



THE REVOLUTIONARY GOVERNMENT OF ZANZIBAR

**MINISTRY OF WATER, ENERGY AND MINERALS
& ZANZIBAR ELECTRICITY CORPORATION**

**ZANZIBAR ENERGY SECTOR TRANSFORMATION AND ACCESS PROJECT
[Project Number P169561]**

Draft

ENVIRONMENTAL AND SOCIAL COMMITMENT PLAN (ESCP)

May 2021

ENVIRONMENTAL AND SOCIAL COMMITMENT PLAN

1. The Revolutionary Government of Zanzibar will implement the Zanzibar Energy Sector Transformation and Access (ZESTA) Project through two implementing agencies: (i) Ministry of Water, Energy and Minerals (MoWEM) and (ii) Zanzibar Electricity Corporation (ZECO). The project is financed through proceeds from a credit provided by the International Development Agency (IDA) and Clean Technology Funds (CTF) loan and grant.
2. The Revolutionary Government of Zanzibar (RGoZ) will implement all the material measures and actions so that the Project is implemented in accordance with the Environmental and Social Standards (ESSs). This Environmental and Social Commitment Plan (ESCP) sets out material measures and actions, any specific documents or plans, and expected timelines for compliance with the ESSs.
3. The RGoZ will also ensure compliance with the provisions of any other environmental and social standard documents as required under the ESF and referred to in this ESCP, including the Environmental and Social Management Framework (ESMF), Resettlement Policy Framework (RPF), Stakeholders Engagement Plan (SEP), Labor Management Procedures (LMP), and the timelines specified in those environmental and social documents.
4. The RGoZ is responsible for ensuring compliance with all requirements outlined in the ESCP across all project implementing agencies. The ESCP was developed for the monitoring and evaluation of environmental and social management aspects of the project during the implementation phase of the ZESTA.
5. Monitoring and reporting on the implementation of the ESCP will be the responsibility of the Project Coordinator. The monitoring and reporting will be carried out throughout the life of the ZESTA project as per the provisions of this ESCP and as required by the project legal documents.
6. As agreed by the Bank and the RGoZ, this ESCP may be revised from time to time during project implementation, to reflect adaptive management of Project changes, unforeseen circumstances, or in response to project-related assessments of Project performance conducted under the ESCP itself. In such circumstances, RGoZ, through POFP and ZECO, will agree to the changes with the Bank prior to updating the ESCP. Agreement on changes to the ESCP will be documented through the exchange of letters signed between the Bank and the Government of Tanzania. The RGoZ, through MoWEM and ZECO, will promptly disclose the updated ESCP.
7. Where Project changes, unforeseen circumstances, or Project performance result in changes to the risks and impacts during Project implementation, the RGoZ shall provide additional funds, if needed, to implement actions and measures to address such risks and impacts, which may include land acquisition, child labor, occupational health and safety, gender-based violence.

MATERIAL MEASURES AND ACTIONS		TIMEFRAME	RESPONSIBLE ENTITY/AUTHORITY
MONITORING AND REPORTING			
A	<p>REGULAR REPORTING</p> <p>Prepare and submit to the Bank regular monitoring reports on the implementation of the ESCP, status of preparation and implementation of E&S documents required under the ESCP, stakeholder engagement activities, and the functioning of the grievance mechanism.</p>	Quarterly through project implementation	<ul style="list-style-type: none"> MoWEM: Project Coordinator ZECO-IU: Project Manager, the Environmental and Social Specialists
B	<p>REVIEW AND REVISION</p> <p>The review and revision of all environmental and social framework instruments will be carried out after one year after approval, including the ESCP itself to assess how well it covers the project needs.</p>	One year after approval and revised as needed.	<ul style="list-style-type: none"> MoWEM: Project Coordinator ZECO-IU: Program Manager, the Environmental and Social Specialists
C	<p>INCIDENTS AND ACCIDENTS</p> <p>Promptly notify the Bank of any incident or accident related or having an impact on the Project which has, or is likely to have, a significant adverse effect on the environment, the affected communities, the public or workers including pollution and other environmental degradation, transmission of HIV/AIDS and other STDs, and gender-based violence, including sexual exploitation, abuse and harassment. Provide sufficient detail regarding the incident or accident, indicating immediate measures taken to address it, and include information provided by any contractor and supervising entity, as appropriate.</p>	<p>Promptly, and no later than 24 hours, after taking notice of the incident or accident. Notify the TTL after the accident or incident.</p> <p>Send to the WB Root Cause Analysis and corrective actions report for accident/incidents (not later than 10 days after the accident/incident).</p>	<ul style="list-style-type: none"> Project Coordinator with input from ZECO Environmental and Social Specialists

<p>1.2</p>	<p>ENVIRONMENTAL AND SOCIAL ASSESSMENT</p> <p>The PIU will undertake environmental and social assessments to identify and assess environmental and social risks and impacts of the project and identify mitigation measures in a manner acceptable to the Bank.</p> <p>The 2016 ESIA for the solar PV plant will be updated, consulted, approved by the Bank and disclosed.</p> <p>The ESIA for the 132kV line (subcomponent 2.1) will be finalized and submitted to the World Bank for approval.</p> <p>Undertake the relevant environmental and social assessment for the sub-projects under distribution network modernization and access scale-up component and submit the assessment reports to the World Bank for review and approval. World Bank-approved environmental and social documents will be disclosed by the PIUs and the World Bank.</p> <p>The report of bird and bat study in Jozani conservation area will be finalized and submitted to World Bank for approval.</p>	<p>Throughout project implementation</p> <p>Prior to issuing the EoI of bidding document for the solar plant</p> <p>By May 2021</p> <p>Prior to issuing the Expression of Interest (EoI) for related works</p> <p>By June 2022 and no later than before the start of works</p>	<ul style="list-style-type: none"> • MoWEM: Project Coordinator • MoWEM: Project Coordinator • ZECO-IU: Environmental and Social Specialists. • ZECO • MoWEM: Project Coordinator • ZECO-IU Project Manager and Environmental and Social Specialist • MoWEM: Project Coordinator • ZECO –IU Project Manager and Environmental specialist
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<p>1.3</p>	<p>MANAGEMENT TOOLS AND INSTRUMENTS</p> <p>Implement policy frameworks and management plans:</p> <p>Environmental and Social Management Framework (ESMF), Resettlement Policy Framework (RPF), Stakeholder Engagement Plan (SEP), Labor Management Procedures (LMP), and Environmental and Social Commitment Plan (ESCP).</p>	<p>Throughout Project Implementation.</p>	<ul style="list-style-type: none"> • ZECO and MoWEM
<p>1.4</p>	<p>MANAGEMENT OF CONTRACTORS</p> <p>Develop and implement procedures for managing contractors and subcontractors.</p> <p>Prepare bidding/procurement document with appropriate Environmental Social, Health and Safety (ESHS) content, including specific clauses on COVID-19 prevention and contingency planning for an outbreak, Sexual Exploitation and Abuse and Sexual Harassment in the Workplace Mitigation and Response.</p> <p>Contractor to prepare Contractor Environmental and Social Management Plan (CESMP); Health and Safety Management Plan; Traffic Management Plan which will be reviewed and approved by the PIU and the Bank.</p>	<p>During preparation of procurement documents and prior to commencement of works.</p> <p>Procedures to be maintained throughout the project.</p>	<ul style="list-style-type: none"> • The MoWEM: Project Coordinator • The ZECO-IU Project Manager

1.5	<p>PERMIT, CONSENTS AND AUTHORIZATIONS</p> <p>Obtain or assist in obtaining, as appropriate, the permits, consents and authorizations that are applicable to the Program from relevant national authorities.</p> <p>Comply or cause to comply, as appropriate, with the conditions established in these permits, consents and authorizations throughout the project implementation.</p>	Throughout project implementation.	<ul style="list-style-type: none"> • The MoWEM: Project Coordinator • The ZECO-IU Project Manager
1.6	<p>SUPERVISION</p> <p>Hire supervision consultants with requisite environmental and social expertise to supervise the construction activities of the project, with ToRs acceptable to the Bank.</p>	Prior to commencement of any related civil works.	<ul style="list-style-type: none"> • The MoWEM: Project Coordinator • The ZECO-IU Project Manager
ESS 2: LABOR AND WORKING CONDITIONS			
2.1	<p>LABOR MANAGEMENT PROCEDURES</p> <p>Update the LMP</p> <p>Ensure that all project workers agree to and sign individually a copy of the Code of Conduct at the time of employment/engagement for the project. The PIU will give each direct hire worker the signed original and retain a copy of the individually signed document in their project files for inspection by ZECO, MoWEM or the World Bank. Contractors/subcontractors will likewise ensure that each worker they employ/engage for the project agrees to and signs individually a copy of the Code of Conduct at the time of engagement for the project. The contractors/subcontractors will give each worker</p>	<p>LMP will be maintained and updated as needed, depending on changing project circumstances, throughout project implementation.</p> <p>At the time that each worker is engaged/employed in relation to the project.</p>	<ul style="list-style-type: none"> • ZECO-IU Project Manager and Social Specialist • MoWEM: Project Coordinator, Environment and Social Specialist • ZECO-IU Project Manager and Social Specialist • MoWEM: Project Coordinator, Environment and Social Specialist

	the original signed document and retain a copy of the individually signed document in their files for inspection by ZECO, MoWEM, or the World Bank.		
2.2	<p>GRIEVANCE MECHANISM FOR PROJECT WORKERS</p> <p>The project will establish, maintain, and operate a grievance mechanism for direct and contracted workers. Ensure that the Grievance Redress Mechanism (GRM) has the capacity to receive complaints on sexual harassment in the workplace and to treat them with confidentiality.</p> <p>Assign worker grievance redress focal point for each PIU as per the LMP.</p>	<p>Workers' GRM will be in place within 2 months of project effectiveness.</p> <p>Within a month of project effectiveness.</p>	<ul style="list-style-type: none"> • ZECO-IU Project Manager • MoWEM: Project Coordinator • ZECO-IU Project Manager • MoWEM: Project Coordinator
2.3	Sensitize the direct workers about the separate GRM for workers and how to file grievances and concerns.	At least quarterly during project implementation.	<ul style="list-style-type: none"> • MoWEM: Project Coordinator, Environment and Social Specialist • ZECO-IU: Project Manager and Social Specialist
2.4	Provide summary reports of grievances raised, resolved, pending, duration taken to solve grievances, response time in grievance resolution, the nature of the grievances and departments which have been raised by workers and include in the quarterly reporting to the World Bank.	Quarterly	<ul style="list-style-type: none"> • MoWEM: Project Coordinator, Environmental and Social Specialist • ZECO-IU: Project Manager and Social Specialist
2.5	<p>OHS MEASURES</p> <p>Develop and implement occupational, health and safety (OHS) measures including COVID-19 prevention and contingency planning for communicable diseases outbreak.</p> <p>Require Contractors/Supervising Engineers to maintain adequate resources for OHS implementation.</p>	Prior to issuing the EoI of the bidding documents for the first civil works contract and to be maintained throughout the implementation.	<ul style="list-style-type: none"> • MoWEM • ZECO-IU

2.6	<p>Implement occupational, health and safety (OHS) measures as described in sub-project level ESMPs and in line with OSHA Act 2003. In addition, the Contractors will develop (prior to the start of construction works) and implement a Contractor's OHS management plan with Safety Audits carried out monthly, which should be conducted by the contractors.</p>	<p>Contractor's OHS requirement to be incorporated in the Works' contract as part of the bidding documents.</p> <p>Daily implementation of OHS measures. Monitoring of implementation of OHS measures and carry out safety audits monthly.</p>	<ul style="list-style-type: none"> • Works contractors • Supervision consultants
2.7	<p>EMERGENCY PREPAREDNESS AND RESPONSE</p> <p>As part of the OHS measures specified in ESIA/ESMP include measures on emergency preparedness and response and ensure coordination with measures under ESIA/ESMP.</p>	<p>Prior to initiating construction works.</p>	<ul style="list-style-type: none"> • MoWEM: Project Coordinator, Environment and social specialist • ZECO-IU Project Manager and Social Specialist, Environmental Specialist and OHS Specialist
2.8	<p>PROJECT WORKERS TRAINING</p> <p>Implement training of project workers on their obligations under the Code of Conduct, Sexual Exploitation and Abuse; and Sexual Harassment in the workplace. This training will be organized to ensure minimization of transmission of communicable diseases, such as COVID-19, in line with government, WHO and World Bank guidance.</p> <p>Implement regular trainings on national labor and employment law requirements and best practices on OHS including proper use of PPE.</p> <p>Contractor's site engineers will provide weekly or ad-hoc (if and when required) toolbox talks and/or meetings with the construction workers on ESHS risks associated with the construction activities, which have been executed during the past week and for those which are foreseen to be carried out</p>	<p>Prior to and during construction works.</p> <p>Monthly.</p> <p>Weekly.</p>	<ul style="list-style-type: none"> • MoWEM: Project Coordinator • ZECO-IU: Social Specialist • ZECO-IU: OHS Specialist • Contractor and Consultancy firm

	during the next week. (These are in addition to daily toolbox talks.).		
ESS 3: RESOURCE EFFICIENCY AND POLLUTION PREVENTION AND MANAGEMENT			
3.1	MANAGEMENT OF WASTE AND HAZARDOUS MATERIALS: Develop and implement measures and actions to manage waste and hazardous materials, including collection, handling, transportation, and recycling/disposal plan for solar panels and batteries.	Prior to issuing the EoI of relevant bid documents for civil works. Maintained throughout project implementation.	<ul style="list-style-type: none"> • MoWEM: Project Coordinator, Environmental and Social Specialist • ZECO-IU: Project Manager, Environmental Specialist, and OHS contactor
ESS 4: COMMUNITY HEALTH AND SAFETY			
4.1	TRAFFIC AND ROAD SAFETY: In consultation with the community, develop and implement measures and actions to assess and manage traffic and road safety risks. Contractors will develop road safety management plan as part of the CESMP to address the impacts on local communities of moving construction equipment and the transport of workers to the site.	Prior to commencement of works. Maintained throughout construction activities.	<ul style="list-style-type: none"> • MoWEM: Project Coordinator, Environmental and Social Specialist • ZECO-IU Project Manager and Environmental Specialist and OHS Specialist • Contractor
4.2	COMMUNITY HEALTH AND SAFETY: Develop and implement measures and action to assess and manage specific risks (including risks of COVID-19 outbreak and HIV/AIDS) and impacts to the community arising from project activities including the PV plant. As necessary, include requirements for Labor Influx Management	Throughout project implementation. Prior to finalization of bidding	<ul style="list-style-type: none"> • MoWEM: Project Coordinator • ZECO-IU: Project Manager, Social Specialist, and Environmental Specialist • ZECO-IU: Project Manager, Social Specialist, and

	<p>Plan in bidding documents for 132kV. backbone transmission infrastructure. (subcomponent 2.1).</p> <p>As necessary, include requirements for Labor Influx Management Plan in bidding documents for all other works packages expected.</p>	<p>documents.</p> <p>Prior to finalization of bidding documents.</p>	<p>Environmental Specialist</p> <ul style="list-style-type: none"> • ZECO-IU: Project Manager, Social Specialist, and Environmental Specialist
4.3	<p>GBV AND SEA RISKS:</p> <p>Recruit a firm to, among other things, prepare a Gender-Based Violence Action Plan (GBV Action Plan). (See Section 1.1).</p> <p>The government will prepare, adopt, and implement a stand-alone Gender-Based Violence Action Plan (GBV Action Plan), to assess and manage the risks of gender-based violence (GBV) and sexual exploitation and abuse (SEA).</p> <p>Deliver training to project staff.</p> <p>Define, as part of the GBV Action Plan the monitoring mechanisms to ensure that all the mitigation and response measures are in place and working accordingly. Monitoring shall not conduct data collection on prevalence of cases.</p>	<p>Within 3 months of project effectiveness</p> <p>Submit the GBV Action Plan for the Bank's approval within 6 months of project effectiveness.</p> <p>Within 9 months of project effectiveness.</p>	<ul style="list-style-type: none"> • MoWEM: Environmental and Social Specialist • ZECO-IU: Project Manager, Social Specialist • ZECO/IU: Project Manager, Social Specialist, Consultancy Firm • MoWEM/PIU: Environmental and Social Specialist • ZECO-IU: Social Specialist and Consultancy Firm
4.4	<p>GBV AND SEA RISKS DURING PROJECT IMPLEMENTATION:</p> <ul style="list-style-type: none"> • To manage SEA and GBV risks, measures will be developed as part of the sub-project ESMPs, implemented and maintained throughout the project. • Engage qualified institutions (e.g. NGOs, relevant 	<p>Prior to initiating construction works for the sub-project.</p> <p>Maintained throughout project</p>	<ul style="list-style-type: none"> • ZECO-IU: Social Specialist • MoWEM: Environmental and Social Specialist

	<p>government agencies, etc.), to give Toolbox talks on GBV and SEA risks continuous training and awareness and offer referral services as needed.</p> <ul style="list-style-type: none"> • Develop and train the community and workers on grievance/ feedback management processes for reporting cases on GBV and SEA. • Develop a Code of Conduct that includes worker’s and contractor’s obligations vis-à-vis SEA and SH, and issues related to GBV to be signed by contractors and workers. 	implementation.	
4.5	<p>SECURITY PERSONNEL:</p> <p>As relevant, develop and implement measures and actions to assess and manage the risks to human security of sub-project-affected communities and sub-project workers that could arise from the use of security personnel.</p> <p>As necessary, include requirements for Security Management Plan in bidding documents for all works packages expected.</p>	<p>During project implementation.</p> <p>Prior to finalization of bidding documents.</p>	<ul style="list-style-type: none"> • ZECO-IU: Social Specialist • MoWEM-PIU: Environmental and Social Specialist • ZECO-IU: Project Manager, Social Specialist, and Environmental Specialist
ESS 5: LAND ACQUISITION, RESTRICTIONS ON LAND USE AND INVOLUNTARY RESETTLEMENT			
5.1	<p>RESETTLEMENT POLICY FRAMEWORK:</p> <p>The Government will implement the Resettlement Policy Framework (RPF), prepared for the Project in accordance with the provisions of ESS5.</p>	Throughout project implementation.	<ul style="list-style-type: none"> • MoWEM: Project Coordinator, Environmental and Social Specialist • ZECO-IU: Project Manager and Social Specialist
5.2	<p>RESETTLEMENT ACTION PLANS:</p> <p>Prepare Resettlement Action Plans (RAPs) where relevant for activities under Component 2 in accordance with the requirements of the RPF and submit to the Bank for approval.</p> <p>Disclose RAPs according to the RPF and SEP.</p>	<p>The RAPs shall be approved by the World Bank prior to the start of related civil works.</p> <p>After World Bank approval and before RAP implementation.</p>	<ul style="list-style-type: none"> • ZECO-IU: Project Manager and Social Specialist • ZECO-IU: Social Specialist • MoWEM-PIU: Environmental

	<p>Implement respective RAPs.</p> <p>Prepare the RAP for 132kV line and submit it for World Bank approval.</p> <p>Implement the RAP for 132kV line.</p> <p>All compensation must be paid at replacement value as defined in the RPF ie compensation sufficient to replace assets, plus necessary transaction costs and relevant allowances as demonstrated by a resettlement completion audit (see 5.2).</p> <p>Land rights or claims to land or resources relinquished by individuals or communities for the Project will not be donated on a voluntary basis without payment of compensation.</p>	<p>Before carrying out related activities and/or civil works.</p> <p>RAP preparation for 132kV line will commence no later than 2 months after project effectiveness.</p> <p>Before starting works related to the construction of the 132kV line.</p> <p>Prior to the commencement of any works related to the 132kV line.</p> <p>Throughout Project Implementation.</p>	<p>and Social Specialist</p> <ul style="list-style-type: none"> • ZECO-IU: Social Specialist • ZECO-IU: Project Manager, and Social Specialist, and RAP Consultant • ZECO-IU: Project Manager and Social Specialist • ZECO-IU: Project Manager and Social Specialist • ZECO-IU: Project Manager and Social Specialist
<p>5.3</p>	<p>MONITORING AND REPORTING:</p> <p>Ensure that monitoring and reporting on land acquisition and resettlement activities are conducted. Prepare and submit monitoring reports.</p> <p>Engage a Non-Governmental Organization (NGO) to undertake monitoring of the preparation and implementation of RAPs prepared for the Project and SEP implementation.</p> <p>Engage an independent resettlement consultant/consultancy firm</p>	<p>Monitoring reports on RAP implementation submitted to the Bank monthly.</p> <p>Within 3 months of project effectiveness.</p> <p>No later than three months after the</p>	<ul style="list-style-type: none"> • ZECO-IU: Social Specialist • MoWEM: Project Coordinator • ZECO-IU Project Manager • MoWEM: Project Coordinator • ZECO-IU Project Manager

	to undertake a Resettlement Completion Audit Report for each RP and address any gaps identified to the satisfaction of the Association.	first RAP is implemented.	
5.4	<p>GRIEVANCE MECHANISM</p> <p>Ensure that the Grievance Redress Mechanism (GRM) as described in the SEP is operational.</p> <p>Maintain functionality of the GRM.</p>	<p>No later than 2 months after project effectiveness.</p> <p>Throughout project implementation.</p>	<ul style="list-style-type: none"> The ZECO-IU: Project Manager, Social Specialist, Communication and Customer Care Manager, and Communications Officer MoWEM: Project Coordinator ZECO-IU Project Manager
ESS 6: BIODIVERSITY CONSERVATION AND SUSTAINABLE MANAGEMENT OF LIVING NATURAL RESOURCES			
6.1	<p>BIODIVERSITY RISKS AND IMPACTS:</p> <p>Develop and implement measures and actions to assess and manage risks and impacts on biodiversity, including identification of different types of habitat and circumstances in which offsets will be used.</p> <p>Where significant risks and impacts on biodiversity have been identified the Project will develop and implement a Biodiversity Management Plan.</p>	<p>Monitoring during project implementation.</p> <p>Before the start of civil works on the 132kV line and the Solar Park.</p>	<ul style="list-style-type: none"> The ZECO-IU: Project Manager, Environmental Specialist, and responsible Transmission Engineer. The ZECO-IU: Project Manager, Environmental Specialist, and responsible Transmission Engineer.
ESS 8: CULTURAL HERITAGE			
8.1	<p>CHANCE FINDS:</p> <p>Develop and implement a chance find procedure.</p>	<p>During project implementation as part of preparation of the Environmental and Social Assessment instrument (as required by ESMF) and maintained throughout project.</p>	<ul style="list-style-type: none"> ZECO-IU: Project Manager, Social Specialist, and Environmental Specialist MoWEM: Project Coordinator, Social and Environmental

			Specialist
8.2	<p>CULTURAL HERITAGE:</p> <p>Obtain approval from STCDA and no objection from UNESCO for the Heritage Impact Assessment (HIA).</p> <p>Prepare the ESIA, including the Heritage Impact Assessment, for Component 2.2 (refurbishment of existing 11kV facilities).</p> <p>Identify measures to address risks and impacts on cultural heritage.</p> <p>Where significant risks and impacts are identified the Project will develop a Cultural Heritage Management Plan.</p>	<p>After completion of the HIA and prior to the finalization of the relevant bidding documents.</p> <p>Completed before the finalization of the bidding documents for Component 2.2.</p> <p>Throughout project implementation.</p> <p>Throughout project implementation.</p>	<ul style="list-style-type: none"> • ZECO-IU Project Manager, Social Specialist, and Environmental Specialist
ESS 10: STAKEHOLDER ENGAGEMENT AND INFORMATION DISCLOSURE			
10.1	<p>STAKEHOLDER ENGAGEMENT PLAN PREPARATION AND IMPLEMENTATION</p> <p>Implement the SEP.</p> <p>Report on stakeholder engagement, including grievance management, in the regular monitoring reports to the Bank.</p>	<p>Throughout project implementation.</p> <p>Quarterly throughout the project's lifecycle.</p>	<ul style="list-style-type: none"> • ZECO-IU: Project Manager, Social Specialist, Communication and Customer Care Manager, Communications Officer • MoWEM-PIU: Environmental and Social Specialist • ZECO-IU: Project Manager, Social Specialist, Communication and Customer

	Update and re-disclose the SEP based on project implementation and changes in risks, impacts and/or mitigation measures.	Review, update, and re-disclose, if necessary, every 12 months and throughout project implementation.	<p>Care Manager, Communications Officer</p> <ul style="list-style-type: none"> • MoWEM-PIU: Environmental and Social Specialist • ZECO-IU: Project Manager, Social Specialist, Communication and Customer Care Manager, Communications Officer • MoWEM-PIU: Environmental and Social Specialist
10.2	INCLUSION Ensure that all stakeholders (as defined in the Stakeholder Engagement Plan) are able to engage in consultations during the planning and implementation stages of the Project.	Throughout the Project implementation	<ul style="list-style-type: none"> • MoWEM: Project Coordinator, and ZECO-IU Project Manager
10.3	PROJECT GRIEVANCE MECHANISM: Establish and operationalize the Grievance Redress Mechanism (GRM) as described in the SEP. Ensure reception and timely response to any complaints made about the project.	<p>No later than 2 months after project effectiveness.</p> <p>Throughout project implementation.</p>	<ul style="list-style-type: none"> • The MoWEM-PIU- Environmental and Social Specialist • The ZECO-IU: Project Manager, Social Specialist, Communication and Customer Care Manager, Communications Officer • The MoWEM-PIU: Environmental and Social Specialist • The ZECO-IU: Project Manager, Social Specialist, Communication and Customer Care Manager, Communications Officer

CAPACITY SUPPORT (TRAINING)			
CSI	<p>TRAINING FOR ENVIRONMENTAL AND SOCIAL STAFF IN FIRST QUARTER OF PROJECT IMPLEMENTATION</p> <p>Enable training on environmental and social standards applicable to the project, including labor and working conditions, resettlement, stakeholder engagement, grievance management, gender-based violence, and implementation environmental and OHS management, monitoring, and reporting for the following target audiences:</p> <ul style="list-style-type: none"> - MoWEM and ZECO PIUs. - Environmental and social technical staff - District Community Officers for the seven districts involved - Contractor staff (where relevant) - Government (including agencies such as ZEMA) and other involved entities. 	<p>Within 6 months of project effectiveness and thereafter on an as- needed basis.</p>	<ul style="list-style-type: none"> • MoWEM: Project Coordinator • ZECO-IU Project Manager
CS2	<p>ONGOING TRAINING</p> <p>Provide on-the-job training and workshops to PIU staff based on an assessment of capacity needs.</p>	<p>Starting no later than two months after project effectiveness</p>	<ul style="list-style-type: none"> • MoWEM-PIU: Environmental and Social Specialist • ZECO-IU: Environment and Social Specialists • Consultancy Firm (see Section 1.1)