

Annex 9: Stakeholder Engagement and Public Consultation 2016

The public consultation chapter aims to highlight the key consultation and community engagement activities and their outcomes.

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 1.5 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 9/2009/2009 modified with ministerial decrees no. 1095/2011 and no. 710/2012

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 ESIA 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

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:

Table 1: Main stakeholders

Stakeholder	Role/ concern
Local Governmental entities	
Governorate	The main role of the Qlubia 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)	- Rehabilitation of roads, which is one of the major issues raised by the community, will be performed by the LGU.
Other governmental entities	
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
Media	
Television and radio representatives	Inform the community about the project and its impacts and support dissemination of ESIA studies
Press people	
Websites editors	
NGOs working on environmental and social related aspects	
NGOs on the central level	Play an active role in any awareness-raising related to the project
NGOs on district level	May provide financial support to the poorer customers
Specific union of NGOs	
Universities and Educational institutes	
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
Researchers/consultants	Review results of the study and provide feedback
Other	
Private companies	Mainly potential tenderers for construction works
Traders	Provide workers with food and amenities.
Contractors	From the project adjacent areas, may be affected.
Community people	
Community leaders	Main cornerstone in mobilizing the communities.

Stakeholder	Role/ concern
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.
Natural Gas companies	
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
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

The consultation process was a dynamic and evolving process which adapted with the nature and expectations of the host community. Engaging with the local leadership represented by the mayor is a key to reaching out to various members of the community. Additionally, special attention should be given to including all tribes in consultation and engagement activities in order to avoid sidelining fractions of the host communities.

Table 2: Summary of Consultation Activities in Qalyubeya Governorate

Participants	Number		Methods	Date
During the preparation of framework				
	Males	Females		
Potential beneficiaries and government officials	6	8	FGD	October-November 2013
Governmental and NGOs	3	2	In-depth	Nov-13

Community people	69	206	Structured questionnaire	October-November 2013
Potential beneficiaries, government officials, NGO representatives	63	8	Public consultation	21 st of December 2013
Total	141	224		
During the site specific study				
Potential beneficiaries and government officials	80	78	FGD	September and October 2015
Governmental and NGOs	12	4	In-depth	
Community people	477	727	Structured questionnaire	
Potential beneficiaries, government officials, NGO representatives,	64	19	Public consultation	10 ^h of February 2016

1.3 Final consultation event

Consultation activities were conducted in Qalubia governorate on the 10th of February 2016.

- Three consultants (Petrosafe/EcoConServ environmental and social) attended meeting
- Five representatives of EGAS and Egypt Gas
- Two representatives of EEAA accompanied the teams
- 2 administrative managers and numerous drivers
- Media related expert was recruited to invite media people

The list of invitees was developed by EEAA 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. An executive summary was shared with them. 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 Gomhoryia Newspaper.
- 4- A community mobilizer was recruited to distribute invitations in all project sites
- 5- Microbuses were leased to move community people from other areas in Qalubia.

Consultation was held in public library hall that can host more than 200 people. The venue was close to the governorate building. That means most of community people are aware about the venue and know precisely how to get there.

من يود ان يشارك في الاجتماعات العامة والافتتاحية للجمعية العامة والإحصاء لمدة عام القادمة، ينظر أن أوبريكتي الجندري في الجهاز المركزي للتعبئة والإحصاء في

هو برنامج منسج من ٣٦ اجتماعات لتداول اعتباراً من يوم الثلاثاء الموافق ٢٦ يناير.

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

جلسات الاستماع ومناقشة عامة

لدراسة تقديم التماسات الجديدة والاجتماعية لمشروع توصيل الغاز الطبيعي بمحافظة قنا الاسكندرية اسوان القنوية سوهاج

في إطار خطة الشركة المصرية القابضة للغازات الطبيعية والتي تعد جزءاً مكتملاً من استراتيجية الدولة في التوسع في توصيل الغاز الطبيعي للوحدات السكنية لعدد ٦ مليون عميل في (١١) محافظة بالحدود الجمهورية.

فإنه يسعد الشركة المصرية القابضة للغازات الطبيعية (إيجاس) بالتعاون مع شركة الخدمات البترولية للسلامة والبيئة (بتروسيف) وشركة الكونسرف للتحول البيئية دعوة ممثلين المجتمع المدني والجهات والأفراد المهتمين بموضوعات التنمية المستدامة والبيئة للمشاركة وبإعطاء الرأي بشأن المشروع والتجارب البترولية والاجتماعية المجتمعة وذلك في تمام الساعة **عاشرة صباحاً** طبقاً للتواريخ التالية:

التاريخ	المكان	المحافظة
يوم الأحد ٢٠١٦/٢/٧	قنطرة بسملة	قنطرة
يوم الاثنين ٢٠١٦/٢/٨	قنطرة جسر الفد دويال	الاسكندرية
يوم الثلاثاء ٢٠١٦/٢/٩	قاعة مؤتمرات صروس النيل	اسوان
يوم الأربعاء ٢٠١٦/٢/١٠	مكتبة مصر العامة	القنوية
يوم الأحد ٢٠١٦/٢/١٤	قاعة المجلس الشعبي المحلي بالمحافظة	سوهاج

وفي حالة الرغبة في الحصول على نسخة من مسودة ملخص الدراسة التقييمية يرجى زيارة المواقع الالكترونية www.egng.com.eg

للشركة المصرية القابضة للغازات الطبيعية
 او الحضور مقر الشركة ٨٥ طريق النصر مدينة نصر

وانا لتتطلع لمشاركة سيادتكم في هذه الجلسة
 للمزيد من المعلومات يرجى الاتصال بالمكتب الاستشاري - الكونسرف
 فاكس: ٢٧٣٦٥٣٩٧ - ٢ - تليفون: ٢٧٣٦١٨١٨ / ٧٨ - ٢٧٣٥٩ - ٢ - بريد إلكتروني: general@ecocouncil.com

Photo 0-1: Advertisement published in El Gomhoria newspaper

Participants profile

The event was conducted on the 10th of February 2016. 83 persons attended the consultation event. They are segregated into 64 males and 19 females. 32.5% of them were affiliated various local governmental units within the Markazs that will host the project. 20.5% of them were affiliated to environmental sector. 12.0% of participants were affiliated to civil society and 9.8% represented the universities.

About 20% of participants work in the project areas. However, they live in areas that will not be served by the project. Such fact influenced the discussion. 5 people working in EGAS and Egypt Gas attended the session. They provide detailed and clear information about the NG and its associated activities.

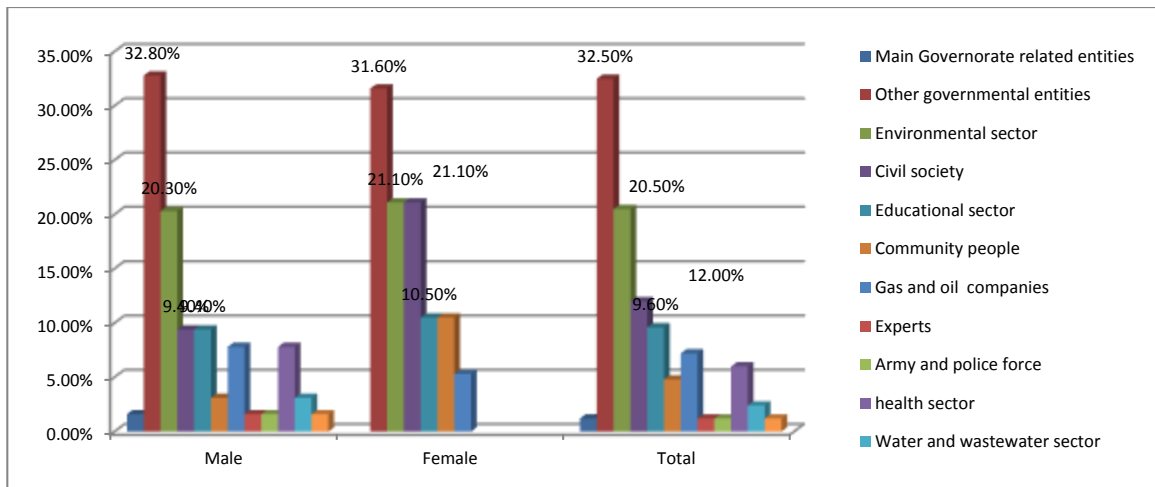


Figure 0-1: % Distribution of participants by sector and sex

With regards to the occupational status 48.2% of the participants were among specialists (engineers, doctors, accountants, lawyers...etc) 20.0% of them were of high managerial status. The head of Shebein El Qanater local unit attended the consultation event. 27.0% of the participants were among administrative staff. 7.8% were students. The police force also attended the meeting in order to secure the heads of Markazs who attended the session.

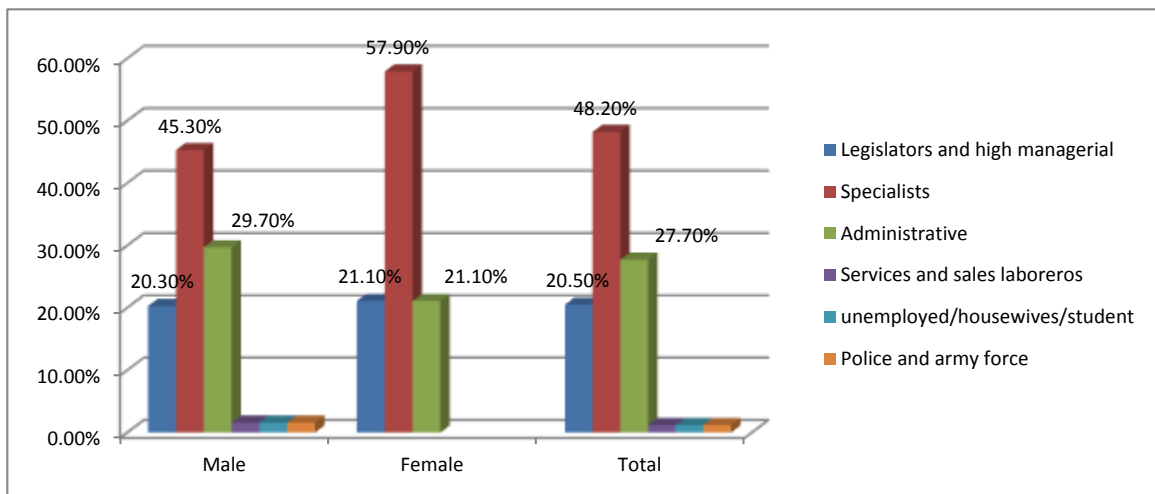


Figure 0-2: % Distribution of participants by occupation and sex

Summary of discussions

- Mr. Taha Roshdy the head of Shebein El Qanater municipality in Qalubia Governorate inaugurated the consultation event by brief discussion about the NG and the benefits of it.
- Eng. Yosra Asker, the representative of EGAS, made a brief presentation about the NG using power point. She managed to simplify the process. By the end of discussion, the participants were fully aware about the NG installation process and the project.



Photo 0-2: The panel

- Using PowerPoint and multimedia, EcoConServ experts presented the ESIA 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. Thereafter, an open discussion took place for couples of hours. There was an active participation from the participants side and they were more than willing to play a role in informing people about the NG.



Photo 0-3: EGAS representative



Photo 0-4: Female participation



Photo 0-5: Community people



Photo 0-6: Participants

Afterwards the participants were keen to ask various questions related to the project. Following is the main issues raised:

Table 3: Key comments and concerns raised during the Final Public Consultations

Subject	Questions and comments	Responses	Actions to be taken
Installation action plan	1- What the exact installation action plan?	There is a clear action plan that was developed by EGAS and Egypt Gas	<ul style="list-style-type: none"> Such plan should be disclosed to the community
Areas that have not been connected to the NG	There are many areas that were not benefited from the NG. Will they be left behind? (This question was raised by all participants	There are certain specifications to install the NG to any area. In case the area is suitable, the Government of Egypt try to allocate financial resources to install the NG. Given the limited resources Egypt face, the installation plan might take some time	
Narrow streets	Many areas in Qalubia districts have narrow streets. Will they be able to connected to the NG?	According to the technical specification, certain street width is required in order to be able to mitigate any emergency cases	
Coordination with the Local Units	It is highly recommended to coordinate with information centers within 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 necessity to have sewage installed prior to NG	Why it is so essential to have sewage system installed prior to the NG installation?	The sewage pipelines is located at lower depth than the NG. Therefore, the sewage should be installed first. This is one of technical specifications that can't been violated.	
Street restoration	After the completion of the NG construction, the contractor never have streets rehabilitated	The LDCs disburse the cost of street restoration to the local unit and road authority prior to construction phase. It took them long time to rehabilitate streets so that the streets left without being rehabilitated	

Subject	Questions and comments	Responses	Actions to be taken
The regulator related problems	There are regulators installed on the walls of buildings. In case of paving roads, such regulators might be covered.	Such concern is not viable due to the coordination between the LDCs and other entities. In case of implementing any projects after the installation of NG, all entities should inform the LDCs. They aim at securing the project. In case if any community member noticed such practices it will be essential to inform the LDCs on 129 telephone	Such activities should be disclosed to the community to inform about
Role of the NGOs	What is the role of the NGOs?	They will play an active role in the process of information sharing: <ul style="list-style-type: none"> 1- The cost of NG connection during the project and during operation 2- The importance to install the gas during the project as subsidy will be available only during the construction phase 3- The safety measures 4- Emergency procedures 5- Hotlines 	

1.4 Summary of consultation outcomes

The key message from the 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 restoration, the main public and governmental requirement was the speedy implementation of the project and expansion to additional areas.

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 hand¹, additional consultation efforts (for example through focus group discussions, in-depth meetings, and interviews) were implemented 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 awareness campaigns efforts in relation to the different foreseen impacts and project activities. It is worth mentioning that the scope of awareness rising 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.

¹ 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.”

Table 4: Suggested stakeholders for site-specific consultations

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

1.5 Public consultation disclosure activities

Upon approval by the World Bank and EEAA, the ESIA will be disclosed on the WB website, EGAS and Egypt Gas websites. Prior to the disclosure of the report, the project attracted the attention of Media people. Press items about the project were published on various sites of the social media.

The screenshot shows a news article on the Masress.com website. The article is titled "محافظ القنوية: توصيل الغاز الطبيعي لـ 350 ألف وحدة سكنية جديدة" (Governor of Qena: Supply of natural gas to 350 thousand new residential units). The article is dated 16-05-2015 and is written by Mohamed El-Sayed. The main text discusses the completion of gas supply to 350 thousand units in Qena, mentioning the involvement of the Ministry of Planning and Economic Development, the Ministry of Housing, and the Ministry of Natural Gas. It also mentions the construction of a gas pipeline and the installation of gas meters for the units. A sidebar on the left lists other news items related to the gas supply project in Qena.

محافظ القنوية: توصيل الغاز الطبيعي لـ 350 ألف وحدة سكنية جديدة

شهر في محيتر يوم 16 - 05 - 2015

أعلن محافظ القنوية المهندس محمد عبد القادر ، توصيل الغاز الطبيعي لما يقرب من 350 ألف وحدة سكنية جديدة بمدن كيبو وشبرا الخيمة وبها وطوخ والقناطر وكفر أشرف ليمثل إجمالي عدد المستفيدين من توصيل الغاز بالقنوية لأكثر من مليون مشترك.

وأضاف عبد القادر - في تصريح له اليوم - أنه تقرر الانتهاء من إعداد الدراسات لإقامة التوصيل الغاز إلى مدينة "الخصوص" والتي تضم وعدا أكثر من مليون نسمة وتحتاج لميزونات ضخمة للتطويرها ، مشيراً إلى أن الخطة تشمل أيضا توصيل الغاز إلى قرى النوبل الأصغر بالخافة ومن المنتظر أن تبدأ شركة الغاز في الدراسات المطلوبة للمشروع قريبا، بخصب وثلة 30 ش 21.

وتلشد المحافظ ، المواطنين في المدن والقرى مساندة المحافظة كدر المستلج في تكافؤ اللقيات التي تواجه بعض مشروعات مد الغاز خاصة في القرى ، حيث تواجه هذه العملية بعض الإحتراطات من مثاله الأراضي ، موضحا أن هذه المشروعات ذات نفع عام لجميع أهالي المحافظة.

قصر حيا لقراءة الخبر عن المصدر: [التعليق](#) في تويتر

مواضيع ذات صلة

مداينة القنوية: توصيل الغاز الطبيعي لـ 350 ألف وحدة سكنية جديدة
مداينة القنوية: توصيل الغاز الطبيعي لـ 350 ألف وحدة سكنية جديدة
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