



TANZANIA CITIZEN ENGAGEMENT PLATFORM FACTSHEET

1. What is the Objective of the Tanzania Citizen Engagement Platform (TCEP)?

- **To enhance World Bank-Government-CSO engagement and country development effectiveness in regard to the World Bank portfolio** by bringing together government, members of civil society groups and academia, development partners and citizens to discuss critical development issues within the parameters of the Tanzania Country Partnership Framework (CPF)ⁱ. TCEP is a Multi-Stakeholder Platform (MSP). The TCEP will not replace, but rather complement project and sector level stakeholder engagement mechanisms.

TCEP is intended as a platform through which the World Bank Country Management will enlist continuous feedback from stakeholders of the Bank-financed portfolio in Tanzania and will enable the Bank and the government to strengthen performance of programs and (related) policymaking. The intention is to categorize and aggregate all the rich insights gathered and share them with relevant World Bank sector colleagues for consideration in their project implementation and engagement. The participation of representatives of Government will ensure they receive feedback in real-time so it can inform learning and decision-making.

2. What are Multi-stakeholder platforms (MSPs)?

- **Multi-stakeholder Platforms (MSPs) offer a structured approach to engagement of diverse stakeholders on issues of mutual interest.** They aim to foster dynamic participation, collaboration and coordination across stakeholders, leverage their different experiences, knowledge and skills to bring solutions to the specific challenges, and indeed change incentives and mobilize the commitments needed to drive action – in this case to promote citizen engagement in order to strengthen the World Bank’s portfolio and public policy.
- **MSPs take many forms, with the ability to address complex challenges.** They can be distinguished by the level of engagement (global, national, regional, local); the scope (national, sectoral or project); type and diversity of stakeholders and participants (government, CSOs, private sector) and initiator (government, donors or civil society). They are uniquely positioned to address complex development challenges, as government, donors, civil society, and the private sector collectively have the capacity, resources, and know-how to tackle challenges in a way that no single actor could resolve alone.



3. **Has the Bank launched other similar citizen engagement platforms?**

- **The World Bank’s historical commitment to stakeholder engagement includes a focus on building capacity of governments and CSOs to engage constructively with one another**, as well as support for multi-stakeholder discussions that include negotiating terms of engagement. Key World Bank documents have captured this commitment over time. They include the Guidance Note on Bank Multi-stakeholder Engagement and The Strategic Framework for Mainstreaming Citizen Engagement in World Bank Operations (“Strategic Framework”) and indeed the creation of the Global Partnership for Social Accountability (GPSA) whose multi-stakeholder platforms facilitate collaboration of CSOs with the public sector. Moreover, the World Bank’s IDA 19 policy commitments include establishment of platforms for multi-stakeholder engagement in policy making and implementation to enhance public participation, accountability, and responsiveness.ii

4. **How does TCEP relate to other stakeholder engagement processes and mechanisms?**

- **TCEP participants are considered as representing the citizens of Tanzania through their sector activities and institutions.** The Bank promotes the engagement of citizens through other project and sector-level engagement mechanisms already in place and the TCEP platform does not replace, but rather complements, those processes. At the project level, open and transparent engagement between the Borrower and project stakeholders is referred to as Stakeholder Engagement.

5. **What format will the TCEP events take, and how frequently will it convene?**

- **Both virtual and in-person events will be considered.** The inaugural TCEP event was virtual, given the current Covid-19 context. However, it is feasible that future events will be in-person or a mix.
- **The length of the individual events will vary** between 90 minutes and 2.5 hours and will be determined by the objective. The inaugural session was longer given the need to provide a background of the TCEP and answer questions in that regard. It is anticipated that subsequent events will be shorter.
- **The number of participants invited to each session will be kept to a modest size to foster meaningful participation.** The number of participants per event will vary, depending on the level of interest and availability of invited participants.
- **The moderators for individual sessions will also vary, determined by the topic under discussion.**



- **Sessions will not be recorded.** However, minutes of aggregate comments will be taken and shared afterwards with participants.
- **The TCEP will adopt a “learning by doing” approach** and anonymous post-event surveys will be administered to participants to garner feedback on the event (content, format etc.) with a view to constantly fine-tuning and improving the platform.
- **The number of events per calendar year is not predetermined** and will be based on the identification of relevant topics. However, it is envisaged that at least three events per year will be organized. The objective is to promote continuous engagement and feedback.

6. What themes/topics will the TCEP cover?

- **The topics to be discussed at the TCEP will focus on broadscale and crosscutting sectoral topics in as far as they related to the Country Partnership Framework and active and pipeline World Bank portfolio, which would benefit from national-level discussion or showcasing.** Topics would also contribute to shifting the framing of engagement by demonstrating inclusive and constructive dialogue. They will be identified with care to ensure a value-add at national level and to sector and operational level processes and outcomes, to inform decision-making and remedies at relevant levels of government.
- **Topics should be geared towards promoting knowledge and information-sharing, and partnership building on projects financed by the World Bank.** Specific topics should be identified based on a participatory process (including government, the Bank and CSO participants). Topics for initial sessions should be strategically identified to consolidate buy-in, ensure topicality, pique interest and generate momentum.

7. Who will be invited to participate and how will they be selected?

- **There will be an ongoing mapping of CSOs and development partners for specific sessions.** In general, participants should be tailored to the session topic at hand and guided by the definition of ‘other interested parties’ provided by the Environmental and Social Framework (ESF).ⁱⁱⁱ That said, a core group of regular participants would support continuity.
- **Identification of CSOs recognizes the wide range of actors that fall under this category, including think tanks, academia, nongovernmental organizations, and community associations.** CSOs working at national and sub-national levels have been identified and will continue to be identified. NGO diversity will be reflected in ongoing outreach.



- **Participants will be co-opted by the World Bank and/or the Government.** Moderators will be selected based on the topic under consideration and will be selected from among the invited stakeholders.

8. **How will feedback from TCEP be incorporated into the Bank's projects and portfolio?**

- **Aggregated feedback (unattributed) will be shared with relevant project task teams and sectoral colleagues as appropriate.** The Bank considers it good practice for providers of feedback to be advised informed how their feedback was managed. Appropriate channels will therefore be established for communicating with feedback provides under this program if and how their feedback was utilized for each engagement.

9. **Will anonymous feedback or participation be permitted?**

- **As indicated above there will be hybrid modes of engagement, online events, face to face engagements and surveys. Each one of these modes lends itself to different protections for people's identities.** The World Bank will seek to respect the preferences of participants in this platform including on how they may wish to be identified. Participation is entirely voluntary, and participants may register with their preferred identities.

If you have specific concerns, you are welcome to write to:

Loy Nabeta

External Affairs Officer
+255-22-216-3246
lnabeta@worldbank.org

Mara K. Warwick

Country Director for Tanzania, Malawi, Zambia, and Zimbabwe.
mwarwick@worldbank.org

ⁱ The CPF identifies the key objectives and development results through which the WBG intends to support a member country in its efforts to end extreme poverty and boost shared prosperity in a sustainable manner. It is the central tool that guides the WBG's support for the member country's development program. The CPF, which is prepared by the WBG, starts from the member country's vision of its development goals, which is determined by a country-owned and led strategy process.

ⁱⁱ IDA19 Second Replenishment Meeting: Special Theme - Governance and Institutions. **Also see <https://www.thegpsa.org/>**

ⁱⁱⁱ "The term other interested parties refers to individuals, groups, or organizations with an interest in the project, which may be because of the project location, its characteristics, its impacts, or matters related to public interest. For example, these parties may include regulators, government officials, the private sector, the scientific community, academics, unions, women's organizations, other civil society organizations, and cultural groups." World Bank, Guidance Note, ESS10.