



Annex 8: Stakeholder Engagement and Public Consultation (Governorate of Giza 2017)

Brief Description

The public consultation for this ESMP aims to presenting the project to the community, official bodies, representatives of civil society and related parties, communicating and consulting with them to introduce the NG project, its objectives, its effects, components and stages, and to identify the perspectives of different parties. Environmental and social aspects, as well as the following:

- Availability of information during the lifetime of the project through the on-site customer service office, providing adequate and clear information
- Community following up where the citizen is pursuing various activities and inform the community development officer about any irregularities in order to take appropriate corrective action
- Encourage community, advocacy and advocacy to deliver natural gas and stimulate the community to support the poor.
- Designing a grievance handling mechanism that is easy to use and includes clear and accurate levels and responsibilities in terms of timing, as well as commitment to publish them at the local level.
- Communicate with local communities, including people affected by the project, to raise awareness of the project and implement the schedule.

Legal Framework

Public hearing activities for the natural gas delivery project for some areas in Giza Governorate (scope identification, interviews, focus group discussions, public hearings / consultations) were carried out with the various stakeholders and members of the host communities of the proposed project in accordance with the following laws and standards:

- WB policies and directives related to disclosure and public consultation, namely:
 - Directive and Procedure on Access to Information
 - Operational Policy OP 4.01 - Environmental Assessment.
 - The Bank's procedures for reporting projects .

- Egyptian regulations related to public hearing : Under the Egyptian Environment Law No. 4/1994 and its amendments No. 9/2009, amended by Ministerial Decisions 1095/2011 and 710/2012, Resolution No. 964/2015, a number of institutional bodies (representing EEAA and its regional branches, Governmental organizations concerned, the governorate where the project is located, local councils, affected groups, institutions and population) should be represented in the consultative process prior to approval of the proposed projects requiring environmental impact assessment and other parties such as NGOs and universities.

Public Consultation Methodology

As part of the implementation of the ESMP study, a team of Petrosafe implemented multiple levels of survey tools for the collection of various data as well as conducting field visits to the target sites in Giza Governorate (Jazirat Mohamed, El-Kom El-Ahmar, Tanash, Suqayl, Ausim, Saft Al-Laban, Hadayek El-Ahram, Al-Munib, Nazlet El-Semman and Kafr El-Gabal districts) in Feb 2017. The study team was able to collect sufficient information on the potential impacts of the project through consultation with governmental and non-governmental bodies, the local community, households, some vulnerable groups. During the visits, meetings were held with local unit officials, NGOs, health units and community leaders as well as TOWN Gas team. The consultation process was documented through photography as well as taking notes and reporting. Key social assessment methods used include observation, interviews, and surveys.

Assessment of the Consultation

In the following the results of the public consultation in Giza is described by outlining the comments and assessing their relevance for the ESMP.

Public consultation presentations and open discussion

As part of the implementation of the ESMP project for some of the targeted areas in Giza Governorate, a community consultation session was held to present the project and the results of the study to interested and decision-makers. The process of community consultation is a key part of the process of evaluating the positive and negative impacts of the project and All phases of the project. The meeting was announced in a newspaper - on 5th April 2017.

Session Management and Documentation:

1. The main objective of the community consultation session is to present the NG project plan for the target areas in Giza Governorate. Explain the results of the ESMP study to the project and discuss it with government officials, key stakeholders, potential clients, civil society representatives and citizens.

2. A file containing a copy of the summary of the ESMP study for the project was prepared and distributed to the attendees at the beginning of the meeting.
3. The meeting was prepared and managed by Petrosafe in coordination with the Egyptian Natural Gas Holding Company (EGAS) and TOWN Gas Company
4. The attendance was documented by signing a statement at the entrance to the hall (attached)
5. All the proceedings of the session were filmed with photographs and videos to document the discussions
6. All discussions and observations were recorded and presented in the report

Agenda

The community consultation session started at 10:30 am in the main hall of the Khofo, Haram Street Giza governorate, and ended at 1:00 pm

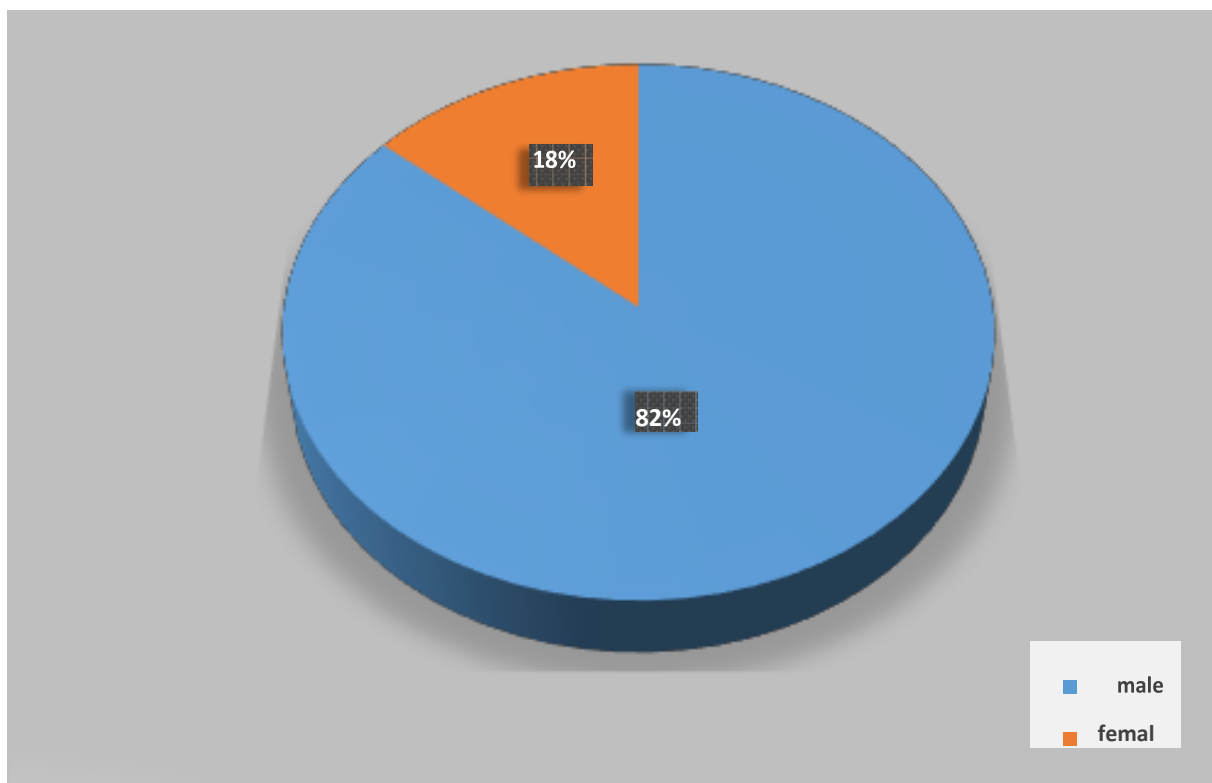
Speech	summary
Chem. Mohamed Abdel Moneim Aly Environmental Consultation department manager of Petrosafe	Welcoming the audience and presenting the objectives of the event and the agenda.
Eng. Shabaan Abdel Tawab General Manager of Environmental Department in the Governorate	Welcoming the audience and Talk about the achievements of Giza Governorate and its role of enhancement of establishment of new projects and its benefits to society
Eng. Ayman abed El Hafez Chairman Assistant of Petrosafe	Introduction about Petrosafe company, areas of work and services to support the oil and gas sector
Dr. Ihab Abbas HSE General manager – Town Gas	Presentation about the NG project in Giza, Gas line route, potential clients numbers, and the implementation stages of the project in the governorate of Giza
Eng. Khaled EL Sahy Environmental assistant manager of Petrosafe	Presentation of the environmental impact assessment study for the natural gas project in Giza
Dr. Mohamed Kamal Social consultant – Petrosafe	Presentation about the social impact study for the Gas project in Giza

Participants Profile

Various social groups have attended the consultation meeting including; citizens, researchers, students, businessmen, government officials and journalists.

- Total of 56 persons attended the consultation event; 18% of which are females
- 80% were resident's affiliated local governmental units within the Markazs that will host the project.
- Eight peoples working in EGAS and Town Gas attended the session. They provide detailed and clear information about the NG and its associated activities.

Attendees according to Gender



Phase one and two: Community Consultation 2017

Discussions during the period of community consultation in the targeted areas (Jazirat Mohamed, El-Kom El-Ahmar, Tanash, Suqayl, Ausim, Saft Al-Laban, Hadayek El-Ahram, Al-Munib, Nazlet El-Semman and Kafr El-Gabal districts) and comments and the respective answers to that comment from the side of the EGAS Company and the consultants

Questions and comments	Responses
Areas that have not been connected to the NG	There are certain specifications to install the NG to any area. In case the area is suitable, Government of Egypt tries to allocate financial resources to install the NG. Given the limited resources Egypt face, the installation plan might take some time
<p>The community appreciate having the NG project as the LPG cause many problems:</p> <ul style="list-style-type: none"> -The LPG cost a lot of money -Sometimes residents can't find it -It is difficult to bring the LPG upstairs especially if the resident is in the upper floors and no elevator is available -Sometimes the LPG is not completely full. It is half filled - LPG cylinder is a bomb in the house; it might explode in any minute. 	The government of Egypt has an ambitious plan to connect the NG to 2.4 million households. This will solve LPG problems.
Coordination with the local units in order to get information about the underground utilities	All LDCs coordinate with the Local Units, not only to obtain information but also to be able to get permissions for street cuts and crossings.
The streets not rehabilitated after the completion of the NG construction	<p>The LDCs disburse the cost of street restoration to the local unit and road authority prior to construction phase.</p> <p>It took them long time to rehabilitate streets so that the streets left without being rehabilitated</p>
Members of the community acknowledged the importance of NG and the benefits of having NG connection to their households.	<p>NG is of lower cost than LPG</p> <p>It is reliable, safe, and available</p> <p>It will put limitation to the quarrels and fights occur to obtain an LPG</p>

Questions and comments	Responses
	<p>It also will put limitation to the crisis of the LPG shortage</p> <p>It will save electricity that is used in electricity heater and reduce the cost of electricity bill</p>
<p>The majority of the sample reported that, it is very expensive to pay the NG installation cost at once. They strongly recommended having installment mechanism.</p>	<p>The current NG installation cost is 2160 EGP. Therefore, there is a possibility to provide facilitation payments strategies through offering various installment schemes over a period of one year to seven years through a deal with some banks.</p>
<p>NGOs can pay for the installation of the NG to poor households. Alternatively, they can pay the advance payment. Thereafter, the poor people can pay few amounts of money as installment</p>	<p>This will be from the recommendations, but the project will be not obligated to achieve that</p>
<p>Women suffer from the LPG as they are responsible of bringing it from the LPG outlet and carry it upstairs.</p>	<p>NG connection will save women effort related to changing LPG cylinders</p>
<p>The project might result in unfavorable impacts on the LPG vendors (Sareha).</p>	<p>The NG project will partially affected the vendors, but it will reduce the dangers of LPG cylinders which are considered bombs in houses</p>
<ul style="list-style-type: none"> - It is recommended to have an information desk to share info with people about the project - people can send their grievances to the information desk - They also can submit a request for the installation of NG - They should have answers to the technical and contracting aspects - Information provided should be in a simple form 	<p>The study recommended sharing information about the project not only in the location of contracts or at homes, but also in various public places. It also recommended holding regular meetings to inform the citizens about the natural gas project</p>
<p>Community people can mobilize each other to install the NG. Additionally, they can provide guidance to the illiterate groups</p>	<p>The study recommended the participation of the community people in sharing information about NG project with the other people especially the illiterate groups</p> <p>Awareness raising campaigns should be tailored in cooperation with the community-based organizations</p>

Questions and comments	Responses
<p>Safety measures in cases of natural disasters (earthquakes) especially there is a risk of the high pressure and intermediate pressure pipelines</p>	<p>High pressure pipeline: The ESMP study scope not include PRS or HP pipeline. intermediate and low-Pressure network: intermediate and low-Pressure network pipelines are made from polyethylene which is a shrinkable material and all risers outside the houses ended with a flexible joint</p>
<p>workers carrying out the installation within the household and maintenance works should be aware of and able to communicate the safe use of NG and procedures in case of emergency; in an appropriate manner that suits the culture of the customers</p>	<p>All LDC workers well trained to communicate all customer requests regarding the safe use of NG and procedures in case of emergency, in addition to safety and emergency precautions taken by EGAS and the implementing entities (Local Distribution Companies: Town Gas), user safety is prioritized by stating emergency precautions on the household gas meter and by setting up emergency response centers</p>

Photos of attending participants







Summary of Consultation Outcomes

The majority of consulted groups expressed their willingness to install the NG to their areas. Aside from the overwhelming acceptance, few concerns were raised during the consultation process. Traffic congestion and street rehabilitation were the main concerns raised. NG Safety measures were raised as a main concern. Sharing of information in full cooperation with the community stakeholders and NGOs was strongly recommended by most of the consulted groups.

Site-specific consultation efforts included 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.

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, additional consultation activities (for example through focus group discussions, in-depth meetings, and interviews) were implemented to reach the most vulnerable and hard to reach community members. Additionally, in order to obtain larger scale and more quantifiable information, the consultant has conducted surveys in the different project sites.

ESIA Disclosure

The site specific ESIA after being approved by the World Bank and EEAA, the final report will be disclosed on the WB website, EGAS and TOWN Gas websites. An executive summary in Arabic will be disclosed in EGAS and TOWN Gas websites. A copy of Giza Site specific reports will be disclosed in EEAA and in the Governorate level

**Attached
List Of attendees**