of Finance and Economic Planning (MINECOFIN)</b>	<ul style="list-style-type: none"> <li>- The Ministry of Finance and Economic Planning (MINECOFIN) co-ordinates functions of finance and planning and development cooperation. The MINECOFI will: <ul style="list-style-type: none"> <li>- Lead financial negotiation with World Bank and on project timelines, starting and closure.</li> <li>- Disbursing the funds according to priorities.</li> </ul> </li> </ul>	<b>High</b>	<b>High</b>

No	Identified Stakeholder	Involvement in the project	Interest	Influence
7	Local Community	<ul style="list-style-type: none"> <li>- Mobilize internal and external resources (i.e., tax. On-tax, social security contributions, grants, loans, etc.)</li> <li>- Contribute to increase the productivity of the economy, employment opportunities, the investment climate, and the quality of public investments;</li> <li>- Achieve the highest international standards in Public Finance Management (PFM) in order to ensure an accountable use of resources;</li> <li>- Attend to the process of payment of the project affected parties.</li> </ul> <p>The local community is interested because of the following;</p> <ul style="list-style-type: none"> <li>- Local communities will be negatively impacted by project activities during implementation as some of the them will experience the temporary land acquisition and their crops and trees will be affected.</li> <li>- The community will benefit also positively from this project through improved lighting and hence creation of the new job based on electrification of the rural area and the service received from the public will be increased;</li> <li>- Local communities will be useful agents in collection of data that</li> </ul>	High	High

No	Identified Stakeholder	Involvement in the project	Interest	Influence
		will be vital in monitoring and as such they will play a role in the monitoring framework		
8	<b>Rwanda Development Board</b>	RDB brings together several government bodies focused on promoting investment in Rwanda. - RDB will be responsible for reviewing projects EIA reports before approval of the implementation of the projects.	Medium	High
9	<b>Non-Governmental Organization (CSOs, FBOs, etc.)</b>	These are of advocates groups for protection and preservation of environment, legal practitioners, representatives of youth and gender equity promoters. Their responsibility will be among others to: - Provide useful information on project impact during ESIA and RAP studies - Convey the Project related relevant information in the community during all the project phases.		
10	<b>Private Sector (Rwanda Association of Professional Environmental Practitioners (RAPEP)), institute of Engineers, suppliers)</b>	Environmental Assessment practitioners, institute of engineers and other professional organization are part of this category and successful implementation of REAQIP will need their involvement. Their main role will be: - To carryout ESIA and RAP and other associated studies; - To represent the client -EDCL and serve as link between Client, Districts and local community during impact assessment; - To carryout construction activities and supervision of works	High	High

No	Identified Stakeholder	Involvement in the project	Interest	Influence
		- To supply materials required for erection of poles.		
11	Media	<p>Those include newspapers, magazines, televisions, radio and electronic media.</p> <p>- This will be used to communicate about REAQIP activities</p> <p>- Media will be a useful link to reach out to stakeholders especially during disclosure of findings of studies</p> <p>- Media can be a channel where stakeholders communicate their interest, complaints and grievances when dissatisfied.</p>	High	Low
12	World Bank (WB)	<p>WB as lead of all development partners under the program will through loan agreement with GoR through MINECOFIN.</p> <p>- Will monitor efficiency use of fund and disbursement rate</p> <p>- Will also provide technical assistance on proper management and implementation of the project; that include among others financial management, safeguard, and procurement process.</p> <p>- Will carry out regular sites monitoring so as to ascertain if activities on ground conform with Environment and Social Commitments plan as well as agreement signed with GoR.</p>	High	High
13	Other Development Partners (AFD, OFID&SFD)	<p>With REAQIP funded by WB, other development partners would wish to have a stake associated to their fund.</p> <p>- They will be required to provide the scope of their intervention and sign agreement with GoR;</p>	Medium	Low

No	Identified Stakeholder	Involvement in the project	Interest	Influence
		- All interventions would be in compliance with REAQIP and provide adequate recommendation to the ongoing project activities.		

## 2.6. Stakeholder identification and consultation methods

There are a variety of engagement techniques used to build relationships with stakeholders, gather information from stakeholders, consult with stakeholders, and disseminate project information to stakeholders.

When selecting an appropriate consultation technique, culturally appropriate consultation methods, and the purpose for engaging with a stakeholder group should be considered. The common techniques used are as follows:

**Table 5: Stakeholder engagement techniques**

No	Engagement techniques	Appropriate application of the techniques
1.	Public meetings	<p>Present Project information to a large group of stakeholders, especially communities</p> <p>Allow the group to provide their views and opinions</p> <p>Build relationship with the communities, especially those impacted</p> <p>Distribute non-technical information</p> <p>Facilitate meetings with presentations, power point, posters and so on;</p> <p>Records discussions, comments and questions.</p>
2.	Correspondence (E-mail, instant SMS, Text, Phone call)	<p>Distribute the information to Government officials, NGOs, Local Government Administration Officials and organizations or agencies, invite the stakeholders to meetings and follow up.</p>

No	Engagement techniques	Appropriate application of the techniques
3.	One on one meetings	Seeking views and opinions enable stakeholder to speak freely about sensitive issues, build personnel relationship and record the meetings
4.	Formal meetings	Present the project information to a group of stakeholders Allow group to comment – opinions and views Build impersonal relation with high level stakeholders; Disseminate technical information Record discussions
5.	Focus group meetings	Allow small groups of people (women, youth, vulnerable, to provide their views and opinions; Build relationship with neighboring communities; Use focal group interviews guidelines to facilitate discussions; Response recording.
6.	Survey	Gather opinions and views from individual stakeholders, Gather baseline data; Record data; Develop a baseline database for monitoring impacts
7.	Focus group meetings	Present Project information to a group of stakeholders Allow stakeholders to provide their views on targeted baseline information; Build relationships with communities; Record responses.
8.	Direct communication with affected crops/asset owners	Share information on timing of RoW bush clearing Agree options for removing crops and relocation if any.
9.	Project leaflet or information board	Brief project information to provide regular update Site specific project information.
10.	Workshop	Present the project information to a group of stakeholders; Allow stakeholders to provide opinions, and views,



No	Engagement techniques	Appropriate application of the techniques
		Use participatory exercise to facilitate discussion; Brainstorm issues, analyses information and develop the recommendation and strategies.
11.	Social media or mass media (TV and Radio Station)	Arrange for broadcasting emissions to bring the project at large public audience and allow questions-answers.
12.	Project website/Information centre or displaying boards	Establish information board, in each project vicinity; Present project information and progress updates; Disclose ESIA, EMP and other relevant instruments.

#### **2.6.1. Lessons Learned and challenges from completed and ongoing bank funded projects**

The Electricity Access Scale up and sector wide Approach development project (IDA16) a completed project and the Rwanda Energy Sector Strengthening Project an ongoing project that started implementation in 2015 and scheduled to close by 31 October 2021. Among lessons learned from the stakeholder engagement, management of claims (all forms of claims from workers, community, project affected persons-PAPs, NGOs, etc.), are summarized below.

#### **2.6.2. Challenges and Lessons learnt**

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

- The active project stakeholders were not as diverse as they could have been. Project stakeholders had not been systematically 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. The reason behind this was because the project did not have a clear stakeholder's engagement plan with a regularly updated stakeholder's registry to be followed throughout project implementation.
- Limited records of stakeholder's engagement activities, the project implementers held various meetings and workshops both projects. Nevertheless, most 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.
- The use of media was not effective and in the project vicinity so as the PAPs provide all requirements for payment and hence avoid the compensation delays as for ongoing operation;
- No specific budget had been set aside for stakeholders' engagement

### **2.6.3. Lessons learnt from the previous implemented projects**

Going forward, REAQIP 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 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 as well.
- 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.

**Table 6: Stakeholders levels of consultation**

<b>Stakeholder group</b>	<b>Communication technics</b>
Government ministries and affiliated agencies	<ul style="list-style-type: none"> <li>- Telephone / email / text messaging</li> <li>- Face to face meetings</li> <li>- Formal meetings</li> </ul>
Project Affected People	<ul style="list-style-type: none"> <li>- Print media, text messaging and radio/TV announcements</li> <li>- Face to face interviews/meetings</li> </ul>

<b>Stakeholder group</b>	<b>Communication technics</b>
	<ul style="list-style-type: none"> <li>- Public meetings</li> <li>- Focus group meetings</li> <li>- Surveys</li> <li>- Information boards</li> </ul>
Local community and vulnerable groups	<ul style="list-style-type: none"> <li>- Handout media, text messaging and radio/TV announcements</li> <li>- Face to face interviews/meetings</li> <li>- Public meetings</li> <li>- Focus group meetings</li> <li>- Surveys</li> <li>- Information boards</li> </ul>
Non-Governmental Organization (CSO, FBOs, Etc.)	<ul style="list-style-type: none"> <li>- Phone / fax / email / text messaging</li> <li>- Face to face interviews</li> <li>- Focus group meetings</li> <li>- Information boards</li> </ul>
Private Sector (environmental professional organization, institute of engineers, IRPV)	<ul style="list-style-type: none"> <li>- Phone / fax / email / text messaging</li> <li>- Print media and radio announcements</li> <li>- Workshops</li> <li>- Focus group meetings</li> <li>- Surveys</li> <li>- Face to face Interview</li> </ul>
World Bank and other development partners	<ul style="list-style-type: none"> <li>- Phone / email / text messaging</li> <li>- Formal meetings</li> <li>- Workshops</li> </ul>
Media	<ul style="list-style-type: none"> <li>- Phone / fax / email / text messaging</li> <li>- One-on-one interviews</li> </ul>

The stakeholders Engagement Plan has been prepared by using the different methods specifically, the field visit by organizing the meeting with the different categories of the officials, local communities and offices visit by one to one interactions for showing their engagement and involvement in the project activities from the preparation up to completion phase.

### **III. STAKEHOLDERS ENGAGEMENT ACTIVITIES**

#### **3.1 Introduction**

Stakeholder engagement 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. Prior to commencement of stakeholders' engagement, the level, technique/method of engagement and the activity to be carried out will be clearly identified by PCU or coordinating agency before communicating to stakeholders. The 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 the policies compliance and the elaboration of the guidelines that will be used by the local government level, the local Government and the stakeholders at District level will implement the policies and guidelines prepared by the central level depending on the project phase during implementation, this will be the advocacy for the people and the involvement of the beneficiaries for sustainable development.

The key project life-cycle phases and associated activities to be considered when implementing stakeholders' engagement are briefly discussed below:

- 1) Preparation
- 2) Development of safeguard instruments
- 3) Designs
- 4) Implementation and monitoring;

#### **3.2. The identified stakeholders under program**

The stakeholders identified for consultation during preparation/design and implementation of the project include but not limited to the following:

##### **3.2.1. National level (Ministries and Institutions)**

- Ministry of Environment (MoE);
- Rwanda Environment Management Authority (REMA);
- Rwanda Development Board (RDB);
- Rwanda Development Bank/Banque Rwandaise de developement (BRD);
- Rwanda Standards Board (RSB);
- Rwanda Land Use and Management Authority (RLMUA);
- Ministry of Infrastructure (MININFRA);
- Ministry of Finance and Economic Planning (MINECOFIN);
- Rwanda National Police (RNP);

- Rwanda Energy Group (REG);
- Civil Society Organization;
- Academicians (Rwanda Polytechnic and University of Rwanda);
- Rwanda Utilities Regulatory Authority (RURA);
- Private Energy Developers (PED);
- Enviroserve Rwanda E-Waste Recycling Facility;
- Private Sector Federation (PSF);

### **3.2.2. Local Government Level**

- District Administrative Officials
- Local Non-Governmental Organizations
- Faith -Based Organizations;
- Civil Society Organizations;
- Local community;
- Project Affected Persons;
- Farmers organizations (Cooperatives and Water Users Associations);
- Sector officials;
- Cell leaders;
- Village leaders and opinion leaders.

### **3.2.3. Key stakeholders under the program**

- World Bank Group;
- Other Development Partners (AFD, OFID&SFD);
- Government of Rwanda;
- Local community including PAP (Project Affected People);
- Private Sector Federation;
- Beneficiaries of the houses and Productive user to be connected;

The list of stakeholders will likely be expended or modified in composition as the project moves to implementation given some stakeholders come in the project area after the project effectiveness depending on the interested interventions.

### **3.3. Feedback from initial stakeholder engagement, as reported in the Resettlement Policy Framework (RPF)**

Initial one to one consultation was held with government institutions, District administrative officials, Sector Executive Secretary and Sector land managers with few members of local

communities, the annex 1 of this SEP is a list of the consulted people from Central Government and institutions.

This initial consultation carried out during the development of RPF, SEP and ESMF in the period from January 20 to February 25<sup>th</sup>, 2020 revealed that the project is well perceived as portrayed by stakeholders' views, the following table summarizes the feedback from an initial consultation. The timeline for the public consultation and category of participants segregated by gender is available on annex 2 of this SEP.

**Table 7: Key feedback from initial consultation**

No	Stakeholder	Issues raised	Response provided
1	Rwanda Environment management Authority (REMA)	Has the Ministry of Infrastructure budgeted for Resettlement Impacts?	Once the project designs are completed and required land and other assets known, the Ministry will request the compensation from Ministry of Finance and Economic Planning to secure the compensation fees.
		What is the mechanism put in place to ensure that People are compensated on time	The Ministry has agreed with WB that construction works will start after compensation of affected People. The local government Officials will be engaged and will help to mobilize local community to avail all required supporting documents and they will speed up the process of signing off the PAPs compensation forms.
2	Rwanda Land Management and Land Use Authority	How the ministry is planning to work with administrative districts especially land Bureau?	The concerned administrative districts are fully involved in project preparation and implementation and the administrative districts will be in charge of Resettlement process.
		How land under ROW will be used after implementation of the project?	The land use under RoW will be used referencing on the Guidelines No 01/GL/EL-EWS/RURA/2015 on Right of Way for Power lines.

No	Stakeholder	Issues raised	Response provided
4	Local Government-Districts	Will all project components be implemented in the same time?	We will start with the component 1 of Grid access because it is one which is already ready for implementation and other will follow.
		How could we mitigate or avoid above negative Impacts related to compensation and Right of Way usage?	To mitigate these issues, the RAP and ESIA for each sub-project will be prepared in accordance with Nation Expropriation law in public interest of 2015, Law 48/2018 of 13/8/2018 on Environment, MO 001/2019 of 15/04/2019 regulating activities that must undergo full or partial EIA and WB requirements detailing all mitigation and your roles is enshrined in the same law.
4	Local Government-Districts-Sector Level officials (SLM and Executive Secretaries)	What do you think on expropriation and compensation for this project?	This project will make difference to other prior projects as the consultation was started at early stage of the project, the inputs from all stakeholders will be considered and this consultation will continue during even the project implementation until the project is completed safely.
		How this project should support vulnerable people?	For vulnerable people who might be affected by the project, they suggest that these people must be compensated and suggested that a family member or relative to vulnerable people must be prioritized during job recruitment, and this will be detailed in Resettlement Action Plan which will be prepared after all vulnerable people have been identified.
5	Local Community	We have heard even experienced some projects that do not compensate affected	The REG-PCU will work closely with the administrative districts, an independent certified Valuer and contractors to ensure that

No	Stakeholder	Issues raised	Response provided
		assets or delays in providing compensation.	all compensations are made before engineering works start.
		Some of us will be affected by the project. Which compensation mode do you prefer? (compensation in cash or compensation in kind).	The consultation meeting will be organized during RAP preparation and all concerned PAPs will choose the compensation mode to be applied.

**Table 8: Stakeholders' engagement activities and objectives under REAQIP**

Stages and ESF Preparation	Objective	Key activities	Targeted stakeholder	Responsible agency
<b>Preliminary engagement/ preparation</b>	Needs assessment by expressing opinions about REAQIP priorities  Planning and formulating objectives, setting goals, plans  Scoping of the Project, appropriate and legislated engagement requirements and relevant stakeholders.	Field visit; and Stakeholder identification process.	Central Government and affiliated agencies  Local Government (District, Sector, Cell and Village)  Project Affected People  Local communities	MININFRA, REG.



Stages and ESF Preparation	Objective	Key activities	Targeted stakeholder	Responsible agency
			Vulnerable/disadvantaged Groups NGOs Media World Bank as lead of other DPs	
<b>Scoping</b>	To meet key stakeholders and introduce them to the Project and ESMF & RPF Process; To disclose the Project in the public domain to all interested and affected stakeholders; To gather issues of concern and identification of potential impacts; To consult key stakeholders on the next steps in the ESMF & RPF process; To generate feedback on the draft scoping report, including the scope, approach and key issues to be	Meetings with key stakeholders to facilitate the broader stakeholder engagement process Dissemination of engagement materials (background information document, posters, media notices etc.) Consultation on the proposed Project and associated ESMF & RPF through meetings and workshops with identified stakeholders. Details may include: Nature, purpose and scale of the proposed project ESMF & RPF stakeholder engagement process Confirmation of issue identification and feedback from stakeholders;	Central Government and affiliated agencies District Project Affected People Local communities Vulnerable/disadvantaged Groups NGOs Private sector World bank as lead of other DPs	MININFRA, REG

Stages and ESF Preparation	Objective	Key activities	Targeted stakeholder	Responsible agency
	investigated further for the ESIA.			
<b>Environmental Social Management Framework (ESMF) information disclosure for meaningful stakeholder consultation.</b>	To share draft/final Environmental Framework based on national legislations, current practices in the country and Environmental and Social Standards of the World Bank and other development Partners, and finalised based on feedback and inputs.	<p>Dissemination of draft/final ESMF report to all stakeholders through print and electronic media for public review,</p> <p>Copies of the ESMF reports will also be published on REG and World Bank websites.</p> <p>Consultation on the draft/final ESMF report. This will include:</p> <p>Review proposed program's activities to ensure they do not negatively affect the natural and social environment,</p> <p>Ensure ESMF provided a guide to screening</p> <p>Identification of impacts categories based on preliminary survey report;</p> <p>Identification of stakeholder concerns and opinions on the contents of the ESMF;</p> <p>Involvement of stakeholders in assessing the appropriateness of the proposed mitigation</p>	<p>Central Government Ministries, and agencies</p> <p>Local Governments</p> <p>Project Affected People</p> <p>Local communities</p> <p>World Bank as lead of other DPs</p> <p>Vulnerable/disadvantage Groups</p> <p>Business community</p> <p>NGOs</p> <p>Private sector (environmental practitioners)</p> <p>Media</p> <p>World Bank as lead of other DPs</p>	MININFRA, REG.

Stages and ESF Preparation	Objective	Key activities	Targeted stakeholder	Responsible agency
		<p>measures for identified impacts and institutional arrangement for preparation and implementation of ESIA</p> <p>Assess adequacy of ESMF during ESIA and ESMPs preparation</p> <p>Identification of revisions or additions to the draft/final ESMF where necessary.</p>		
<b>Resettlement Policy Framework (RPF) information disclosure for meaningful stakeholder consultation.</b>	To share draft/final policy framework based on national legislations, current practices in the country and Environmental and Social Standards of the World Bank and other development Partners, and finalised based on feedback and inputs	<p>Dissemination draft/final RPF report to all stakeholders through print and electronic media for public review, Copies of the RPF report will also be published on REG's and World Bank websites, Consultation on the draft RPF. This will include:</p> <p>Identification of impacts categories based on preliminary survey report and possible entitlements and eligibility criteria; Key principles of resettlement and broad institutional arrangement.</p> <p>Identification of stakeholder concerns and opinions on the contents of the RPF;</p>	<p>Central Government Ministries, and their affiliated agencies</p> <p>District Officials, Project Affected People</p> <p>Local communities</p> <p>World Bank as lead of other DPs</p> <p>Vulnerable/disadvantaged Groups</p> <p>Business community</p> <p>NGOs</p> <p>Private sector (environmental practitioners)</p>	REG, District

Stages and ESF Preparation	Objective	Key activities	Targeted stakeholder	Responsible agency
		<p>Involvement of stakeholders in assessing the appropriateness of the proposed resettlement principles, impact categories, entitlements; institutional arrangement for preparation and implementation of RAP.</p> <p>Assess adequacy of RPF during ESIA and RAP preparation</p> <p>Identification of revisions or additions to the draft RPF where necessary.</p>	World Bank as lead of other DPs	
<b>Labor Management Procedures (LMP) information disclosure for meaningful stakeholder consultation.</b>	To share draft/final LMP based on national legislations, current practices in the country and Environmental and Social Standards of the World Bank and other development Partners finalised based on feedback and inputs.	<p>Dissemination of draft/final LMP report to all stakeholders through print and electronic media for public review,</p> <p>Copies of the LMP reports will also be published on REG and World Bank websites.</p> <p>Consultation on the draft/final LMP report. This will include:</p> <ul style="list-style-type: none"> <li>- Identification of key labor risks including those related to labor influx, child labor, GBV and Occupational health and safety impacts,</li> </ul>	<p>Central Government Ministries, and their affiliated agencies</p> <p>District authorities,</p> <p>Project Affected People</p> <p>Local communities</p> <p>World Bank</p> <p>Vulnerable/disadvantaged Groups</p> <p>Business community</p> <p>NGOs</p>	REG, District

Stages and ESF Preparation	Objective	Key activities	Targeted stakeholder	Responsible agency
		<p>Sexual Exploitation And abuse, sexual harassment;</p> <ul style="list-style-type: none"> <li>- Collecting views on mitigation measures</li> <li>- Compilation of revisions or additions to the draft/final LMP where necessary.</li> </ul>	<p>Private sector (environmental practitioners)</p> <p>World Bank</p>	
<p><b>Stakeholders Engagement Plan (SEP) information disclosure for meaningful stakeholder consultation.</b></p>	<p>To share draft/final SEP based on national legislations, current practices in the country and Environmental and Social Standards of the World Bank and other development Partners</p>	<p>Dissemination of draft/final SEP report to all stakeholders through print and electronic media for public review, Copies of the SEP reports will also be published on REG website, World Bank websites.</p> <p>Consultation on the draft/final LMP report. This will include:</p> <ul style="list-style-type: none"> <li>- Disclosure of the proposed project GRM with a rationale to collect views on its efficacy and appropriateness.</li> <li>- Identification of key stakeholders</li> <li>- Collecting views on stakeholder's engagement methods</li> <li>- Collecting views on stakeholder's engagement activities</li> </ul>	<p>Central Government Ministries, and their affiliated agencies</p> <p>District authorities, Project Affected People</p> <p>Local communities</p> <p>Vulnerable/disadvantaged Groups</p> <p>Business community</p> <p>NGOs</p> <p>Private sector (environmental practitioners)</p> <p>World Bank as lead of other DPs</p>	<p>REG, Districts</p>

Stages and ESF Preparation	Objective	Key activities	Targeted stakeholder	Responsible agency
		- Compilation of revisions or additions to the final SEP where necessary.		
<b>Environmental and Social Impact Assessment information disclosure for meaningful stakeholder consultation.</b>	<p>Provide stakeholders with opportunity to voice their concerns and views as regard project impacts;</p> <p>Development and sharing of draft ESIA report based on ESMF and specific environmental aspects</p> <p>To discuss the identified impacts and proposed mitigation measures with stakeholders allowing for their input; and</p> <p>To provide stakeholders with the opportunity to comment on the draft ESIA report.</p>	<p>Dissemination of draft/final ESIA report to all stakeholders through print and electronic media for public review,</p> <p>Copies of the ESIA reports will also be published on REG and World Bank websites,</p> <p>Consultation on the draft/final ESIA report. This will include:</p> <p>Identification of impacts in the draft/final ESIA and proposed mitigation;</p> <p>Identification of stakeholder concerns and opinions on the impacts identified;</p> <p>Involvement of stakeholders in assessing the efficacy and appropriateness of the proposed mitigation measures; and</p> <p>Identification of revisions or additions to the draft ESIA report where necessary.</p>	<p>Central Government Ministries and affiliated agencies</p> <p>District local Government Project Affected People</p> <p>Local communities</p> <p>World Bank as lead of other DPs</p> <p>Vulnerable/disadvantaged Groups</p> <p>Business community</p> <p>NGOs</p> <p>Private sector (environmental practitioners and contractors)</p> <p>Media</p> <p>World Bank as lead of other DPs</p>	REG, District Administration

Stages and ESF Preparation	Objective	Key activities	Targeted stakeholder	Responsible agency
<b>Formal Submission of Final ESIA</b>	Submission of final ESIA Report with comments incorporated from the ESIA engagement and disclosure stage	Submission of the Final ESIA for approval.	World Bank as lead of other DPs RDB	MININFRA, REG
<b>Resettlement Action Plan (RAP) information disclosure for meaningful stakeholder consultation.</b>	To share draft/final RAP based on RPF and specific impact area as per designs subsequently finalise based on feedback and inputs	Dissemination of cut -off date and census survey of all affected through elaborated questionnaire early at preparation stage. -Focuses Group Discussions and community level meetings facilitated by local leaders in project areas across secondary cities -Dissemination of draft/final RAP report to all stakeholders through print and electronic media for public review, -Copies of the cleared RAP reports will also be published on REG and World Bank websites. Consultation on the draft/final RAP report. This will include: Identification of impacts categories based on specific impact area based on designs,	Central Government Ministries, and allied parastatals/agencies District local Governments Project Affected People Local communities. World Bank as lead of other DPs Vulnerable/disadvantaged Groups Business community NGOs Private sector (environmental practitioners and contractors)	REG, District

<b>Stages and ESF Preparation</b>	<b>Objective</b>	<b>Key activities</b>	<b>Targeted stakeholder</b>	<b>Responsible agency</b>
		<p>entitlements and eligibility criteria; Key principles of resettlement and specific institutional arrangement for implementation and GRM.</p> <p>Identification of PAPs concerns and opinions on the identified impacts, RAP implementation Plan and project schedule;</p> <p>Involvement of stakeholders in assessing the appropriateness of the identified impacts, list of PAPs, entitlement options; institutional arrangement for implementation of RAP and GRM.</p> <p>Identification of gap for revisions or additions to the draft RAP where necessary.</p>		
<b>Final disclosure of the ESF instruments and the project GRM.</b>	To publicly share the final approved instruments/reports for the public/stakeholders to be able to access them easily during project implementation.	<ul style="list-style-type: none"> <li>- Preparation of summaries in Kinyarwanda (Local Language) for the Rwandan community as large audience.</li> <li>- Disseminate the instruments via the media.</li> <li>- Disclosing of all ESF to the REG and World Bank Websites and the hard copy to the office of REG.</li> </ul>	The general public Project Affected People Local communities Local Civil Society organizations, Local NGOs,	MININFRA, REG.



<b>Stages and ESF Preparation</b>	<b>Objective</b>	<b>Key activities</b>	<b>Targeted stakeholder</b>	<b>Responsible agency</b>
			Faith-Based Organization, etc.	

### **3.4. Stakeholder consultation during the implementation of ESF instruments and stakeholders Register**

#### **(i) Stakeholders consultation during project implementation**

The stakeholder's engagement is a continuous process during the implementation of ESF instruments. Therefore, the instruments will be continuously updated through meaningful consultations and stakeholder's engagement activities including identification of new stakeholders will continue as well. Hence, all updates on the instruments will be disclosed appropriately to the public in general and to the project stakeholders in particular using appropriate means relevant to different categories of stakeholders with a special attention paid to project affected people's needs for being confirmed on the project activities progress.

#### **(ii) Stakeholders register**

The GoR through the implementing agencies will maintain a stakeholder registers at all site where the project activities are being implemented, which shall record all identified stakeholders, contact details, dates of engagement with comments on issues raised and responses provided and follow up requirements. A sample stakeholder register is attached to this SEP.

## **IV. GRIEVANCE REDRESS MECHANISM**

### **4.1. Introduction**

A grievance mechanism has been developed for use by all interested stakeholders. The aim of the grievance mechanism is to achieve mutually agreed resolution of grievances raised by such stakeholders. This grievance mechanism ensures that complaints and grievances are addressed in good faith and through a transparent and impartial process, but one which is culturally acceptable.

Grievances raised by stakeholders need to be managed through a transparent process, readily acceptable to all segments of affected communities and other stakeholders, at no cost and without retribution. The grievance mechanism designed is appropriate to the scale of impacts and risks presented by a project and beneficial for both a proponent/operator and stakeholders, especially PAPs.

The types of grievances stakeholders may raise include, but are not limited to:

- i. Negative impacts on communities, which may include, but not limited to financial loss, physical harm and nuisance from construction or operational activities;
- ii. Health and safety risks;
- iii. Negative impacts on the environment such as pollution of water ways, soil, and air;
- iv. Relocation of utilities, and
- v. Unacceptable behavior by staff or employees.

It is critical that stakeholders understand that all grievances lodged, regardless of the project phase or activity being implemented, will follow agreed mechanisms. The mechanisms must not impede access to other judicial or administrative remedies.

### **4.2. Objectives of Grievance Redress Mechanism (GRM)**

The GRM works within existing legal and cultural frameworks, providing an additional opportunity to resolve grievances at the local, project level. The key objectives of the GRM are:

- i. Record, categorize and prioritize the grievances;
- ii. Settle the grievances via consultation with all stakeholders (and inform those stakeholders of the solutions);
- iii. Forward any unresolved cases to the relevant authority.

It is vital that appropriate signage is erected at the sites of all works providing the public with updated project information and summarising the GRM process, including contact details of the relevant Project Contact Person within the project implementation unit. Anyone shall be able to lodge a complaint and the methods (forms, in person, telephone, forms written in Kinyarwanda) should not inhibit the lodgement of any complaint.

### **4.3. Grievance Redress process**

#### **4.3.1. Project Level Grievance Redress Mechanism: Grievance Redress Committee (GRC)**

As the GRM works within existing legal and cultural frameworks, it is organized in such a way that the Grievance Redress Committee (GRC) will comprise of local community representative, PAPs representative, local authority representative at village and cell levels, Contractor and Supervising firm representative. Members of GRC are presented below with their roles and responsibilities.

Many project related grievances are site-specific. Often, they are related to impacts generated during construction such as noise, dust, vibration, contamination, workers dispute etc. 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 administrative District officials. Other grievances are more sensitive especially when they are about land boundaries, or misunderstandings between affected households and the Contractor regarding access arrangements, properties accidentally damaged by construction activities, accidents on sites among others. All these grievances and claims must be resolved as soon as they are received.

The grievance procedure at project level will be simple and administered at the extent possible at the local levels to facilitate access, flexibility and ensure transparency. All the grievances will be channeled via the Grievance Resolution Committees specifically established, trained and operationalized for the project at Cell, Sector and District level. 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. Complaints will be filled in a Grievance Register that will be distributed to GRC free of charge, this register will be available to the hierarchical level for verification of the complaint and an investigation will be carried out by the hierarchical 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 mainly in 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 at Cell level, Sector or District level, the courts of law will be the last resort. Efficiency in solving of the grievances will be of paramount importance. The selection of members for the sub-project grievance committee will be at the discretion of the PAPs to decide basing on information provided by the PCUs.

In practice, some complaints are expected to appear. This is on the assumption that all proposed works are within the public land where the farmer have many types of crops and trees, this will be specifically on the component one of Increasing access to grid electricity during grid connections for households, commercial and industrial consumers, and public institutions.

However, some complaints are likely to be associated with construction of medium voltage lines impacts. Most are received directly on site by the Contractor's Site Manager/Engineer who will mandatory be responsible to resolve these issues on site. The Contractor will inform and Grievance Committee (GRC) of these complaints and their outcomes, and of others not satisfactorily resolved that the Grievance Committee should take over. The GC will log these in the Complaints Register and inform the Project Implementation Unit.

At each level of the project GRC, complaints will be resolved within a period of 24-48 hours or otherwise handed to the next level of GRM which is judiciary if escalated from Cell to Administrative District and PCU level. Once at judiciary level, due process as mandated by the law will be followed depending on what the courts will require.

Through citizen engagement meetings the PAPs will be informed of the different grievance mechanisms in place for them to lodge their complaints and dissatisfactions.

#### **4.3.2. Labor related grievance mechanism.**

In order to create a working environment that provides safety and security to all workers, contractors will be required to present a worker's grievance redress mechanism that responds to the requirements of ESS2. For direct workers, the mechanism should involve an appropriate level of management and address concerns promptly, using an understandable and transparent process that provides feedback to those concerned, without any retribution. The contractor will inform the workers of the grievance mechanism at the time of hiring and make it easily accessible to them.

##### **- *For workers and labor contracting issues.***

##### **(i) Individual labor disputes: Article 102 of law n° 66/2018 of 30/08/2018 regulating labor in Rwanda**

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 EAQIP, it will be the District where activities are being carried out. If the Labor Inspector of the District fails to settle the dispute due to the nature of the case or 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 will be informed from the beginning of any worker's grievances and provide insight and mediation if possible. The matter will be referred to the labor inspector only if the PCU fails to do the mediation.

**(ii) Collective labor disputes: LAW N° 66/2018 OF 30/08/2018 regulating labor in Rwanda**

The law requires that collective labour disputes be directly notified to the labor inspector of the area by the worker's representatives. Within this framework, any collective labor disputes that will arise under EAQIP, will be addressed to labor inspector at District level for assessment and settlement. In case of escalation, the matter will be referred to the national level.

Before escalating the collective labor dispute, the PCU though the Environmental and Social Specialists will be alerted. Necessary investigations will be conducted, and the contractor will be duly approached. The matter will be referred to the labor inspector only if the PCU and worker's representatives fail at amicable settlement.

**- For worker's safety issues**

All grievances related to worker's health and safety will be addressed through the Occupational Health and Safety committee as required by Article 78 of the labor law (see section 10).

**4.3.3. Grievance process for non-labor related issues involving project workers**

In the project area there might be other conflicts related to relationships between the workers and the local community. Depending on who is the aggrieved party, the following mechanism will be used:

- (iii) **A worker- against another worker:** These grievances will be handled through the Workers Grievance Committee/representatives.
- (iv) **Community member – against a worker:** If there are any grievances from a community member against a worker, they will be handled through the Workers Grievance Committees/representatives.
- (v) **Worker- against a community member:** The project will establish a project grievance committee at various levels of the local administration scheme in Rwanda from the Cell,

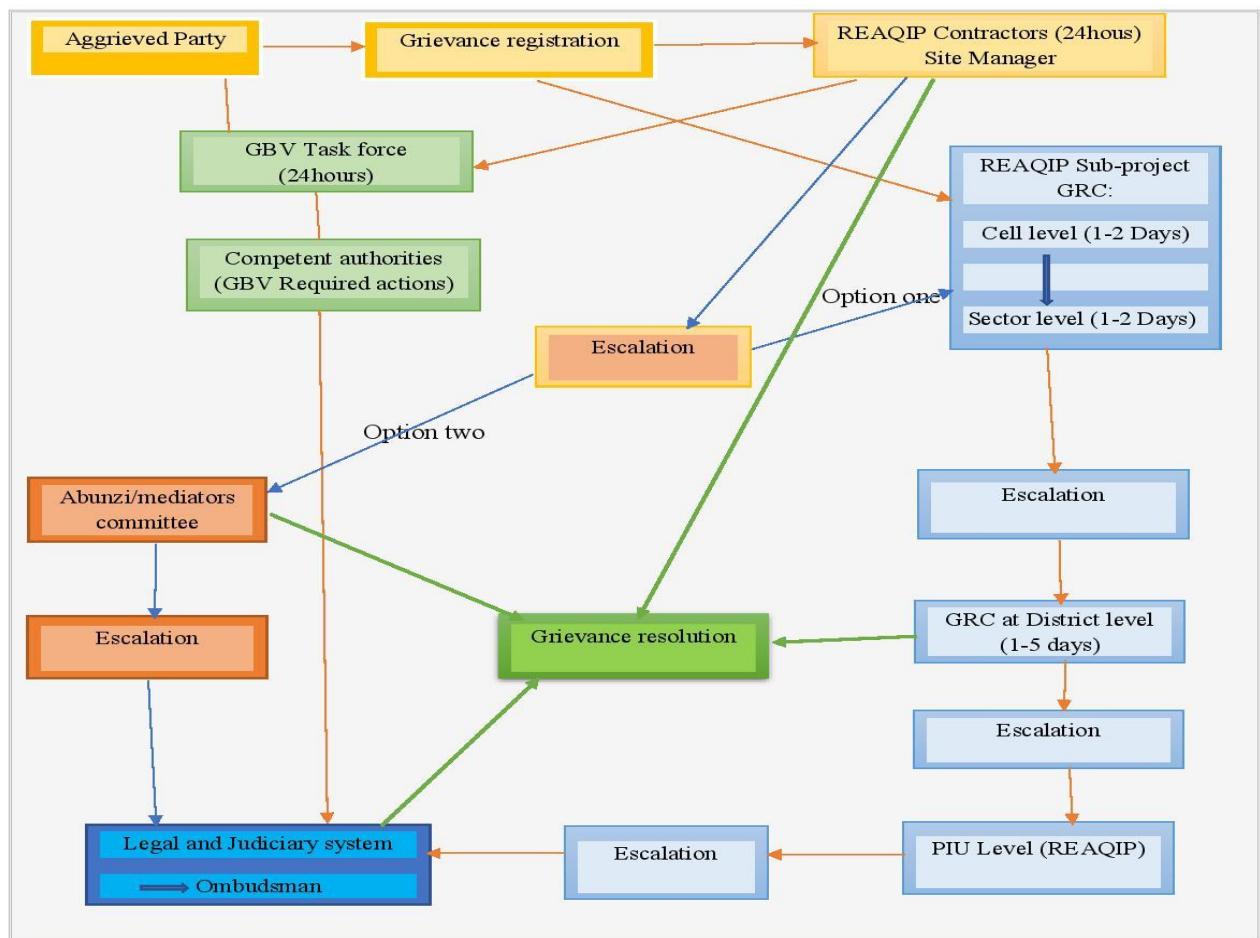
Sector up to the District Level as a local Government. This grievance mechanism as described in the SEP, RPF and ESMF, will have the mandate of solving all complaints and grievances related to project activities and impacting local communities. Any grievance from a worker against a community member will be handled through this committee.

#### **4.4. Grievance channel for Gender-Based Violence**

As Gender -Based Violence, Sexual Exploitation and Abuse or Sexual Harassment requires timely access to quality, multi-sectoral services and involves confidentiality and informed consent of the GBV victim. To this end, MININFRA will develop a GBV Action plan that will include an Accountability and Response Framework, and this will form part of project C-ESMP. The GBV Action Plan will identify service providers in the project areas with minimum package of services (health, psychosocial, legal/security, safe house/shelter, and livelihood). The GBV Action Plan will also provide enough details to allow for the development of a localized referral pathways, will establish procedures of handling cases as part of the service providers mapping. The bidding documents will clearly define GBV requirements. During implementation phase, separate facilities for women and men will be required to all contractors with indication signage.

#### **4.5. Judiciary Level Grievance Redress Mechanism**

The project level process will not impede PAPs access to the legal system. Local communities have existing traditional and cultural grievance redress mechanisms (Abunzi committees) established and regulated by law no 37/2016 of 08/09/2016 determining organization, jurisdiction, and competence and functioning of Abunzi committee. These are established at cell and Sector level to solve community-based conflicts and grievances their regulatory body being the Ministry of Justice. This mechanism cannot be overlooked by the project. The population can choose to use this channel instead of the project GRC. The escalation at this level leads to the court process. At any time, the complainant may take the matter to the appropriate legal or judicial authority as per Rwanda National Legal procedure.

**Figure 2: Grievance Redress Process for the implementation of EAQIP****Table 9: Process, stage and timeframe for grievance resolution**

Stage	Process	Duration
1a	Since most of complaints during the execution of works involves directly the contractor, at first the Aggrieved Party (AP) will take his/her grievance to the contractor representative site Manager (CSM) of the relevant subproject who will endeavour to resolve it	24hours

Stage	Process	Duration
	<p>immediately. The contractor representative or site Manager will inform the District Electricity and Maintenance officer or the appointed focal project at the district level. Where AP is not satisfied, the complaint will be transferred to the Sub-Project Grievance Committee (GC) at cell level. For complaints that were satisfactorily resolved by the Contractor, he/she will inform the GC and the GC will log the grievance and the actions that were taken.</p> <p>There is also a possibility that the AP directly takes his/her complainants directly to the GRC without going to the Contractor or Site Manager first. In this case, the GRC will solve it working with the Contractor or Site Manager.</p>	
1b	The AP may choose to escalate the grievance to the Abunzi Mediation Committee <sup>2</sup> especially if she/he is not directly linked to the sub-project.	Not fixed
2	On receipt of the complaint, the GRC at cell level will endeavour to resolve it immediately. In case the GRC at cell level fail to solve the complaint, it will be escalated to the GRC at Sector level. If unsuccessful, the GRC or the complainant then notifies District Officials.	1-2 days at Cell level 1-2days at Sector level
3	The District Officials where the project activities are being implemented, he/she will endeavour to address and resolve the complaint and inform the aggrieved party. The District Authority will refer the complaint to the Project Implementation Unit (EAQIP) with other unresolved grievances for their consideration.	1 – 5 days
4	If it remains unresolved or the complainant is dissatisfied with the outcome proposed by the PCU, he/she is free to refer the matter to the court of law.	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

<sup>2</sup> The word Abunzi can be translated as ‘those who reconcile’ or ‘those who bring together’ (from verb kunga). In the traditional Rwanda, Abunzi were men known within their communities for personal integrity and were asked to intervene in the event of conflict. Each conflicting party would choose a person considered trustworthy, known as a problem-solver, and who was unlikely to alienate either party, the result is a set of Home-Grown Solutions - culturally owned practices translated into sustainable development programs.



Stage	Process	Duration
6	The dimension represented in purple is strictly for GBV related matters. The AP will approach directly the GBV task force to ensure her/his anonymity and safety. However, in case the complaint was addressed first to the contractor's Site Manager, the latter is required to immediately refer it to the task force. The GBV task force will work with competent authorities to ensure the proposed official structure for GBV has respected to guarantee the victim the real justice and required medical care.	Not fixed

**Table 10: Proposed Members of GRC and their roles under EAQIP.**

No	Member of GRC	Roles and responsibilities
1	President (PAPs representative)	<ul style="list-style-type: none"> <li>- Chairing meetings;</li> <li>- Give direction on how received grievances will be processed;</li> <li>- Assign organizational responsibility for proposing a response;</li> <li>- Referring cases to next level;</li> <li>- Speaks on behalf of GRC and s/he is the one to report to the cell or the sector administration level;</li> <li>- Represents the interests of aggrieved parties.</li> <li>- Give feedback on the efficiency of GRM.</li> </ul>
3	Village leader	<ul style="list-style-type: none"> <li>- Represents local government at village level;</li> <li>- Resolves and lead community level grievance redress</li> <li>- Sends out notices for meetings;</li> <li>- Records all grievance received and report them to next local level</li> </ul>
4	Cell executive secretary	<ul style="list-style-type: none"> <li>- Proposes responses to grievances and lead in resolving community grievance unsolved from village level;</li> <li>- Records and reports all grievances received from village leaders;</li> <li>- Chairs sensitization meeting at the cell level during public consultations meetings;</li> <li>- Assists and guides in identifying vulnerable and disadvantaged groups within the cell.</li> </ul>

No	Member of GRC	Roles and responsibilities
		<ul style="list-style-type: none"> <li>- Signs the valuations sheets for compensation facilitate a proper Resettlement Plan</li> </ul>
5	Women (NWC) and youth representatives	<ul style="list-style-type: none"> <li>- Represent the interests of women and youth;</li> <li>- Advocate for equity and equal opportunities;</li> <li>- Help in prevention of sexual harassment and promote wellbeing of the women and youth</li> <li>- Take part in resolution of any grievance related to sexual harassment and any gender domestic violence that may arise;</li> <li>- Mobilize women and youth to be active in income generating activities specifically for opportunities in the project's intervention areas.</li> </ul>
6	Contractor representative	<ul style="list-style-type: none"> <li>- Receive and log complaints/grievances, note date and time, contact details, nature of complaint and inform complainant of when to expect response;</li> <li>- Handle complaints revolved around nuisance resulted from construction and endeavor to handle them satisfactory;</li> <li>- Inform engineer (supervisor) and GRC of received complaints/grievances and outcomes and forward unresolved complaints/grievance to GRC</li> <li>- Attend community meetings, respond and react to PAPs complaints raised concerning the contractor.</li> </ul>
7	Supervising firm representative	<ul style="list-style-type: none"> <li>- Represent client (EDCL);</li> <li>- Ensure that all grievances raised have been responded to, and that the contractor responds to the complaints raised concerning them,</li> <li>- Attend community meetings and respond to all concerns related to EAQIP from community</li> <li>- Report on monthly basis the progress of GRM process.</li> </ul>

**Table 11: Proposed members of the GBV taskforce under EAQIP.**

<b>Institution</b>	<b>Staff position</b>
PCU National level (EARP-EAQIP)	Environmental and Social Safeguards Specialists
PCU (District level)	Gender Monitoring Officer, Environmental and Social Safeguards Specialist
Contractor	Human Resources Officer, Environmental and Social Safeguards Specialists
Supervising firm	Environmental and Social Safeguards Specialists
NGO in GBV prevention and advocacy	Designated representative

As mandated by the law on gender equality, women representation will make up at least 30% of the GRC. All PAPs representatives will be directly elected by their peers and the number of members may vary depending on the context and particularities of each sub-project site characteristics.

The project will plan to facilitate any other person external to the project to communicate with the project, to provide or request for information or file a complaint. These arrangements are provided in the table below.

**Table 12: Other methods of communication with the stakeholders**

To communicate with the project stakeholders by sending their recommendations, claims, and observations are summarized in the following table.

<b>Methods</b>	<b>Description</b>
<b>Project webpage</b>	The ESF documents will be disclosed in the implementing agencies of the project – a specific webpage will be prepared for EAQIP containing project description, implementing arrangements and ESF documents including to communicate with the team, and the email, phone of contact of the concerned PCU Environmental Specialist or Social Safeguards Specialist.
<b>Community project Displaying board</b>	In a community selection point or the Administrative District, a Displaying board with project information, timeline, and information of the works, contractor, announcements will be placed and box for comments/suggestions will be placed with a lock so only the environmental or social safeguards can open and respond to any

<b>Methods</b>	<b>Description</b>
	messages. Any complaint from a third party can be filed using this method.
<b>E-mail, Telephone, instant message or other media</b>	All contacts of the environmental and social safeguards of PCU at National or District Energy Project liaison officer will be made public to be used by any stakeholder or third party willing to ask for information, provide suggestion or file a complaint.

#### **4.6. Grievance Logbook**

The GRM Committee will ensure that each complaint has an individual reference number and is appropriately tracked, and recorded actions are completed.

The log will contain record of the person responsible for an individual complaint, and records dates for the following events:

- i. Date the complaint was reported;
- ii. Date the Grievance Log was added onto the project database;
- iii. Date information on proposed corrective action sent to complainant (if appropriate);
- iv. The date the complaint was closed out; and
- v. Date response was sent to complainant.

#### **4.7. World Bank Grievance Redress Service (GRS)**

Communities and individuals who believe that they are adversely affected by a World Bank (WB) supported project may submit complaints to existing project-level grievance redress mechanisms or the WB's Grievance Redress Service (GRS). The GRS ensures that complaints received are promptly reviewed in order to address project-related concerns. Project affected communities and individuals may submit their complaint to the WB's independent Inspection Panel which determines whether harm occurred, or could occur, as a result of WB non-compliance with its policies and procedures. Complaints may be submitted at any time after concerns have been brought directly to the World Bank's attention, and Bank Management has been given an opportunity to respond. For information on how to submit complaints to the World Bank's corporate Grievance Redress Service (GRS), please visit <http://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service>. For information on how to submit complaints to the World Bank Inspection Panel, please visit [www.inspectionpanel.org](http://www.inspectionpanel.org).

#### **4.8. Monitoring of Complaints**

The monitoring of complaints will be done by administrative districts (District land Valuation Officer) and PCU at REG on regular basis. The monitoring team will be responsible for:

- i. Providing the sub-project Resettlement and Compensation Committee with a Monthly report detailing the number and status of complaints;
- ii. Any outstanding issues to be addressed; and
- iii. Quarterly reports, including analysis of the type of complaints, levels of complaints, actions to reduce complaints and initiator of such action.

### **V. REGULATIONS AND REQUIREMENTS**

Hereinafter are the national and World Bank requirements pertaining to stakeholder engagement applicable to the project. Mentioned below tackle resettlement specifically as some of the sub-projects may require land acquisition.

#### **5.1. Rwandan regulations and requirements**

**The Law no 32/2015 of 11/06/2015 related to expropriation in the public interest, especially in its article 6 stipulates that:**

- The initiator of an act aimed at the implementation of land use and development master plans shall first negotiate with owners of assets that are affected by the project;
- In case negotiations fail, formalities related to expropriation in the public interest shall be followed upon request of the expropriator and the initiator of the project, taking into account the interests of the person to be expropriated.

**Ministerial Order No 001/ 2019 of 15/04/2019** establishing the list of projects that must undergo environmental impact assessment, instructions, requirements and procedures to conduct environmental impact assessment.

The order specifies the works, activities and projects that have to undertake an environmental impact assessment. The list of works, activities and projects that must undergo a full environmental impact assessment before being granted authorization for their implementation is found in Annex I of the Order. The No 12 of this Annex 1 put the construction of hydro-dams, hydropower plants and electrical lines of high and medium voltage in the projects that must undergo full Environmental Impact Assessment;

The list of works, activities and projects that must undergo a partial environmental impact assessment before being granted authorization for their implementation is found in Annex II of the Order. The construction of micro hydroelectric power plants is in the project works, activities and projects that have to undertake a partial environmental impact assessment. The detailed list of these is found on the annex 2 of this order.

Projects, works and activities which are not listed on the Annex I and II to the Order are not subject to the environmental impact assessment. However, when it is evident that work, activity or project not listed on the Annex I and II to this Order has a negative and irreversible impact on the environment and is similar in nature to the work, activity or project listed in Annex I and II of this Order, the Authority or authorized organ may request the developer to conduct an environmental impact assessment.

The project activities will involve construction of new MV lines, rehabilitation of existing NTARUKA Hydro Power Plant (HPP), Solar Home Systems provision and provision of materials for clean cooking solutions. The construction of MV lines will be subject to full Environmental Impacts Assessment while the components of clean cooking solutions and the part of solar home system, the focus will be much on waste management from end users after they are used and become waste.

**Law N° 66/2018 of 30/08/2018 regulating labour in Rwanda; Ministerial order N° 2 of 17/05/2012** determining conditions for occupational and health safety; EIA General guideline of 2006, part 3, point 6 gives the procedure for conducting public hearings.

## **5.2. World Bank requirements**

The World Bank ESS 10 mentions that borrower will identify those project-affected parties (individuals or groups) who, because of their particular circumstances, may be disadvantaged or vulnerable. Based on this identification, the Borrower will further identify individuals or groups who may have different concerns and priorities about project impacts, mitigation mechanisms and benefits, and who may require different, or separate, forms of engagement. An adequate level of detail will be included in the stakeholder identification and analysis so as to determine the level of communication that is appropriate for the project.

Disadvantaged or vulnerable refers to those who may be more likely to be adversely affected by the project impacts and/or 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 participate fully 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 SEP will describe the measures that will be used to remove obstacles to participation, and how the views of differently affected groups will be captured. Where applicable, the SEP will include differentiated measures to allow the effective participation of those identified as disadvantaged or vulnerable. Dedicated approaches and an increased level of resources may be needed for communication with such differently affected groups so that they can obtain the information they need regarding the issues that will potentially affect them.

The SEP will be designed to take into account the main characteristics and interests of the stakeholders, and the different levels of engagement and consultation that will be appropriate for different stakeholders. The SEP will set out how communication with stakeholders will be handled throughout project preparation and implementation.

The early initiation of meaningful community engagement enables affected households, communities, and other stakeholders to fully understand the implications of resettlement for their lives and to actively participate in the associated planning processes. It is important that affected disadvantaged or vulnerable individuals or groups have a voice in consultation and planning processes. This may involve special efforts to include those who are particularly vulnerable to hardship because of physical or economic displacement. Appropriate and accessible grievance mechanisms should be established for these individuals or groups.

### **5.2.1. Information disclosure**

The WB ESS10 requires that borrower will disclose project information to allow stakeholders to understand the risks and impacts of the project, and potential opportunities. The borrower will provide stakeholders with access to the following information, as early as possible before the Bank proceeds to project appraisal, and in a timeframe that enables meaningful consultations with stakeholders on project design: (a) The purpose, nature and scale of the project; (b) The duration of proposed project activities; (c) Potential risks and impacts of the project on local communities, and the proposals for mitigating these, highlighting potential risks and impacts that might disproportionately affect vulnerable and disadvantaged groups and describing the differentiated measures taken to avoid and minimize these; (d) The proposed stakeholder engagement process highlighting the ways in which stakeholders can participate; (e) The time and venue of any proposed public consultation meetings, and the process by which meetings will be notified, summarized, and reported; and (f) The process and means by which grievances can be raised and will be addressed.

Environmental and Social Framework instruments and other associated documents will be disclosed in country and at World Bank external website. These reports should be made available to project affected groups, local NGOs, and the public at large extend. Public disclosure of Environment and Social instruments such ESIA and RAPs, is also a requirement of the Rwanda's environmental procedures.

REG will disclose these 5 safeguards instruments namely Environmental and Social Commitment Plan (ESCP), ESMF, RPF, Labor Management Procedure (LMP) and SEP by making copies available at its head office and at Concerned Administrative Districts offices. Copies will be made for easy consultations every time it is needed. Given that most of PAPs may not understand the safeguards instruments language, the project will provide a summary translated in local language (Kinyarwanda) and copies of this summary should be available at the Districts offices where the project will be implemented.

Furthermore, the Government of Rwanda will authorize the World Bank to disclose electronically the cleared instruments through its Info Shop by providing or sharing the link. Likewise, all ESF and associated instruments under the REAQIP, will be disclosed in the same process, the template to be used during the ESF and associated instrument disclosure is available in annex 6 of this SEP. The present SEP will be approved/cleared by the Government of Rwanda and the World Bank prior to its disclosure. Any changes made to the final disclosed SEP will follow these same approval and disclosure protocols

### **5.2.2. ESIA implementation**

The REG-EDCL PCU is the Implementing Agency. The REG-EDCL PCU is responsible for the management of all activities, including procurement, financial management, and reporting. During ESIA implementation, ESIA law requires adequate public consultation. This requirement is incorporated into the stakeholder engagement plan for this stage. The main purpose for consultations at this stage is to provide feedback to stakeholder as to ESIA progress and preliminary results (which may include early identification of key risks/impact issues and mitigation measures). This is also a stage when it may be clear that certain risk/impact issues are more, or less, important than first thought and, indeed, that new risk/impact issues are identified that need investigation.

### **5.3. Stakeholder engagement for all project life cycle**

This SEP needs to be updated and refined throughout the lifecycle of the Project. During this process the focus and scope of the SEP will be updated to ensure that the PMU addresses external changes



and adheres to its strategy. The key life-cycle phases to be considered when implementing stakeholder engagement are briefly discussed below.

**Design/Plan:** the process of ensuring that systems and components of the Project are designed, installed, and maintained to prescribed / agreed requirements;

**Implementation:** the process and activities are implemented as planned.

Stakeholder engagement within the project preparation and implementation process is critical for supporting the project's risk management process, specifically the early identification and avoidance/management of potential impacts (negative and positive) and cost-effective project design. Stakeholder engagement is an on-going process throughout the life of the project:

- Planning/design (including disclosure);
- Construction;
- Commissioning;
- Decommissioning.

Disclosing and consulting on the draft results of the ESIA process is an integral part of the engagement process. Within the overarching ESIA engagement objectives, the specific objectives for the ESIA phase are to:

- Provide feedback to the stakeholders on the draft impact assessment and associated management/mitigation measures;
- Gather stakeholder input on the impact assessment and outlined mitigation and enhancement measures.

The disclosure and consultation activities will be designed along with some guiding principles:

- Consultations must be widely publicized particularly among the project affected stakeholders/communities, preferably 2 weeks prior to any meeting engagements;
- Allow non-technical information summary to be accessible prior to any event to ensure that people are informed of the assessment and conclusions before scheduled meetings;
- Location and timing of meetings must be designed to maximize stakeholder participation and availability;
- Information presented must be clear, and non-technical, and presented in both local language and mannerism;
- Facilitate in a way that allow stakeholders to raise their views and concerns;
- Issues raised must be answered, at the meeting or at a later time.

Targeted stakeholders may comment on the ESIA within the time indicated. There are various avenues that will be employed in the stakeholder engagement process:

- **Community Forums:** To facilitate effective consultation with the communities during implementation of the project, the Project Manager (PM), establishes community forums through local community established leadership to disseminate project information to community members.
- **Local Government:** Government representatives (Government Representatives on concerned District Officers, Sector, Cell, etc.) as a channel to disseminate information on the project.
- **Information Boards:** Notice boards are effective mechanisms to inform the communities and wider audiences about the project. These can be installed on specific areas of the project activities implementation.
- **Media:** Newspapers commonly read in the project area will be used to notify the general public.

The summary of SEP implementation for all project stage is mentioned in below table which will be updated along the project preparation and implementation after finalization of the environmental and social audit of NTARUKA Hydro Power Plant for more detail on safeguards preparation allied to the subcomponent of rehabilitation of old domestic hydropower plants to ensure security of generation. This Environmental and Social Audit is being prepared by the independent consultant and the first draft has evidenced that the land is owned by the GoR and nowadays managed by REG on behalf of GoR for power generation. The HPP did not induce any expropriation or displacement, which is also not an issue for the proposed rehabilitation. Therefore, there are no any legacy issues regarding land use patterns and arrangements. Furthermore The findings from Ntaruka HPP Environmental audit showed that: (i) It is a low risk dam because its failure or mis-operation can result in no probable loss of human life and low economic and/or environmental losses; (ii) It has also operation & maintenance plan, and emergency preparedness plan; (iii) no safety issues and cases historically recorded that were associated to the dam operation and the HPP; and (iv) the body and foundation of the Ntaruka intake dam is in good structural condition and can be used for many more years to come with minor maintenance work; (v) the report mentions that EPP and O&M exist but instrumentation plan is not there; and (vi) the rehabilitation works should have a rehabilitation supervision quality assurance plan. The TA component of the project, including the policy and regulatory development/improvement may have impact on community health and safety.

**Table 13: Summary of SEP implementation per project stage**

Project stage	Topic of consultation	Method used	Timetable and dates	Location	Targeted stakeholders	Responsible
Planning	<ul style="list-style-type: none"> <li>- Need of the project;</li> <li>- Ongoing and planned activities;</li> <li>- Presentation of the project;</li> <li>- ESMF;</li> <li>- RPF;</li> <li>- Grievance Redress Mechanism</li> <li>- Environmental and Social Audit of Ntaruka HPP;</li> <li>- Labor Management Procedures.</li> </ul>	<ul style="list-style-type: none"> <li>- One-on- One meeting;</li> <li>- Formal meetings;</li> <li>- Focus group meetings;</li> <li>- Workshop;</li> <li>- Field visit;</li> <li>- Umuganda forum;</li> <li>- Citizens assemblies or “Inteko z’Abaturage”</li> </ul>	Ongoing before commencement of the key project activities	<ul style="list-style-type: none"> <li>- On the District Offices;</li> <li>- REG Offices;</li> <li>- Public Institutions Office and Sites</li> </ul>	Central and Local Government Officials from MoE, REMA, RDB, RURA, RLUMA; Project beneficiaries including PAPs (involved community).	REG-PCU; Social and Environmental Safeguards Specialists; EARP Director of General Services and EARP Coordinator

Project stage	Topic of consultation	Method used	Timetable and dates	Location	Targeted stakeholders	Responsible
Design	<ul style="list-style-type: none"> <li>- Public awareness campaign;</li> <li>- Topographic survey</li> <li>- ESIA</li> <li>- Final line routes</li> <li>- RAP and resettlement implication</li> <li>- ESMP</li> <li>- EHSP (Environmental Health and Safety Plan)</li> <li>- Asset inventory and valuation</li> <li>- Compensation payment</li> </ul>	<ul style="list-style-type: none"> <li>- One-on- One meeting;</li> <li>- Formal meetings;</li> <li>- Focus group meetings;</li> <li>- Workshop;</li> <li>- Field visit;</li> <li>- Replacement cost.</li> </ul>	During preparation of the safeguards instruments all details will be included (ESIA, ESMP and RAP) for specific project activities intervention	<ul style="list-style-type: none"> <li>- On the District Offices;</li> <li>- REG Offices;</li> <li>- Public Institutions Office and Sites for the project</li> </ul>	Central and Local Government Officials from MoE, REMA, RDB, RURA, RLUMA; Project beneficiaries including PAPs (involved community).	REG-PCU; Social and Environmental Safeguards Specialists; EARP Director of General Services and EARP Coordinator EDCL Head of Procurement
Construction	<ul style="list-style-type: none"> <li>- Need of the project;</li> <li>- Ongoing activities;</li> </ul>	<ul style="list-style-type: none"> <li>- Meetings;</li> <li>- Presentation;</li> <li>- Displaying the</li> </ul>	During the project implementation period within the construction phase.	<ul style="list-style-type: none"> <li>- Sites of the project activities implementation;</li> </ul>	Public offices; Project beneficiaries;	<ul style="list-style-type: none"> <li>- Social and Environmental Safeguards Specialists;</li> </ul>

Project stage	Topic of consultation	Method used	Timetable and dates	Location	Targeted stakeholders	Responsible
	<ul style="list-style-type: none"> <li>- GRM</li> <li>- Employment opportunities</li> <li>- OHS</li> </ul>	<ul style="list-style-type: none"> <li>information on boards;</li> <li>- Disclose ESIA and RAP</li> <li>- Umuganda forum</li> </ul>		<ul style="list-style-type: none"> <li>- Sectors and Cells Offices.</li> </ul>	PAPs, Contractor Government Officials; Government institutions including REMA	<ul style="list-style-type: none"> <li>- Project Engineers;</li> <li>- Project Managers,</li> <li>- Energy Project Liaison Officers</li> </ul>
Operation	<ul style="list-style-type: none"> <li>- Use of facilities</li> <li>- EHSP implementation;</li> <li>- Maintenance and ensuring the security of new infrastructure (Electrical line)</li> </ul>	<ul style="list-style-type: none"> <li>- Public meeting;</li> <li>- Field Visit;</li> <li>- Social media;</li> <li>- Local Newspapers.</li> </ul>	Before commissioning phase	<ul style="list-style-type: none"> <li>- Sites;</li> <li>- Public offices (Districts, Sectors and Cells concerned by the project)</li> <li>- Local public meeting sites</li> </ul>	Community;	<ul style="list-style-type: none"> <li>- Social and Environmental Safeguards Specialists;</li> <li>- Project Engineers;</li> <li>- Project Managers;</li> <li>- Energy Project Liaison Officers</li> </ul>
Decommissioning	<ul style="list-style-type: none"> <li>- Use of facilities</li> <li>- EHSP and ESMP implementation;</li> </ul>	meetings, trainings, regular monitoring and inspection	After the project completion and reception by EUCL	<ul style="list-style-type: none"> <li>- Public offices (Districts and REMA Office)</li> <li>- EUCL</li> </ul>	REG-EUCL; Local Government	<ul style="list-style-type: none"> <li>- REG Branch Managers</li> <li>- REG Social and</li> </ul>

Project stage	Topic of consultation	Method used	Timetable and dates	Location	Targeted stakeholders	Responsible
	- Maintenance and ensuring the security of new infrastructure (Electrical line)				Officials and REMA	Environmental Safeguards Specialists; - REG Project Engineers; - Energy Project Liaison Officers

## VI. INSTITUTIONAL ARRANGEMENT FOR SEP IMPLEMENTATION

In this section the proposed organizational structure and management functions for the stakeholder engagement function to successfully implement the SEP are described. In accordance with the project components, the project will have the following implementation units:

- Increasing access to grid electricity, this will be implemented by EDCL-EARP PCU
- Improving grid reliability and enhancing operational efficiency, this will be implemented by the same PCU in collaboration with EUCL.
- Catalyzing private investment in off-grid electricity access and clean cooking, this will be probably implemented by Development Bank of Rwanda and Primary and Social Energy, a Department under EDCL.

Technical assistance, institutional capacity building, and project implementation support will be under PCU

### 6.1. SEP resources and responsibilities

The management, coordination and implementation of the SEP and its integral tasks will be the responsibility of dedicated team members within REG-EDCL PCU and its contractors. The roles and responsibilities of the organizations are presented below.

Environmental and Social Safeguards Specialists who will be at the Central Level (REG- EDCL PCU) will supervise energy project Liaison Officers who are based at District level and work closely with REG branch manager and District One Stop Center who will consolidate the report from Grievance redress committee and report to EDCL Social and Environmental safeguards specialists. The safeguards specialists at central level will prepare a report to be submitted to the WB and those concerned.

REG has a PMU. The key tasks are *inter alia* to:

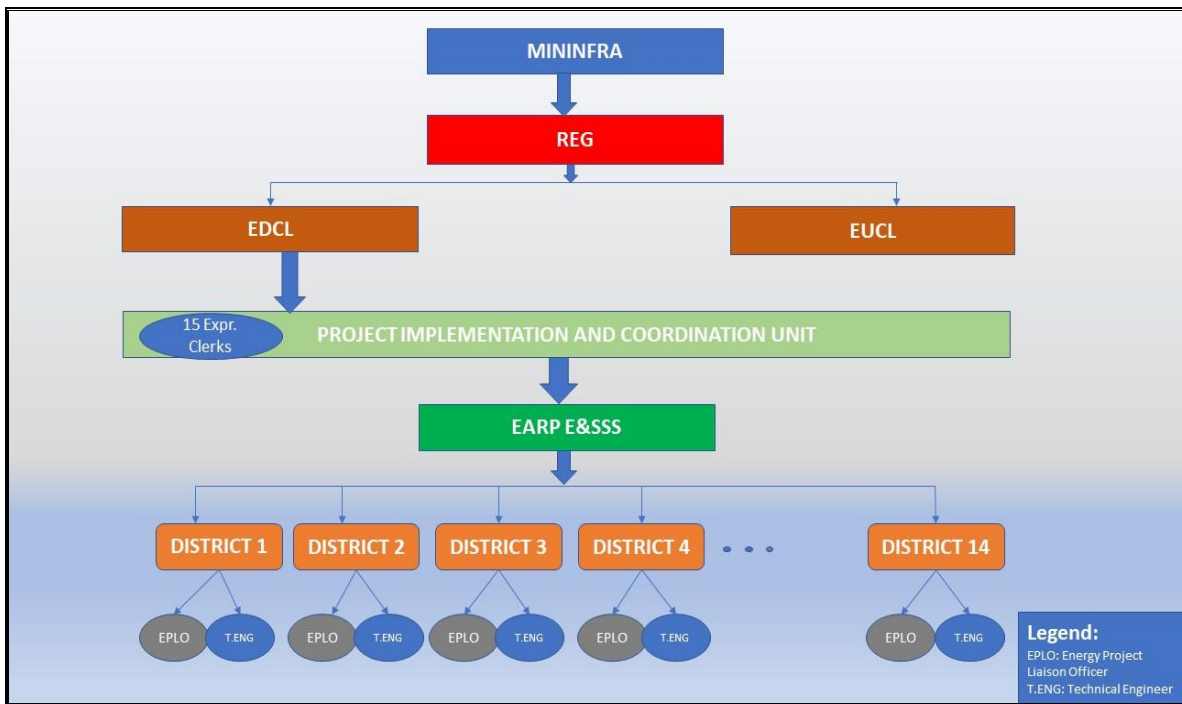
- Approve the content of the draft SEP (and any further revisions);
- Approve prior to release, all materials used to provide information associated with the EAQIP ESIA (such as introductory letters, question and answer sheets, PowerPoint materials, posters, leaflets and brochures explaining EAQIP and ESIA process);
- Approve and facilitate all stakeholder engagement events and disclosure of material to support stakeholder engagement events;
- Participate either themselves, or identify a suitable REG representative, during all face-to-face stakeholder meetings;
- Review and sign-off minutes of all engagement events; and

- Maintain the stakeholder database.

## 6.2. Responsible team and support

Given that stakeholder engagement activities will influence all implementing partners namely selected 27 administrative Districts, there is a need to ensure that all concerned entities are included or kept informed on the stakeholder engagement process during all stage of the project activities.

**Figure 3: SEP E&S implementation arrangements**



## 6.3. Environmental and Social management Unit under REAQIP

The project will have an Environmental and Social Management Unit composed of:

- National Team;
- District team;
- Contractor team;
- Supervision team.

The PCU will have an Environmental and Social Management Unit composed 9 staff including one senior Social and Environmental Safeguards Specialist, 4 Social Safeguard Specialists and 4 Environmental safeguards Specialists that are responsible for overseeing and coordinating all activities associated with stakeholder engagement, manage all activities related to database, logistics, and interaction with other departments of Implementing Agencies. The responsibilities will be as follows:



- i. The implementation of community engagement activities will be directly managed by the Environmental and Social Management Unit based in PCU.
- ii. For component 1 as above mentioned, each participating administrative Districts will have Energy Project Liaison Officer based at REG District Branch. District based Project Liaison Officer will be supporting the District in monitoring effectiveness of SEP, represent and periodically report to PCU issues and concerns related to Stakeholder Engagement.

The Environmental and Social Management Unit at PCU and the Energy Project Liaison Officer at District level will supervise the implementation of all planned stakeholder engagement activities. Furthermore, the Safeguard team will ensure that all stakeholder engagement aspects are a permanent item on all high-level management agendas and that all actions arising from management decisions are implemented. They play a critical role as internal change agent for environmental/social and stakeholder-related matters in the PCU. This becomes important if environmental/social and stakeholder risks identified needs to be escalated for higher-level decision-making to identify a resolution. The Safeguards team is required to remain 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. Moreover, grievances submitted as a result of project implementation, temporarily land acquisition/resettlement processes need to be addressed under the GRM scheme. Responsibilities of the Safeguard team are detailed in sections below:

#### **6. 3.1. Safeguard and expropriation clerks team based at PCU in EDCL-EARP**

The team is comprised 9 Environmental and Social Specialists and 15 expropriation clerks based in EARP-EDCL. The team main role is to: (detailed responsibilities are described in the EARP PIM)

- i. Oversee all environmental safeguarding aspects of project activities implemented under the Rwanda Energy Access and Quality Improvement Project;
- ii. Lead the development of guidelines/manuals and trainings materials for contractors to support implementation of the SEP and other safeguard instruments;
- iii. Ensure a satisfactory implementation of the SEP through frequent visits to project sites;
- iv. Assess closely the efficiency of GRM and regularly communicate with GRCs
- v. Ensure capacity building is provided to the GRCs through trainings,
- vi. Update SEP as required and recommend on necessary changes;
- vii. Report on quarterly and annual basis the progress of SEP to the WB and other development partners and facilitate external environmental audits if required

### **6.3.2. Energy Project Liaison Officer at District level**

Those will be 11 EDCL-EARP staffs based at every participating administrative District supporting the PCU in fulfilling safeguard obligations. District Energy Project Liaison staff will oversee and monitor project's aspects related to environment, social, health and safety. The main responsibilities will include but not limited to:

- i. Supporting PCU Environmental and Social Management Unit in EDCL-EARP, in assessing the effectiveness of SEP;
- ii. Carryout regular site visits and take records of grievances logged by contractor and grievance committee and ensure complaints/grievances are handled following GRM;
- iii. Establish and maintain effective working relationships with safeguarding experts working for contractor and supervisor;
- iv. Liaise with districts supervisor and contractors to ensure that stakeholder engagement requirements/protocols are understood;
- v. Carryout regular stakeholder's consultation, risk and impact assessment and propose mitigation measures for emerging issues;
- vi. Collect necessary data related to SEP and arrange field visits as required by PCU;
- vii. Report the implementation status of SEP and represent EDCL-EARP PCU in all field activities including meetings with stakeholders at district level.

## **VII. MONITORING AND REPORTING**

### **7.1. Purpose of Monitoring**

Monitoring and Evaluation (M&E) is used to assess the performance of projects, institutions and programmes set up by Governments, international or Non-Government Organizations. Its goal is to improve current and future management of outputs, outcomes and impact. Monitoring is a continuous assessment of programmes based on early detailed information on the progress or delay of the ongoing assessed activities. An evaluation is an examination concerning the relevance, effectiveness, efficiency and impact of activities in the light of specified objectives. Monitoring and evaluation of the stakeholder process is considered vital to ensure Project proponent (REG-EDCL) is able to respond to identified issues and alter the schedule and nature of engagement activities to make them more effective. Adherence to the following activities will assist in achieving successful engagement:

- Enough resources to undertake the engagement;
- Inclusivity (inclusion of key groups) of interactions with stakeholders;
- Promotion of stakeholder involvement;
- Clearly defined approaches; and
- 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:

- **During the engagement activities:** short-term monitoring to allow for adjustments/improvements to be made during engagement; and
- **Following completion of all engagement activities:** review of outputs at the end of engagement to evaluate the effectiveness of the SEP as implemented. The following are key performance indicator developed under the REAQIP:

### **7.2. Key performance indicators**

- Updates or redesign on project components or activities;
- Level of the understanding of the project stakeholders;
- Level of satisfaction of all stakeholders;
- Attendance list of the participants to the consultation meeting.

- 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;
- Geographical coverage of public engagement activities
- Number of participants in different engagement activities (where applicable)
- Newly identified stakeholders
- Number of locations and Universities covered by the consultation process;
- 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 obligations**

#### **7.3.1. Quarterly Reports**

The PCUs will prepare brief quarterly reports on stakeholder engagement activities for the World Bank, to include:

- Stakeholder activities conducted on quarterly basis;
- Public outreach activities (meetings with stakeholders);
- Entries in the grievance register;
- New identified stakeholder groups.
- Emerging new issues or challenges

#### **7.3.2. Annual/final Stakeholder Engagement Reports**

The PCUs 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 meetings held at community level.

These evaluation reports should be submitted to World Bank and a summary of the results will be provided for the annual report.

#### **7.3.3. Reporting Back to the Communities**

It will be PCUs' responsibility to report back to the communities on matters relating to:

- Main findings from the annual monitoring;

- Sharing and publish reports and have them available on REG website and copies sent to stakeholders (District, local authorities, GRCs etc.).
- Summary of findings published on notice boards.
- Maintain a website with all ESF documents and report public

In the ESIA, RAP and LMP implementation reports there will be a review of the engagement activities conducted; levels of stakeholder involvement (particularly for affected communities, women, youth and vulnerable people/groups); the issues discussed and outcomes; and the extent to which stakeholder priorities, issues, and concerns are reflected in the reports, particularly with respect to mitigation and monitoring strategies contained in the project ESF documents.

## **VIII. SEP IMPLEMENTATION BUDGET**

The project lifespan is 5 years from 30 September 2020 to 30 December 2025 which stakeholder engagement activities discussed in the previous chapters and others that will be identified throughout project implementation will be carried out. In the following table a tentative estimation of costs has been proposed with the assumption that it will be revised and updated or amended as appropriate depending on arising project need and available new stakeholders to be engaged during the project implementation. The following table shows an estimated SEP Budget for all project lifecycle.

**Table 14: Estimated cost to implement Stakeholders Engagement Plan**

<b>Planned activities</b>	<b>Estimated cost year 1(USD)</b>	<b>Estimated cost year 2(USD)</b>	<b>Estimated cost year 3(USD)</b>	<b>Estimated cost year 4(USD)</b>	<b>Estimated cost year 5(USD)</b>	<b>Sources of funds</b>
Correspondence by phone/email/Text/Instant messaging	4,000	4,000	4,000	4,000	4,000	REAQIP funds, component 4.1: Technical Assistance
Print media and TV/radio announcements	5,500	10,000	5,500	5,500	10,000	REAQIP funds, component 4.1: Technical Assistance
Information boards	10,000	0	0	0	0	REAQIP funds, component 4.1: Technical Assistance
Formal meetings	12,000	12,000	12,000	12,000	12,000	REAQIP funds, component 4.1: Technical Assistance and REG
Public meetings	7,000	7,000	7,000	7,000	7,000	REAQIP funds, component 4.1: Technical Assistance and REG

Planned activities	Estimated cost year 1(USD)	Estimated cost year 2(USD)	Estimated cost year 3(USD)	Estimated cost year 4(USD)	Estimated cost year 5(USD)	Sources of funds
GRM Implementation including the training of the PLOs on SEP	15,000	20,000	15,000	15,000	15,000	REAQIP funds, component 4.1: Technical Assistance and REG
Focus group meetings	3,000	3,000	3,000	3,000	3,000	REAQIP funds, component 4.1: Technical Assistance and REG
Workshops, food, transport, publications, communication material	15,000	15,000	15,000	15,000	15,000	REAQIP funds, component 4.1: Technical Assistance and REG
<b>Total</b>	<b>71,500</b>	<b>71,000</b>	<b>61,500</b>	<b>61,500</b>	<b>66,000</b>	
<b>Grand total</b>	<b>331,500USD</b>					

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## LIST OF ANNEXES

### Annexe 1: List of the consulted people/Central Government and Institutions

INSTITUTION	FULL NAMES	POSITION
Ministry of Environment	Mr. DUSINGIZIMANA Theophile	Environment & Climate Change Policy Specialist&
MININFRA	Mr. SAFARI Brian	Energy Economist
RLMUA	Miss. NISHIMWE M. Grace	Head of Land Administration Department
RDB	Mr. KARARA Jean de Dieu	EIA Specialist
REMA	Mr. DUHUZE Remy Norbert	Director of environmental regulation and pollution control
Rwanda Forest Authority	Mr. MUGABO Jean Pierre	Ag. DG
Enviroserve Rwanda Green Park/Rwanda E-waste recycling Facility	Mr. NDUWAYEZU Venuste	Technical Supervisor
RURA	Mr. MUTWARE Alexis	Director of electricity and Renewable Energy
IRPV	Mr. MUNYABUGINGO Bonaventure	Member of Committee on research and reference prices
Energy Private Developers	Mr. NDAYISABA Eduard	Vice Chairman & Director of Operations and Development
University of Rwanda-UR	Mr. NSENGUMUREMYI Damien	Academician
Catholic Institute of Kabgayi-ICK	Dr. Innocent SIMPUNGA	Academician and researcher

**Annexe 2: Timeline for the public consultation and category of the participants**

Dates of consultation	Administrative District name/Local Government	Participants category	Number of participants by gender	
			Male	Female
20/01/2020	Karongi	Districts officials, Sector Executive Secretaries, SLM and Local Community, EARP Team, REG District Branch Manager	19	3
21/01/2020	Rusizi	Districts officials, Sector Executive Secretaries, SLM and Local Community, EARP Team, REG District Branch Manager	26	6
21/01/2020	Nyamasheke	Districts officials, Sector Executive Secretaries, SLM and Local Community, EARP Team, REG District Branch Manager	8	2
22/01/2020	Rutsiro	Districts officials, Sector Executive Secretaries, SLM and Local Community, EARP Team, REG District Branch Manager	12	1
23/01/2020	Nyabihu	Districts officials, Sector Executive Secretaries, SLM and Local Community, EARP Team, REG District Branch Manager	17	4
24/01/2020	Ngororero	Districts officials, Sector Executive Secretaries, SLM and Local Community, EARP Team, REG District Branch Manager	15	3
27/01/2020	Rubavu	Districts officials, Sector Executive Secretaries, SLM and Local Community, EARP Team, REG District Branch Manager	9	1
25/02/2020	Gakenke	Districts officials, Sector Executive Secretaries, SLM and Local Community, EARP Team, REG District Branch Manager	29	14
25/02/2020	Musanze	Districts officials, Sector Executive Secretaries, SLM and Local Community, EARP Team, REG District Branch Manager	13	7

Dates of consultation	Administrative District name/Local Government	Participants category	Number of participants by gender	
			Male	Female
29/01/2020	Gicumbi	Districts officials, Sector Executive Secretaries, SLM and Local Community, EARP Team, REG District Branch Manager	27	5
31/01/2020	Rulindo	Districts officials, Sector Executive Secretaries, SLM and Local Community, EARP Team, REG District Branch Manager	26	8
31/01/2020	Burera	Districts officials, Sector Executive Secretaries, SLM and Local Community, EARP Team, REG District Branch Manager	9	2
25/02/2020	Bugesera	Districts officials, Sector Executive Secretaries, SLM and Local Community, EARP Team, REG District Branch Manager	7	2
05/02/2020	Kayanza	Districts officials, Sector Executive Secretaries, SLM and Local Community, EARP Team, REG District Branch Manager	11	1
06/02/2020	Ngoma	Districts officials, Sector Executive Secretaries, SLM and Local Community, EARP Team, REG District Branch Manager	21	9
06/02/2020	Nyagatare	Districts officials, Sector Executive Secretaries, SLM and Local Community, EARP Team, REG District Branch Manager	7	0
06/02/2020	Gatsibo	Districts officials, Sector Executive Secretaries, SLM and Local Community, EARP Team, REG District Branch Manager	9	4
07/02/2020	Kirehe	Districts officials, Sector Executive Secretaries, SLM and Local Community, EARP Team, REG District Branch Manager	8	1

Dates of consultation	Administrative District name/Local Government	Participants category	Number of participants by gender	
			Male	Female
11/02/2020	Rwamagana	Districts officials, Sector Executive Secretaries, SLM and Local Community, EARP Team, REG District Branch Manager	7	2
12/02/2020	Muhanga	Districts officials, Sector Executive Secretaries, SLM and Local Community, EARP Team, REG District Branch Manager	27	5
31/01/2020	Ruhango	Districts officials, Sector Executive Secretaries, SLM and Local Community, EARP Team, REG District Branch Manager	7	4
13/02/2020	Nyanza	Districts officials, Sector Executive Secretaries, SLM and Local Community, EARP Team, REG District Branch Manager	8	3
14/02/2020	Kamonyi	Districts officials, Sector Executive Secretaries, SLM and Local Community, EARP Team, REG District Branch Manager	13	2
17/02/2020	Nyamagabe	Districts officials, Sector Executive Secretaries, SLM and Local Community, EARP Team, REG District Branch Manager	13	2
18/02/2020	Nyaruguru	Districts officials, Sector Executive Secretaries, SLM and Local Community, EARP Team, REG District Branch Manager	9	3
19/02/2020	Huye	Districts officials, Sector Executive Secretaries, SLM and Local Community, EARP Team, REG District Branch Manager	13	2
20/02/2020	Gisagara	Districts officials, Sector Executive Secretaries, SLM and Local Community, EARP Team, REG District Branch Manager	9	3

**Annexe 3: List of People who attended Public consultation**

No	Full names	Position
<b>KARONGI ADMINISTRATIVE DISTRICT</b>		
1	NIRAGIRE THEOPHILE	V/MAYOR ED
2	NTAKIRUTIMANA GASPARD	ES MUBUGA
3	NIYONSABA CYRIQUE	ES GITESI
4	AYABAGABO FAUSTIN	ES BWISHYURA
5	HABIMANA PROTEGENE	ES GASHALI SECTOR
6	NKUSI MEDARD	ES RUGABANO
7	NSENGIYUMVA R. SONGA	ES MUTUNTU
8	MUDACUMURA APHRODIS	ES MURUNDI
9	UWIMANA PHANUEL	ES MURAMBI
10	KUZABAGANWA VEDASTE	ES RWANKUBA
11	UWIMANA EMMANUEL	SLM/GITESI
12	UWIMBABAZI ELIE	SLM/RUGANDA
13	MBATEZIMANA JOSIANE	ETAT CVM
14	ISAAC MANANTIRENGANYA	ENGINEER
15	GATERANO ETIENNE	SLM/MUNK
16	DUSENGIMANA DAMIEN	BRANCH MANAGER
17	RUKESHA K. EMILE	ES RUBENGERA SECTOR
18	HAVUGIYAREMYE THARCISSE	LAND MANAGER RUBENGERA
19	NIKUZE MICHEL	LAND MANAGER RUGABANO
20	NSANGANIRA VIANNEY	ES/SECTOR
21	NSHIMYUMUREMYI JOEL	BILLYING OFFICER
22	DUSABIMANA CONCORDE	TWUMBA SLM
<b>RUTSIRO ADMINISTRATIVE DISTRICT</b>		
1	RUTAYISIRE M. DEO	ES RUHANGO
2	HAGENIMANA MATTHIEN	DISTRICT ELECTRICAL ENG.
3	MUKESHIMANA MARIE ALICE	SLM
4	KAGABA JEAN BAPTISTE	LAND MANAGER
5	NDAGIJIMANA ALOYS	LAND MANAGER
6	HARERIMANA XAVERIEN	LAND MANAGER MANIHIRA
7	NIZIYIMANA AIME ADRIEN	ENVIRONMENTAL OFFICER
8	KABARE JEAN PAUL	EUCL/RUTSIRO BRANCH
9	RUGABA ABEL	AGRONOME/RUSEBEYA
10	IREMISHAKA PASCAL	SLM /GIHAGO
11	SEKAMANA THEOPHILE	SLM/RUHANGO
12	NDAYAMBAJE Jerome	REPRESENTATIVE of Rwanda Family Initiative-NGO(RFI)
<b>RUBAVU ADMINISTRATIVE DISTRICT</b>		
1	NZABONIMPA DEOGRATIAS	V/MAYOR ED
2	NTIBATEKEREZA INNOCENT	ELECTRICAL ENGINEER
3	NIYIBIZI NTABYERA HUBERT	DIVISION MANAGER
4	NDUWAYO ELIE	SLM/CYANZARWE
5	BUREGEYA EVARISTE	SLM/KANAMA

6	CAMUBANDI FRED	SLM/BUSASAMANA
7	KABERA	SLM/KANZENZE
8	AYINKAMIYE ODILLE	SLM/NYAMYUMBA
<b>RUSIZI ADMINISTRATIVE DISTRICT</b>		
1	KANKINDI LEONCIE	V/M ED
2	DUKUZUMUREMYI ANNE MARIE	SES/NYAKARENZO
3	HABIMANA EMMANUEL	S/E GASHORA
4	BANZUBAZE THOMAS	LAND MANAGER
5	NIYOMUGABO YUSUF	LAND MANAGER
6	MUSHIMIYIMANA JANVIER	ES OF THE SECTOR
7	RUKESHA EMMANUEL	ES BUTARE SECTOR
8	NDAMYIMANA DANIEL	ESAI OF THE SECTOR
9	RWANGO JEAN DE DIEU	ES/NZAHABA SECTOR
10	HATEGEKIMANA CLEVER	ES GIKUNDAMVURA
11	MUNYEMANA PROSPER	T.E RUSIZI BRANCH
12	HABIMANA MATHIAS	ELECTRICITY M.ENG.
13	NTIKUGURURWA GERVAIS	ES BUGARAMA
14	NTWUHARUWE NAPOLEON	AIR OF SECTOR
15	CYIMANA METOR	SCM /GIKUNDAMVURA
16	MURAGIMANA PIE	SLM/BWENGE
17	HAGENIMANA JEAN DE DIEU	ES GIHEKE
18	IRAGUHA BASILE	SLM
19	IBONABYOSE JEAN DAMASCENE	SLM
20	KAMANYANA EVELYNE	SLM
21	BYIRINGIRO ZEPHANIE	SLM
22	SIBOMANA APHRODIS	SLM
23	NKURUNZIZA EMMANUEL	SLM
24	KARANGWA ALEXIS	DISTRICT DASSO COORD.
25	NIYIBIZI JEAN DE DIEU	ES GIHURWE SECTOR
26	BISENGIMANA EUGENE	AI ES NYAKABUYE
27	NZEYIMANA JEAN BEN FONTAINE	LAND MANAGER KAMEMBE
28	NZABANDORA PIERRE	LAND MANAGER BUGARAMA
29	IZADUKIZA MARIE CLAIRE	SLM NYAKARENZO
30	NYIRANEZA RACHEL	SLM GASHONGA
31	MUKANYANGEZI CHANTAL	SLM MUGANZA
32	NEMA ESTHER	SLM MURURU
<b>NYABIHU ADMINISTRATIVE DISTRICT</b>		
1	UWIMANA BLANDINE	AGRONOME
2	DUKUZUMUREMYI BEATRICE	
3	DUSABUMUREMYI CLEMENT	SLM/SHYIRA
4	NSHIMYUMUKIZA ISRAEL	SLM/KABARA
5	NIYIGENA ERNEST	SLM/JENDA
6	BAVUDIRIJE JUVENAL	DIRECTOR of OSC
7	NDANDU MARCEL	ES of RUREMBO sector
8	KAMPIRE GEORGETTE	ES/JENDA SECTOR
9	MITALI ADOLPHE	TECHNICAL ENG.NYABIHU

10	NDAHUNGA PRIMIEN	CUSTOMER CARE OFFICER
11	NDIKUMANA J. BAPTISTE	AGRONOME
12	MUSIRIKARE ADALBERT	ES/JOMBA
13	HABIYAREMYE AMINADABU	LAND MULINGA
14	BYUKUSENGE EMMANUEL	ES/MULINGA
15	HAKIZIMANA INNOCENT	ES/KINJOMBO
16	NDAHIMANA JEAN PAUL	SSLM/KARANGO
17	UWIRINGIYIMANA ADEOOTUS	LSLM/RUREMBO
18	TUYIZERE FIACRE	LAND RAMBURA
19	NKURUNZIZA JOSEPH	FORESTER MUKANIRA
<b>NGORORERO ADMINISTRATIVE DISTRICT</b>		
1	PATRICK UWIHOREYE	V/MAYOR ED
2	KAYANGE CARINE	INFRASTRUCTURE
3	NIYOYITA FRANCIS	SLM/NDARO
4	UWIMANA JOSELYNE	SLM/NYANGE
5	MUNYANEZA FABIEN	INTERN/NGORORERO
6	NTEZIRYAYO PHILPPE	SLM/HINDIRO
7	MUJYANAMA MATHIAS	SLM//KAGEYO
8	MAPENDANO JMV	SLM/NGORORERO
9	IHORIKIZA MARIE CLAUDINE	SLM/MUHORORO
10	MUGEMANA J. BOSCO	SLM/KABAYA
11	TWAYIGIRA J.DE DIEU	SLM/MATYAZO
12	KAGABO NOEL	SLM/KAVUMU
13	HABINEZA SIMON PIERRE	T.E NGORORERO
14	KAYANGE JEAN D AMOUR	ES SECTOR /NGORORERO
15	NSANZIMANA AIMABLE	SLM/BWIRA
16	BIZIYAREMYE J. CLAUDE	SLM/GATUMBA
17	NTAYIMANA JP CELESTIN	DIR.OSC
<b>GICUMBI ADMINISTRATIVE DISTRICT</b>		
1	MWANAFUNZI DEOGRATIAS	ES/MIYOVE SECTOR
2	REBERAHO TELESPORE	AGRONOME/RUSHAKI SECTOR
3	MANIRAGUHA ANASTASE	FAO/RUSHAKI
4	NIYTEGEKA ALPHONSE	Ag.ES RUKOMO
5	NTIVUGURUZA SYLVESTRE	Ag.ES MANYAGIRO
6	BYIRINGIRO DAVID	SECTOR LAND MANAGER
7	MBONIMPAYE HONORE	Ag. LAND OFFICER RWAMIKO
8	NSHIMYIMANA THEOGENE	LAND OFFICER/MANYAGIRO
9	BIZIMENYERA THEONESTE	LAND OFFICER/NYANKENKE
10	NDACYAYISENGA SCHOWLWCK	LAND OFFICER /BUKURE
11	INGABIRE FRANCINE	LAND OFFICER MUKARANGE
12	MUKAWIZEYE	LAND OFFICER BUKURE
13	NTEZIRYAYO ALPHONSE	ELECTRICITY /GICUMBI
14	CHRYSOLOGUE NGENDAHAYO	REG/EUCL MB
15	TUGIRIMANA EMMANUEL	SLM/RUKOMO
16	BAYINGANA JMV VIANNEY	ES/NYAMIYAGA
17	UWABAGIRA SERAPHINE	LAND OFFICER



18	HAKIZIMANA EPAPHRODITE	LAND OFFICER
19	SIBOMANA DAVID GILBERT	LAND OFFICER
20	NSABIMANA JEAN PAUL	LAND OFFICER/
21	KWITARE LAMBERT	ES/SHANGASHA SECT.
22	BENINGOMA OSCAR	ES/MUKARANGE
23	MBARUSHIMANA PRUDENCE	ES/MUTETE
24	NKUNZABERA SYLVESTRE	ES/BUKURE
25	RUSIZANA JOSEPH	ES/RWAMIKO SECTOR
26	JOLIE BEATRICE	ES/NYANKENKE SECTOR
27	MUNYARUGERERO M.	CRMO/KANIGA
28	ICYIMANA GERARD	Ag.ES RUTARE
29	NSHIMIYIMANA VALENS	Ag.ES/BYUMBA
30	ISHIMWE SAMWEL	LAND OFFICER/MUTETE
<b>RULINDO ADMINISTRATIVE DISTRICT</b>		
1	MULINDWA PROSPER	V/MAYOR ED
2	RUBAYITA ERIC	ES KINIHIRA SECTOR
3	MUTUYIMANA JEANNETTE	ES CYUNGO SECTOR
4	BIZUMUREMYI AL BASHIR	D ES RULINDO
5	NIYONIRINGIYE FELICIEN	DIRECTOR OF OSC
6	AYABAGABO ILDEPHONSE	SLM
7	NSABIMANA EMMANUEL	SLM
8	MUHAWENIMANA DESIRE	SECTOR LAND MANAGER
9	NZEYIMANA JEAN VEDASTE	ES MBOGO
10	NDAGIJIMANA FRODUALD	ES/RWIGE
11	MWUMVINEZAYIMANA FIACRE	E/S B. SECTOR
12	KAYIRANGA J. NEPO	OSC LAWYER RULINDO HQ
13	NSENGIYUMVA CHARLES	LAND ADMIN
14	NDAHAYO LEOPOLD	SLM /CYUNGO
15	SEBAZUNGU J.BAPTISTE	SLM /KISARO
16	UWANYAGASANI	SLM/NTARABANA SECTOR
17	NDARUHUTSE JEAN CLAUDE	SLM/RUKOZO
18	NDIKUMANA ERNESTE	SLM/MBOGO
19	IYAKAREMYE PASCAL	SLM/BUYOGA
20	TWIZERIMANA JEAN BERCHMAS	SLM/RUSINE
21	MUSHIMIYIMANA JEAN PIERRE	DASSO CYINZUZI SECTOR
22	NIYONSABA SYMPHORIEN	SLM/BUSHOKI
23	MUHIGIRA ANTOINE	ES OF SECTOR
24	SHUMBUSHO PAPIAS	ES OF RUTONDE CELL
25	UMUBYEYI MEDIATRICE	ES/TUMBA SECTOR
26	NZEYIMANA PIERRE CLEVER	ES/BUSHOKI SECTOR
27	UWIRINGIYIMANA THOMAS	RULINDOHQ/BUSHOKI
28	NYIRAMUGISHA CHRISTINE	SLM/BASE
29	KUBWAMUNGU ELIE	GOOD GOVERNANCE/MASORO
30	UGIRIMBABAZI CONCESSA	S/E KAJEVUBA
31	MUHA YIMANA CELESTIN	RULINDO REG-MANAGER
32	UMUHOZA MARIE GRACE	SLM/MASORO



33	NKUNDABERA FAUSTIN	SLM/CYINZUZI
34	GASANA GASPARD	KIMU REPRESENTATIVE
<b>MUHANGA ADMINISTRATIVE DISTRICT</b>		
1	KAYIRANGA INNOCENT	VICE MAYOR ECONOMIC
2	KAYIRANGWA VESTINE	ACTING ES/S
3	BIGIRIMANA J.PAUL	ACTING ES/S
4	BAZIZANE PACIFIQUE	ACTING ES/CYEZA SECTOR
5	MUKAMUTARI VALERIE	ES SHYOGWE
6	DUKUNDANE SERGE	SLM SHYOGWE
7	NTEZIYAREMYE GERMAIN	ACTING ES KIYUMBA
8	NYAMINANI AIMABLE	ACTING ES
9	NTAWURUHUNGA CHARLES	ELECTRICAL ENGINEER
10	MUKASETI ROSINE	REG BRANCH MANAGER
11	NZABONIMPA ONESPHORE	Dir OSC MUHANGA DISTRICT
12	NSENGIMANA SILAS	ES/NYAMABUYE
13	NDAYISABA AIMABLE	ES KABACUZI
14	NSHIMIYIMANA JEAN CLAUDE	ES KIBANGU
15	BYICAZA CLAUDE	Ag MUHANGA
16	NIRAGIRE EZECHIEL	WATSAN
17	MVUYEKURE EDOUARD	SLM/RONGI
18	RUZINDANA FIACRE	AIR ES/MUHANGA
19	HAKIZIMANA ALPHONSE	SECTOR LAND MANAGER
20	MUSHIMIYIMANA ESPERANCE	S.LAND MANAGER
21	HAGENIMANA EMMANUEL	S.LAND /M.NYAMABUYE
22	NIYONSENGA ALPHOSE	SECTOR LAND MANAGER
23	NDACYAYISABA ILDEPHONSE	SECTOR LAND MANAGER
24	NYIRAMUNINI MUKIZA SOLEIL	SECTOR LAND MANAGER
25	HABINEZA INNOCENT	SECTOR LAND MANAGER
26	NKUBITO AMOS	SECTOR LAND MANAGER
27	NKURUNZIZA J.M.V	SECTOR LAND MANAGER
28	NTURANYENABO EMMANUEL	SECTOR LAND MANAGER
29	REV KAMANZI GALLICAN	REVEREND PASTEUR DE L'EMLR
<b>NGOMA ADMINISTRATIVE DISTRICT</b>		
1	MUTABAZI CELESTIN	DIRECTOR OF OSC
2	KANAYOGE ALEXIS	ES NGOMA
3	TURYAREBA SYLVESTRE	ELECTRICITY ENG.NGOMA
4	SEMATABARO MBWECK	DISTRICT ENV.OFFICER
<b>RWAMAGANA ADMINISTRATIVE DISTRICT</b>		
1	IGOOMA STEPHEN	BM/REG
2	MUKANDAYISHIMIYE OLIVE	DISTRICT EME
3	RUBANGUTSANGABO ANSELME	LAND VALUER
<b>KAYONZA ADMINISTRATIVE DISTRICT</b>		
1	JEAN DE DIEU NYIRINGANGO	BRANCH MANAGER
2	DUKUZUMUREMYI EPIPHANIE	DISTRICT EME
3	GAKUNZI EMMANUEL	Dir OSC
4	KARANGWAYIRE CHARLOTTE	LAND OFFICER/KABARONDO

5	UZABAKIRIHO LAUBEN	UMUTURAGE/CYABAJWA
6	TWIZEYEMUNGU NOWA	USHINZWE ISIBO KABARONDO
7	NSENGIYUMVA PATRICE	UMUTURAGE
8	NSENGIYUMVA CELESTIN	UMUTURAGE CYABAJWA
9	NDUWAYEZU	UMUTURAGE
10	NTAWUKIRUWABO FERETIEN	UMUTURAGE
11	MUNYANEZA JEAN DAMASCENE	MUTEKANO
12	UWIMANA SAMSON	UMUJYANAMA
13	MBONIGABA JEAN PAUL	UMUTURAGE
14	MANIRAGUHA LAURANT	UMUTEKANO
15	NIZEYIMANA ERIC	MUTWARASIBO
16	NSHIMIYIMANA JEAN PIERRE	MUTWRASIBO
17	NDAGIJIMANA EMMANUEL	USHINZWE UMUTEKANO
18	MUSAYIDIZI ANANIAS	ES OF CELL
<b>NYAGATARE ADMINISTRATIVE DISTRICT</b>		
1	MUSHABE DAVID CLAUDIEN	MAYOR/NYAGATARE
2	NIYONKURU BENOIT	BM/REG
3	SAM GATUNGE	Dir OS SOCIAL
4	MUGENZI	ENVIRONMENTAL
5	MANIHIRA JEAN CLAUDE	BUILDING INSPECTOR
6	UWIZEYIMANA ETIENNE	ELECTRICAL ENGINEER
<b>KAMONYI ADMINISTRATIVE DISTRICT</b>		
1	BAHIZI EMMANUEL	DES
2	KALISA ROSINE	REG-MANAGER
3	ABRAHAM UKWISHAKA	DIRECTOR/OSC
4	RUBADUKA SAMSON	DIRECTOR/PM&E Ag.
5	KABALISA VALUAS	DDMO
6	UZABATUNGA BERTRARD	SLM GACURABWENGE SECT.
7	MINANI JEAN PAUL	TEACHER (RUBONA PRIMARY)
8	NISHIMWE ALLERUA	TAILLEUR/GACURABWENGE
9	HITAYEZU FIDELE	UMUCURUZI/RUBONA
10	HAKUZIYAREMYE XAVER	UMUCURUZI/RUBONA
11	NDIHOKUBWAYO AROYS	UMUCURUZI/RUBONA
12	NSENGIYUMVA JUVENSI	UMUCURUZI
13	BIKORIMANA PASTOR	EPR
14	NSENGIYUMVA JEAN	UMUHINZI/UMWUBATSI
<b>KIREHE ADMINISTRATIVE DISTRICT</b>		
1	MUZUNGU GERALD	MAYOR/KIREHE
2	EGIDE MASUMBUKO	CUSTOMER CARE OFFICER
3	MARC NTIRENGANYA	ELECTRICIAN
4	BUTETO MONIQUE	DISTRICT IRRIGATION OFICER
5	NGIRABAKUNZI OCTAVIEN	DISTRICT ENVIRON. OFICER
6	KALINDA M. VITAL	FOREST&NR
7	MUNYANEZA WILLIAM	DIR OSC/KIREHE DISTRICT

**Figure 4: Information disclosure template to be used under REAQIP**

Type of ESF Instruments	Date of disclosure	Link to be shared with DPs

Figure 5: Stakeholder register under REAQIP

<b>Name</b>	<b>Contact</b>	<b>Category of stakeholder</b> <b>Primary/Secondary</b>	<b>Role/responsibility/domain of intervention</b>	<b>Expectation or requirement</b>	<b>Interest (High, Medium or Low)</b>	<b>Influence (High, Medium or Low)</b>
<Name (job title)>	E-mail: Phone: Address:		<their involvement and role in the project>	<What does the stakeholder require from the project, in terms of deliverables or information? What is their stake in it? What might they gain or lose from the project?>	<Concern or reason for wanting take part in the project>	<Effect on the project>

Figure 6: Results from the consultative meeting with the stakeholders

Dates	Consulted person/ Position	Venue	Observation / Points raised by stakeholders	Suggestions by stakeholders and how they are considered by the project (proposed action in this SEP)
<b>KARONGI Administrative District</b>				
January 20, 2020	V/M ED Director of OSC District Electrical engineer District environmental officer District land valuator Sector Executive secretaries Sector Land managers	District Headquarters District Headquarter's office	<p>Considerable delays in compensation payments;</p> <p>Some cases of expropriation are also pending;</p> <p>Delays are generally due to errors not because of lack of funds but due to errors in account numbers;</p> <p>There is no problem with assets valuation.</p> <p>The district staff presented the priority areas that they urgently need electricity and suggested that this should be the basis for planning on electrification within the district.</p> <p>Delayed people due to their cause like not having all required documents should not stop the project to move on</p> <p>The project should consider employing local people for their economic development</p>	<p>Local authorities should work hand in hand with SACCOs (bank) in order to avoid errors in accounts numbers.</p> <p>Local authorities should help the local population to secure the required document for a file to be complete.</p> <p>Local government officials should have a permanent eye on hired certified valuator for the quality of valuation but also they should speed up the activity of signing the forms within their offices so that they can be transferred to EDCL for payment</p> <p>Compensation payments should be done before the commencement of project works.</p> <p>Local people who are physically capable will be given the priority for employment.</p>

Dates	Consulted person/ Position	Venue	Observation / Points raised by stakeholders	Suggestions by stakeholders and how they are considered by the project (proposed action in this SEP)
January 20,2020	Community including PAPs	Nyarugenge e cell of Rubengera District	Electricity can help them to go on the same speed as the country, they said that the country development is leaving theme behind because they lack major infrastructures including lack of access to reliable electricity.  The safety of the line will be safeguarded and different activities like welding, haircut, showing movies...  Please we are capable, for physical work, consider giving us the job as we are ready to serve but also for development.	The project will be implemented, and they will be having electricity at the end of it. They should safeguard the electrical line and be ready to make this project productive by implementing the activities and project that are energy based and develop the areas.  People who are ready and physically capable will be given the priority in employment as casual workers.
<b>RUSIZI Administrative District</b>				
January 21,2020	V/Mayor ED Director of OSC District Electrical engineer District environmental officer District land valuator Sector Executive secretaries	District headquarte r office	The delay in compensation is an issue. REG should fin a way to address all outstanding issues related to expropriation.  There is an issue of poverty to local people, there is likelihood that they will not have the fund to purchase the cash power and make installation. Can the project help them in terms of installing their houses?	REG has inventoried all old cases from district, and all have undergone the valuation, there payment is being done.  Client who want cash power, they get it free of charge and they pay 50% as they consume until the debt finished.

Dates	Consulted person/ Position	Venue	Observation / Points raised by stakeholders	Suggestions by stakeholders and how they are considered by the project (proposed action in this SEP)
	Sector Land managers			
<b>RUTSIRO Administrative District</b>				
January 23,2020	V/Mayor ED Director of OSC District Electrical engineer District environmental officer District land valuator Sector Executive secretaries Sector Land managers	District headquarter office	The project is appreciated. The compensation should be handled efficiently. The district will help to speed up the compensation process and will be the public awareness campaign after the project effectiveness and when all the lots are identified and marked. The encroachment after the cutoff date will be avoided to the extent possible. When the project is expected to get started?	The valuation process will involve the local government officials as per Rwandan expropriation law. The involvement of the district will make the job easy. The project effectiveness is expected in July 2020.
<b>NYABIHU Administrative District</b>				
January 23,2020	Director of OSC District Electrical engineer District environmental officer District land valuator Sector Executive secretaries	District video conference office	The project is appreciated and any help for its implementation will be rendered. Community mobilization will be carried out for a smooth asset inventory and valuation. The local authorities will help the valuer to avoid any delay and inconsistency in valuation.	The district priority sites to be connected, will be handed over to EDCL Planning so that they can be taken into consideration. They will always be consulted before the implementation of any project so that what is being

Dates	Consulted person/ Position	Venue	Observation / Points raised by stakeholders	Suggestions by stakeholders and how they are considered by the project (proposed action in this SEP)
	Sector Land managers		The district staff presented the priority areas that urgently need electricity and suggested that this should be the basis for planning on electrification within the district.	done to them(they service they are receiving) should be done considering the district priority
<b>NGORORERO Administrative District</b>				
January 24,2020	V/Mayor FED Director of OSC District Electrical engineer District environmental officer District land valuator Sector Executive secretaries Sector Land managers	District headquarter office	The project is appreciated and any help for its implementation will be rendered.  Community mobilization will be carried out for a smooth asset inventory and valuation. The local authorities will help the valuer to avoid any delay and inconsistency in valuation.  The district staff presented the priority areas that urgently need electricity and suggested that this should be the basis for planning on electrification within the district.	The district priority sites to be connected, will be handed over to EDCL Planning so that they can be taken into consideration.  They will always be consulted before the implementation of any project so that what is being done to them (they service they are receiving) should be done considering the district priority
<b>RUBAVU administrative district</b>				



Dates	Consulted person/ Position	Venue	Observation / Points raised by stakeholders	Suggestions by stakeholders and how they are considered by the project (proposed action in this SEP)
January 27, 2020	V/Mayor FED Division manager District Electrical engineer District environmental officer Sector Land managers	District headquarters office	The district staff presented the priority areas that urgently need electricity and suggested that this should be the basis for planning on electrification within the district. This include the district industrial park being considered and Kanzenze sector. The information about compensation on the project being implemented should be shared with district so that they can handle different relevant claims	The district priority sites to be connected, will be handed over to EDCL Planning so that they can be taken into consideration. They will always be consulted before the implementation of any project so that what is being done to them (they service they are receiving) should be done considering the district priority. The information about expropriation is available on REG website and every PAP can access his/her own account.
	Local community	Akabagoyi cell of Busasama na sector	The community appreciated this project and they are waiting impatiently the starting. They said that they are expecting a lot from this project, like getting casual jobs, but also it will help them in the employment creation like welding, using mill, haircut saloon but also they are fed up of darkness caused by the lack of electricity access	The district priority sites to be connected, will be handed over to EDCL Planning so that they can be taken into consideration. They will always be consulted before the implementation of any project so that what is being done to them (they service they are receiving) should be done considering the district priority
<b>GICUMBI administrative district</b>				

Dates	Consulted person/ Position	Venue	Observation / Points raised by stakeholders	Suggestions by stakeholders and how they are considered by the project (proposed action in this SEP)
January 29, 2020	Dir OSC Sector Executive Secretaries Sector Land managers REG Branch manager	District headquarters r office	The district together with REG branch manager proposed the site which are more isolated and need urgently electricity according to their priority.  All people cannot afford the price of meters. Will you give them free meters?  The compensation is an issue. How are you planning to handle this?	The priority sites that were given will be handed over to EDCL planning department for their consideration  Normally REG facilitate all people who do not have the means to purchase the meter. It is given before and the payment is postpaid. You pay 50% as you buy the cash power.  We will involve local authorities and
<b>RULINDO administrative District</b>				
January 31, 2020	V/Mayor ED District director of planning District Electrical engineer District environmental officer Sector Land managers ES-Sectors	District meeting hall	Due to the big pace of development we are undergoing, everyone needs access to electricity ever. Anything that you will need will be granted from the district as the main stakeholder. However, any planning on new sites to be connected should take into account the priority from district. The contractor should pay his workers on time. Always contractor do not pay labors on time.  How will your project protect workers from accidents?	The Project team appreciated the effort of the district engagement and told the meeting attendant that the sites as prioritized by the district will be handed over to EDCL planning department for their consideration. However, after the project effectiveness, the project team will also consult the district to update the data.  The project will use World bank environmental health and social guidelines to comply with occupational health and safety and Labor Management Procedure (LMP) is being prepared so that detail concerning

Dates	Consulted person/ Position	Venue	Observation / Points raised by stakeholders	Suggestions by stakeholders and how they are considered by the project (proposed action in this SEP)
				worker right should be captured and monitored for effective implementation.
<b>GAKENKE administrative District</b>				
January 31, 2020	VM ED DES Dir OSC Dir Planning District Environmental Officer District Electricity Engineer	District Executive Secretary Office	There is a problem of information sharing concerning expropriation process and update. What will you do improve this? Labors always claim from contractors, please follow up on contractors. The Health and safety of workers should be given the value, and workers be given the Personal Protective Equipment. The project should consider giving job to local people for their economic development. The District has the priority sites which urgently need electricity, and these should be the one to connect first.	The information on the update for expropriation for PAP can be now accessed through website on the link: <a href="https://www.reg.rw/customer-service/expropriation/">https://www.reg.rw/customer-service/expropriation/</a> Labor Management procedure is being prepared for compliance on workers' rights and employers responsibilities. Health and safety will be complied to World Bank Standards, and the priority will be to eliminate the harm, but where not possible to Personal Protective Equipment will be used to ensure the safety of workers, employers, Visitors and the public. The sites provided by the district will be handed over to EDCL Planning department for their consideration.
<b>KAYONZA administrative District</b>				

Dates	Consulted person/ Position	Venue	Observation / Points raised by stakeholders	Suggestions by stakeholders and how they are considered by the project (proposed action in this SEP)
February 5, 2020	Director of One Stop Center (OSC) District Electrical engineer District environmental officer District Land valuer Kabarondo SLM	District headquarters office	<p>The district staff presented the priority areas that urgently need electricity and suggested that this should be the basis for planning on electrification within the district.</p> <p>The information about compensation on the project being implemented should be shared with district so that they can handle different relevant claims.</p> <p>The project should consider giving the local people the job.</p> <p>But also should any them on time and make sure that they are protected from any occupational hazard.</p>	<p>The district priority sites to be connected, will be handed over to EDCL Planning so that they can be taken into consideration.</p> <p>They will always be consulted before the implementation of any project so that what is being done to them (they service they are receiving) should be done considering the district priority.</p> <p>The information about expropriation is available on REG website and every PAP can access his/her own account.</p> <p>The information on the update for expropriation for PAP can be now accessed through website on the link: <a href="https://www.reg.rw/customer-service/expropriation/">https://www.reg.rw/customer-service/expropriation/</a></p> <p>Labor Management procedure is being prepared for compliance on workers' rights and employers responsibilities.</p> <p>Health and safety will be complied to World Bank Standards, and the priority will be to eliminate the harm, but where not possible to Personal Protective</p>

Dates	Consulted person/ Position	Venue	Observation / Points raised by stakeholders	Suggestions by stakeholders and how they are considered by the project (proposed action in this SEP)
				Equipment will be used to ensure the safety of workers, employers, Visitors and the public.
	Local community	Kabarondo Sector, Cyabajwe Cell, Rwagwa Village	The community appreciated this project and they are waiting impatiently the starting. They said that they are expecting a lot from this project, like getting casual jobs, but also it will help them in the employment creation like welding, using mill, haircut saloon but also, they are fed up of darkness caused by the lack of electricity access	The district priority sites to be connected, will be handed over to EDCL Planning so that they can be taken into consideration. They will always be consulted before the implementation of any project so that what is being done to them (they service they are receiving) should be done considering the district priority
<b>KIREHE administrative District</b>				
February 7, 2020	Mayor Dir OSC District forest officer District irrigation officer District environmental officer	District headquarters r offices	Compensation of losses is an issue since the payments process is long. After having collected the signed lists of beneficiaries on which the damaged assets and owed amount is mentioned, the lists are sent to continue the journey to Kigali EDCL headquarters to MINECOFIN, which pays beneficiaries through	District officers suggested the decentralization of not only the funds for compensation and expropriation but also to be given the EIA report and involve its officers in the planning and implementation of EARP subprojects

Dates	Consulted person/ Position	Venue	Observation / Points raised by stakeholders	Suggestions by stakeholders and how they are considered by the project (proposed action in this SEP)
	OSC Legal Advisor		BNR (Banque National du Rwanda) then from the compensation is deposited to the beneficiary's account. The process is too long.  The district has the two dumpsites where waste is sorted. However, Inorganic waste is becoming accumulated and will have to be transported for recycling industries.	The project will conduct public consultations during environmental and social studies and reports will be disclosed to the public.
<b>Ngoma administrative district</b>				
February 6, 2020	Dir OSC District irrigation officer District environmental officer REG Branch Manager	District headquarters r offices	The district together with REG branch manager proposed the site which are more isolated and need urgently electricity according to their priority.  All people cannot afford the price of meters. Will you give them free meters?  The compensation is an issue. How are you planning to handle this?  The district dumpsite will help for waste management; However, Inorganic waste is becoming accumulated and will have to be transported for recycling industries.	The priority sites that were given will be handed over to EDCL planning department for their consideration  Normally REG facilitate all people who do not have the means to purchase the meter. It is given before and the payment is postpaid. You pay 50% as you buy the cash power.  We will involve local authorities and local population by timely public awareness campaign after the project effectiveness.

Dates	Consulted person/ Position	Venue	Observation / Points raised by stakeholders	Suggestions by stakeholders and how they are considered by the project (proposed action in this SEP)
<b>NYAGATARE Administrative District</b>				
February 6, 2020	Mayor Dir OSC District of Social development District environmental officer REG Branch Manager	District headquarters Social offices	<p>The district together with REG branch manager proposed the site which are more isolated and need urgently electricity according to their priority.</p> <p>The district is a secondary city to Kigali and is developing itself, the only matter is the lack of reliable energy to make heavy industries working. The existing electricity service is single phased and this only facilitates us only for lighting purposes, we cannot use machines.</p> <p>We will help the project to speed up compensation by getting involved in all steps of the compensation up to the district. We will carry out the public awareness campaign to mobilize people avail the required documents on time, and we will help them to secure those documents easily like land title, id cards, account so that we can have all PAPs cleared on time</p>	<p>Priority sites provided will be given to EDCL Planning department for their consideration.</p> <p>There is another project under Enabel which has started doing the upgrade from single phase to three phases.</p>
<b>KAMONYI administrative District</b>				

Dates	Consulted person/ Position	Venue	Observation / Points raised by stakeholders	Suggestions by stakeholders and how they are considered by the project (proposed action in this SEP)
February 7, 2020	DES Dir OSC Dir Planning District Environmental Officer District Electricity Engineer; REG Branch Manager GACURABWENGE SLM	District Executive Secretary Office	There is a problem of information sharing concerning expropriation process and update. What will you do to improve this?  Labors always claim from contractors, please follow up on contractors.  The Health and safety of workers should be given the value, and workers be given the Personal Protective Equipment.  The project should consider giving job to local people for their economic development.  The District has the priority sites which urgently need electricity, and these should be the one to connect first.	The information on the update for expropriation for PAP can be now accessed through website on the link: <a href="https://www.reg.rw/customer-service/expropriation/">https://www.reg.rw/customer-service/expropriation/</a>  Labor Management procedure is being prepared for compliance on workers' rights and employers' responsibilities.  Health and safety will be complied to World Bank Standards, and the priority will be to eliminate the harm, but where not possible to Personal Protective Equipment will be used to ensure the safety of workers, employers, Visitors and the public.  The sites provided by the district will be handed over to EDCL Planning department for their consideration.
	Local community	Rubona Cell	The community appreciated this project and they are waiting impatiently the starting.  They said that they are expecting a lot from this project, like getting casual jobs, but also it will help them in the employment creation like welding, using	The district priority sites to be connected, will be handed over to EDCL Planning so that they can be taken into consideration.  They will always be consulted before the implementation of any project so that what is being



Dates	Consulted person/ Position	Venue	Observation / Points raised by stakeholders	Suggestions by stakeholders and how they are considered by the project (proposed action in this SEP)
			mill, haircut saloon but also, they are fed up of darkness caused by the lack of electricity access	done to them (they service they are receiving) should be done considering the district priority
<b>MUHANGA administrative District</b>				
February 12, 2020	V/Mayor ED Director of OSC REG Branch Manager District director of planning District Electrical engineer District environmental officer Sector Land managers ES-Sectors	District meeting hall	Due to the big pace of development we are undergoing, everyone needs access to electricity ever. Anything that you will need will be granted from the district as the main stakeholder. However, any planning on new sites to be connected should take into account the priority from district. The contractor should pay his workers on time. Always contractor do not pay labors on time. How will your project protect workers from accidents?	The Project team appreciated the effort of the district engagement and told the meeting attendant that the sites as prioritized by the district will be handed over to EDCL planning department for their consideration. However, after the project effectiveness, the project team will also consult the district to update the data. The project will use World bank environmental health and social guidelines to comply with occupational health and safety and Labor Management Procedure (LMP) is being prepared so that detail concerning worker right should be captured and monitored for effective implementation.

Dates	Consulted person/ Position	Venue	Observation / Points raised by stakeholders	Suggestions by stakeholders and how they are considered by the project (proposed action in this SEP)
February 13, 2020	MINICOM-BUGESERA E-waste Recycling Facility: e-Waste management specialist	Head Office	<p>We are ready to manage electronic waste; However, the problem is that we normally do not get the totality of this waste due to scavengers who always go everywhere looking for the recyclable waste as illegal business. There are also people who do not know/do not care that if electronic material is used up should not be disposed of with other waste but should be given to people/companies who can treat them.</p> <p>We advise you to mobilize solar home systems companies to fully work with us and avoid to the extent possible the scavengers. People using these solar Home Systems should be mobilized and make sure that at the end of solar system life, especially those batteries, they give them back to the company that sold the device to them, so that they can safely arrive at this e-waste recycling facility which was done for that purpose.</p>	<p>The safeguards team through Renewable Energy Fund (REF) PIU in the Development Bank of Rwanda (BRD) will liaise with all solar Home Systems companies on this issue. They will be mobilized to mobilize the clients and give a regular report on the status of devices and the waste management arrangement in place.</p> <p>Only companies which have a certificate of good working relationship with this e-waste recycling facility will be awarded contract.</p> <p>All companies shall submit the waste management plan before being awarded contract for trading solar home system.</p>