

# Annex 9 Public Consultation during the ESIAF

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## **GOVERNORATE OF MATROUH**

### **Brief Description**

Matrouh Governorate is part of Alexandria region that encompasses Alexandria, Behaira, and Matrouh Governorates. It enjoys a unique location on the Mediterranean Sea serving as the hub between Egypt and the Arab Maghreb. In addition, Matrouh has a deep-rooted history and a promising future.

The governorate's total area comes to 166563 km<sup>2</sup>, forming 16.5% of the country's total area. It is divided into 8 Marakez, 8 cities, and 56 rural local units with 1 affiliated village. Total population of the governorate reaches 0.39 million recording a normal increase rate of 4.13 %. Main activities of the population are trade, sheep and camel breeding as well as cultivation of figs and olives.

Matrouh has huge potentials for agricultural development including: underground water, floods, rain, and natural springs as well as Al Nassr Canal project. Matrouh adds to Egypt's tourist assets being rich in its natural, historical, religious potentials and historical sites. In this context, Matrouh can be a shrine for different kinds of tourism. Matrouh sandy coast extends over 450 km and is rippled by peaceful bays providing a sense of safety for tourists.

### **Assessment of the Consultation**

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

### **Public consultation presentations and open discussion**

The consultation started with welcome words and introduction about the project from Dr. Fakhry AbdelKhaliq representative from EcoConServ Consulting office.

It was followed by the presentations from Eng.MoatazYehia as representatives from EGAS. Their presentation concentrated on:

- the company history and its future development plans
- the numbers of household connections in whole Egypt
- the working areas in each governorate
- the advantage of using natural gas
- the EGAS network in Egypt
- the safety specification as outlined by the World Bank
- the current awareness and grievance redress mechanism
- the uses of gas in each sector

- the division of the connection during the three phases.

These explanations were followed by presentations from Eng. Dr. Fakhry AbdelKhaliq and Dr. Zeinab Hafez as representatives from the EcoConServ Consulting. Dr. Fakhry highlighted the environmental component of the impact assessment study, which includes the following:

- a detailed description of the project before and during the planning and implementation phase;
- the environmental and economic advantages of the project for the community as well as for the Governorate;
- the main objective of this framework study;
- the relevant environment rules and regulations;
- the environmental evaluation and its alternative implementation;
- the potential negative effects caused by the project and the project plan to mitigate it.

Dr. Zeinab then presented the social part of the impact assessment study, by highlighting the following results:

- the description about the governorate's social characteristics relevant for the project;
- the results of the collected data from the:
  - target groups,
  - LPG workers,
  - NGOs,
  - community leaders,
  - environmental responsible institutions,
  - street observations,
  - focus groups;
- the evaluation of the results from the data analysis;
- the role of the community could play in awareness raising and the grievance redress mechanism ;
- the direct and indirect job opportunities, caused by the project.

After the presentation and welcome words the attendees were given opportunity to ask questions. The open discussion with the participants is summarized in form of a table, which presents the comments and the respective answers to that comment from the side of the EGAS Company and the consultants.

Main questions/comments by the public	Response by the EGAS company /consultants
<p><u>Mayor Ata Elzayat :</u></p> <p>There is no doubt that this is an important urban development project for Matrouh. Matrouh is considered as one of the main source field for NG in Egypt. Taking this into account, we would like you to consider this when you set the fee for the service to be suitable for all community levels as well we wish that all labors for this project are from the governorate.</p> <p>Each area has tribes. Therefore, before the implementation, the company should coordinate with them, which will be of help for the project.</p> <p><u>Ali's sons tribes Mayor:</u></p> <p>Matrouh should be the first governorate to connect to the NG as it is a natural gas source. There might be some problems of the following nature, when implementation starts:</p> <ol style="list-style-type: none"> <li>1. Matrouh's citizen are living in a sparse suburbs which would make it difficult to connect to those who live outside the main city.</li> <li>2. To install the pipes you need to get permission from the army.</li> <li>3. You may find resistance from the people because they were destitute from working in petrol companies. It therefore would be better if the company can provide them with job opportunities.</li> <li>4. Matrouh is a coastal city and we depend very much on the beach tourist. We therefore prefer that EGAS start installing the network in wintertime so that the citizens get the chance to have a job opportunity in winter, when tourist season is off.</li> </ol>	<p>As Matrouh got one of the main gas fields in Egypt, this will save some money in the installing the complete network connection, but this money for the network is different than the money for the fees. This is, because the money for the fee includes the NG line for the home devices and not for the network.</p> <p>If we need labors, it would be better for us to get them from Matrouh as this will save us a lot of money like accommodation and transportation fees etc.</p> <p>In this phase of the project, we will connect Matrouh city with a total of 30000 connection. This doesn't mean that we will ignore the surrounding suburbs, they will be included in future plans. One of the most important criteria in choosing the areas in this project is to make sure that the connection can cover a maximum number of citizens in one area. That's why EGAS is not connecting those areas, which have not yet reached 80% of the occupation rate. But there are other projects, which are also connecting NG and you may find different criteria than this project.</p> <p>We are closely to the army and coordinating the work with them to get all the necessary permissions.</p>

Main questions/comments by the public	Response by the EGAS company /consultants
<p><b><u>Ms. lubna – Chairman of handicapped NGO:</u></b></p> <p>1. We hope that 5% from the labors are from the handicapped people.</p> <p>2. You make use of the installment system for paying the connection fees.</p> <p>3. We would like to have a clear complaint system not only complaint line, which means we would like to know that person whom we can complain to and for getting the exact time for solving the complains and the person who we can follow up with.</p>	<p>The installment system works through the National Bank of Egypt with coordination of the TownGas company. In addition, there is a hotline for complains by dialing the number 129.</p> <p>We got in the gas company a central operation room for receiving all complains from all Egypt during 24h/7days a week. Here they start to distribute the complains to the areas accordingly in the way that allows the emergency team to reach the area within 15 minutes. In this operation room there is a follow up system installed, which allows receiving a feedback from the emergency team. They will get information if the team could solve the problem or if they need special support.</p>
<p><b><u>Mr.Khaled Abdelgafaar-Elwafd party</u></b></p> <p>Matrouh is a NG source so you should consider this in setting the connection's fees</p>	<p>The connection cost 5800 LE and there is 3300 subsidized by the governorate so the citizens are only paying 1500 LE and this also includes the pressure line to the house and installing two devices</p>
<p>Normally all the service goes to the tourist beaches and the main centers but they destitute the villages</p>	<p>This project will connect only to households .</p>
<p><b><u>Mr.Ahmed Hashim:</u></b></p> <p>Why don't we distribute 30000 connection to several city for each city a part instead of installing NG for one complete city. Other are also suffering from the LPG problems ?</p>	<p>Our aim that connection can cover a maximum number of citizens in one area, but as we say before this is not the only project for gas connection in matrouh, there will be several of them and the other areas will definitively be consider in the future plans.</p> <p>For the others who are suffering from LPG ,they will have a better chance to get it as a big number of LPG will be save as a result of installing the gas in the main city</p>
<p><b><u>Ms. lubna – Chairman of handicapped NGO:</u></b></p> <p>To bring back the original shape of the surface should be done by the gas company</p>	<p>We used to do this but now we give the money to the municipality for this service and they have the right to choose either to do the service by themselves or handing it over</p>

Main questions/comments by the public	Response by the EGAS company /consultants
<p>and not the municipality . The municipality’s role should be only for giving recommendation not doing the work. This is because from our previous experience the streets never come back to its old shape. At least you can put a deadline and clear specification for the streets shapes in your terms of reference with them.</p>	<p>to a specialized company. The only thing, which the gas company is doing, is to cover the pipes with several layers to protect them. The rehabilitation and the asphaltting will be done by the municipality. We will try to coordinate this with the municipality and asked them for a deadline to finish the rehabilitation of the street.</p>
<p><u>Ali's sons Mayor:</u></p> <p>This is an economic project as long as the citizen connecting to the gas the company get profits, so they must have a good customer service</p>	<p>This project is an unprofitable project. Regarding our service, we have a hotline and emergency team working for 24 h/7days a week and they are trained to reach the complain client with 15 minutes</p> <p>In addition, the NG network line its designed to have an emergency line if one is damage the other one start working</p>
<p>Are you connecting Japanese ovens to natural gas?</p>	<p>The oven should have a specific design to be connected to the NG and I guess the Japanese ones do not have this specification.</p>
<p><u>Mr. Mohamed Awaad:</u></p> <p>We suggest the following: before starting the project you can collect all qualified youth and provide them with training courses, which allow them to get job opportunities.</p>	<p>When TownGas starts working, they will put an advertisement in the media with all the available job opportunities and conditions.</p>
<p><u>Mr. Awami:</u></p> <p>If any damage happens in the NG connection at home, whom shall I phone?</p> <p>According to the law, the drilling company is obliged to rehabilitate the roads. Why did you handle over this task to the Municipality?</p> <p>Please consider that 90% from the houses in Matrouh do not have building licenses, which means, that you will not be able to ask them for the ownerships contracts.</p>	<p>If the damages happen in the main line, we have to do the call 129 to the emergency team. If the problem occurs in any of the house devices, you can call the Cianco company.</p> <p>Before we start working, we have to coordinate the work with the Municipality and they have to introduce us to their regulations. Accordingly, we decide together who will be responsible for the rehabilitation of the work.</p> <p>There are some documents, which we should have from the citizen to do the contract.</p>

Main questions/comments by the public	Response by the EGAS company /consultants
	Those papers do not include the building license but at least we will ask for some documents, which are showing the ownership of the house. This could be by the electricity bill or the water receipt

Table 1 Comments raised during the Matrouh public consultation open discussion – Matrouh, December 2013

Annex Matrouh

Photos of participants attending



## Attendance List

Public consultation in social and environment  
impact assessment To connect  
natural gas to 11 Governorates  
Nile Information Center Matrouh  
Wednesday, 25 December 2013

Serial	Name	job title / company	E-mail	Telephone	Signature
1	Fawzy mayouf Hamad	Employee – coastal development		1228856211	
2	Khalid AbdelGafour Mohamed	Elgad Party leader		1006578413	
3	Saqiee Edris Osman	Elmanfa tribe Shiekh		122226474	
4	Salah Salim Saber	Elgobihat tribe Mayor		1062393560	
5	Helmi Fergani AboBakr	Technical engineer – Elzoriaat		1276595065	
6	Salah Farag Abdalla	Matrouh Radio		1000429261	
7	Elomda Mohamed Saad	Elkamilat tribe Mayor		1221485338	
8	Elomda Omran (Sewa)	Elfanashat tribe Mayor		1006105104	
9	Elomda abdalla ElZayat	Elqetan tribe Mayor		1223576470	
10	Elomda Metwali Faied	Elawam		1003673898	
11	Ahmad Hashim Mohamed	Elfanashat		1001943801	
12	Elomda Sayed mahmoud	Elarawa Mayor		1006104954	
13	Eisa Abo Eisa Elnakash	Tribe's sons NGO		1226992827	
14	Fergani Abo Bakr	Governorate sheikh		1271462441	
15	Nasif Abdelhalim	Bussiness man		100054653	
16	Mohamed AbdelWahab Mustafa	Mousque's Memam & preacher		1117665331	
17	Mahmoud Mohamed Elanouar	Bussiness man		1012201276	
18	Mohamed Magawri Ebrahim	Governorate representative (EGAS)		1006588481	



Serial	Name	job title / company	E-mail	Telephone	Signature
19	Amr AbdelMonsif	Project implementation followup manager		1001485990	
20	Mohamed Hassan Mohamed	Lawyer		1005699302	
21	Ataya Saleh Gobran	Ghairman of 'Tribe's sons Ngo		1009099923	
22	Mohamed Rabi Rabi	Army force Major		1017854600	
23	Ahmed Mohamed saad	Seidi henash - Rational		1119044225	
24	Abdelmoti AbdelSami Senousi	Seidi henash- Rational		1091222238	
25	AbdelAziz AbdelQawi Senousi	Environment researcher		1027445552	
26	AbdelWahab AbdelQawi AlAysh	Seidi henash		1283928661	
27	Ahmed Hashim Gabr	Student		1001943801	
28	Ahmad Mahmoud Mohamed	Consultant –EcoConServ	Ahmed_yass014@yahoo.com	1060855099	
29	Zeinad Mohamed Hafez	Photographer	zeinabhafez@yahoo.com	1066127117	
30	Mohamed Ahmed Mohamed	Chairman of Emiratesgroups		1224525333	
31	Khalid Yassin Mohamed	Retired	Khaledyassin13@yahoo.com	1065555137	
32	Sayed Mohamed Senousi	EEAA		3300252	
33	Mohamed Hamdi	General manger – Electricity project's unit	Hamdy_balaly@yahoo.com	1095548374	
34	Amani Salah Saied	Student	amansalah@msn.com	1120000673	
35	Lamya Mohamed Hassan	Agriculture employee	Loomy95@yahoo.com	10025076	
36	Elsayed Goma Dabour	Head of SFD in Matrouh		1226743489	
37	Ayman Salah AboSemit	Army force leader (intelligence warfare)	Ayman_salah1@yahoo.com	1000733515	
38	Fawzi saad Elabasi	Business man		1155059933	
39	Abdelgafar hussien Farag	Business man			

Serial	Name	job title / company	E-mail	Telephone	Signature
40	Magdi abdelMeseh	Driver			
41	Moataz Yehi Mohamed	EGAS			
42	Mohamed Essam Ashour	EGAS			
43	Khaled Ayman Mostafa	Contractor			
44	Mohamed farag Ali	Technical Graphics			
45	Sherif Gobran Saleh	Construction company's owner			
46	Ehab Abass Daoweed	Environment protection general manager – Town Gas			
47	Moftah Moataz Hassan	President of Consumer Association			
48	Farah Ebrahim Mohamed	Rational			
49	Lobna Zohir AlAmili	Challenge Association for coastal development			
50	Khamis Monir Awad	Rational			
51	Ayman Salah Abo samra	SFD office	asalah01@sfdegypt.org		