



## Annex8: Stakeholder Engagement and Public Consultation 2013

The public consultation chapter aims to highlight the key consultation and community engagement activities and their outcomes, in addition to outlining the key aspects to be addressed when holding the consultation activities of the (11) site-specific ESIA's upon final project detailing.

Throughout the various consultation and engagement activities, the work teams experienced and recorded remarkable and overwhelming public acceptance, even eagerness, by the community and the governmental stakeholders towards the proposed project. The indignity and financial hardships experienced by scores of Egyptian families (especially women) in obtaining LPG cylinders (the current household fuel) was revealed through testimonies all over the country. Aside from a limited number of concerns regarding street rehabilitation after construction works and options of installation fee payment; the glaring message from governmental and community consultations was to commence implementation ASAP (with repeated requests to expand coverage beyond what is planned for the project).

Consultation activities (scoping, interviews, focus group discussions, public hearings/consultations) with various stakeholders and community people in the host communities were held for the proposed 1.1 million household NG connections project in compliance with:

- WB policies related to disclosure and public consultation, namely,
  - o World Bank Procedure (BP 17.50)
  - o World Bank Operational Policy (OP 4.01)
- Egyptian regulations related to the public consultation
  - o Law 4/1994 modified by Law 9/2009

Objectives of various consultation activities are summarized as follows:

- 1- Define potential project stakeholders and suggest their possible project roles
- 2- Disseminate comprehensive information about the project to enable stakeholders to identify their concerns, needs, and recommendations.
- 3- Document stakeholder feedback and enhance the ESIAF accordingly
- 4- Identify the most effective outreach channels that support continuous dialogue with the community
- 5- Discuss potential resettlement plans and impacts of involuntary resettlement

### 1.1 Defining the stakeholder

Given the fact that the project exact routes and project details have not been finalized at this stage, stakeholder identification was based on analysis of geographical, legal, institutional, and operational scope of the project. The following table represents the stakeholders contacted and engaged for the consultation events:

#### Main stakeholders identified for the Framework



Stakeholder	Role/ concern
<b>Local Governmental entities</b>	
Governorates	The main role of the governorates is the provision of support to the project through mobilizing people to gain information about the project. Media is known to shed light on activities of the governorate entities
Local Governmental units (District authorities and village authorities)	<ul style="list-style-type: none"> <li>- Permissions for the lands needed for PRS should be prepared by the governorate and approved by the LGU.</li> <li>- Rehabilitation of roads, which is one of the major issues raised by the community, will be performed by the LGU.</li> </ul>
<b>Other governmental entities</b>	
Information Centers on the governorate level	Provide NG companies with underground utilities and infrastructure maps.
Governmental Authorities	Various authorities in the governorate will support the project through permissions for excavation works, maintenance, health related issues, etc.
The Social Fund for Development	Offers loans in LPG distribution startups.
Egyptian Environmental Affair Agency (HQ and RBOs)	Responsible for reviewing and approving ESIA's, and monitoring implementation of the Environmental Management Plan
Security Department	Secure the construction sites and prevent people from in-flushing into it
Ministry of Health	Providing health facilities to the project workers
Ministry of Tourism	Relevant to project implementation in Touristic Governorates such as Aswan, Qena, Matrouh, and Alexandria.
Ministry of Antiquities	Very important to issue permissions for excavations and accompany the working teams, particularly, in Sohag and Aswan which are rich in monuments.
<b>Media</b>	
Television and radio representatives	Inform the community about the project and its impacts and support dissemination of ESIA studies
Press people	
Websites editors	
<b>NGOs working on environmental and social related aspects</b>	
NGOs on the central level	Play an active role in any awareness-raising related to the project May provide financial support to the poorer customers
NGOs on district level	
Specific union of NGOs	
<b>Universities and Educational institutes</b>	
Faculty of Engineering	Review and enrich the ESIA study with feedback
Secondary vocational schools	Propose needed capacity building for their students to potentially find employment with the project



Stakeholder	Role/ concern
Researchers/consultants	Review results of the study and provide feedback
<b>Other</b>	
Private companies	Mainly potential tenderers for construction works
Traders	Provide workers with food and amenities.
Contractors	From the project adjacent areas, may be affected.
<b>Community people</b>	
Community leaders	Main cornerstone in mobilizing the communities.
Heads of tribes	In Marsa Matrouh city, provide security to the pipelines. Their approval to allow the project to cross their lands should be obtained during the early stage of the project.
Potential beneficiaries	Potentially benefit from the project
Potential Project Affected Persons (PAPs)	Farmers whose lands may be traversed by project components. LPG distributors( formal and informal), LPG storage workers.
<b>Natural Gas companies</b>	
EGAS	Implementing agency overseeing activities of the Environmental and Social Management Plan
Egypt Gas	Local distribution company (LDC) who will implement, operate, and manage the ESMP
Town Gas	Local distribution company (LDC) who will implement, operate, and manage the ESMP
Butagasco	May be affected due to the installation of the NG
Petro trade	They are the responsible entity for collecting the consumption fees and the bank installment

The abovementioned stakeholders were consulted using various tools i.e. Individual interviews, group meetings and public consultation. Most of them have attended the public consultation hearings conducted during December 2013 in the 11 governorates. However, some of them were interviewed in their premises in order to enable them to spell out their concerns and worries freely.

## 1.2 Consultation Methodology and Activities

3441 community members were engaged directly. Consultations were conducted on various levels to outreach all levels of stakeholders.

### Summary of Consultation Sessions

Date	location	participants	Number		Methods
			Male	Female	
December 2013		Potential beneficiaries,			Focus group discussions,



During data collection phase		government officials, NGO representatives			individual interviews, public meetings
	Aswan	Potential beneficiaries and government officials	25	9	FGD
	Alex		16	8	FGD
	Ismailia		16	8	FGD
	Giza		18	17	FGD
	Daqahlia		24	8	FGD
	Gharbia		16	8	FGD
	Qalubia		6	8	FGD
	Menufia		31	1	FGD
	Qena		22	10	FGD
	Matrouh		11	1	FGD
	Aswan	governmental and NGOs	5	1	In-depth
	Alex		4	1	In-depth
	Ismailia		4	0	In-depth
	Giza		11	1	In-depth
	Daqahlia		6	0	In-depth
	Gharbia		4	0	In-depth
	Qalubia		3	2	In-depth
	Menufia		4	0	In-depth
	Qena		2	2	In-depth
Matrouh	2		0	In-depth	
December 2013 During data collection phase	Giza	Potential; beneficiaries	257	299	Structured questionnaire
	Matrouh		24	35	
	Menufia		52	48	
	Aswan		39	55	
	Gharbia		25	36	
	Daqahlia		100	102	
	Qalubia		69	206	
	Alexandria		94	56	
	Ismailia		53	71	
	Sohag		78	63	
Qena	75	67			
26 <sup>th</sup> Nov 2013	Sohag	Potential beneficiaries, government officials, NGO representatives	71	9	Scoping phase
28 <sup>th</sup> Nov 2013	Menufia		59	23	
24 <sup>th</sup> Nov 2013	Giza		68	21	
21st Dec 2013	Aswan	Potential	119	30	Public



21st Dec 2013	Menufia	beneficiaries, government officials, NGO representatives	61	13	consultation
23rd Dec 2013	Qena		96	57	
23rd Dec 2013	Giza		73	26	
25th Dec 2013	Matrouh		47	4	
25th Dec 2013	Sohag		82	22	
26th Dec 2013	Alexandria		26	29	
29th Dec 2013	Daqahlia		45	12	
29th Dec 2013	Gharbia		55	24	
30th Dec 2013	Qalubia		63	8	
30th Dec 2013	Ismailia		31	48	
Total	3441			1992	

### 1.2.1 Public scoping sessions

- Giza and Qalubia Governorates on November 24<sup>th</sup> of 2013 in Flamenco Hotel.
- Upper Egypt Governorates on November 26<sup>th</sup> 2013 in Maraga City Hall, Sohag.
- Delta governorates on November 28<sup>th</sup> 2013 in Menufia University Hotel.

#### Participants profile

Participants of the scoping session consultation events represented different categories of stakeholders from the targeted areas. In total, 251 persons attended those sessions, of which 198 were males and 53 were females. The males represented (78.9) % of the total participants, while females represented only (21.1%) This is relatively a high presentation of females comparing to similar projects implemented in the same



Photo 1: Advertisement published in El Ahram related to the 3 scoping sessions



### Governorates.

Diversity in age and educational backgrounds was reflected in participants' contributions and enriched the session with a wide range of opinions. The visits paid to introduce the project to the community were an appropriate aperitif that drove the community people to be more willing to get information about the project. The diversity between literate and illiterates, workers and unemployed enriched the discussion to a great extent. A variety of organizations as well as representatives from governmental and community based authorities, institutes, and entities also took part in these scoping session meetings.

- 35.5% from governmental entities
- 17.7% from government environment sector
- NGOs (4.6% in Giza , 15.9% in Menoufia and 20.3% in Sohag)
- Five TV, press and Radio reporters attended the 3 scoping meetings.
- Community people (technicians, service sales laborers and teachers)

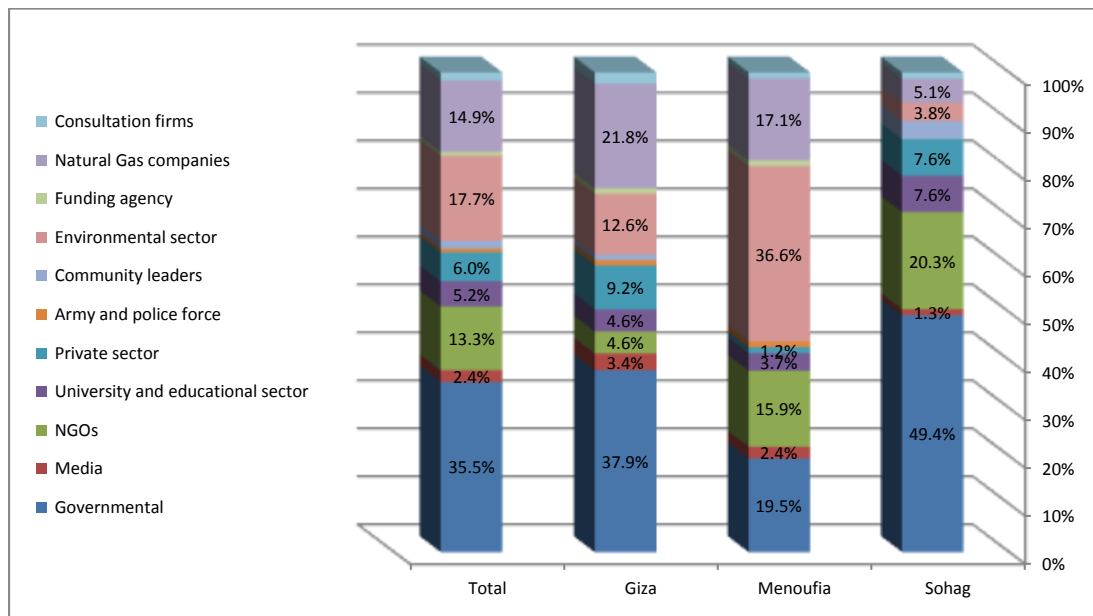


Figure 0-1: Distribution of scoping session participants by sector

### Summary of discussions

All participants expressed their eagerness for commencement of project implementation without further delay and many participants demanded the extension of the project to additional areas. Following is a summary of all discussions conducted.

Subject	Questions and comments	Responses
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Subject	Questions and comments	Responses
LPG cylinder problems	Speeding up the environmental and social studies and permissions so as to launch the construction phase as soon as possible	<ul style="list-style-type: none"> <li>• EcoConServ is preparing the ESIAF study required to obtain EAAA approval.</li> <li>• EGAS is working on obtaining other required permissions</li> </ul>
Recommendation to enhance the project performance	<ul style="list-style-type: none"> <li>• EGAS should obtain detailed information about all project areas and develop a report about each area</li> <li>• The installation of NG should be obligatory not optional</li> <li>• EGAS should share infrastructure maps developed for the project with the Local Governmental units</li> <li>• The selection of project areas should be revisited</li> <li>• All towns and cities should be connected</li> </ul>	<ul style="list-style-type: none"> <li>• The exact streets will be defined at a later stage. Thereafter, an ESIAF will be prepared for each governorate</li> <li>• EGAS cannot oblige anyone to have NG installed</li> <li>• All available information will be shared with the Local Governmental Units</li> <li>• Project areas were selected based on certain criteria as presented</li> <li>• This project is one of a series of projects that aim at connecting all houses to NG</li> </ul>
Scope of social study	It is important to meet with informal LPG distributors and house guards in the project areas	<ul style="list-style-type: none"> <li>• This task is within the scope of ESIAF study</li> </ul>
Awareness activities and NGOs roles	Will the project undertake any awareness activities? Local NGOs should be integrated in these activities	<ul style="list-style-type: none"> <li>• Awareness activities are among the recommendations of the ESIAF study</li> </ul>
Street rehabilitation	<ul style="list-style-type: none"> <li>• It is crucial to study the impacts on streets and the restoration process</li> <li>• Street restoration should not be the responsibility of Local Governmental units</li> </ul>	<ul style="list-style-type: none"> <li>• All impacts will be fully investigated</li> <li>• Restoration alternatives are               <ol style="list-style-type: none"> <li>1. Restoration will be fully undertaken by NG companies (Town Gas – Egypt Gas) or</li> <li>2. NG companies will pay local governmental units to carry out restoration works</li> </ol> </li> </ul>
Considering alternative sources of energy	In addition to NG, EGAS should consider also making use of solar energy and biogas	<ul style="list-style-type: none"> <li>• This particular project is limited to NG. However, solar and wind energy projects are being implemented by the New and Renewable Energy Authority on the national level</li> </ul>





Subject	Questions and comments	Responses
NG installations for houses constructed with no official permits	It is crucial not to install the NG to illegally constructed houses.	<ul style="list-style-type: none"> <li>One of the requirements for installing NG is the provision of an electricity bill. Houses constructed without the necessary permits do not have access to 'state electricity' and will not be able to provide the required bills.</li> </ul>
NG installation to areas with no sewage system	Areas with no access to a sewage system should not be deprived of NG as well. This is not fair.	<ul style="list-style-type: none"> <li>NG should be the last facility to be installed. This is mainly due to safety requirements</li> </ul>
Vulnerable groups working in LPG distribution	EGAS should consider meeting the poor and marginalized groups working in LPG distribution	<ul style="list-style-type: none"> <li>Vulnerable groups are an essential component of this study. Due attention will be given to them. They will be investigated during the ESIAF</li> </ul>
Poor people	EGAS should provide a subsidy enabling the poor to install NG	<ul style="list-style-type: none"> <li>The NG connection is already subsidized by the state. Thus, it is recommended that other entities step in to provide additional support to the poor</li> </ul>
Visual intrusion	The pipelines damage the entrance of houses and diminish the aesthetic value of buildings	<ul style="list-style-type: none"> <li>We try to follow the maximum safety procedures while at the same time minimizing damage to houses. Plans to minimize visual intrusion have been developed</li> </ul>

### 1.2.2 Data collection activities

- 44 mini group meetings were conducted in 29 project areas, attended by 263 members of community and governmental entities.
- 36 individual meetings were conducted in the 11 governorates with governmental stakeholders. In addition, 16 individual meetings were conducted with the LPG distributors.
- 1904 Households were consulted in various project areas.
- Dual meetings were conducted held with 20 persons in Marsa Matrouh city as households will be provided NG for the first time governorate-wide.
- A leaflet about the project was prepared and uploaded to the website. Thereafter, 1000 leaflets were printed and distributed during the site visits<sup>1</sup>:
  - Brief description of the project
  - Potential impacts of the project
  - Total number of installations

<sup>1</sup> Details are presented in the SIA document (submitted to WB and EGAS in parallel to this report).





## Participants profile

In addition to the above mentioned, mini meetings and individual interviews were conducted in the 11 governorates. The community people on the district level were interviewed. As well as, the health centers' service providers, the LPG distributors, NGOs and Governmental entities. Participants were of a variety of age categories. Young people were motivated to attend the meetings held in their own premises. Females were strongly represented at 26.9% of the participants. Consultations with women took place in homes, LPG storerooms, and NGOs. Some consultation activities were conducted informally. A casual ambiance was adopted during consultations to encourage people to spell out their concerns freely.



Photo 2: Woman interviewed in the NGO



Photo 3: Consultation on the street

## Summary of discussions

The discussion addressed/documentated the following:

- 1- Options of poorer customers to receive additional financial support
- 2- Physical and financial burdens of LPG cylinders and dilemmas during shortage
- 3- Corruption related to LPG distributors
- 4- Credible information due to the misconceptions related to NG safety
- 5- Feasibility of connecting NG to rural areas and remote ones
- 6- Importance to integrate community based organizations in awareness activities
- 7- Monitoring and maintenance of the grid
- 8- NG job opportunities for areas adjacent the project
- 9- Cooperation with the LGU throughout the life of the project

### 1.2.3 Final public consultations

Consultation activities were conducted in the 11 Governorates during the last 10 days of December 2013. Parallel teams implemented the consultation activities.

- Four consultants from EcoConServ (two environmental and two social)
- Eight representatives of EGAS, Town Gas and Egypt Gas
- Four representatives of EEAA accompanied the teams over the 11 governorates
- 2 administrative managers and numerous drivers



Table 0-1: 11 Consultation activities conducted during the final consultation phase

Governorate	Date	Venue
Aswan	21st of December 2013	Governorate Hall (Arous El Neil)
Menufia	21st of December 2013	Governorate Hall
Qena	23rd of December 2013	Girls Club Hall in Qena city
Giza	23rd of December 2013	Army Hotel Hall
Matrouh	25th of December 2013	Nile centre for Media
Sohag	25th of December 2013	Local Popular Council
Alexandria	26th of December 2013	Mercure Hotel
Daqahlia	29th of December 2013	Marshal Hotel
Gharbeia	29th of December 2013	Panorama Hotel
Qalubia	30th of December 2013	Egypt Public Library in Benha
Ismailia	30th of December 2013	Media Compound in El Sheikh Zaid

The list of invitees was developed by EEA regional branches, environmental offices of the governorates, NGOs, governmental media centers, and various government employees, in cooperation with the Consultant. Invitees were informed of the date and location of the Public Consultation at least two weeks ahead. Participants were invited through:

- 1- Invitations sent by EGAS via mails, Faxes and e-mails.
- 2- Telephone communication by EGAS and the Consultant.
- 3- An advertisement was published in El Ahram El Mesay followed by a second advertisement published in Aswan Newspaper and El Esboua Newspaper.
- 4- Aswan Newspaper presented a news clip about the project prior to the event.
- 5- A simplified Fact-sheet/brochure in Arabic (500 copies) distributed:: i) Governorates that the project will be implemented in, ii) general description of the project, iii) Potential long and short term impacts of the project .



Photo 4: One of the developed posters

Hearings/consultations were held in adequately situated and equipped venues affiliated to NGOs, Media centers, Governorate, and hotels. In Sohag, Qena, and Aswan minibuses were rented to move people from the remote areas to the public consultation venues.





Egyptian Natural Gas  
Holding Company  
الشركة المصرية القابضة للغازات الطبيعية  
(إيجاس)

**جلسات الاستماع ومناقشة عامة**

**لدراسة تقييم التأثيرات البيئية والاجتماعية**

**لمشروع توصيل الغاز الطبيعي في ١١ محافظة**

في إطار خطة الشركة المصرية القابضة للغازات الطبيعية خلال السنوات الثلاث القادمة والتي تعد جزءاً متكاملًا من استراتيجية الدولة في التوسع في توصيل الغاز الطبيعي للوحدات السكنية لعدد ١,١ مليون عميل في محافظات الإسكندرية/ الجيزة/ مطروح/ القليوبية/ الدقهلية/ الغربية/ المنوفية/ سوهاج/ قنا/ أسوان/ الإسماعيلية). فإنه يسعد الشركة المصرية القابضة للغازات الطبيعية (إيجاس) بالتعاون مع شركة إكوكونسرف للحلول البيئية دعوة ممثلي المجتمع المدني والجهات والأفراد المعنيين بموضوعات التنمية المستدامة والبيئة للمشاركة وإبداء الرأي بشأن المشروع وتأثيراته البيئية والاجتماعية المحتملة وذلك في تمام العاشرة صباحًا طبقًا للمواعيد التالية:

المحافظة	مكان الجلسة	التاريخ
أسوان	قاعة مؤتمرات عروس النيل	السبت ٢٠١٣/١٢/٢١
المنوفية	ديوان عام محافظة المنوفية	السبت ٢٠١٣/١٢/٢١
قنا	قاعة نادى الصتيات	الاثنين ٢٠١٣/١٢/٢٣
الجيزة	نادى القوات المسلحة - الزمالك	الاثنين ٢٠١٣/١٢/٢٣
مرسى مطروح	مركز النيل للاعلام	الأربعاء ٢٠١٣/١٢/٢٥
سوهاج	قاعة المجلس الشعبي المحلي بالمحافظة	الأربعاء ٢٠١٣/١٢/٢٥
الإسكندرية	فندق ماريكيور	الخميس ٢٠١٣/١٢/٢٦
الدقهلية	فندق مارشال	الأحد ٢٠١٣/١٢/٢٩
الغربية	فندق بانوراما	الأحد ٢٠١٣/١٢/٢٩
القليوبية	مكتبة مصر العامة	الاثنين ٢٠١٣/١٢/٣٠
الإسماعيلية	المجمع الإعلامي - الشيخ زايد	الاثنين ٢٠١٣/١٢/٣٠

وفي حالة الرغبة في الحصول على نسخة من مسودة ملخص الدراسة المبدئية برجاء زيارة الموقع الإلكتروني للشركة المصرية القابضة للغازات الطبيعية [www.egas.com.eg](http://www.egas.com.eg) أو الحضور لمقر الشركة ٨٥ طريق النصر مدينة نصر

وإننا نتطلع لمشاركة سيادتكم في هذه الجلسة  
للمزيد من المعلومات برجاء الاتصال بالمكتب الاستشاري - إكوكونسرف  
فاكس: ٢٧٣٦٥٣٩٧ - ٠٢ تليفون: ٢٧٣٦٤٨١٨ / ٢٧٣٥٩٠٧٨ - ٠٢  
بريد إلكتروني [genena@ecoconserv.com](mailto:genena@ecoconserv.com)

Photo 5: Advertisement published in El Ahram el Mesay related to the final 11 public consultations



### Participants profile

971 participants attended the 11 final consultation events. Participants reflected different categories of stakeholders from the project targeted areas. Female participation was targeted throughout advertising and invitation process. The highest representation of women was noted in Ismailia Governorate (60.8%) while the least representation of females were found in Matrouh. Taking the unique cultural traits of Matrouh into account, additional mini meetings were conducted with the females on the governmental employees and residents levels. Matrouh as invitations extended to heads of tribe and the NGOs working on the tribal levels.

Overall, special attention was paid to involving young groups and females as they are most affected by the physical hardships of obtaining the LPG cylinders. The physically-challenged were represented in consultation activities through NGOs working with them.

- NGOs represented 14.9% of the participants among which 70.0% of them work on the solid waste management and street afforestation
- 42.0% of the participants represented governmental entities (Local Governmental Units, Road Authority, the Urban planning, etc.)
- Governmental environmental sector represented 15.8% of the total participants (EEAA regional branches, governorate EMU and local environmental units)
- 38.8% of the total participants held administrative jobs
- 26.5% specialists (Lawyers, professors, businessmen, chemists, etc.)
- 23.8% of the total participants were of top managerial positions (government) and heads of municipalities
- Technicians and specialists represented 6.8%
- 2.0% were students.

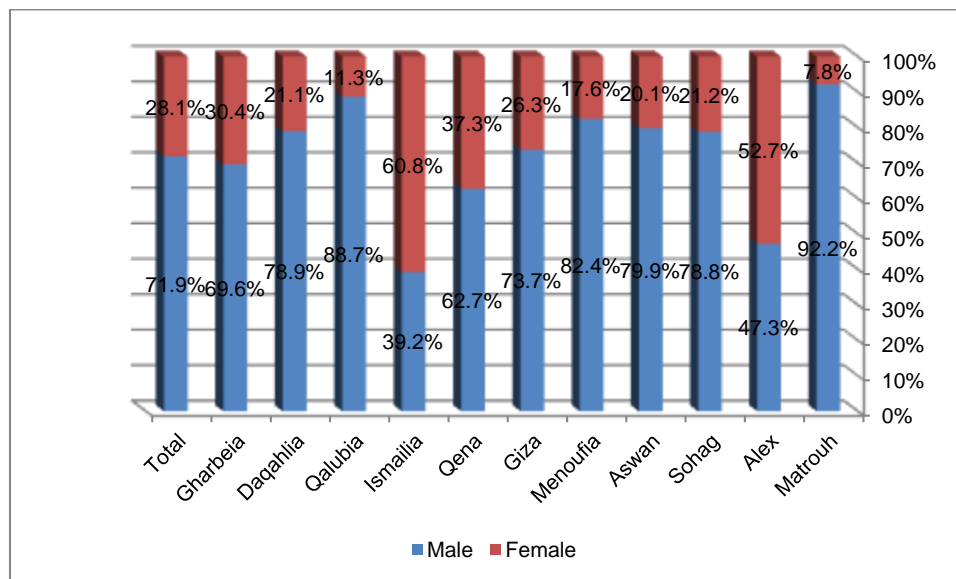


Figure 0-2: Distribution (%) of participants by Gender





### Summary of discussions

All consultation events started with a summary of the project and the Natural Gas in Egypt. Using PowerPoint and multimedia, representatives of EGAS, Town Gas and Egypt Gas presented detailed information about all project activities.

Using PowerPoint and multimedia, EcoConServ experts presented the ESIAF to the community people. Simple wording was used whenever possible by the environmental and social expert in order to be comprehended by the members of community. The resettlement policy framework was presented as an important element of the final public consultation.



Photo 6: A tribe leader in Matrouh Gov.



Photo 7: Participants in Daqahlia Governorate



Photo 8: Posters in Sohag Governorate



Photo 9: Consultation event in Sohag Governorate

During breaks, Media interviewed EGAS representatives, government officials, community members, and the consultants. The main issues raised during these interviews were as follow:

- 1- General information about the Natural Gas
- 2- Positive and negative impacts of the NG



- 3- The rules and regulations of EEAA
- 4- The role of stakeholders and community participation

Each session ended with an open discussion lasting for a couple of hours.



### Key comments and concerns raised during the Final Public Consultations

Subject	Questions and comments	Responses
Damaging underground utilities and infrastructure during digging	Will the implementing agencies avoid damaging the underground utilities/facilities and infrastructure?	All necessary procedures should be carried out to avoid damaging underground utilities/facilities and infrastructure. In case any facilities are damaged, they will be restored
Collaboration with governmental entities and information centers	Many governmental entities (Local Governmental Units, Information centers, Road Authority, Water resource, Mayors...etc.) are willing to cooperate with the project to facilitate work. Will this be possible?	It is crucial to collaborate with these entities in order to obtain information, maps and permissions
Role of community based organization and tribe leaders	It is recommended to cooperate with members of civil society in order to increase awareness	Civil Society members play a major role in carrying out awareness raising activities as well as securing the financial aid to poor people
Role of the Army	EGAS should consult and contribute with the army in the frontier governorates	Their approvals and permissions are key to implementing project activities
Reduction the installation cost	It is recommended to: <ol style="list-style-type: none"> <li>1. Take the LPG cylinder as an advance payment for the NG. Thereafter, the poor pay by installment</li> <li>2. Cooperate with the Ministry of Social Solidarity to reduce the installation cost for poor</li> <li>3. Mobilize the local community and the NGOs to provide support to poor</li> </ol>	It is difficult to adopt these recommendations
People living with disabilities	At least 5% of jobs provided by EGAS should be filled by people with disabilities	This recommendation will be taken into consideration
Appropriate time for construction	Matrouh, Alexandria and Ismailia are touristic areas. Thus EGAS should avoid working there during summer time	This recommendation will be taken into consideration





<b>Subject</b>	<b>Questions and comments</b>	<b>Responses</b>
Restoration of streets	All attendees voiced their concern about damaging the streets without restoring them after the completion of installation activities due to the bad performance of the Local Governmental Unit (corruption)	Two alternatives of street rehabilitation were investigated: - Restoration will be fully undertaken by NG companies (Town Gas – Egypt Gas) or - NG companies will pay local governmental units to carry out restoration works
Some devices cannot be operated by the NG	We use a baking stove. This will not be operated by the NG. What should we do?	The baking stove can't be connected to the NG for safety purposes
Awareness activities	Awareness activities should cover the following: Contact person in the site (foreman) GRM personnel Hotline for damage and maintenance Website and SMS	This recommendation will be taken into consideration
Job opportunities	The jobs provided by this project should be made available to the local community	It is more economically viable to provide jobs to the local community
Remote areas and suburbs	NG should be installed to remote areas and the suburbs	They will be concerned in later stage
Capacity building	EGAS should raise the capacity of community members in order to enable them to work in the project	This will be investigated and implemented whenever possible
Paying by installment	Does the proposed system for paying by installment contain any interest?	The bank should have their interest rate
Criteria to select certain areas to install the NG	What are the criteria to select the project areas	There are numerous selection criteria based on economic aspects and technical consideration
Safety measures	What are the safety measures followed by the NG companies	We apply the maximum standards of safety (British standards)

### Second Public Consultation Disclosure Activities

The importance of the project for the government and the community was reflected in remarkable media coverage. Media covered events and interviewed participants:

- 1- Newspapers: El Youm 7, El Masry El Youm, El Watan



- 2- News websites: El Ahram, El Borsa website, El Shrouk, Aswat Mesria, El Mashad, Misr El Youm
- 3- Aswan governorate website, ONA news
- 4- Tibah and Canal National TV channels



Photo 10: Sample of published news

<http://www.akhbarelyom.com/news/newdetails/240546/1>

### 1.3 Closing note

The key message from the nationwide consultation events carried out for this project is that Public and government acceptance is simply overwhelming. Aside from limited concerns regarding arrangements for NG installment payments and street reorganisation, the main public and governmental requirement was the speedy implementation of the project and expansion to additional areas.



In addition to documenting and analyzing the outcomes of the various consultation events, this framework study is meant to provide guidelines for consultation activities during the site-specific ESIA's to be prepared upon final project detailing in the each of the 11 governorates.

Site specific consultation efforts should include all concerned stakeholders – be they persons/households affected by the project activities, civil society organizations representing the interest of the community, or regulatory and governmental bodies who will play a role in facilitating or regulating the implementation of site-specific project activities.

Consultation activities are expected to differ according to the targeted governorate and stakeholder groups in relation to the foreseen impacts affecting them. The consultant will decide on the most appropriate consultation tool to reach out to the different stakeholders.

While WB safeguards and regulations state that a minimum of two large-scale, well-publicized public consultation sessions are a must for projects classified as category 'A' projects like the one at hand<sup>2</sup>, additional consultation efforts (for example through focus group discussions, in-depth meetings, and interviews) are needed to reach the most vulnerable and difficult to reach community members. Additionally, in order to obtain larger scale and more quantifiable information, the consultant should assess conducting surveys in the different sites.

The following table suggests stakeholders to take into consideration while conducting site-specific consultation efforts in relation to the different foreseen impacts and project activities. It is worth mentioning that the scope of consultation should adopt community tailored venues, materials and consultation. Conducting consultation activities using Seminars and public hearing will be useful. However, conducting public meetings in the exact project areas in local councils, the mosques and churches, and the public gathering is of much more importance.

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<sup>2</sup> Clause 14 of OP 4.01 states that: "For Category A projects, the borrower consults these groups at least twice: (a) shortly after environmental screening and before the terms of reference for the EA are finalized; and (b) once a draft EA report is prepared. In addition, the borrower consults with such groups throughout project implementation as necessary to address EA-related issues that affect them."



**Suggested stakeholders for site-specific consultations**

#	ACTIVITY	IMPACT	STAKEHOLDER/S
1.	Construction of Pressure Reduction Stations (PRSs)	<ul style="list-style-type: none"> <li>Affecting the livelihoods of farmers as a result of using cultivated lands</li> <li>Temporary or permanent Land Appropriation</li> </ul>	<ul style="list-style-type: none"> <li>Agricultural Associations and land owners</li> <li>Workers employed in agriculture</li> <li>Private land owners</li> <li>Relocation candidates</li> </ul>
2.	Installation of Gas Transmission Connection (High Pressure Pipelines)		
3.	Installation of Gas Distribution Network	<ul style="list-style-type: none"> <li>Impact on businesses</li> <li>Impacts on traffic</li> </ul>	<ul style="list-style-type: none"> <li>Business &amp; shop owners</li> <li>Residents</li> <li>Drivers (Microbus, Taxi, TucTuc...)</li> </ul>
4.	Installation of Household Connections and modalities of payment particularly for poor	<ul style="list-style-type: none"> <li>Threat to Safety of users and houses (due to limited level of awareness and misconceptions)</li> <li>Visual intrusion</li> <li>Financial burden on consumers (of installments due to accumulation of fees /installments collection resulting in financial burden on consumers</li> <li>Impact on the informal LPG distributors</li> <li>Possibility of gas leakage</li> <li>Concerned community members who do not meet the criteria for installing NG connections ('no gas areas')</li> </ul>	<ul style="list-style-type: none"> <li>Civil society organizations and NGOs</li> <li>Community leaders</li> <li>Residents</li> <li>LPG salespeople</li> <li>Companies housing employees</li> <li>Representatives from Community Health workers at the Ministry of Health (برنامج الرائدات الريفيات)</li> <li>Ministry of Social Solidarity-community social workers</li> <li>Local media</li> <li>Community Service Centers</li> </ul>
5.	Stakeholders relevant for all stages of implementation/ Project activities	<ul style="list-style-type: none"> <li>Miscellaneous</li> </ul>	<ul style="list-style-type: none"> <li>EGAS</li> <li>Supreme Council of Antiquities</li> <li>Municipalities</li> <li>Relevant utilities authorities (water/sanitation, electricity)</li> <li>Governorate representatives</li> <li>Potential local construction employees and young people</li> </ul>
6.	Resettlement Action plans	<ul style="list-style-type: none"> <li>Potential impacts on the livelihood of farmers due to damaging their crops</li> </ul>	<ul style="list-style-type: none"> <li>The project affected persons</li> <li>EGAS and the subsidiary companies LDCs</li> <li>Governmental entities (agriculture associations and directorate</li> <li>NGOs</li> </ul>



