Arab Republic of Egypt

Governorate of Alexandria

Alexandria Development Project

Integrated Environmental and Social Impact Assessment (IESIA)

Social Assessment

June 21, 2007
## Abbreviations

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Full Form</th>
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<tbody>
<tr>
<td>ADP</td>
<td>Alexandria Development Project</td>
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<tr>
<td>ASDCO</td>
<td>Alexandria Sanitary Drainage Company</td>
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<tr>
<td>AUDI</td>
<td>Arab Urban Development Institute</td>
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<tr>
<td>CAPMAS</td>
<td>Central Agency for Public Mobilization and Statistics</td>
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<td>CBOs</td>
<td>Community Based Organizations</td>
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<tr>
<td>CDAs</td>
<td>Community Development Associations</td>
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<tr>
<td>CDS</td>
<td>City Development Strategy</td>
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<tr>
<td>CPI</td>
<td>Child Protection Initiative</td>
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<tr>
<td>CSDP</td>
<td>Comprehensive Strategic Development Plan (for rehabilitation of Marriout Zone)</td>
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<td>EEAA</td>
<td>Egyptian Environmental Affairs Agency</td>
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<td>EHDR</td>
<td>Egypt Human Development Report</td>
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<td>EPAP</td>
<td>Egyptian Pollution Abatement Project</td>
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<td>ESA</td>
<td>Egyptian Survey Authority</td>
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<tr>
<td>FDGs</td>
<td>Focus Group Discussions</td>
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<td>GAIF</td>
<td>General Authority for Investment and Free Zones</td>
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<tr>
<td>GIS</td>
<td>Geographical Information Systems</td>
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<tr>
<td>GOPP</td>
<td>General Organization for Physical Planning</td>
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<tr>
<td>GTZ</td>
<td>Deutsche Gesellschaft für Technische Zusammenarbeit</td>
</tr>
<tr>
<td>Hai</td>
<td>District</td>
</tr>
<tr>
<td>HDI</td>
<td>Human Development Indicators</td>
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<tr>
<td>HE</td>
<td>His Excellency</td>
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<tr>
<td>HIPCs</td>
<td>Heavily Indebted Poor countries</td>
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<tr>
<td>IESIA</td>
<td>Integrated Environmental and Social Impact Assessment</td>
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<tr>
<td>IMF</td>
<td>International Monetary Fund</td>
</tr>
<tr>
<td>IT</td>
<td>Information Technology</td>
</tr>
<tr>
<td>Kesm</td>
<td>Administrative jurisdiction/Authority</td>
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<tr>
<td>M &amp; E</td>
<td>Monitoring and Evaluation</td>
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<tr>
<td>MCE</td>
<td>Misr Consulting Engineers</td>
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<td>MDGs</td>
<td>Millennium Development Goals</td>
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<tr>
<td>NGOs</td>
<td>Non Governmental Organizations</td>
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<tr>
<td>NSCE</td>
<td>North South Consultants Exchange</td>
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<tr>
<td>OBA</td>
<td>Output-Based Aid</td>
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<tr>
<td>OECD</td>
<td>Organizations for Economic Cooperation</td>
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<tr>
<td>OSS</td>
<td>One Stop Shop</td>
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<tr>
<td>PAP</td>
<td>Project Affected People</td>
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<tr>
<td>PCs</td>
<td>Personal Computers</td>
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<tr>
<td>PHRD</td>
<td>Japan Policy and Human Resources Development</td>
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<td>PIP</td>
<td>Project Implementation Plan</td>
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<td>PMU</td>
<td>Project Management Unit</td>
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<tr>
<td>PPP</td>
<td>Public-Private-Partnership</td>
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<td>PSP</td>
<td>Private Sector Participation</td>
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<tr>
<td>PRA</td>
<td>Participatory Rapid Appraisal</td>
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REPD  Real Estate Publicity Department
ROW  Right of Way
SA  Social Assessment
SFD  Social Fund for Development
Sheyakha  Sub-district
SPAAC  Social Planning Analysis and Administration Consultants
TOR  Terms of Reference
UNDP  United Nations Development Programme
UNICEF  United Nations International Children’s Emergency Fund
Rates of exchange (June, 2007)

USD/EGP 5.73
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Executive Summary

Introduction
The overarching aim of the project is to support development in Alexandria through strategic investments in hard and soft infrastructure that support its competitive advantages, which would contribute to removing constraints to private sector-led growth and improving the management and utilization of local assets, while ensuring the socio-economic integration of the poor.

Specifically, the project development objective is to support local development in Alexandria by removing key infrastructural constraints, reducing barriers to investment, and ensuring the socioeconomic integration of the poor.

The following are the key performance indicators:

i. Increased private sector investment in the project area adjacent to Lake Marriout as a result of servicing lands and improved ambient conditions.

ii. Improved accessibility and reduced travel time to the main centers of economic activity (industrial estates, enterprise parks, and Alexandria ports), through rehabilitation/reconstruction of selected arterial roads.

iii. Improved living conditions of the population living in selected under-serviced squatter settlements as a result of increased access to basic infrastructure and economic services.

iv. Improved local business environment as a result of streamlining key business start-up procedures and regularizing land ownership.

The preparation of the ADP has progressed under the leadership of the Governor of Alexandria and its Secretary General. The project builds on the vision of the City Development Strategy (CDS), and its objective and components have been defined, with cost estimates of each component/sub-component established.

This social assessment aims at analyzing social issues and soliciting stakeholder views for the design of the ADP to help the project make responsive decisions concerning the social development of people and communities in the area surrounding Lake Marriout in Alexandria Governorate. As for the outcome, it seeks to enhance the benefits related to poor and vulnerable groups living in the area, while minimizing or mitigating risk and adverse impacts. To achieve this aim, the social assessment analyzes distributional impacts of intended project activities on different stakeholder groups, and identifies differences in assets and capabilities to access the project benefits.

Scope of the social assessment
The scope and depth of this social assessment is closely related to the complexity and importance of the issues investigated. The assessment of the impact of project activities is defined by the activities to be carried out and the current state of the communities that will be potentially affected.
The social assessment is an analytical exercise examining the context and the social issues possibly affected (positively and negatively) by the ADP. It is conducted by using a participatory approach that includes stakeholder interviews, consultations and first hand involvement. It also provides operational guidance on developing the design, implementation, and monitoring and evaluation framework to the ADP. Findings are expected to assist the Governorate of Alexandria and the World Bank (WB) in providing guidance and technical assistance to the Project Management Unit (PMU). To the extent possible, the social assessment builds on existing data and analysis relevant to the sector and project.

**Approach**

Development planning requires primary and secondary information. In terms of approach the social assessment was carried out in two stages. The first stage included a Rapid Context Assessment of available data, including the identification of stakeholders and the definition of key issues. In the second stage a gap analysis was carried out in order to identify the information and issues that were not covered by the secondary data.

In terms of sources the following was used:

- **Secondary sources**
  - Baseline study carried out by the Social Fund for Development
  - Participatory Rapid Appraisal (PRA) carried out by SPAAC.
  - World Bank project documents (Aide Memoire, Operational policy etc.)
  - ADP project documents (from other consultants)
  - Other reports (Egypt Human Development Report, Alexandria Human Development Report etc.)

- **Primary sources**
  - Focus Group Discussions (field work)
  - In depth interviews with community members in three selected squatter settlements (field work)
  - Stakeholder and key informant interviews (field work)
  - Transect walks/ field observation/photography of sites
  - Public Consultations

**Preliminary main findings of assessment**

The findings of this assessment are defined by two main factors. The first is the present situation of the people and communities living in the project target area and the second is the activities that are planned to be carried out by the project in the areas. The main findings will be presented as the potential positive and negative impacts the project would have on the people and communities living in these areas. The reason for which these impacts are only potential is because the activities have not yet been carried out, and that conclusions are based on previous experience and views and thoughts of those possibly/probably affected. The impacts will be described as direct and focusing either on mainly social or mainly economic impacts.
The potential impacts related to specific project activities have been arranged in such a way so as to be in line with each of the project’s components and sub-components. The ADP is composed by 4 main components and 11 sub-components:

**Component 1 - Priority Infrastructure in Support of Local Economic Development**

*Sub-component 1.1 - Providing off-site infrastructure needed to support private development of a strategic sites bordering Lake Marriout’s Main Basin*

**Social development outcome**

- The selected site for phase I land development under Component 1.1, Phase I, Carrefour area, is expected to contribute to 6,000 additional jobs when it reaches the level of full activity.
- The proposed development in partnership with the private sector through competitive selection of land developers will contribute to improved business environment, thus attracting more investors with better impact on job creation.

**Social development outcome**

- Erecting streetlights increases the level of public safety both in terms of road accidents and criminality.
- Local job opportunities could emerge as the targeted area develops. However, conflicts might emerge between local residents and temporary workers.
- Rehabilitation and reconstruction of roads is expected to improve transportation and develop trade activities. This as such implies direct economic benefits on personal, local, regional and national levels.

**Component 2 – Improving the Local Investment Climate**

*Sub-component 2.1 - Streamlining key business start-up licensing procedures through the reduction of time/steps and system automation in Alexandria Investor Services Complex’s One-Stop-Shop*

**Social development outcome**

- The reduction of the regulatory burden on the private sector through a comprehensive restructuring of all relevant procedures facing business start-ups with the objective of reducing cost, time (by 50%) and administrative steps for registration and licensing.
- Promotion of certain sectors for investment, in terms of cluster development.

*Sub-component 2.2 – Facilitating registration of existing land and property informally held by investors in the North Merghem industrial/enterprise park*

**Social development outcome**

- Existing investors will be able to expand their operations using land as collateral since formerly informally held property would be legally registered in their names.
- Reform in investment legislations as stipulated by the General Authority for Investment and Free Zones would act as enticement for more investment by the private sector.
Sub-component 2.3 - Expanding PSP in the management and development of industrial areas through pilots in Al Nahda and North Merghem areas

Social development outcome

- PPP in the expenditures related to the preparation and management of industrial zones leads to cost reduction enabling it to invest in other pressing issues like health and education services.
- PSP in the management and development of industrial areas will mobilize expertise and competence strategies to help capacity building.

Component 3: Urban Upgrading of Squatter and Informal Settlements

Improving access to infrastructure, basic services and community facilities

Social development outcome

- Investment in basic infrastructure and the improvement and provision of water to squatter settlements volume available for districts will improve people’s health as well as their quality of life and livelihoods.
- Improved community services and planned community based activities in poor neighbourhoods will city structure.

Component 4: Institutional Development, Technical Support and Project Operation

Sub-component 4.1 - Updating Alexandria’s Master Plan

Social development outcome

- The new Plan will guide the location and direction of the city’s urban growth; suggest better, safer and Al-Arab and Alexandria; and propose an overall land use plan for all lands surrounding Lake and Wadi Mariout Alexandria Governorate.
Sub-component 4.2 – Establishing the Alexandria Development Agency

Social development outcome

• Establishment of a solid regulatory framework for managing local economic development will ensure the promotion of urban upgrading and tenure security.
• Provision of necessary equipment, Geographic Information System (GIS) and Information Management System (IMS) to the new Agency.
• Strengthening and developing the private sector through improving the local business environment.
• Development and strengthening of the food processing, tourism and textiles and garments sectors.

Sub-component 4.3 – Supporting the Project Management Unit’s capacities

Social development outcome

• Ensuring the effective and efficient implementation of the ADP components in order to achieve the set results and objectives.
• Establishing a monitoring and evaluation system to ensure continuous optimum implementation and continuous improvement.
• Guaranteeing the sustainability of the project through building the capacities of key institutions and human resources.

Strategy to achieve social development outcomes

Based on the general social assessment under each of the above sub-components, the following issues should be carefully considered to assure access to project benefits and achieve general social development outcomes for all segments of the population in the target areas. This strategy is also connected to the mitigation of possible negative impacts.

Recommended is the following:

• Solutions to urban land development problems are recommended to be working for all parties to ensure mutual benefits, sustainability and replicability.
• Existing social problems in the target areas are too large and complex to be solved independently by specific groups or societal segments. Communities may be very well organized, but without funds, access to land and technical assistance, they cannot build secure and stable neighbourhoods for themselves.
• Urban upgrading should aim mainly at improving people’s quality of life in terms of improving employment and accessibility to infrastructure and social services. Therefore, mechanisms and tools of urban development should be flexible and practical.

This will preferably be achieved through participatory approaches, where as many of the affected stakeholders in the target areas as possible are included in the urban upgrading process.
Recommendations for project design and implementation arrangements

In addition, other measures are recommended to be carried out to successfully achieve development goals. The following issues should be carefully addressed:

- Conducting economic analysis for vulnerable groups in the area (fishermen, poorer communities and scattered population in the area).
- Conducting a study on the willingness to pay of residents of the target areas for the installation of water meters and connection to wastewater networks.
- Preparing schemes to mobilize public-private participation PPP.
- The implementation of the Resettlement Policy Framework document in full as and when needed.
- Designing monitoring and evaluation schemes to report and assess sustainable social development outcomes.
- Avoiding the exclusion of stakeholders and vulnerable groups and encouraging community representation through the creation of community committees.
- Drafting an employment plan that ensures the local population is given the necessary training and the opportunity to be integrated in the development activities in their neighborhoods and the areas surrounding Lake Marriout.
- Focusing on enhancing human capital skills-sets to match needs of private investment projects through technical and vocational education.

The table below summarizes the project's potential negative impacts and their respective mitigating measures.
<table>
<thead>
<tr>
<th>Potential Impacts</th>
<th>Mitigation Measures</th>
<th>Responsibility</th>
<th>QA/QC</th>
<th>Cost (US$)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exclusion of primary or secondary stakeholders</td>
<td>Conduct a public awareness scheme and public consultations</td>
<td>Governorate</td>
<td>PMU</td>
<td>Governorate budget</td>
</tr>
<tr>
<td>Under-representation of groups in vulnerability context or vulnerable to risk</td>
<td>Conduct economic analysis for vulnerable groups in the area (fishermen, poorer communities and vulnerable groups in the area). Establish community representation through community committees</td>
<td>Governorate</td>
<td>PMU</td>
<td>15,000</td>
</tr>
<tr>
<td>Absence or reluctance of PPP</td>
<td>Prepare and implement schemes to mobilize public-private participation PPP</td>
<td>Governorate</td>
<td>PMU</td>
<td>Governorate budget</td>
</tr>
<tr>
<td>Unfair/inadequate/inappropriate land pricing prevent businesses from owning land and necessary collateral and stability</td>
<td>Establish a transparent process for the purchase of land and provide access to loans</td>
<td>Governorate</td>
<td>PMU</td>
<td>Governorate budget</td>
</tr>
<tr>
<td>New employment opportunities do not make use of the local human resources</td>
<td>Draft an employment plan that ensures the local population is given the necessary training and the opportunity to be integrated in the development activities in their neighborhoods and the areas surrounding Lake Marriot. Focus on enhancing human capital skills-sets to match needs of private investment projects, thus promoting technical and vocational education.</td>
<td>Governorate</td>
<td>PMU</td>
<td></td>
</tr>
<tr>
<td>Public safety is reduced because of increase in road traffic</td>
<td>Increase signage on the roads and improve existing ones. Increase traffic control. Integrate protection measures nearby schools and densely populated areas. Establish an emergency plan for cases of accidents and emergencies on these roads.</td>
<td>Governorate</td>
<td>PMU</td>
<td></td>
</tr>
<tr>
<td>Possibility of resettlement of residents whose house or business stands in an area earmarked for comprehensive development</td>
<td>In this eventuality, the Resettlement Policy Framework document is to be implemented in full.</td>
<td>Governorate</td>
<td>PMU</td>
<td></td>
</tr>
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</table>
INTRODUCTION and Background

- Rationale of ADP

As part of the Governorate of Alexandria’s comprehensive City Development Strategy (CDS), which aims at the improvement of the environment and the situation of its people, the Governorate has, with the support of the World Bank, planned the Alexandria Development Project (ADP) as one of the main activities to be carried out within this larger initiative. The objective of the ADP is to enable the Governorate of Alexandria to take advantage of its competitive endowments, to better manage local assets, and to remove constraints to private sector-led growth, while not neglecting the socio-economic integration of the poor.

All financial investments under the ADP are screened against specific eligibility criteria in order to ensure the following impacts:

- Increasing private sector productivity; generating employment; supporting growth in Alexandria’s most competitive economic clusters (the manufacturing and tourism sectors); increasing exports; and/or improving the livelihood of the poor;
- Increasing municipal revenues, tax revenues and/or user charges; and improving municipal and other beneficiary institutions, capacity to maintain investments that will be financed under the project- i.e. put in place an explicit system and budget for operation & maintenance (O&M).

The project shall be carried out under the leadership of the Governor of Alexandria and its Secretary General. The project builds on the vision of the City Development Strategy (CDS), and both its objective and components have been defined, with the cost estimates of each component/sub-component established. These estimates will not be presented in this report.

- Project components and objectives

ADP is composed by 4 main components with 11 related sub-components. These are, based on ADP documentation listed as follows:

**Component 1 - Priority Economic Infrastructure to Support Local Economic Development**
1.1 - Providing off-site infrastructure needed to support private development of a strategic site bordering Lake Marriot’s Main Basin.
1.2 - Rehabilitating/reconstructing selected critical access roads linking major centers of economic activity in Alexandria.

**Component 2 – Improving the Local Investment Climate**
2.1 - Streamlining key business start-up licensing procedures through the reduction of time/steps and system automation in Alexandria Investor Services Complex’s One-Stop-Shop.
2.2 – Facilitating registration of existing land and property informally held by investors in the North Merghem industrial/enterprise park.
2.3 - Expanding PSP in the management and development of industrial areas through pilots in Al Nahda and North Merghem areas.

**Component 3: Urban Upgrading of Squatter and Informal Settlements**
Improving access to infrastructure, basic services and community facilities.

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Final Report

June 21, 2007
Component 4: Institutional Development, Technical Support and Project Operation

4.1 - Updating Alexandria’s Master Plan.
4.2 - Establishing the Alexandria Development Agency.
4.3 - Supporting the Project Management Unit’s capacities.

1.3 The Social Impact Assessment

This social impact assessment report is an integral part of the integrated environmental and social impact assessment consultancy that was carried to evaluate and assess the potential impacts that the ADP components would have on the local environment and population. The social assessment attempts to analyze issues and solicit stakeholder views for the design of the ADP to help render the project responsive to social development concerns. In addition, it seeks to enhance benefits for poor and vulnerable people and communities while minimizing or mitigating risk and adverse impacts. To achieve this aim, the social assessment analyzes distributional impacts of intended project benefits on different stakeholder groups, and identifies differences in assets and capabilities to access the project benefits. The PMU will be in charge of the Social Impact Assessment.

This report should therefore be viewed as part of a wider, more comprehensive exercise. The full Integrated Environmental and Social Impact Assessment report (IESIA) is available as a project document along with the Resettlement Policy Framework (RPF) and together with the Social Assessment report (SA) form the basis for the project activities.

CONTEXT OF OVERALL PROJECT

Alexandria, with a population of around 3.7 million inhabitants, is Egypt’s second largest city, and is situated on the Mediterranean Sea. The City is facing several challenges for improving the living conditions of the population; 30% live in squatter settlements; only 25% of city population is active in the labour market, although formal unemployment is not more than 7-10%. In addition and there are severe environmental problems. The City also has huge development potentials, stemming from its location, its population and the availability of large vacant land to address the pressure of urbanization.¹

One fifth of Alexandria’s population live in rural areas. These areas have a rural and Bedouin societal structure which contributes to the large rural life style in El Amreya, Hai Shark, Hay Wasat, El Montaza and Borg El Arab districts.²

- Human development performance in Alexandria

The Human Development Index in Alexandria Governorate has increased from 0.715 in 1998 to 0.741 in 2001, and to 0.752 in 2004, indicating a relative improvement in people’s welfare during this period. This placed Alexandria at the fourth rank among the Egyptian Governorates preceded by Port Said, Suez and Cairo. However there are still large differences between districts in Alexandria Governorate

¹ International City Development Policy Conference, concept note.
³ UNDP EHHR 2005, p.211.
where the city of Borg El Arab El Gedida represents the highest HDI value of 0.783, whereas Markaz of Borg El Arab represents the lowest value of 0.679.4

- **Development planning**

The discrepancies in HDI between different districts in the Governorate demonstrate an inequitable distribution of resources. Hence, there are short term plans to reallocate local resources to areas with low HDI values such as: Al Zeraa El Bahary and El Gueirah, Abou Seer, El Gharbaniat, El Sanafrah and Borg El Arab City (Kesm Borg El Arab); Khorsheed El Kebleya (Kesm El Raml); and El Nahdah, Marriout and Merghem (Kesm El Amreya). Some of these areas already fall within the ADP target areas.

- **The ADP within Millennium Development Goals**

The UNDP has worked with other UN departments, funds and programs, the World Bank, the International Monetary Fund (IMF) and the Organizations for Economic Cooperation (OECD) on a concise set of goals, numerical targets and quantifiable indicators to assess progress in what have been universally defined as the main priority areas for development at a global level. The MDGs are presented below in relevance to the ADP components to help identify how different components of the project might contribute to the achievement of the MDGs at the local level.

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6 UNDP, EHDR, Millennium Development Goals, p.103.
<table>
<thead>
<tr>
<th>#</th>
<th>Millennium Development Goals</th>
<th>Relevance to ADP components</th>
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| 1 | Eradicating extreme hunger and poverty  
   Target 1) Halve, between 1990 and 2015, the proportion of people whose income is less than $1 a day  
   Target 2) Halve, between 1990 and 2015, the proportion of people who suffer from hunger | All components |
| 2 | Achieving universal primary education  
   Target 3. Ensure that, by 2015, children everywhere, boys and girls alike, will be able to complete a full course of primary schooling | Specifically component III |
| 3 | Promoting gender equality and empowering women  
   Target 4) Eliminate gender disparity in primary and secondary education, preferably by 2005, and in all levels of education no later than 2015 | Specifically component I & III |
| 4 | Reducing child mortality  
   Target 5. Reduce by two-thirds, between 1990 and 2015, the under-five mortality rate | All components, specifically I & III |
| 5 | Improving maternal health  
   Target 6) Reduce by three-quarters, between 1990 and 2015, the maternal mortality ratio | All components, specifically I & III |
| 6 | Combating HIV/AIDS, Malaria and other major diseases  
   Target 7) Have halted by 2015 and begun to reverse the spread of HIV/AIDS  
   Target 8) Have halted by 2015 and begun to reverse the incidence of malaria and other major diseases | Indirectly |
| 7 | Ensuring environmental sustainability  
   Target 9) Integrate the principles of sustainable development into country policies and programmes and reverse the loss of environmental resources  
   Target 10) Halve, by 2015, the proportion of people without sustainable access to safe drinking water and basic sanitation  
   Target 11) Have achieved by 2020 a significant improvement in the lives of at least 100 million slum dwellers  
   Target 12) Develop further an open, rule-based, predictable, non-discriminatory trading and financial system (includes a commitment to good governance, development, and poverty reduction/both nationally and internationally) | All components |
| 8 | Developing a global partnership for development  
   Target 13) Address the special needs of the Least Developed Countries (includes tariff and quota-free access for Least Developed Countries exports, enhanced programme of debt relief for heavily indebted poor countries [HIPCIs] and cancellation of official bilateral debt, and more generous official development assistance for countries committed to poverty reduction)  
   Target 14) Address the special needs of landlocked developing countries and small island developing states (through the Programme of Action for the Sustainable Development of Small Island Developing States and 22nd General Assembly provisions)  
   Target 15) Deal comprehensively with the debt problems of developing countries through national and international measures in order to make debt sustainable in the long term | All components |

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7 UNDP, EHDR, Millennium Development Goals, p.103-106.
The ADP is expected to localize the MDGs for Alexandria Governorate. Only one goal seems to be not directly applicable, which is that of combating HIV/AIDS, Malaria and other major diseases. However, improving environmental conditions and access to infrastructure is expected to decrease many other major diseases, especially water pollution based diseases.

- ADP within Alexandria’s Future Vision of Human Development

The future vision of human development in Alexandria has identified a number of thematic target areas. A comprehensive assessment of these thematic areas is discussed in the Alexandria Human Development Report. The thematic areas of Alexandria’s future vision are presented below in relevance to ADP components. This helps to mark how different components of the ADP might contribute to the achievement of Alexandria’s developmental future vision.

Table 2.2: Alexandria’s future vision in relation to the ADP

<table>
<thead>
<tr>
<th>#</th>
<th>Thematic areas of Alexandria’s future vision</th>
<th>Relevance to ADP components</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Reallocation of available resources</td>
<td>All components, specifically I</td>
</tr>
<tr>
<td>2</td>
<td>Mobilization and integration of local resources</td>
<td>All components, specifically I &amp; III</td>
</tr>
<tr>
<td>3</td>
<td>Creation of job opportunities and expansion of micro-credit loans</td>
<td>All components, specifically I &amp; II.</td>
</tr>
<tr>
<td>4</td>
<td>Transformational training to meet labour requirements</td>
<td>All components, specifically II, III &amp; IV</td>
</tr>
<tr>
<td>5</td>
<td>Geographical redistribution of health care services, especially for maternal and child health, and medical insurance</td>
<td>All components, specifically I &amp; III</td>
</tr>
<tr>
<td>6</td>
<td>Achieving educational development, especially for facilities, class density and one classroom schools.</td>
<td>Component III specifically</td>
</tr>
<tr>
<td>7</td>
<td>Controlling population growth</td>
<td>All components indirectly</td>
</tr>
<tr>
<td>8</td>
<td>Improving environmental management to push private investments, especially in industrial zones</td>
<td>All components specifically II</td>
</tr>
<tr>
<td>9</td>
<td>Encouraging small enterprises, expanding micro-credit programs and facilitating marketing of products</td>
<td>Component II</td>
</tr>
<tr>
<td>10</td>
<td>Mobilize soft loans to establish service projects</td>
<td>Component III</td>
</tr>
<tr>
<td>11</td>
<td>Improvement of accessibility to infrastructure services, especially water and sanitation</td>
<td>All components</td>
</tr>
<tr>
<td>12</td>
<td>Adoption of participatory approaches, especially for local communities and civil society</td>
<td>All components</td>
</tr>
<tr>
<td>13</td>
<td>Anchoring of community participation mechanisms to ensure sustainability of participation</td>
<td>All components</td>
</tr>
</tbody>
</table>

This table verifies that all components and activities carried out by the ADP are serving Alexandria’s future vision for human development.

- ADP within Alexandria’s Strategic Vision

H.E. Mohamed Abdel Salam El Mahgoub, former Governor of Alexandria declared during the International City Development Conference in 2006, that: “We wanted the CDS to include specific measures to improve the living conditions of residents, prevent further deterioration at the Lake, while
improving the municipal capacity to deliver services and better manage our local assets”. H.E. Mohammed Bassiouny, Secretary General of Alexandria Governorate stressed on the same occasion that: “The objective of the CDS is to build consensus among the city’s main stakeholders to come up with a shared vision of the city development through two-way information sharing between the technical experts and city stakeholders”.
SCOPE AND METHOD

• Conceptual Framework

This social assessment attempts to analyze the social issues involved, and to solicit stakeholder views, for the design of the ADP in order to help the project make responsive decisions concerning the social development of people and communities in the area surrounding Lake Marriout in Alexandria Governorate. As for the outcome, this assessment seeks to enhance the benefits related to poor and vulnerable groups living in the area, while minimizing or mitigating risk and adverse impacts the ADP might have. To achieve this aim, the social assessment analyzes distributional impacts of intended project activities on different stakeholder groups, and identifies differences in assets and capabilities to access project benefits.

The scope and depth of this social assessment is closely related to the complexity and importance of the issues investigated. The assessment of impact of project activities is defined both by the activities that are to be carried out and by the current state of the possibly affected communities.

The social assessment is an analytical exercise examining the context and the social issues possibly affected (positively and negatively) by the ADP. It is conducted by using a participatory approach that includes stakeholder interviews, consultations and first hand involvement. It also provides operational guidance on developing the design, implementation, and monitoring and evaluation framework to the ADP. Findings are expected to assist the Governorate of Alexandria and the World Bank (WB) in providing guidance and technical assistance to the Project Implementation Unit (PIU). To the extent possible, the social assessment builds on existing data and analysis relevant to the sector and project.

The findings of this assessment are defined by two main factors. The first is the present situation of the people and communities living in the project target area and the second is the activities carried out by the project in these areas. The main findings will be presented as the potential positive and negative impacts the project could have on the people and communities living in these areas. The reason for which these impacts are only potential is because the activities have not yet been carried out, and that conclusions are based on previous experience and the views and thoughts of those possibly/probably affected. The impacts will be described as direct and focusing mainly the social or mainly the economic, as combined as labelled socioeconomic impacts.

• Research questions

In practice the assessment involves application of social analysis principles, exercising judgment on what is most relevant to each component or sub-component of the ADP. While it is not feasible to anticipate all possible issues that may need consideration, certain specific questions facilitate decision making. The scope of social analysis here considers a number of questions, including:

• What social issues arising out of socio economic and socio cultural contexts are relevant to each component of the ADP?
• Are there ways of designing the project so as to provide significant benefits and opportunities for people, especially for the vulnerable and poor?
• Are social issues likely to impose constraints on the project?
• Are the likely social impacts on different social groups and institutions known, and are they positive in terms of their impact on the vulnerable and poor?
• Are project activities/interventions likely to be controversial, or are impacts uncertain?
• Does the project’s success depend on behavioural change of different target groups, such as land tenants, fishermen or residents in informal settlements?
• Can social analysis make a significant contribution to information needed for project appraisal?

Due to the comprehensiveness of the ADP components and sub-components, social impacts are complex and often uncertain. However, all possible information is assembled to address key social issues and to provide information to help designing the social development strategy.

• Research Methodology

To the extent possible, the social assessment builds on existing data relevant to the project (ADP). The social assessment is carried out in two stages, first conducting a Rapid Context Assessment of available data and identifying stakeholders and key issues, and second by undertaking a gap analysis of where additional data or consultations are required. Based on this, including the primary data that is a result of participatory approaches, an updated social assessment has been carried out.

This report draws on a range of information including community consultation, key informant interviews with officials and project representatives, in-depth interviews with community residents, focus group discussions and transect walks. These various activities were carried out between April and June 2006.

• Secondary data sources

Secondary data sources include official reports, statistics, documents and studies, most notably the Baseline study and the PRA carried out in the target areas. The information retrieved from these documents is the founding basis for the assessment. To fill the information gaps primary information was collected.

The main secondary sources can be listed as follows:

• Baseline study carried out by the SPAAC/ Social Fund for Development
• Participatory Rapid Appraisal (PRA) carried out by SPAAC
• World Bank project documents (Aide Mémoire, Operational policy etc.)
• ADP project documents (from other consultants)
• Other reports (Egypt Human Development Report, Alexandria Human Development Report etc.)

• Primary data sources

This section gives a brief description of primary data sources used in this report. These include key informant interviews with different groups of stakeholders, focus group discussions with residents and officials and transect walks. In addition, sketch maps and photographs are used for illustrative description purposes. A field survey was also carried out in the three primarily affected settlements including in-depth interviews and focus group discussions. The following two sub-sections present the general approach for both the sampling of the informants as well as the approach of the implementation of the field work. Additional information is attached in annex 5.

Sample selection

The survey was carried out in the three settlement areas of Al Amrawy, Hedara El Gedida, and Al Nagaa El Arab. To stress and to cover the differences between the settlement areas and within each one, each area was
split into three sub-areas based on the socio-economic status of the population. The selection of the informants was carried out using a snowball approach, with the following criteria:

- Informants should be owners of land or buildings with no legal status, but might have legal papers (electricity bill, primary but not registered contract for land or real estate…etc)
- No renters were interviewed.
- This resulted in having the majority of males as informants; however consideration was given to include female informants as part of the sample.

Informants for In-depth interviews and focus group discussions were selected using the same criteria and approach. All together 43 In-depth interviews and 5 focus group discussions were carried out in the three settlements areas. Additional interviews and focus group discussions were also held with the fishermen communities at Maawa El Sayadeen.

The in-depth interviews and the focus group discussions used the same interview guide. The guide was designed to cover the following themes:

1. Legalization
2. Implications of urban upgrading
3. Pricing of services
4. Micro-finance
5. Future of the local area

The interview guide included the following topics (beside age and gender):

1. Length of stay in the area.
2. Housing conditions in terms of available infrastructure in house (water/sanitation/electricity)
3. The way he/she obtained the housing unit (bought land, then built it/violated or occupied or possessed land, then built on it/bought it as is/inherited it as is)
4. Kind of papers that proof his possession of the unit (kind of proofs of possession)
5. Proof of legal status/legal papers of property
6. Consequences/problems of illegal status/unregistered property in present and on the long run (examples of problems)
7. Opinion about legalization, if made locally available, easier procedures/long term credit
8. Main obstacles/reservations for legalization
9. Main/general problems in the local community
10. Opinion about the concept of urban upgrading (positives/negatives)
11. Willingness to pay for services to improve supply/quality (water/sanitation)
12. Attitude towards micro finance
13. Reservations/fears of micro finance if any
14. Forecasting the future of the local area (general perception)
15. Any additional comments

9 The socio-economic status within the settlement areas was assessed subjectively, and based on previous secondary information.
In depth interviews
In all 52 in-depth interviews were carried out for this assessment. Of these 43 were carried out in the settlement areas of Al Amrawy, Hedara El Gedida, and Al Nagaa El Arab, and 9 key in-depth interviews were carried out with key informants (project staff, consultants and Governorate officials). An interview guide was used to make sure specific key issues from the perspective of different stakeholders were covered. For the key informants this helped to reach a clearer picture of the planning, progress and possible problems of the ADP components, and how to achieve a better understanding of the official standpoint on the main community concerns and problems before encountering the stakeholders in the field. Governorate and ADP officials played an important role in facilitating the process by suggesting areas for field activities as well as arranging meetings, interviews and field visits. Details on the key informants interviewed are listed in annex 2, and for the sampling and questionnaires used in the interviews in the settlement areas see annex 5.

Focus group discussions
In total 7 focus group discussions were conducted in different project sites: 2 discussions were carried out in El Amrawy, one in El Hadra El Gedida, 3 in Nagaa El Arab, and one was conducted in the fishermen community of Maawa El Sayadeen. Focus groups were carried out as semi-structured group meetings with residents during which the participants were given the possibility to discuss and contribute to specific information of concern to the community stakeholders. The participants in the focus groups were selected based on their common characteristics, for example persons from the same area or with the same or similar potential risks, such as fishermen. The focus group discussions place particular emphasis on group dynamics, when issues of particular concern should be addressed to explore participants’ attitudes, feelings and experiences as in this case an activity. The focus group discussions were carried out in similar ways in all three settlement areas. The findings from these focus group discussions are incorporated in the findings in Chapter 5. The targeted groups were selected based on the sampling frame in a way that stakeholders related and possibly affected by each of the components were represented, as described in more detail in annex 5.

Transect walks and field observations
During the implementation of the field work “transect walks” were carried out to complement the findings from the in-depth interviews and the focus group discussions, to portray the interactions between the physical environment and the human activities. The transect walks and observations were carried out in the three settlement areas of Al Amrawy, Hedara El Gedida, and Al Nagaa El Arab, and in the fishermen community of Maawa El Sayadeen. These also ensured maximum representation of geographical, resource and socio-economic variations in the community. Three structured transect walks were carried out in the three settlement areas in addition to the recorded observations carried out during the field survey in the same areas. During the transect walks, interviews with encountered people were carried out. The interviews were carried out informally and informants were selected randomly and on the basis of their willingness to answer questions.

In connection to the in-depth interviews carried out in the three settlement areas and in the fishermen community of Maawa El Sayadeen, notes were taken on the observed physical environment. The field notes were made to facilitate the comparison between what was expressed during the interviews and the actual surrounding environment.

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Names of informants and dates of interviews/meetings are listed in Annex 2
In Egypt official approval from CAPMAS (Central Agency for Public Mobilization and Statistics) has to be granted for conducting surveys in the field with people not associated with a specific project. In the case with the ADP lies in a grey zone, as the population is stakeholders in the project, but at the same time not really part of the implementation of its activities. For the survey carried out for this assessment permission was not applied for at CAPMAS, however approval and permission was given by the Governorate of Alexandria.
Public Consultation

The consultation process was carried out in two stages: during the scoping and after preparation of the draft IESIA. Following is a brief description of the approach used for the public consultation. For more details, including the list of participants and proposed list of invitees, see annex 10.

First Stage
Consultation during the scoping was carried out as a consultative session with the key stakeholders, individual in-depth interviews with key stakeholders, and site visits. Initial identification of key stakeholders and interested parties took place prior to this stage. This was mainly dictated by the time frame of the IESIA and the high level of abstraction of the project.

Second Stage
The draft IESIA was presented to a larger forum through a public meeting called for by the ADP/Alexandria Governorate. The process for calling for the public meeting ensured proper communication with the affected communities and key stakeholders through the following approach:

- Media advertisement announcing the call for the public meeting to review the Draft Final IESIA.
- Preparation of non-technical summaries of the project to be delivered upon registration to the event. The summaries were made available in the Arabic language to ensure complete understanding of the project.
- Preparation of presentations in Arabic describing the project’s activities and the anticipated impacts.
- Disclosure of the Draft Final IESIA locally and via the World Bank infoshop.

Alexandria Governorate led the consultation process with the technical support of the project team. The IESIA team assisted in coordinating the consultation with the relevant stakeholders (local population, governmental and non-governmental organisations, academia and other relevant groups). The social and environmental specialists of the team ensured that early and effective identification and consultation with these groups were undertaken.

• Strengths and constraints of data

Both primary and secondary data have been used in this report, however both have strengths and constraints which affect the findings. The strengths and constrains can be stated as follows:

- The assistance of PIU staff and consultants in Alexandria gave a wide range of secondary and primary information to help understand the opportunities, constraints and implications of the project.
- The cooperation of Governorate staff and ADP consultants facilitated secondary data collection.
- The collaboration of local authorities and local people in local communities facilitated data collection in all aspects.

However, some constraints and shortcomings can be mentioned here. These include:

- The reliance of findings from other consultants to finalize their reports has caused delays related to the need to re-assess the current situation.
- The time constraint caused by the situation described in the point above has limited a wider analysis and interviews with local stakeholders, especially residents in Lake and Wadi Marriout.
• Inaccessibility of secondary information, such as characteristics of fishermen living next to the Lake and residents in subdivisions of land in Marriot Wadi is a main constraint in this report.

• Presentation of the findings

The report's findings have been arranged and presented in such a was so as to ensure the logical flow of information and a comprehensive reach of the report. Each component is described briefly, including its objectives and main sub-components. This is followed by a similar description of each sub-component with more details on its specific activities. A social assessment of the general activities follows, with a separate section on social development outcomes, presented in the form of main points. Further, in order to ensure that all social aspects and groups have been covered by the consultant, each of the sub-components has been analyzed in terms of its differential aspects on both various social groups and gender. This analysis presented in a separate section under each sub-component for clarity and distinction.

Once all sub-components have been covered, each component ends with a conclusion that includes a summary of the stakeholders and institutions involved, a summary of the differential access to project benefits, a strategy to achieve social development outcomes and recommendations on how to mitigate potential negative impacts.
FINDINGS

• Component 1: Priority Infrastructure in support of Local Economic Development

The Marriout area includes Marriout Lake and Marriout Valley to the west of Alexandria, which is considered the natural direction of growth for the city of Alexandria. Unplanned urban growth has already been going on in this zone, and the negative environmental impacts are obvious since the expansion is industrial with predominantly petroleum refineries. This has in extension an obvious impact on the people living in, or in the vicinity of, the area. In some parts of this area, there is great potential for significant economic development, if properly planned. Such economic development will certainly need to be environmentally sound to ensure environmental, social and economic sustainability. If certain measures are not taken quickly to wisely utilize and manage investment in this zone, the opportunity would be lost.\(^\text{12}\)

As described in the Comprehensive Strategic Development Plan (CSDP), the Technical Program consists of seven areas of intervention across the short, medium, and long-term plans, namely:

- Remediation of the main basin
- Restoration of the other lake basins
- Integrated management system of the Lake
- Upgrading of slum areas and degraded land
- GIS, land use maps, and urban development
- Infrastructure, utilities, and services
- Tourism development\(^\text{13}\)

Three sub-components are identified within this frame focusing on the economic infrastructure and services to support local economic development:

- Development of land surrounding Lake Marriout through public-private partnership and leveraging private sector investments (works); and
- Rehabilitating/reconstructing selected critical access roads linking centres of economic activity with major transportation hubs in Alexandria (works).

4.1.1 Component 1.1: Providing off-site infrastructure needed to support private development of a strategic site bordering Lake Marriout’s Main Basin

**Description of activities**

The objective of this component is to plan and service a high-value land adjacent to Lake Marriout and, based on a market assessment for land demands in Alexandria, assist Alexandria Governorate leverage municipal revenues through private sector investments in developing high quality mixed land uses under a public-private-partnership (PPP) arrangement. This component is revenue generating (investment component) which will contribute to the cross-subsidy of other project components. The site selected for development consists of approximately 230 hectares (548 feddans), of which approximately 110 hectares (262 feddans) are available for new development. The area is bordered by the Cairo/Alexandria Highway on the south, the main basin of Lake Marriout on the east, the new Coastal Highway on the west, and the Moharam Bek/Kabary Road on the north.


\(^\text{13}\) Information based on table 5, Shaker Helmy, Lake Mariout Pollution Assessment Report, 2003 p6-3 – 6-9.
Significant features of this site include (a) the extensive Carrefour commercial area, located on the southeast corner of the site, and (b) high value residential and commercial areas on the east side of the site that are currently under development. Positive features of this site include the large, established and high quality commercial development on and near the site, good road access and the existing commitment of the Governorate to develop this land, as no land assembly is required. Generally the following works will take place:

- Land grading, levelling and compaction as required;
- Land filling and compaction in areas covered by water;
- Construction of access roads according to the engineering plan and erection of street lighting poles;
- Extension of the water distribution network from the nearest pipeline;
- Construction of sewer network at the site and connecting to city public sewer; and
- Installation of electrical power supply and telephone lines.  

Social assessment

The area has a potential for economic development, in terms of land development to attract investors, as well as newcomers to move to the area. However in order to achieve this, water and land has to be developed and upgraded. The urban structure of these areas can be ideally exploited for the benefit of the economy of the whole city. The interventions carried out under component 1.2., are mainly expected to improve people’s quality of life through building the foundations for an economy to prosper. The analysis of social aspects is mainly based on reports addressing Lake Marriout rehabilitation.  

4.1.2 Component 1.2: Rehabilitating/reconstructing selected critical access roads

Description of activities (need to discuss in view of recent changes)

The objective of this sub-component is to rehabilitate/reconstruct two critical arterial roads and two important access roads that serve important centers of economic activity including linking them to major hubs of transportation infrastructure. The identification of these important roads for rehabilitation/reconstruction under the project builds on the consensus of the private and public sector stakeholders, and the recommendations of the competitiveness assessment study undertaken as part of the Alexandria CDS process. The design of these

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improved roads is undertaken within the context of an overall traffic survey and road network assessment for the area encompassing the two Ports of Alexandria and Dekheila, North Merghem, and the future site adjoining Lake Marriout proposed for development.

The following is a brief description of each road with its importance and current condition:

**Om Zeghiou Road:** This road is approximately 14km in length and is an important link serving several industrial areas and linking these areas with the Ports of Dekheila and Alexandria and the Cairo-Alexandria Desert Highway. A high percentage of traffic on this road consists of heavy trucks. It is in very poor condition and will have to be reconstructed. In the middle segment, one side of the road is non-usable with two lanes seriously damaged due to major settlement, which forces trucks to move to the opposite direction thereby bringing traffic to a complete halt. The road extends through a constricted residential section near the east terminus, which is just enough to accommodate current traffic volume but may require an alternative alignment (the density of residential development in the area with its 4-7 story high buildings precludes any resettlement). Investing in Om Zeghiou Road aims to improve traffic circulation within and access to major industrial areas and the Ports of Alexandria and Dekheila.

**Al Sad Al Aly Road:** Serves as an important link among the ports of Alexandria and Dekheila and the industrial areas north of Lake Marriout, and the industrial areas south of Lake Marriout and the Cairo-Alexandria desert highway. A high percentage of traffic on this road consists of heavy trucks. It is in very poor condition requiring that it be completely reconstructed and provided with adequate storm drainage. At the north terminus, the road extends through a constricted residential area, which is just enough to accommodate current traffic volume but may require depending on forecasts of future traffic volume considering an alternative alignment (the density of residential development in the area with its 4-7 storey high buildings precludes any resettlement).

**North Merghem Collector road:** This 8km long collector road (with an existing unencumbered right-of-way of about 8-9m) is currently graded/compacted but not paved and as such it plays no role in providing access to the North Merghem Area. Instead, all local traffic to the North Merghem area is currently utilizing the Cairo-Alexandria Desert Highway, thereby creating significant traffic congestion and a major bottleneck to a regional highway that greatly contributes to road accidents in the area. If this road were paved, it could service the area by accommodating an important part of the local traffic/access in North Merghem, thereby relieving the Cairo-Alexandria highway from undue congestion and accidents.

**Container Port Access Road (Kabary):** An elevated road connection of approximately 2.5 km in length has been proposed in the past from Dekheila container port to the newly constructed International Coastal Highway that has been built to freeway standards (similar to the KM27 elevated road that connects the gate of Alexandria Port with the same Highway). However, the elevated connection was never built, with the result that the several hundred trucks that move to and from the Container Port on a daily basis continue to manoeuvre through a constricted residential fabric adjacent to the port, thus causing serious congestion and damage to an inappropriately designed local road network that suffers from lack of maintenance. A direct connection from the container port to the Coastal Highway would speed truck traffic to and from the port and minimize inner-city traffic. An alternative to the costly elevated structure, and one which is considerably less expensive and is proposed under the project, is an at-grade route from the port to the coastal highway. This road would follow the alignment of an existing right-of-way of a neglected local road in the northern part and continue in the southern part between existing salt pans in Lake Marriout.

The El Sad El Aly and Om Zeghiou roads run through restricted residential areas at certain locations. The part of El Sad El Aly road passing through restricted residential area, will be widened to permit smooth traffic circulation. The widening will be through land acquisition from the State- Owned Alexandria Petroleum Company and will be carried out in accordance with the Resettlement Policy Framework (RPF) which was received and approved by the World Bank. The part of Om Zeghiou road passing through restricted residential area will be by-passed through an alternative road passing inside the Nasr Company. The alternative requires land acquisition from the Nasr Company. The proposed bypass has a 70m right-of-way.

The following works are to take place:

- Claiming the right of way, in the case that street widening at any of the areas of the roads is req
Social assessment
Interventions under this sub-component are mainly expected to improve people’s quality of life in different aspects. The activities under these sub-components are directed towards environmental upgrading as a tool for socioeconomic development to a lesser extent than the two previous ones. Nevertheless the impact the activities will produce socioeconomic improvement.

In the unlikely event that the works will infringe on residential areas, the project envisions to resettle adversely affected communities. This, while being a very slight possibility, since all effort should be made to avoid such action, has been provided for through the Resettlement Policy Framework, and will be discussed in Chapter 6 below.

Social development outcome
- Providing better infrastructure and services will increase accessibility to service infrastructures.
- Erecting streetlights will increase the level of public safety both in terms of road accidents and crime.
- Rehabilitation and reconstruction of roads is expected to improve transportation and develop trade activities. This as such implies direct economic benefits on personal, local, regional and national levels.
- If roads would be paved properly, an important part of the local traffic/access is expected to reli.
- Local job opportunities could emerge as the targeted area develops. However, conflicts might emerge between local residents and temporary workers.
- Since the targeted roads are trafficked to a great extent by trucks serving the oil and petrochemical industries in the area, public safety in cases of accidents has to be taken into consideration, particularly in proximity of residential areas.
- Improving infrastructure and related services on several levels is expected to attract investors and entrepreneurs.
- There are obvious links between this sub-component and sub-component 2.1 and 2.2.
- The possibility, even if very unlikely, that parts of some communities will have to undergo resettlement.

Social diversity and gender
The area is a partly residential one, with the settlements consisting mostly of unofficial residents. The main impact to address is that roads are expected to be constructed in this area. The RPF covers this eventuality and should be implemented in full.

Conclusions for component 1

Involved stakeholders and institutions
Based on various ADP and World Bank Documents, the Baseline study and the PRA, the main primary and secondary stakeholders and institutions involved and possibly influenced by the activities in this component are listed in annex 7.

Differential access to project benefits
Based on the findings from the first component it has become obvious that measures to ensure differential access to project benefits have to some extent been taken. Planned and completed activities within the framework of ADP include the following:
Table 4.1: Current and planned socio economic studies

<table>
<thead>
<tr>
<th>Studies and analysis of current situation</th>
<th>Planning stage</th>
<th>In progress</th>
<th>Completed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Analysis of potential economic activities</td>
<td></td>
<td>x</td>
<td></td>
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<tr>
<td>Carrying out community needs assessments</td>
<td></td>
<td>x</td>
<td></td>
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<tr>
<td>Preparation of a community participation strategy</td>
<td></td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>Analysis of job opportunities and income generation schemes</td>
<td></td>
<td>x</td>
<td></td>
</tr>
<tr>
<td>Preparation of investment and marketing plans for local business</td>
<td></td>
<td></td>
<td>x</td>
</tr>
</tbody>
</table>

It is evident that the component (together with other components) is providing, and will provide even further opportunities for people, including for the vulnerable and the poor, when activities are stepped up. The long-term negative impacts however are difficult to foresee.

**Strategy to achieve social development outcomes**

Based on the general social assessment under each of the discussed sub-components, the following issues should be carefully considered to assure access of project benefits and achieve general social development outcomes for all segments of the population in the target areas. Recommended is the following:

- Solutions to problems of urban land development are recommended to be working for all sustainability and replicability.
- The social problems that exist in the target areas are large and complex and cannot be solved independently by the specific groups or societal segments. Communities may be very well organized, but without funds, access to land or build safe and prospering neighbourhoods for themselves. Likewise, cities and formal aid organizations can upgrade, but any city development strategy or urban upgrading policy cannot work without the collaboration of all parties.
- Reaching the poorest during urban upgrading ensures the response to the poorer community instead of the needs of better off social groups at the cost of the poor. To achieve this, the poorer segments should be represented and affordable.
- Urban upgrading aims mainly to improve people’s quality of life in terms of securing land, environmental and housing conditions and accessibility to infrastructure and social services. Therefore, development should be flexible and practical. This will preferably be achieved through participatory approaches where as many of the affected stakeholders in the target areas as possible are included.

**Recommendations for project design and implementation arrangements**

In addition, other mitigation measures are recommended to be carried out/completed to successfully achieve development goals and minimize potential social risks. The following issues should be carefully addressed and mitigation measures should be considered:
Table 4.2: Potential negative social impacts of component 1

<table>
<thead>
<tr>
<th>Potential risk</th>
<th>Mitigation of risk</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exclusiveness of primary or secondary stakeholders</td>
<td>Prepare a public awareness scheme</td>
</tr>
<tr>
<td>Under-representation of groups in vulnerability context or vulnerable to risk</td>
<td>Conduct economic analysis for vulnerable groups in the area (fishermen, poorer communities and scattered population in the area)</td>
</tr>
<tr>
<td>Public safety is reduced because of increase in road traffic</td>
<td>Increase signage on the roads and improve existing ones.</td>
</tr>
<tr>
<td></td>
<td>Increase traffic control.</td>
</tr>
<tr>
<td></td>
<td>Establish an emergency plan for cases of accidents and emergencies on these roads.</td>
</tr>
<tr>
<td>Possibility of resettlement</td>
<td>In this eventuality, the Resettlement Policy Framework document is to be implemented in full. Alexandria Governorate will be responsible for any potential costs for resettlement associated with the project.</td>
</tr>
</tbody>
</table>

- **Component 2: Improving the local investment climate**

In order to accompany the activities that will take place under Component 1 and further stimulate the improvement of investment in the area to ensure that it is as rapid as possible, Component 2 contains a number of sub-components including:

2.1 Streamlining key business start-up licensing procedures through the reduction of time/steps and system automation in Alexandria Investor Services Complex’s One-Stop-Shop.

2.2 Facilitating registration of existing land and property informally held by investors in the North Merghem industrial/enterprise park.

2.3 Expanding PSP in the management of and development of industrial areas through pilots in Al Nahda and Merghem areas.

- **Component 2.1: Streamlining key business start-up licensing procedures through the reduction of time/steps and system automation in Alexandria Investor Services Complex’s One-Stop-Shop**

**Description of activities**

The objective of this component is to reduce by 50% the time (currently about 43 days), steps, and costs involved in business start-ups through system re-engineering, delegating of more functions to Alexandria Investment Complex (one-stop-shop) and the automation of essential business start-up licensing procedures. This project will cover Alexandria’s seven districts, industrial zones and free zone, ensuring coordination among the governorate, the one-stop-shop (OSS) and the districts.

The ADP has selected a consultant to map existing procedures related to business start-up to perform a survey for private investors. After agreement on the action plan for reform, bidding documents for procurement of IT equipment will be issued. The starting date for the IT procurement will be November 2006, and then the new system procedures will be implemented together with a capacity building program for relevant officials.

It is expected that this project will reduce the regulatory burden on the private sector, hence encouraging local and foreign investments in Alexandria. ¹⁶

¹⁶ Description of activities is based on WB ADP Aide Mémoire, Mission Report, Feb 1-17, 2006.
Social assessment
The anticipated increase in investment attraction will serve the project’s overall objective of improving the quality of life for local residents and of increasing their standard of living. For this sub-component, benefits to the local population will come indirectly, primarily through an increase in employment opportunities attracted by investment and its consequent effects on quality of life and standards of living. As indicated in various ADP technical reports, the major concerns to be addressed have direct/indirect effects on the following:

- Increased employment opportunities, that should however be targeted to the most vulnerable groups in the area.
- Focus on enhancing human capital skills-sets to match needs of private investment projects, thus promoting technical and vocational education, and hence reducing illiteracy rates.
- More business opportunities for already existing local workshops acting as indirect support services for investment projects, thus increasing both the per capita income by at least 50% (currently 500 L.E./month), as well as the local and national economy.

Social development outcome
- Reducing the regulatory burden on the private sector through a comprehensive restructuring of all relevant procedures facing business start-ups with the objective of reducing cost, time (by 50%) and administrative steps for registration and licensing would lead to encouraging both local and foreign investment in the Governorate.
- The significant decrease in time, cost and steps of procedures (also known as red tape) for start-up of businesses will accelerate the completion of the business cycle and hence, the flow of profits.
- Promotion of certain sectors for investment, in terms of cluster and sector development.
- Exploitation of the exceptional location and geographical characteristics of the Alexandria Industrial zones.
- Increased employment opportunities that would accommodate the heavy density of population and in extension reduce the high crime rates in these particular areas.

Social diversity and gender
It has to be stressed that all communities in the settlement areas of Al Amrawy, Hedara El Gedida, and Al Nagaa El Arab should be defined as poor, however within these communities there are segments of the population that are vulnerable to a higher degree. These include women and children and the elderly and unemployed, since these segments of the population are the ones first hit. Therefore, if precautionary efforts should be made, these groups should be the first to be targeted. It should also be noted that there is a difference between poor and non-poor interests when it comes to investment. The priorities and needs are different and this has to be taken into consideration for the implementation of the project.

- Component 2.2: Facilitating registration of existing land and property informally held by investors in the North Merghem industrial/enterprise park

Description of activities
The objective of this component is to facilitate access to land by private investors by streamlining and automating the property registration system of existing land and property informally held by investors and the development and piloting of a model parcel-based title registration system and unified registry (PCs, GIS, manuals and capacity building). The project will enable tenure regularization and land/property registration in the North Merghem area (6.5 km2). The area stretches linearly for about 8 km to the north of Cairo Alexandria desert road, with a depth ranging between 600-800 m. The area is
bound from the west by Al Ziraa Al Bahary road and from the east and north by the Nubareya canal. The area houses 244 establishments that are mostly small and medium enterprises, with a few large enterprises. The activities in the area are industrial, services, warehousing and a few small adjacent residential development, as well as a vacant land that occupies approximately 20-25% of the project area. The starting date for the regularization process is December 2007.

**Social assessment**

The Board of Directors of Industrial Areas in Alexandria Governorate includes representatives from investors’ associations in the four important industrial and enterprise areas (including Nahda and North Merghem) as well as those from public agencies, who promote awareness of the Governorate efforts and communicate good will from their end. This raises the morale of the citizens and guarantees their buy-in and engagement in these efforts since the benefits are expected to payback to their community and consequently, to themselves and their standard of living.

**Social development outcome**

- There is an implicit recognition of North Merghem as an industrial area partially because of its location near City, ports and airports, and partly because it is well served by the Cairo-Alex regional highway. It is understood that it should serve as ground for extending all necessary restructuring efforts to maximize investors' benefit and to facilitate their operations. More prospect investors would therefore group into clusters.
- Existing investors will be able to expand their operations using land as collateral since it would be legally registered in their names.
- Reform in investment legislations as stipulated by the General Authority for Investment and Free Zones will generally promote a feeling of security that will act as enticement for more investment in the private sector.
- Minimizing disputes over valuation of land and payment of usufruct rent for the interim payment period is needed to avoid negative impacts.

**Social diversity and gender**

Similarly to sub-component 2.1, social impacts on the local population in this case will be indirect, resulting in the form of increased employment opportunities and consequent effects. Again women, children, the elderly and the unemployed constitute the most vulnerable of social groups. Efforts should be made so that any eventual project benefits target these groups specifically, and so that any negative impacts take these groups into account.

- Component 2.3: Expanding PSP in the management and development of industrial areas through pilots in Al Nahda and Merghem areas

**Description of activities**

The objective of this component is to devise appropriate institutional and financial arrangements for the management/development of industrial areas to be piloted in El Nahda and North Merghem and to prepare a full Feasibility Study for a model industrial area development, prepare detailed site development plan, manage a public-private partnership (PPP) transaction for a privately-developed industrial estate in Al Nahda Industrial area, and secure financing for off-site infrastructure. This will be made in a pilot basis in Egypt, testing private sector participation in the management and development of industrial areas.\(^\text{17}\)

\(^\text{17}\) Description of activities is based on WB ADP Aide Mémoire, Mission Report, Feb 1-17, 2006.
**Social assessment**

More than 1,800 hectares (4,285 feddans) poorly managed, operated and developed industrial areas (Al Nahda and North Merghem Enterprise Park) host Alexandria’s most competitive manufacturing sectors and 30% of the labour force. This means that the PPP will directly affect the operations of these investors by contributing to decreasing their problems.

All stakeholders are involved in assessing areas of development/management and structure and financing leading to consensus on preferred options.

**Affected stakeholders and institutions**

Based on various ADP and World Bank Documents, the Baseline study and the PRA, the main primary and secondary stakeholders and institutions involved and possibly influenced by the activities in this component are listed in annex 7.

**Social development outcome**

- Buy-in and belief in the legalization system and overcoming existing problems of maintenance of infrastructure at the Amreya district (to which they are administratively affiliated), and in the case of North Merghem, limited infrastructure was initially provided by the government.
- PPP in the expenditures related to the preparation and management of industrial zones leads to cost reduction for the governorate, enabling it to invest in other pressing issues like health and education services.
- PSP in the management and development of industrial areas will mobilize expertise and competence of private sector operations and strategies to help capacity building.
- Businesses can discuss cluster development strategies and bring their inputs and insights to the table, thus helping onward and foreign direct investment.

**Legislative and regulatory considerations**

The head of the one-stop-shop in Alexandria Governorate referred the consultant to relevant presidential and ministerial decrees. A content analysis indicates the following:

- There is plenty of available land for development, especially in the Nahda area amounting to 1.350 feddans (parcels) and 1.314 feddans (sites) which could be utilized once the legislations are put into action. This is also true due to the attractive geographical characteristics and infrastructure of the area; being close to ports, airports, as well as being served by good road network including regional highways.
- Most investors tend to improve the area around their projects through paying for water supply, electricity and internal paved roads. This allows the governorate to save on the infrastructure budget.\(^{18}\)

Law no. 8 of 1997 was passed by the general Authority for Investment and Free Zones, with the purpose of providing investors with adequate guarantees to motivate them starting up businesses, and investing in the industrial zones. A summary of the most relevant paragraphs in this law are attached in annex 9.

It is worth mentioning that the synchronization between different laws and articles is vital to avoid contradictions and misinterpretations. Also, moving from generic and abstract statements to direct and detailed conditions and steps helps prevent vagueness.

\(^{18}\) Presidential decree no 97/2002, article no 2 and no 5 and Ministerial Decree no 537/2005, article no 20 and 28.
Social diversity and gender
The findings indicated no significant social diversity and gender considerations specific to this sub-component.

- Conclusions for component 2

Differential access to project benefits
Based on key informant interviews and ADP technical reports, the pressing problems that need to be addressed to enable tenure regularization and land/property registration in North Merghem are:

- Most establishments currently operating – some since 1970’s – do not have legal land tenure. Despite the existence of past decrees by the Prime Minister (No. 1107 of 1995) and the Governor (No. 193 of 1999) governing elements of the land tenure legislation process, there has been disputes over the valuation of the land and payment of usufruct rent for the interim period have prevented the resolution of this situation.
- Consecutive and not necessarily coherent decrees governing the legislation process.
- The detailed plan governing street alignment is outdated, resulting in discrepancies between the parcels that the Amlak is planning to regularize and those held by investors.
- The large landownership situation disputed between different governmental authorities.
- Some land areas would need significant site preparation.
- No precise data on how much agricultural activity takes place in or near the area with potential economic/social impact.
- Disputes arising among various Governmental agencies concerning span of control, overlapping responsibilities, etc.19
- Realizing that some of the fields of activity stipulated by law could in fact be hazardous and/or polluting.

Strategy to achieve social development outcomes
In light of social assessment for this component, a strategy to achieve social development outcomes should be developed carefully to address the following issues:

- Assess types of land divisions where establishments are currently operating;
- Create a local-local dialogue between different stakeholders to resolve conflicts arising among various governmental agencies concerning span of control over land;
- Conduct economic analysis for vulnerable groups in the area (poorer communities and scattered population in the area).

Recommendations for project design and implementation arrangements
Based on secondary data analysis and key informant interviews with pertinent officials, mitigation measures are recommended to be carried out/completed to successfully achieve development goals and minimize potential social risks. The following issues should be carefully addressed and mitigation measures need to be considered.

Table 4.3: Potential negative social impacts of component 2

<table>
<thead>
<tr>
<th>Potential risk</th>
<th>Mitigation of risks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Demobilization/obstacles to the</td>
<td>Propose a feasible strategy to institutionalize the streamlined</td>
</tr>
</tbody>
</table>

19 Specifically mentioned by Nadia Ebeid.
### Potential Risk

<table>
<thead>
<tr>
<th>Potential risk</th>
<th>Mitigation of risks</th>
</tr>
</thead>
<tbody>
<tr>
<td>registration of land and real property regularization</td>
<td>land/property registration process (the one-stop-shop) for land registration services to investors, which would also ensure coordination with the Governorate’s urban planning and Tanzim departments and the different districts. Issue a decree authorizing and officially launching land ownership regularization in North Merghem and designating special teams from the Alexandria branches of Amlak, ESA and REPD to work jointly in the field on completing the task, including piloting the title registration (sejel ainee).</td>
</tr>
<tr>
<td>Obstacles in replicating OSS in other Governorates in Egypt</td>
<td>Evaluate the pilot one-stop-shop in Alexandria, setting up a manual guiding other Governorates through the experience to overcome any obstacles that may arise due to overlaps in responsibilities between different local agencies, hierarchy issues and the process mapping.</td>
</tr>
<tr>
<td>Increase of environmental/industrial hazards</td>
<td>Address issues around pollution and/or hazardous operations typical to some fields of activity found acceptable by law. This is due to the concern for the environment as it is considered an attraction for the tourism sector as well.</td>
</tr>
<tr>
<td>Overlap and disputes of property ownership, rights, and authorities</td>
<td>Establish clear spans of control of various local and national agencies, in order to minimize overlap and disputes of property ownership, rights, and authorities.</td>
</tr>
</tbody>
</table>

### Component 3: Urban Upgrading of Squatter and Informal Settlements

The component identified to achieve urban upgrading of informal and squatter settlements is 3 Increase access to infrastructure, basic services and community facilities.

The PMU will be implicated in the implementation of activities under both sub-components. The PMUs responsibilities consists of the following:

- Preparation of all studies in project settlements, including a representative households survey;
- Participatory identification and validation of community needs and priorities;
- Preparation of feasibility and design studies and tender documents;
- Conducting community development activities in association with local associations;
- Monitoring and evaluation of the outcomes.

### Component 3: Increase access to infrastructure, basic services and community facilities

**Description of activities**

On a demand basis, and based on the baseline survey, this component addresses the most urgent infrastructure, services and facilities needed by the communities of the three selected settlements,

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20 Specifically mentioned by Nadia Ebeid.
Naga El Arab, El Amrawy and El Hadara El Gedida. A full description of each of these three areas is provided in Annex 8. These infrastructure and services address the needs for piped water, sewerage, street lighting, and road paving to improve the physical environment for the informal settlement residents. In addition to these infrastructural concerns there is also a need for support in the upgrading of the social infrastructure. This implies support to the local educational institutions, public health facilities and public security. Strengthening the existing community networks could be the first step in addressing the most urgent needs. The expected activities for this sub-component are:

- Construction of water distribution pipelines and sewage collection network including manholes and pumping stations as required;
- Road paving and construction of street lighting and drainage system;
- Removal of houses/establishments obstructing the construction of good infrastructure system;

As in sub-component 1.2, the project activities might involve the resettlement of those persons whose homes happen to be in the area that needs infrastructure work. All effort however will be made to avoid this situation and in the unlikely event that it becomes necessary, it will be regulated by the RPF document. Alexandria Governorate will be responsible for any potential costs for resettlement associated with the project.

At the socio economic level, it is expected that the following services be provided in close cooperation with local community based organizations in each of the three settlements:

- Specialized literacy services including multi-generation schools.
- Targeted vocational training with courses specifically tailored to the job market.
- Health units specialized in family health services
- Small business support facilities with information on products, markets, types and sources of credit, taxes, registration and other relevant issues.

These services and their concomitant studies and reports are already covered by the SFD, and are therefore not fully elaborated upon in the present report. Some general observations however have been included for the purpose of comprehensiveness.

The following table summarizes the sub-projects planned under this component:

<table>
<thead>
<tr>
<th>Sector</th>
<th>Location</th>
<th>Project name/description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wastewater/ drainage</td>
<td>Hadara</td>
<td>Surface water drains (32km pipes &amp; gutters)</td>
</tr>
<tr>
<td>Wastewater/ drainage</td>
<td>Naga Arab</td>
<td>Sewerage network (19km gravity network)</td>
</tr>
<tr>
<td>Wastewater/ drainage</td>
<td>Naga Arab</td>
<td>Surface water drains (19.9km pipes &amp; gutters)</td>
</tr>
<tr>
<td>Wastewater/ drainage</td>
<td>Amrawy</td>
<td>Sewerage network rehabilitation</td>
</tr>
<tr>
<td>Potable water</td>
<td>Naga Arab</td>
<td>Network rehab (9km lines)</td>
</tr>
<tr>
<td>Potable water</td>
<td>Amrawy</td>
<td>Network rehab (0.53km)</td>
</tr>
<tr>
<td>Streets/public spaces</td>
<td>Hadara</td>
<td>Main streets (9km paving, curbs, sidewalks)</td>
</tr>
<tr>
<td>Streets/public spaces</td>
<td>Hadara</td>
<td>Lanes (15km paving, curbs, sidewalks)</td>
</tr>
<tr>
<td>Streets/public spaces</td>
<td>Hadara</td>
<td>Sadat St improvement (3km public space)</td>
</tr>
<tr>
<td>Streets/public spaces</td>
<td>Naga Arab</td>
<td>Streets (19km paving, curbs, sidewalks)</td>
</tr>
<tr>
<td>Streets/public spaces</td>
<td>Naga Arab</td>
<td>2 controlled level railway crossings &amp; wall</td>
</tr>
<tr>
<td>Sector</td>
<td>Location</td>
<td>Project name/ description</td>
</tr>
<tr>
<td>------------------------</td>
<td>----------</td>
<td>----------------------------------------------------------------</td>
</tr>
<tr>
<td>Streets/public spaces</td>
<td>Naga Arab</td>
<td>Landscaping green/play areas &amp; treat lake front (including fill)</td>
</tr>
<tr>
<td>Streets/public spaces</td>
<td>Amrawy</td>
<td>Streets &amp; lanes (paving, curbs, sidewalks)</td>
</tr>
<tr>
<td>Streets/public spaces</td>
<td>Hadara</td>
<td>Small bridge linking Derisa area to Hadara</td>
</tr>
<tr>
<td>Streets/public spaces</td>
<td>Hadara</td>
<td>1.2km extension Talatin St., surface water drains</td>
</tr>
<tr>
<td>Streets/public spaces</td>
<td>Hadara</td>
<td>Pedestrian Bridge on Mahmoudia Canal</td>
</tr>
<tr>
<td>Public facilities</td>
<td>Hadara</td>
<td>Youth Centre with women’s section</td>
</tr>
<tr>
<td>Public facilities</td>
<td>Naga Arab</td>
<td>Youth Centre with women’s section</td>
</tr>
<tr>
<td>Public facilities</td>
<td>Amrawy</td>
<td>Youth sports area next to new centre with parking</td>
</tr>
<tr>
<td>Public facilities</td>
<td>Naga Arab</td>
<td>Post office/micro-credit</td>
</tr>
<tr>
<td>Public facilities</td>
<td>Hadara</td>
<td>Post office/micro-credit</td>
</tr>
<tr>
<td>Public facilities</td>
<td>Amrawy</td>
<td>Post office/micro-credit</td>
</tr>
<tr>
<td>Comm. services capacity</td>
<td>Hadara</td>
<td>CDA-run literacy/multi-generation schools</td>
</tr>
<tr>
<td>Comm. services capacity</td>
<td>Naga Arab</td>
<td>CDA-run literacy/multi-generation schools</td>
</tr>
<tr>
<td>Comm. services capacity</td>
<td>Amrawy</td>
<td>CDA-run literacy/multi-generation schools</td>
</tr>
<tr>
<td>Comm. services capacity</td>
<td>Hadara</td>
<td>CDA-run vocational training centre</td>
</tr>
<tr>
<td>Comm. services capacity</td>
<td>Naga Arab</td>
<td>CDA-run vocational training centre</td>
</tr>
<tr>
<td>Comm. services capacity</td>
<td>Amrawy</td>
<td>CDA-run vocational training centre</td>
</tr>
<tr>
<td>Comm. services capacity</td>
<td>Hadara</td>
<td>CDA-run family health services unit</td>
</tr>
<tr>
<td>Comm. services capacity</td>
<td>Naga Arab</td>
<td>CDA-run family health services unit</td>
</tr>
<tr>
<td>Comm. services capacity</td>
<td>Amrawy</td>
<td>CDA-run family health services unit</td>
</tr>
<tr>
<td>Comm. services capacity</td>
<td>Hadara</td>
<td>CDA-run solid waste collection system</td>
</tr>
<tr>
<td>Comm. services capacity</td>
<td>Naga Arab</td>
<td>CDA-run solid waste collection system</td>
</tr>
<tr>
<td>Comm. services capacity</td>
<td>Amrawy</td>
<td>CDA-run solid waste collection system</td>
</tr>
<tr>
<td>Comm. services capacity</td>
<td>Hadara</td>
<td>CDA-run health &amp; env awareness campaign</td>
</tr>
<tr>
<td>Comm. services capacity</td>
<td>Naga Arab</td>
<td>CDA-run health &amp; env awareness campaign</td>
</tr>
<tr>
<td>Comm. services capacity</td>
<td>Amrawy</td>
<td>CDA-run health &amp; env awareness campaign</td>
</tr>
</tbody>
</table>
Social assessment
The focus group discussions revealed valuable information regarding the local population’s need for infrastructure and basic services. There are some households in specific building blocks in the three areas that are not connected to the Government sewage system. This problem is faced by 20 percent of Nagaa El Arab households and 91 percent of those that suffer from this condition gave it a rating of one to three priority of the problems they face. Al Amrawy had only a few households (3.4%) that were not connected and 44 percent of them considered it a top priority problem, while only one family at El Hadra El Gedida declared not being connected to the sewage system. However, the overflow of sewage in the streets was a more serious problem to almost half of the households in Al Amrawy and El Hadra El Gedida and two thirds of Nagaa El Arab households. This secondary information was also confirmed during the field survey carried out for this assessment.

Only a few households in Nagaa El Arab are not connected to the water system and their source of potable water is public taps or they buy water. However, around half of El Hadra El Gedida households (53%) and two fifths of El Amrawy households as compared to only 15 percent of Nagaa El Arab households complain from frequent water cuts. Also those who live in high rise buildings suffer from low water pressure. Furthermore, 18 percent of Nagaa El Arab households complain from difficulty in installing water meters. Water quality was also an issue of complaint for 27 percent of households in El Amrawy that declared facing problems related to potable water, while smaller percentages in El Hadra El Gedida and Nagaa El Arab had the same complaint. Water quality was also raised by respondents when discussing local conditions that could affect the health of the local population; the respondents feared its effect on their health and health of children as well as requesting improvement of this problem to protect health of residents in the area.

Additionally, some families in the three areas complained from problems with electricity. In Nagaa El Arab a few families are not even officially connected to electricity supply. Also complaints from electricity cuts were mentioned from families in the three areas with higher percentages in Nagaa El Arab. Other physical infrastructural complaints of the three areas were related to lack of street lighting which, along with the unpaved streets and side walks that cause dust to pollute the air, is a problem for half the families. Almost four fifths of El Hadra El Gedida families (79%) suffer from unpaved streets as well as more than half (57%) of Nagaa El Arab families and around half (49%) of Al Amrawy families. Additionally, around half of the families in the three areas complained from lack of street storm drains as Alexandria is the one city in Egypt that has several rain storms during the winter season.

Such conditions require a thorough review of the sewage system maps to identify locations that are not connected and the quality of the system where it exists to be able to plan upgrading requirements of different locations to eliminate sewage overflows and to support families to connect to Government sewage system. There is also a need to increase access of families to prompt service of removing internal sewage blockages and to raise awareness of people not to use water sewage systems for solid waste disposal. The same is also needed for checking up on water systems networks and electricity networks to identify locations where buildings are not connected, locations where water and electrical cuts are often, and locations where water and/or electricity pressures are low to be able to plan locations where work is needed to address complaints.

It is also necessary to identify all streets, particularly the narrow unpaved, unlighted roads and/or those that are not furnished with storm drains and to plan upgrading works by location in a participatory manner that involves local residents who have expressed willingness to share money and/or effort. There is also a need to find practical solutions for crossing points of railways especially in Nagaa El
Arab, as well as pedestrian low crossing bridges for fast roads at edge of locations to eliminate road and railway accidents.  

Table 4.5: State of infrastructure services in El Amrawy, El Hadra El Gedida and Nagaa El Arab

<table>
<thead>
<tr>
<th>Current situation of infrastructure services</th>
<th>El Amrawy</th>
<th>El Hadra El Gedida</th>
<th>Nagaa El Arab</th>
</tr>
</thead>
<tbody>
<tr>
<td>Domestic water connections</td>
<td>99.9</td>
<td>99.7</td>
<td>95.5</td>
</tr>
<tr>
<td>Public sanitary network</td>
<td>97.1</td>
<td>99.0</td>
<td>80.2</td>
</tr>
<tr>
<td>Electricity</td>
<td>99.9</td>
<td>99.7</td>
<td>97.3</td>
</tr>
<tr>
<td>Personal electrometers</td>
<td>77.5</td>
<td>76.0</td>
<td>63.1</td>
</tr>
<tr>
<td>Shared electrometers</td>
<td>17.9</td>
<td>21.2</td>
<td>26.1</td>
</tr>
</tbody>
</table>

| General problems with service delivery (%)  |
| Water                                       | 41.3      | 52.7               | 15.3          |
| Sanitation                                  | 29.6      | 23.6               | 48.6          |
| Electricity                                  | 21.9      | 27.4               | 48.6          |

| Problems with high pricing of service       |
| Water (%)                                   | 30.1      | 15.2               | 14.8          |
| Average annual cost (LE)                    | 154.6     | 149.0              | 165.2         |
| Electricity (%)                             | 49.7      | 38.8               | 29.4          |
| Average monthly cost (LE)                   | 21.8      | 22.0               | 19.6          |
| Do not have any problems (%)                | 29.6      | 21.6               | 11.7          |
| Other pressing problems (Insects & rats) (%)| 25.7      | 31.8               | 45.9          |

In light of baseline findings, it has been necessary to investigate residents’ willingness to pay for infrastructure services to better understand their situation in this regard. The survey carried out for this assessment was qualitative in scope, with in-depth interviews and focus group discussions, which implies that the information received on specific issues cannot be generalized, but can give indications and tendencies on the feelings and attitudes of the surveyed population.

For more detailed information on the relations between different opinions (i.e. between the willingness to pay (WTP) and the willingness to legalize), a representative quantitative survey is required. A number of factors prevented the consultant from carrying out this survey, including time limitations. An alternative option is to carry out a qualitative survey in a follow-up WTP study for immediate implementation, and more on this is discussed in Chapter 6. Terms of Reference for this study have been drafted and can be found in Annex 11. Most of the stakeholders taking part in the interviews expressed clear opposition to pay. Reasons can be summarized as follows: “Infrastructure services are already available; however, quality of governmental services is very bad, especially sanitation”, “Infrastructure was installed by the community; why should we pay to the Government”, “Sanitation fees are already charged on water bills”, “Meters are already installed for each building, why should we pay again for personal meters in each unit”. “Paying for services is unacceptable, I already pay taxes”, and “fees charged by the Government are excessive”. It is recommended that a more in depth study of the different communities’ willingness to pay be conducted in order to better understand and address the situation.

21 Social Fund for Development and SPAAC, Baseline study of three selected squatter settlements, April 2006.
22 Ibid.
23 For representative surveys permission has to be granted from CAPMAS (Central Agency for Public Mobilization and Statistics)
24 Based on the field survey of in-depth interviews carried out specifically for SA the ratio in the three settlement communities in regard to the unwillingness to pay for additionally provided service were distributed as follows: 10 out of 18 in El Amrawy, 12 out of 14 in El Hadra El Gedeeda and 8 out of 18 in Nagaa el Arab. It has to be noted that this was not a statistical survey with a representative sample, but the negative position of 75% of the interviewed stakeholders should be considered a clear indication.

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In terms of the socio economic services listed above, all can be considered of great import to the three target areas. The specialized literacy services, technical and vocational training courses, family health units and small business support facilities are all activities and services that have the potential to increase employment and improve the standards of living. These issues are covered by the SFD’s Human and Community Development Group and carried out directly through local CDAs and NGOs. Reliance on local CDAs and NGOs to implement these activities has both its positive effects and its risks. While it ensures sustainability, community mobilization and participation, inclusiveness of all stakeholders and vulnerable groups, replicability and decentralization and builds the capacities of local resources, it also requires close supervision and intensive technical assistance to ensure that the activities are implemented efficiently and effectively and that they will result in their intended impacts.

Social development outcome

- Investment in economic infrastructures and improvement and provision of water to squatter settlements, will improve people’s health, as well as their quality of life and standards of living.
- Economic and social development is expected to be reflected socio-culturally, in terms of decreasing unemployment and crime rates, as well as rehabilitation of social values and aesthetics.
- As became clear during the focus group interviews, many households in poorer areas find it difficult to afford the installation of household water meters in homes not affordable as the connection charge is too high (estimated at LE 1000 per household).
- Providing support programs with urban upgrading for the integration of squatter settlements, management and involvement of small private contractors, will be a pilot for replication in other squatter settlements in Alexandria and other Governorates.
- Building the institutional capacity of small local companies, NGOs and institutional partners and for the set up, follow-up and evaluation will institutionalize systems for successive urban upgrading. This approach is focused on aspects, namely: community mobilization and participation, inclusiveness of all different stakeholders and vulnerable groups, replicability and decentralization.
- The possibility, even if very unlikely, that some communities will have to undergo resettlement.

Social diversity and gender

While the SFD already covers the study of the composition of this area in detail, a clear group with a higher degree of vulnerability is women in general and female headed households more specifically. Special care should be made to target this group in socio economic activities and to tailor these to their needs. This would include the provision of technical and vocational training courses suitable for this group.
Conclusions for Component 3

Strategy to achieve social development outcomes
Based on secondary and primary data analysis, there are sensitive sub-areas and issues in each settlement. Urban upgrading and improved access to infrastructure services are not exclusive to one area over the others, yet there are some variations in priorities. The table below summarizes main findings in this regard.
Table 4.6: Summary of priority issues in El Amrawy, El Hadra El Gedida and Nagaa El Arab

<table>
<thead>
<tr>
<th>Issue</th>
<th>El Amrawy</th>
<th>El Hadra El Gedida</th>
<th>Nagaa El Arab</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sensitive sub areas</td>
<td>- Seklam</td>
<td>- El Deressa</td>
<td>- Nagaa El Arab (Adeema &amp; Wosta)</td>
</tr>
<tr>
<td></td>
<td>- El Nagareen</td>
<td>- El Rahma</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Arama</td>
<td>- El Nozha</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- El Falky</td>
<td>- Railway passing between houses</td>
<td></td>
</tr>
<tr>
<td>Sensitive issues</td>
<td>Physical degradation</td>
<td>Physical degradation</td>
<td>Physical degradation</td>
</tr>
<tr>
<td></td>
<td>- poor housing</td>
<td>- poor housing conditions</td>
<td>- poor housing conditions</td>
</tr>
<tr>
<td></td>
<td>conditions</td>
<td>- houses below street level</td>
<td>- houses below street level</td>
</tr>
<tr>
<td></td>
<td>- narrow streets</td>
<td>- railway passing between houses</td>
<td>- too close to highly polluted</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>waterways</td>
</tr>
<tr>
<td>Conclusion</td>
<td>Urban upgrading is urgent and critical</td>
<td>Urban upgrading is urgent and critical</td>
<td>Urban upgrading is urgent and critical</td>
</tr>
</tbody>
</table>

**Recommendations for project design and implementation arrangements**

Analysis of various secondary and primary sources indicates that a wide range of activities are already being carried out to enhance achieving social development outcome and differential access of project benefits. However additional mitigation measures need to be considered for this component.

Table 4.9: Potential negative social impacts of component 3

<table>
<thead>
<tr>
<th>Potential risk</th>
<th>Risk mitigation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exclusiveness of primary or secondary stakeholders</td>
<td>Prepare a public awareness scheme</td>
</tr>
<tr>
<td>Under-representation of groups in vulnerability context or vulnerable to risk</td>
<td>Conduct economic analysis for vulnerable groups in the area (fishermen, poorer communities and scattered population in the area)</td>
</tr>
<tr>
<td>Possibility of resettlement</td>
<td>In this eventuality, the Resettlement Policy Framework document is to be implemented in full. Alexandria Governorate will be responsible for any potential costs for resettlement associated with the project.</td>
</tr>
<tr>
<td>Cost of installing water meters in homes and of connecting to sewage networks is too high</td>
<td>Develop a micro credit program for the installation of water meters, connection to sewage and water distribution networks as well as for upgrading homes.</td>
</tr>
<tr>
<td>Default repayment of micro-credit loans</td>
<td>Provision of business start-up and business advisory services to offer community members a comprehensive set of services. Conducting sessions for borrowers prior to taking loans in order to inform them of the legal aspects of micro credit loans.</td>
</tr>
</tbody>
</table>
**Component 4: Institutional Development, Technical Support and Project Operation**

Three sub-components have been identified to provide technical support and project operation as follows:

4.1 Updating Alexandria Urban Master Plan  
4.2 Establishing Alexandria Development Agency  
4.3 Supporting the Project Management Unit’s capacities

The activities under this component, while essential to the effective and efficient implementation of the project towards the achievement of its objectives, do not have a direct social impact on the affected communities.

**Updating Alexandria’s Master Plan**

The objective of this component is to assist Alexandria Governorate and the General Organisation of Physical Planning (GOPP) in preparing a model case for compliance (with the new Unified Construction Code, an Urban Structure Plan) on updating Master Plan and Land Use Plan of Alexandria City.

The planning process for the growth and development of the area around the Lake and Wadi Marriout will provide safer and faster connection between Borg Al-Arab and Alexandria and better use of vacant land south of Alexandria Governorate. The planning which also includes an update of the Alexandria City General/Master Plan (prepared in 1997) and detailed urban plans for a few selected areas will place Alexandria as a competitive city on the Mediterranean coast, building on its many endowments and competitive advantage.

**Social development outcome**

- The new Plan will guide the location and direction of the city’s urban growth; suggest better, safer and faster connection between Borg Al-Arab and Alexandria; and propose an overall land use plan for all lands surrounding Lake and Wadi Marriout of Alexandria Governorate.

**Establishing the Alexandria Development Agency**

One of the project’s key objectives is building the requisite capacity within Alexandria Governorate to undertake strategic planning, promote local economic development, and improve local administration and management practices to increase its competitive advantage. As such, the establishment of a financially autonomous City Development Agency (Alexandria Development Agency) is a necessary step to follow-up on the steps of European cities around the Mediterranean. In addition, it means establishing a semi-independent and financially autonomous City Development Agency. It can be perceived as a legacy institution with many roles, among which would be maintaining the accomplished results, and continuing improvement efforts.

According to a SWOT analysis presented in the Local Economic Development Report (LED), there are areas of weakness and therefore growth potential in the major economic sectors/clusters contributing to the local economy in the Governorate of Alexandria. Should the technical support component be able to offer reinforcement in these areas listed below, the Governorate would be able to secure sustainable development, as well as make use of many of its attractive strengths and characteristics.

- Need for generating new and better jobs in the short to medium term to accommodate the fact that 50% of the population is under 20 years.  
- Industrial zoning and planning with a futuristic approach.  
- Upgrading the ports of Alexandria and Dekheila.  
- Promoting industry clustering.
e. Increase the skill level of labourers to be able to exploit the fact their wages are not high. 25

It cannot at this point be established that the activities under component 4 have any direct impacts on the communities and people in the project target areas. It will in any case be important to ensure the inclusiveness and participation of all stakeholders throughout the phases of planning and implementation. This is to guarantee that their needs assessment has been accounted for (quality control the process). Feasibility studies must ensure accurate estimation of the future needs and plans should easily be expandable.

Social development outcome
- Establishment of a solid regulatory framework for managing local economic development will ensure the promotion of urban upgrading and tenure security.
- Provision of necessary equipment, Geographic Information System (GIS) and Information Management System (IMS) to the new Agency.
- Strengthening and developing the private sector through improving the local business environment.
- Development and strengthening of the food processing, tourism and textiles and garments sectors.

• Supporting the Project Management Unit’s Capacities

Social development outcome
- Ensuring the effective and efficient implementation of the ADP components in order to achieve the set results and objectives.
- Establishing a monitoring and evaluation system to ensure continuous optimum implementation and continuous improvement.
- Guaranteeing the sustainability of the project through building the capacities of key institutions and human resources.

• Social assessment of component 4

Overall direct socio-economic outcome
- Establishment of a solid regulatory framework for managing local economic development will ensure the promotion of urban upgrading and tenure security.
- Strengthening and developing the private sector through improving the local business environment.
- Development and strengthening of the food processing, tourism and textiles and garments sectors
- Ensuring the effective and efficient implementation of the ADP components in order to achieve the set results and objectives.
- Establishing a monitoring and evaluation system to ensure continuous optimum implementation and continuous improvement.
- Guaranteeing the sustainability of the project through building the capacities of key institutions and human resources.

• Conclusions for component 4

To ensure planned outcomes, it is recommended to implement the following:

• Prepare intensive studies to accurately estimate the expected city urban growth rates in the future and use the results to plan for the long term housing of medium-to-low income groups.
• Document various steps and compile a guide for other Governorates to follow suit.
• Promote Alexandria as an attraction to both tourism and industry through media, propaganda, as well as hosting relevant conferences and events.
• Focus on developing and attracting investment in the Tourism, Petrochemicals, Food, and textile industries.
• Focus on building the capacities of the relevant institutions throughout the project to ensure sustainability and replicability.
Other Relevant Issues

- Resettlement

The ADP is the Governorate of Alexandria's attempt to integrate the most vulnerable groups in the socio-economic development of the city, and as such, several of its components and sub-components focus exclusively on the provision of infrastructure and services exclusively to the areas that are among the most deprived in the city. These include sub-component 1.1, and all of component 3. This is in addition to the indirect benefits that will derive from the results of the urban upgrading sub-components 1.1, 1.2 and all activities under component 2. Yet in order to provide for some of these services, namely the ones related to infrastructure provision under sub-components 1.2 and component 3, the completion of the works for the benefit of the overall community might lead to the resettlement of a limited number of families. In preparation for such a possibility, several steps have been taken, which culminated in the drafting of a Resettlement Policy Framework (RPF), which is an integral part of the project documents.

A joint meeting was held between the Governorate of Alexandria, SFD, GTZ and WB on February 2, 2006, where the different elements of the urban upgrading component were discussed. The Secretary General emphasized that there will be no physical resettlement of people as a result of the project, and with regard to urban upgrading, empty, state-owned land next to many of the squatter settlements could potentially be utilized for schools, health facilities etc. Land will also be made available to squatters at affordable rates.

Urban structure plans (legal plans) have been completed for the three areas, and they have been designed to preserve the existing fabric, structure and morphology of each area. Land pricing will be affordable to squatter dwellers' income, local branches of the Property Department (Idarat Al Amlak) will be opened in each of the three areas within an upgrading unit that will be established. Since a few cases of houses that might be obstructing the supply of good infrastructure networks will have to be removed (partially or fully) and compensated with another lot/housing unit within or nearby their area, a Resettlement Policy Framework RPF has also been prepared.

Although draft legal plans indicate that no resettlement will take place, the upgrading sub-projects might involve some land acquisition. In this context it should be noted that according to the WB resettlement policy, project affected people (PAPs) are entitled to compensation if they lose land or sources of income/livelihoods as a result project activities. In addition to PAPs with official tenure and/or long residence approved by the authorities, compensation is according to Bank guidelines also due to PAPs who lack any of the above documentation. The latter group often belongs to the most vulnerable groups. However, in Egypt, alternative housing is often provided to squatters in case of involuntary resettlement even though no explicit provision is given in national law.

The Resettlement Policy Framework (RPF) that has been prepared for the ADP fulfils the World Bank requirements for projects that may entail involuntary resettlement (under the World Bank safeguard policy on involuntary resettlement, OP 4.12, December 2001). Alexandria Governorate will be responsible for any potential costs for resettlement associated with the project.

In addition to meeting the World Bank requirements, the prepared RPF intends to provide a practical toolkit for Project practitioners, who may have to be exposed to resettlement issues during the course of Project implementation, such as outlines for RAPs and ARPs, and census instruments.

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26 Description of activities is based on WB ADP Aide Mémoire, Mission Report, Feb 1-17, 2006.
• Other important findings

There are other issues to address in order to ensure that the sub-components are implemented with the largest measure of success. Within the findings of the baseline study, there is a need to increase community NGOs to address the social, economic, cultural and health needs of families. Hence it is important to mobilize adult male and female community members who are financially and culturally capable to support voluntary civic services to the needy, and to work towards improving the living conditions of community members. It is also important to strengthen the capabilities of existing and newly formed NGOs in designing and managing projects that meet the needs of community members, in networking with other local NGOs, and in advocating to change policies and decisions of relevant decision makers to better address community needs. The following table points out the vast variation in the awareness of residents in three areas about the existence and role of NGOs in their areas. A closer look indicates indeed, that residents in El Amrawy have better access to civil society representatives, such as popular leaders and NGOs.

Table 5.1: Supportive authorities/bodies in El Amrawy, El Hadra El Gedida and Nagaa El Arab

<table>
<thead>
<tr>
<th>Supportive authorities/bodies in the area (%)</th>
<th>El Amrawy</th>
<th>El Hadra El Gedida</th>
<th>Nagaa El Arab</th>
</tr>
</thead>
<tbody>
<tr>
<td>Popular leaders</td>
<td>30.1</td>
<td>17.8</td>
<td>18.0</td>
</tr>
<tr>
<td>Local authorities</td>
<td>22.1</td>
<td>24.0</td>
<td>27.0</td>
</tr>
<tr>
<td>Police</td>
<td>15.6</td>
<td>16.1</td>
<td>24.3</td>
</tr>
<tr>
<td><strong>NGOs/CDAs</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ever heard of NGOs/CDAs in the community</td>
<td>100.0</td>
<td>9.9</td>
<td>9.0</td>
</tr>
<tr>
<td>NGOs/CDAs have an important role</td>
<td>54.8</td>
<td>65.5</td>
<td>50.0</td>
</tr>
<tr>
<td>NGOs/CDAs have a role</td>
<td>20.4</td>
<td>13.8</td>
<td>40.0</td>
</tr>
<tr>
<td><strong>Perceived areas of activity of NGOs/CDAs</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Charity</td>
<td>40.9</td>
<td>69.0</td>
<td>50.0</td>
</tr>
<tr>
<td>Nursery</td>
<td>38.7</td>
<td>48.3</td>
<td>20.0</td>
</tr>
<tr>
<td>Medical</td>
<td>33.3</td>
<td>37.9</td>
<td>20.0</td>
</tr>
<tr>
<td>Literacy classes</td>
<td>38.7</td>
<td>10.3</td>
<td>60.0</td>
</tr>
<tr>
<td>Handicraft training for females</td>
<td>28.0</td>
<td>0.0</td>
<td>20.0</td>
</tr>
</tbody>
</table>

The involvement of such community organizations and natural leaders will render the impacts of the ADP in general, and of each of its sub-components in particular, more effective. The ADP will have local support, and members of the community will retain ownership of the project and will willingly contribute both in kind and financially to the project and its objectives.

• Recommendations for Further Study and Analysis

Several other issues were raised during the social assessment that need further study and analysis in order to be addressed effectively. These include a more in depth analysis of the socio economic situation of fishermen communities around Lake Marriout, the willingness of community members to pay for their services including water and electricity bills in the squatter communities.

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27 Social Fund for Development and SPAAC, Baseline study of three selected squatter settlements, April 2006.
It is recommended that these studies be conducted at the earliest opportunity in order to have a more accurate and comprehensive understanding of the various socio economic groups affected by the project and of their needs. To that end, it is recommended that the short term social development consultant to the PMU be charged with overseeing the implementation of these studies.

**Willingness to Pay for Services**

A significant finding that emerged from the focus group discussions with members of the three target squatter communities, is the unwillingness of a large proportion of them to pay for basic services. It became apparent therefore that it was necessary to conduct a socio-economic survey focusing on the willingness and ability of the poorer segments of the population to connect to the newly installed network, and for sewage disposal. While an analysis of this phenomenon was to take place, a delay in the approval of the study from the Governorate rendered it difficult to conduct. The draft terms of reference that were prepared for this study have been annexed to this report in Annex 11.

**Fishermen Community**

The communities living around Lake Marriout and dependent on fisheries are among the most deprived of the area. They have the least in terms of infrastructure and services, and while their livelihoods depend for the most part on fishing, they have been forced to search for alternative employment due to the nature of fishing and to the decrease in the quantity and quality of fish in the Lake. In order to better understand the needs of these communities, and to ensure that the ADP’s activities will not only benefit them indirectly, but would have a direct positive impact on them, it is vital that more attention be given in this regard.
social management plan

The objective of the ADP is to enable the Governorate of Alexandria to take advantage of its competitive endowments, better manage local assets, and remove constraints to private sector-led growth, all the while integrating the most vulnerable socio-economic groups in the process. It is for this reason that every step of its activities need to be planned and conducted with the final stakeholders in mind. The social management plan considers the potential socio economic impacts that the project may have on the local population and recommends means of eliminating, avoiding or reducing them.

Potential Positive Social Impacts

The project has an overall positive socio economic impact on the communities that it will target through both direct and indirect components. These can be summarised as:

Direct
  o Improved and cleaner environment.
  o Attraction of investors to the area through improved investment environment and greater facilitation for new businesses.
  o Improved basic infrastructure including, electricity, streets and sanitation.
  o Overall improvement in living conditions with the upgrading of infrastructure and basic services.
  o Better security for local investors and benefits related to regularization, including the obtaining of collateral.
  o Better access to social, health and educational services through local organizations.
  o Better and needs-based community facilities and amenities.
  o New job opportunities through the works to be conducted in and around the communities and the Lake.
  o Dangers from road traffic may increase with the reconstruction of major roads.
  o Some residents might have to undergo resettlement.

Indirect
  o Improved health conditions through a cleaner and better environment.
  o Improved access to job opportunities through new investments that will be entering the area as a result of the land development, roads development and the improvement of the local investment climate.
  o Improved communication and transportation to other areas of the City.
  o Enhanced capacity of local CDAs and NGOs in the delivery and management of socio economic programs and activities.
Potential Negative Social Impacts

The overall positive socio economic impacts notwithstanding, several potential negative impacts need to be taken into account in order to ensure that the project is inclusive and achieves its objectives in the most effective way possible. The recommendations below have been integrated with those identified for the environmental component and have been compiled in a comprehensive Environmental and Social Management Plan (ESMP) in the project’s Integrated Environmental and Social Impact Assessment Report.

The table below summarizes the potential negative social impacts and rates them according to their impact in terms of direct/indirect and time dimensions.

Table 6.1: Summary of potential negative social impacts and impact rating

<table>
<thead>
<tr>
<th>Impact</th>
<th>Impact analysis</th>
<th>Impact rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>General</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Exclusion of primary or secondary stakeholders</td>
<td>Direct, long-term</td>
<td>High</td>
</tr>
<tr>
<td>Under-representation of groups in vulnerability context or vulnerable to risk</td>
<td>Direct, long-term</td>
<td>High</td>
</tr>
<tr>
<td>Sub-component 1.1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>New employment opportunities do not make use of local human resources</td>
<td>Direct, long-term</td>
<td>High</td>
</tr>
<tr>
<td>Sub-component 1.2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Public safety is at risk from the roads trafficked by trucks serving the oil and petrochemical industries</td>
<td>Direct, long-term</td>
<td>High</td>
</tr>
<tr>
<td>Possibility of resettlement of residents whose house or business stands in an area earmarked for comprehensive development</td>
<td>Direct, short-term, potential liabilities</td>
<td>No. units assessed based on detailed design</td>
</tr>
<tr>
<td>Mal-distribution of new employment opportunities</td>
<td>Direct, short-term</td>
<td>Medium</td>
</tr>
<tr>
<td>Sub-component 2.1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>New employment opportunities do not make use of local human resources</td>
<td>Indirect, long-term</td>
<td>Medium</td>
</tr>
<tr>
<td>Sub-component 2.2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unfair/inadequate/inappropriate land pricing prevent businesses from owning land and necessary collateral and stability</td>
<td>Direct, long-term</td>
<td>High</td>
</tr>
<tr>
<td>Sub-component 2.3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Absence or reluctance of PPP</td>
<td>Direct, long-term</td>
<td>Medium</td>
</tr>
<tr>
<td>Sub-component 3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Residents cannot afford the high costs of installing water meters and of connecting to wastewater networks</td>
<td>Direct, long-term</td>
<td>Medium</td>
</tr>
<tr>
<td>Possibility of resettlement of residents whose house or business stands in an area earmarked for comprehensive development</td>
<td>Direct, short-term</td>
<td>Medium</td>
</tr>
<tr>
<td>Mal-distribution of new employment opportunities</td>
<td>Direct, short-term, local</td>
<td>Medium</td>
</tr>
</tbody>
</table>
**Mitigation Measures**

The primary purpose of the social management plan is to present a set of mitigation, monitoring, and institutional measures to be taken for each of the various components and sub-components. The objective of these measures is to eliminate adverse social impacts, offset them, or reduce them to acceptable levels.

For each of the identified impacts specific mitigation measures may be defined. The general rule in designing such measures is:

- **Avoidance of major impacts:** major impacts are generally considered unacceptable, certainly ones that would endure into the long-term; and
- **Reduction of major and moderate impacts to as low as reasonably practicable by planning, designing and controlling mitigation measures.**

In order to ensure that the activities will achieve their objective with the minimum negative impacts, it is necessary to take several precautionary measures. These measures along with specific indicators and measures are outlined in the tables below.
### Table 6.2: Summary of potential negative social impacts and their respective mitigation measures

<table>
<thead>
<tr>
<th>Potential Impacts</th>
<th>Mitigation Measures</th>
<th>Responsibility</th>
<th>QA/QC</th>
<th>Cost (US$)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exclusion of primary or secondary stakeholders</td>
<td>Conduct a public awareness scheme and public consultations</td>
<td>Governorate</td>
<td>PMU</td>
<td>Governorate budget</td>
</tr>
<tr>
<td>Under-representation of groups in vulnerability context or vulnerable to risk</td>
<td>Conduct economic analysis for vulnerable groups in the area (fishermen, poorer communities and vulnerable groups in the area). Establish community representation through community committees</td>
<td>Governorate</td>
<td>PMU</td>
<td>15,000</td>
</tr>
<tr>
<td>Absence or reluctance of PPP</td>
<td>Prepare and implement schemes to mobilize public-private participation PPP</td>
<td>Governorate</td>
<td>PMU</td>
<td>Governorate budget</td>
</tr>
<tr>
<td>Unfair/inadequate/ inappropriate land pricing prevent businesses from owning land and necessary collateral and stability</td>
<td>Establish a transparent process for the purchase of land and provide access to loans</td>
<td>Governorate</td>
<td>PMU</td>
<td>Governorate budget</td>
</tr>
<tr>
<td>New employment opportunities do not make use of the local human resources</td>
<td>Draft an employment plan that ensures the local population is given the necessary training and the opportunity to be integrated in the development activities in their neighborhoods and the areas surrounding Lake Mariout Focus on enhancing human capital skills-sets to match needs of private investment projects, thus promoting technical and vocational education.</td>
<td>Governorate</td>
<td>PMU</td>
<td></td>
</tr>
<tr>
<td>Residents cannot afford the high costs of installing water meters and of connecting to wastewater networks</td>
<td>Prepare a Willingness-to-Pay (WTP) study to document ability/willingness to pay for services</td>
<td>Governorate</td>
<td>PMU</td>
<td>Cost of installation of services x number of households</td>
</tr>
<tr>
<td>Public safety is reduced because of increase in road traffic</td>
<td>Increase signage on the roads and improve existing ones. Increase traffic control. Integrate protection measures nearby schools and densely populated areas. Establish an emergency plan for cases of accidents and emergencies on these roads.</td>
<td>Governorate</td>
<td>PMU</td>
<td></td>
</tr>
<tr>
<td>Possibility of resettlement of residents whose house or business stands in an area earmarked for comprehensive development</td>
<td>In this eventuality, the Resettlement Policy Framework document is to be implemented in full.</td>
<td>Governorate</td>
<td>PMU</td>
<td></td>
</tr>
</tbody>
</table>

### Table 6.3: Summary of potential negative social impacts, mitigation measures, indicators and measures

<table>
<thead>
<tr>
<th>Potential Impacts</th>
<th>Mitigation Measures</th>
<th>Results/Indicators</th>
<th>Means of Verification</th>
<th>Responsibility</th>
<th>Monitoring Exemption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exclusion of primary or secondary stakeholders</td>
<td>Conduct a public awareness scheme and public consultations</td>
<td>Stakeholders’ interests are being incorporated in the project components on an ongoing basis</td>
<td>Minutes of meetings</td>
<td>Governorate</td>
<td>PMU</td>
</tr>
<tr>
<td>Under-representation of groups in vulnerability context or vulnerable to risk</td>
<td>Conduct economic analysis for vulnerable groups in the area (fishermen, poorer communities and scattered population in the area)</td>
<td>Vulnerable groups are properly represented / percentage of vulnerable groups in different events</td>
<td>Minutes of meetings, project reports, attendance sheets</td>
<td>Governorate</td>
<td>PMU</td>
</tr>
<tr>
<td>Absence or reluctance of PPP</td>
<td>Prepare and implement schemes to mobilize public-private participation PPP</td>
<td>At least 2 new initiatives have been proposed / Number of PPP initiatives proposed and developed by year 2.</td>
<td>Project documents</td>
<td>Governorate</td>
<td>PMU</td>
</tr>
<tr>
<td>Under-representation of groups in vulnerability context or vulnerable to risk</td>
<td>Draft an employment plan that ensures the local population is given the necessary training and the opportunity to be integrated in the development activities in their neighborhoods and the areas surrounding Lake Marriot</td>
<td>30% of new employment opportunities created by the various construction works employ local human resources / percentage of local human resources employed</td>
<td>Employee records, project documents</td>
<td>Governorate</td>
<td>PMU</td>
</tr>
<tr>
<td>New employment opportunities do not make use of the local human resources</td>
<td>Prepare a Willingness-to-Pay (WTP) study to document ability/willingness to pay for services</td>
<td>At least 40% of residents are capable of installing water meters and of connecting to the wastewater networks by the end of year 2 / number of water meters installed</td>
<td>Water Supply Authority records</td>
<td>Governorate</td>
<td>PMU</td>
</tr>
<tr>
<td>Residents cannot afford the high costs of installing water meters and of connecting to wastewater networks</td>
<td>Increase signage on the roads and improve existing ones. Increase traffic control. Integrate protection measures nearby schools and densely populated areas.</td>
<td>Incidents of road accidents remain stable or decrease / number of road accidents</td>
<td>Traffic Authority records and statistics</td>
<td>Governorate</td>
<td>PMU</td>
</tr>
</tbody>
</table>

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<table>
<thead>
<tr>
<th>Potential Impacts</th>
<th>Mitigation Measures</th>
<th>Results/Indicators</th>
<th>Means of Verification</th>
<th>Responsibility</th>
<th>QA/QC</th>
<th>Monitoring Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Possibility of resettlement of residents whose house or business stands in an area earmarked for comprehensive development</td>
<td>Establish an emergency plan for cases of accidents and emergencies on these roads.</td>
<td>Resettled residents/businesses have relocated to appropriate alternative housing/property and/or otherwise compensated in line with the terms of the Resettlement Policy Framework document.</td>
<td>Grievance office records, post resettlement survey</td>
<td>Governorate</td>
<td>PMU</td>
<td>Quarterly</td>
</tr>
</tbody>
</table>
Annex 1: List of References

17. Social Fund for Development and SPAAC, Baseline study for three selected squatter settlements, April 2006.
21. World Bank, Operational Policy No. 17.50 Public Consultation and Information Disclosure.
22. World Bank, Operational Policy No. 4.01 Environmental Assessment.
23. World Bank, Operational Policy No. 4.11 Cultural Property.
### Annex 2: Key Informants interviewed

<table>
<thead>
<tr>
<th>Name</th>
<th>Job title/position</th>
<th>Organization</th>
<th>Contacts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ahmed Adam</td>
<td>Maps Department</td>
<td>Alexandria Governorate</td>
<td></td>
</tr>
<tr>
<td>Hany El Miniawy</td>
<td>Urban Planner</td>
<td>Appropriate Development Architecture &amp; Planning Technologies</td>
<td>002-012-2373238 <a href="mailto:adapteg@link.net">adapteg@link.net</a></td>
</tr>
<tr>
<td>Hesham El Helbawy</td>
<td>Senior Community Development Consultant</td>
<td>GTZ</td>
<td>002-012-1607195 <a href="mailto:h.elhelbawy.he@gtz.eg.com">h.elhelbawy.he@gtz.eg.com</a></td>
</tr>
<tr>
<td>Hesham Seoudy</td>
<td>Urban Planner</td>
<td>Faculty of fine arts, Alexandria University</td>
<td>002-012-2158265 <a href="mailto:arch@seoudy.com">arch@seoudy.com</a></td>
</tr>
<tr>
<td>Ibtehal El Bastawissi</td>
<td>Architect</td>
<td>Faculty of Engineering, Alexandria University</td>
<td>002-012-3111865 <a href="mailto:i_elbastawissi@hotmail.com">i_elbastawissi@hotmail.com</a></td>
</tr>
<tr>
<td>Mohamed Gamal</td>
<td>Community Development Consultant</td>
<td>GTZ</td>
<td>002-010-5169874 <a href="mailto:mohamed.gamal.he@gtz.eg.com">mohamed.gamal.he@gtz.eg.com</a></td>
</tr>
<tr>
<td>Nadia Ebeid</td>
<td>Head of “One Stop Shop”, Alexandria</td>
<td>General Authority for Investment and Free Zones</td>
<td>002-012-2274635 002-010-1748474</td>
</tr>
<tr>
<td>Osman El Gougary</td>
<td>West Delta Regional Manger</td>
<td>Social fund for Development</td>
<td>002-012-3144364 <a href="mailto:elgougary@hotmail.com">elgougary@hotmail.com</a></td>
</tr>
<tr>
<td>Sooad Helmy</td>
<td>Information Officer</td>
<td>Alexandria Governorate</td>
<td></td>
</tr>
</tbody>
</table>
Annex 3: Consulted ADP and World Bank representatives

<table>
<thead>
<tr>
<th>Name</th>
<th>Job title/position</th>
<th>Organization</th>
<th>Contacts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ahmed Eiweida</td>
<td>Urban development Specialist</td>
<td>WB</td>
<td><a href="mailto:aeiweida@worldbank.org">aeiweida@worldbank.org</a></td>
</tr>
<tr>
<td>Ali Abdel Salam</td>
<td>Director</td>
<td>PIU</td>
<td>002-012-2275121</td>
</tr>
<tr>
<td>Ayman El Guindy</td>
<td>Operation Specialist</td>
<td>WB</td>
<td>002-012-3199932 <a href="mailto:aelguindy@worldbank.org">aelguindy@worldbank.org</a></td>
</tr>
<tr>
<td>Knut Opsal</td>
<td>Senior Social Development Specialist</td>
<td>WB</td>
<td><a href="mailto:kopsal@worldbank.org">kopsal@worldbank.org</a></td>
</tr>
<tr>
<td>Maged Hamed</td>
<td>Senior Environmental specialist</td>
<td>WB</td>
<td><a href="mailto:mhamed1@worldbank.org">mhamed1@worldbank.org</a></td>
</tr>
<tr>
<td>Nehad Kamel</td>
<td>Infrastructure Consultant</td>
<td>WB</td>
<td><a href="mailto:nmkamel@worldbank.org">nmkamel@worldbank.org</a></td>
</tr>
<tr>
<td>Shaker Helmy</td>
<td>Environmental Engineer</td>
<td>PIU</td>
<td>002-012-2266353</td>
</tr>
</tbody>
</table>
## Annex 4: Meetings with project representatives

<table>
<thead>
<tr>
<th>Date</th>
<th>Persons/key informants met</th>
<th>Place of meeting</th>
</tr>
</thead>
</table>
| Alexandria, 20.04.06 | Field visit to El Amrawy and El Hadra El Gedida  
Interviews with:  
- Ibtehal El Bastawissi  
- Hesham Seoudy | Both interviews were undertaken in informants private offices |
| Friday 21.04.06    | Field visit to Lake Marriout and Nagaa El Arab                                              |                                            |
| Alexandria, 17.05.06 | Meeting with Ahmed Eiweida, Ayman El Guindy, Shaker Helmy, Hesham El Helbawy, Mohamed Gamal, Mohamed Salah | Green Plaza hotel                          |
| Alexandria, 21.05.06 | Interviews with:  
- Shaker Helmy  
- Hesham El Helbawy & Mohamed Gamal  
- Mohamed Adam  
- Soad | Alexandria Governorate                  |
| Alexandria, 24.05.06 | Nadia Ebeid                                         | GAIF                                       |
| Alexandria, 29.05.06 | Public consultation meeting                                                                 | Alexandria Governorate                  |
| Alexandria 2/3/4.05.06 | Field work  
Interviews and focus groups discussions with community stakeholders | Al Amrawy  
Nagaa el Arab  
El Hadra el Gedida |
Annex 5: In depth community interview/focus group methodology

In depth interviews using a semi structured guide were used to cover opinions of locals about following themes:

1. Legalization
2. Implications of urban upgrading
3. Pricing of services
4. Micro-finance
5. Future of the local area
6. Others/comments

The interview guide included the following topics (beside age and gender):

1. Duration of stay in the area
2. Housing conditions in terms of available infrastructure in house (water/sanitation/ electricity)
3. The way he got the housing unit (bought land, then built it/violated or occupied or possessed land, then built on it/bought it as is/inherited it as is)
4. Kind of papers that proof his possession of the unit (kind of proofs of possession)
5. Legal status/legal papers of property, if any
6. Consequences/problems of illegal status/unregistered property in present and on the long run (examples of problems)
7. Opinion about legalization, if made locally available, easier procedures/long term credit
8. Main obstacles/reservations for legalization
9. Main/general problems in the local community
10. Opinion about the concept of urban upgrading (positives/negatives)
11. Willingness to pay for services to improve supply/quality (water/sanitation)
12. Attitude towards micro finance
13. Reservations/fears of micro finance if any
14. Forecasting the future of the local area (general perception)
15. Any additional comments

Sample division

The research work covered all three squatter areas and sub-areas as follows:

<table>
<thead>
<tr>
<th>Squatter settlement</th>
<th>No of “officially” stated sub-areas</th>
<th>No of actual sub-areas according to field observation</th>
<th>No of interviewees of each sub-area</th>
<th>Total no of interviewees in each settlement</th>
</tr>
</thead>
<tbody>
<tr>
<td>El Amrawy</td>
<td>6</td>
<td>6</td>
<td>3</td>
<td>18</td>
</tr>
<tr>
<td>El Hadra El Gedida</td>
<td>7</td>
<td>7</td>
<td>2</td>
<td>14</td>
</tr>
<tr>
<td>Nagaa El Arab</td>
<td>3</td>
<td>5</td>
<td>7</td>
<td>10</td>
</tr>
<tr>
<td>Total</td>
<td>16</td>
<td>18</td>
<td>-</td>
<td>42</td>
</tr>
</tbody>
</table>

Sample selection

The issue of legalization is the main concern of sub-component 3.2, however, legalization all over Egypt is a complicated process for the following reasons:

1. There are a number of manipulative mechanisms to possess land and build without permits etc.
2. Possession can be always proofed and do not need to be registered
3. Proofed possession/ illegally held properties are subject of transactions without any legal/registered documents or papers
4. Illegally held properties are already/can be provided with infrastructure and services
5. Lack of incentives and awareness for legalization is always an obstacle

---

28 Interview methodology and questionnaires were designed in order to assess the legal possession of persons to their property or lack thereof, as stipulated in the original project plan to include subcomponent 3.3 Enable land ownership and property registration in squatter settlements. These documents have been included as they were originally designed and utilized, and have not bee modified in order to retain the documentation.
In light of this, the focus of conducting in depth interviews with community members aimed to better understand the situation in respective squatter settlements. Therefore, interviewees were purposely selected as owners with no legal status, but that might have legal papers (electricity bill, primary but not registered contract for land or real estate, etc). Consideration was also given to include females in the sample.

**Team and work organization**

The team included one field coordinator and three researchers. The three researchers worked together in each community under the supervision of the coordinator (one community per day). All of the four compiled the field notes from each community in one report (one report per squatter area). Each of the three reports will cover the 5 themes and 15 sub-issues based on the in depth interviews (18 in El Amrawy, 14 in El Hadra el Gedida & 10 in Nagaa El Arab).
Annex 6: Projects carried out/under implementation in three settlements

<table>
<thead>
<tr>
<th>El Amrawy</th>
<th>El Hadra El Gedida</th>
<th>Nagaa El Arab</th>
</tr>
</thead>
<tbody>
<tr>
<td>- women development centre</td>
<td>- enhancement &amp; improvement of 80% of the Water supply network (USAID) <em>IP</em></td>
<td>- multi service complex (health, library, nursery and technological centre) <em>IP</em></td>
</tr>
<tr>
<td>- youth centre <em>IP</em></td>
<td>- youth centre established</td>
<td>- youth centre <em>IP</em></td>
</tr>
<tr>
<td>- local initiatives for restructuring.</td>
<td>- paving roads (USAD &amp; SDF) <em>IP</em></td>
<td>- Railway Fence (60% done)</td>
</tr>
<tr>
<td>- planting trees</td>
<td>- build a schools compound <em>IP</em></td>
<td>- planting trees in 70% of streets</td>
</tr>
<tr>
<td>- social services centre <em>IP</em></td>
<td>- set up Sewage systems <em>IP</em></td>
<td>- painting houses <em>NT</em></td>
</tr>
<tr>
<td>- started 2 new classes for adult learning</td>
<td>- post Office and telecommunication centre <em>IP</em></td>
<td>- started 2 new classes for adult learning</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- police Station <em>IP</em></td>
</tr>
</tbody>
</table>

* IP = in process, NT = not yet
Annex 7 Main primary and secondary stakeholders to componentS 1, 2 and 3

Primary stakeholders for component 1
Primary stakeholders are those who are affected by the outcome of a proposed action whether positively or negatively. They are divided in social groups in terms of gender, social or income classes, occupational or service user groups. However, in many cases these groups might overlap e.g. women of low income who live in highly deprived areas.

<table>
<thead>
<tr>
<th>Local residents</th>
<th>Vulnerable groups</th>
<th>Local organizations and traditional leaders as residents</th>
<th>Private sector</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residents in identified poor areas</td>
<td>Women in poor areas</td>
<td>Religious leaders (sheikhs or priests)</td>
<td>Investors</td>
</tr>
<tr>
<td>Residents in highly polluted areas</td>
<td>Children in poor areas</td>
<td>Political leaders (members of local popular councils, people’s assembly or Shoura council)</td>
<td>Factories owners</td>
</tr>
<tr>
<td>Residents in environmentally deprived/remote areas</td>
<td>Women heading households</td>
<td>Professional leaders (teachers, doctors or lawyers etc.)</td>
<td>Workshops owners</td>
</tr>
<tr>
<td>Workers in high density/polluted manufacturing areas</td>
<td>Poor fishermen and farmers</td>
<td>Traditional leaders (heads of large families and old sheikhs etc.)</td>
<td></td>
</tr>
<tr>
<td>Residents in other areas</td>
<td>Unemployed</td>
<td>Locally active development agencies</td>
<td></td>
</tr>
<tr>
<td>Residents receiving social security/pensions</td>
<td></td>
<td>Community-based organizations’ leaders (NGOs, CDAs, and local cooperatives)</td>
<td></td>
</tr>
<tr>
<td>Under-represented communities with weak or no CDAs</td>
<td></td>
<td>Fishermen Association</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Landowners</td>
<td></td>
</tr>
</tbody>
</table>

Secondary stakeholders for component 1
Secondary stakeholders are those who can affect the outcome of a proposed action. They might be divided into funding, implementing, monitoring or advocating organizations, or by being governmental, non-governmental or private sectors. Key individuals among secondary stakeholders (heads of departments or other agencies and/or politicians) might have different personal interests or formal institutional objectives. Therefore, local leaders, respected persons with social, political or religious charisma should be highly considered in this process.
<table>
<thead>
<tr>
<th><strong>Governorate/local administration and representation</strong></th>
<th><strong>Media, advocacy and education</strong></th>
<th><strong>Technical support</strong></th>
<th><strong>Donors</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Governorate of Alexandria</td>
<td>Local TV/Radio Channels</td>
<td>Statistics and Mobilization Department of Governorate</td>
<td>City Development Strategy CDS I, CDS II)</td>
</tr>
<tr>
<td>Head of City/ Head of District</td>
<td>General State of Information</td>
<td>Information Centre of Governorate and Local Units</td>
<td>Japan PHRD Grant</td>
</tr>
<tr>
<td>Project Management Unit PMU</td>
<td>Directorate of Culture</td>
<td>Monitoring Department of Governorate</td>
<td>Locally active development agencies or projects</td>
</tr>
<tr>
<td>Representatives of Members of Local Popular/Peoples Councils</td>
<td>Regional Council of Women</td>
<td>University Professors</td>
<td>Internationally active development agencies (WB)</td>
</tr>
<tr>
<td>Representatives of Social Affairs Directorate of Governorate</td>
<td>Regional Population Council</td>
<td>Research Centres</td>
<td>Alexandria Business Association</td>
</tr>
<tr>
<td>Planning Department of Governorate</td>
<td>Education Directorate of Governorate</td>
<td>Local Consultancy firms (Misr Consultancy Engineers &amp; EHAF, Chemonics)</td>
<td></td>
</tr>
<tr>
<td>Ministry of Agriculture, represented in the Aquatic Authority</td>
<td>Teachers of Schools</td>
<td>International Consultancy firms (Hydroplan Ingenieur, Gesellschaft mbH)</td>
<td></td>
</tr>
<tr>
<td>Ministry of Water Resources and Irrigation MWRI</td>
<td>University Professors</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Egypt’s Holding Company of Water &amp; Wastewater, Alex Sanitary Drainage Company ASDCO</td>
<td>Literacy Classes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ministry of Environment, Alex EMU</td>
<td>One Class School</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ministry of Housing and New Urban Communities</td>
<td>Endowments Department</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ministry of Local Development</td>
<td>Sheiks, Priests and Preachers</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ministry of Health and Population</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ministry of Interior, represented in Water areas Police</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ministry of Petroleum and Mineral Resources</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Primary stakeholders for component 2
Primary stakeholders are those who are affected by the outcome of a proposed action whether positively or negatively. They are divided into social groups in terms of gender, social or income classes, occupational or service user groups. However, in many cases these groups might overlap e.g. households of low income who live in highly polluted areas.

Secondary stakeholders for component 2
Secondary stakeholders are those who can affect the outcome of a proposed action. They might be divided into funding, implementing, monitoring or advocating organizations; or by being governmental, non-governmental or private sectors. Key individuals among secondary stakeholders (heads of departments or other agencies and/or politicians) might have different personal interests or formal institutional objectives. Therefore, local leaders, respected persons with social, political or religious charisma should be highly considered in this process.
<table>
<thead>
<tr>
<th>Governorate/local administration and representation</th>
<th>Media, advocacy and education</th>
<th>Technical support</th>
<th>Donors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Planning Department of Governorate</td>
<td>Teachers of Schools</td>
<td>Local Consultants</td>
<td>Government of Finland funded Egypt Cadastral Information system</td>
</tr>
<tr>
<td>EMU</td>
<td>University Professors</td>
<td>International Consultants</td>
<td>Alexandria Business Association</td>
</tr>
<tr>
<td>Ministry of Trade and Investment</td>
<td>Literacy Classes</td>
<td></td>
<td>Investors Association</td>
</tr>
<tr>
<td>General Authority for Investment and Free Zones GAIF</td>
<td>One Class School</td>
<td></td>
<td>Board of Directors of Alex Industrial Estates BOD</td>
</tr>
<tr>
<td>Authorities represented at OSS</td>
<td>Endowments Department</td>
<td></td>
<td>Merghem Investors Association</td>
</tr>
<tr>
<td>State Land Protection Agency (Amlak), Real Estate Publicity Department (REPD), Egyptian Survey Authority (ESA), Tanzim Department</td>
<td>Sheiks, Priests and Preachers</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ministry of International Cooperation and Administrative Development</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Primary stakeholders for component 3**

Primary stakeholders are those who are affected by the outcome of a proposed action whether positively or negatively. They are divided in social groups in terms of gender, social or income classes, occupational or service user groups. However, in many cases these groups might overlap e.g. women of low income who live in highly deprived areas.
### Local residents

<table>
<thead>
<tr>
<th>Local residents</th>
<th>Vulnerable groups</th>
<th>Local organizations and traditional leaders as residents</th>
<th>Private sector</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residents in identified poor areas</td>
<td>Women in poor areas</td>
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<tr>
<td>Residents in highly polluted areas</td>
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<td>Traditional leaders (heads of large families and old sheikhs etc.)</td>
<td></td>
</tr>
<tr>
<td>Residents in other areas</td>
<td>Unemployed</td>
<td>Locally active development agencies</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Residents receiving social security/pensions</td>
<td>Community-based organizations' leaders (NGOs, CDAs, and local cooperatives)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Under-represented communities with weak or no CDAs</td>
<td>Fishermen Association</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Local public &amp; governmental employees</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Landowners</td>
<td></td>
</tr>
</tbody>
</table>

**Secondary stakeholders for component 3**

Secondary stakeholders are those who can affect the outcome of a proposed action. They might be divided into funding, implementing, monitoring or advocating organizations; or by being governmental, non-governmental or private sectors. Key individuals among secondary stakeholders (heads of departments or other agencies and/or politicians) might have different personal interests or formal institutional objectives. Therefore, local leaders, respected persons with social, political or religious charisma should be highly considered in this process.
<table>
<thead>
<tr>
<th>Governorate/local administration and representation</th>
<th>Media, advocacy and education</th>
<th>Technical support</th>
<th>Donors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Governorate of Alexandria</td>
<td>Local TV/Radio Channels</td>
<td>Statistics and Mobilization Department of Governorate</td>
<td>City Development Strategy CDS I, CDS II</td>
</tr>
<tr>
<td>Head of City/ Head of District</td>
<td>General State of Information</td>
<td>Information Centre of Governorate and Local Units</td>
<td>Japan PHRD Grant</td>
</tr>
<tr>
<td>Project Management Unit PMU</td>
<td>Directorate of Culture</td>
<td>Monitoring Department of Governorate</td>
<td>Locally active development agencies or projects</td>
</tr>
<tr>
<td>Representatives of Members of Local Popular/Peoples Councils</td>
<td>Regional Council of Women</td>
<td>University Professors</td>
<td>Internationally active development agencies (WB)</td>
</tr>
<tr>
<td>Representatives of Social Affairs Directorate of Governorate</td>
<td>Regional Population Council</td>
<td>Research Centres</td>
<td>Alexandria Business Association</td>
</tr>
<tr>
<td>Planning Department of Governorate</td>
<td>Education Directorate of Governorate</td>
<td>International Consultancy firms (Hydroplan Ingenieur, Gesellschaft mbH)</td>
<td></td>
</tr>
<tr>
<td>Ministry of Agriculture, represented in the Aquatic Authority</td>
<td>Teachers of Schools</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ministry of Water Resources and Irrigation MWRI</td>
<td>University Professors</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Egypt's Holding Company of Water &amp; Wastewater, Alex Sanitary Drainage Company ASDCO</td>
<td>Literacy Classes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ministry of Environment, Alex EMU</td>
<td>One Class School</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ministry of Housing and New Urban Communities</td>
<td>Endowments Department</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ministry of Local Development</td>
<td>Sheiks, Priests and Preachers</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ministry of Health and Population</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ministry of Interior, represented in Water areas Police</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Social Assessment
Final Report

June 21, 2007
Annex 8: Description of selected squatter/informal settlements

Three squatter/informal settlements have been selected for the works. These are Nagaa El Arab, El Amrawy and El Hadra El Gedida. The design and bidding documents for all sub-projects were to be completed by mid May 2006. The expected time for starting up the implementation phase is January 2007.

Combining primary and secondary data sources in description and analysis was needed; however, sources are always referred to in footnotes. The following table presents a rapid comparison between three different studies used to describe social groups and concerns in three selected squatter settlements for component three, namely: El Amrawy, El Hadra El Gedida and Nagaa El Arab. Comparison rapidly addresses scope, approach, methodology and sample used in each study.

<table>
<thead>
<tr>
<th>Comparison of various secondary data sources</th>
<th>Development Strategy of Squatter areas in Alexandria</th>
<th>PRA of 20 squatter settlements in Alexandria</th>
<th>Baseline of 3 selected squatter settlements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scope</td>
<td>Total Governorate</td>
<td>20 settlements</td>
<td>Household survey in 3 settlements</td>
</tr>
<tr>
<td>Approach</td>
<td>Strategic, but specific</td>
<td>In depth, but general</td>
<td>Very specific</td>
</tr>
<tr>
<td>Methodology</td>
<td>Quantitative profiling</td>
<td>Qualitative assessment</td>
<td>Quantitative baseline information</td>
</tr>
<tr>
<td>Sample</td>
<td>-</td>
<td>-</td>
<td>- Representative social survey</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>No. of households surveyed:</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- El Amrawy: 797</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- El Hadra El Gedida: 292</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- Nagaa El Arab: 111</td>
</tr>
</tbody>
</table>

The secondary data sources used to understand social diversity and key issues in each local community therefore vary in terms of scope, approach, methodology and sample. In light of this, the first study (Development Strategy of Squatter areas in Alexandria) focuses on a strategic and quantitative reference to population counts, total area, population density, type of land and history of each area. Moreover, the study included a ranked prioritization of community needs based on visions of different stakeholders, such as residents, civil society, local authorities and local leaders. The second study (PRA of 20 squatter settlements in Alexandria) gives a qualitative perceptive of current situation and problems in each community. It also presented a prioritization of local needs. As for the third study (Baseline of 3 selected squatter settlements), was most useful to better understand the social structure of residents in each area. The total sample covered 1200 households representing 1% of the estimated number of families of each plot of areas in El Amrawy and El Hadra El Gedida, and 2% of plot families in Nagaa El Arab to increase the overall sample size. In addition qualitative baseline information on representative household level gives a clearer perspective of local key issues in terms of household structure, housing conditions, health, education, pressing problems, attitudes and perceptions of local residents. The study showed that variations as reported by respondents are great within each plot area in all aspects and dimensions which indicated no clear patterns. Rather, it indicated a degree of heterogeneity most probably as result of differences between different locations within plot areas and conditions of building blocks. However, a number of conditions that require upgrading were detected, yet more on ground surveys are needed to be able to detect the exact locations were problems are located.

In addition to secondary data sources, primary data obtained from in depth interviews with community residents, focus group discussions in three different areas and field observations are used all together to conclude social assessment for this component. Sources are always referred to in footnotes.

El Amrawy
El Amrawy is administratively an independent Sheyakha (sub-district) of Kesm (district) and Hai (administrative jurisdiction) of Montazah. Therefore it has clearer boundaries and quantitative information on Sheyakha level. Total area of El Amrawy is 2.7 km² and includes 6 sub-areas, namely: El Amrawy El Kobra, El Amrawy El Soghra, Seklam, El Naggageen, Arama and El Falaky. Total number of population has a variety of estimations, however different estimates are presented in next table.

The land is agricultural land (Agrarian Reform, Forced Army, Endowment and private property) fallowed and subdivided by old inhabitants in the area. For that reason, the area in general has a rural style of life in most areas. Conversely, El Amrawy El Kobra and El Amrawy El Soghra have an urban style of housing with high buildings and active real estate investment. Other sub-areas (Seklam, El Naggageen, Arama and El Falaky) still seem to have a more rural style of living and housing. Further social analysis will follow on a comparative basis to highlight socio economic and cultural diversity among three areas.

El Hadra El Gedida
The case of El Hadra El Gedida is greatly different. It is not administratively an independent sub-district, but is affiliated to three districts (Sidi Gaber, Bab Sharqi and Moharam Beck) under the administrative authority of Hai Wasat. Therefore, accurate data on population and demographic characteristics is not always available. Total area of El Hadra El Gedida is 0.08 km² and includes seven sub-areas, namely: El Rahma, El Nozha, El Kholy, Gamee, Lakem & Barawy, El Sobheya and El Deressa. Available estimates of population count vary between 66461 and 72000 as shown in next table.

The land is agricultural land (Agrarian Reform, and Governorate and State property) fallowed and subdivided by old inhabitants in the area. The seven sub-areas kept growing until they merged into one area. Again, some subareas such as El Kholy and El Sobheya have an urban style of housing with high buildings, while other sub areas such as El Rahma, El Nozha and El Deressa still have a rural style of living and housing. Further social analysis will follow on a comparative basis to highlight socio economic and cultural diversity among three areas.

Nagaa El Arab
Unlike the case of El Amrawy and El Hadra El Gedida, Nagaa El Arab is administratively a part of Sheyakha (sub-district) El Metras; affiliated to Kesm (district) Mina El Bassal and Hai (administrative jurisdiction) Gharb (West). Total area of Nagaa El Arab is 0.227 km² and officially includes 3 sub-areas, namely: El Metras, Nagaa El Arab and Esso. However, field observations may possibly divide Nagaa El Arab sub-area into three sub-areas, as follows: Nagaa El Arab El Adeem (old Nagaa El Arab), Nagaa El Arab El Westani (middle Nagaa El Arab) and Nagaa El Arab El Gedeed (new Nagaa El Arab). This sub division would add up to five sub areas, not three. Like El Hadra El Gedida, the total population has a variety of estimations; however, different estimates are presented in next table.

The land is State property subdivided and transacted illegally by old inhabitants. All sub-areas represent a peri-urban interface, in terms of housing and living styles. Some sub-areas are have better physical conditions, such as El Nagaa El Gedeed, some are more deprived such as el Nagaa El Adeem and El Nagaa El Westani. Further social analysis will follow on a comparative basis to highlight socio economic and cultural diversity among three areas.

30 Findings based on field observations and secondary data analysis of 3 studies.
32 Findings based on field observations and secondary data analysis of 3 studies.
34 Findings based on field observations and secondary data analysis of 3 studies.
Different total population estimates by source

<table>
<thead>
<tr>
<th>Source</th>
<th>El Amrawy</th>
<th>El Hadra El Gedida</th>
<th>Nagaa El Arab</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alexandria Population Census, 2006</td>
<td>36373</td>
<td>NA</td>
<td>114043</td>
</tr>
<tr>
<td>Information Office, Alexandria Governorate, 2006</td>
<td>36590</td>
<td>NA</td>
<td>116386</td>
</tr>
<tr>
<td>Seoudy based on Information Office, 2005</td>
<td>70000</td>
<td>66461</td>
<td>17608</td>
</tr>
<tr>
<td>El Helbawy, PRA, 2005</td>
<td>70000</td>
<td>72000</td>
<td>16000</td>
</tr>
<tr>
<td>SFD &amp; SPAAC, Baseline Study, 2006</td>
<td>300000</td>
<td>NA</td>
<td>17151</td>
</tr>
</tbody>
</table>

Geographical mobility of residents

An overview of the geographical mobility of the baseline sample demonstrates that the majority of the total sample in El Amrawy and El Hadra El Gedida (70.5% and 69.9% respectively) come from other parts of Alexandria and rural or urban Delta (14.7% and 16.95% respectively), whereas in Nagaa el Arab, less than half of total sample (48.65%) moved from other parts of Alexandria and more than a third (34.65%) come from rural or urban Upper Egypt. Cultures of different origins are highly important in understanding socio-cultural aspects related to urban life styles in destinations, especially for land tenure issues and housing. A closer look at next table shows that only half of total sample in Nagaa El Arab were born and have stayed in Alexandria, which indicates that Nagaa El Arab is still a pulling destination for immigrants from other Governorates.

On the other hand, baseline findings show that average duration of stay is 19.4 years in El Amrawy, 17.3 years in Nagaa El Arab and only 10.6 years in El Hadra El Gedida. Whereas in depth interview findings show that less than half (8 out of 18 cases) of the residents interviewed in El Amrawy, more than half (8 out of 14 cases) in El Hadra El Gedida and almost half (6 out of 11 cases) in Nagaa El Arab, stated being having in the area between 5 and 15 years. The remaining cases affirmed having lived in the area for 30 to 50 years. Such findings confirm the very old establishment of these settlements. Reasons to move to these areas are mainly related to the availability and affordability of housing opportunities in these settlements.

---

35 Figures based on in depth interviews with residents of three settlements.
Geographical mobility of residents

<table>
<thead>
<tr>
<th>Origin of residents (%)</th>
<th>El Amrawy</th>
<th>El Hadra El Gedida</th>
<th>Nagaa El Arab</th>
</tr>
</thead>
<tbody>
<tr>
<td>Same settlement</td>
<td>M F</td>
<td>M F</td>
<td>M F</td>
</tr>
<tr>
<td>Same settlement</td>
<td>2.0 1.5</td>
<td>1.7 0.7</td>
<td>0.0 0.0</td>
</tr>
<tr>
<td>Alexandria</td>
<td>69.0 72.0</td>
<td>68.2 71.6</td>
<td>46.8 50.5</td>
</tr>
<tr>
<td>Rural/urban Delta</td>
<td>14.1 15.3</td>
<td>17.1 16.8</td>
<td>11.7 18.0</td>
</tr>
<tr>
<td>Rural/urban Upper Egypt</td>
<td>8.4 13.2</td>
<td>10.6 8.6</td>
<td>38.7 30.6</td>
</tr>
<tr>
<td>Previous residence in Alexandria (%)</td>
<td>83.8 84.0</td>
<td>87.7 89.7</td>
<td>76.6 78.4</td>
</tr>
<tr>
<td>Born and stayed in Alexandria (%)</td>
<td>68.5 71.0</td>
<td>67.4 70.2</td>
<td>46.8 50.5</td>
</tr>
<tr>
<td>Average duration of stay (years)</td>
<td>19.4</td>
<td>10.6</td>
<td>17.3</td>
</tr>
<tr>
<td>Reasons to move to this settlement (%)</td>
<td>51.9</td>
<td>64.7</td>
<td>56.8</td>
</tr>
<tr>
<td>Availability of housing opportunities</td>
<td>51.9</td>
<td>64.7</td>
<td>56.8</td>
</tr>
<tr>
<td>Affordable cost of housing units</td>
<td>30.5</td>
<td>29.8</td>
<td>44.1</td>
</tr>
<tr>
<td>Relatives and friends</td>
<td>26.3</td>
<td>17.5</td>
<td>12.6</td>
</tr>
</tbody>
</table>

Vulnerability context of residents

Baseline results indicate a vast variance in the economic conditions within families of the same sub-area (plot) in the same area. In each area, there are families that are reasonably well off and families who are in medium financial conditions, as well as poor and very poor families who are obliged to put their children, girls or boys to work if the opportunity arises. Though the average monthly income of surveyed households seems comparable, the lowest (50 LE) and highest income is represented in El Amrawy.

Additionally, most of the available occupational activities are daily wages for skilled and unskilled labour, or in small salaried positions. Furthermore, most of those who work or are employed (whether males or females, children or adults) work outside the area in which they live. There are also cases of unemployed males and females who look for employment opportunities. More than 90 percent of families of the three areas complained from the unavailability of employment opportunities. This problem was a priority problem for 45 percent of families from Al Amrawy who suffer from it. Also some families from the three areas complained from unavailability of needed facilities to start private enterprises. Owners of private enterprises, males or females from the three areas, part of the problems they face are limited financial capital and limited marketing options for which some have requested improvements in financial conditions of families to increase demands on their products or services. Hence micro credit opportunities to start private enterprises could help needy families to increase their income and also address the various needs of local families for goods and services such as bread ovens, grocery, meat, fish and/or fruits and vegetable stores, etc. (let’s discuss this section)

Moreover, some families suffer from housing problems such as wall cracks, sagging and leaking roof ceilings, or limited living space and crowdedness. Some families in the three areas expressed the need to improve their housing conditions like fixing the walls and ceilings, fixing the stairs and building entrance, painting walls and ceilings, and/or fixing floors. Almost one half of the families of the three areas who need housing improvements would go ahead with the needed improvements if they had the opportunity to pay in instalments. The other half most probably have limited financial resources to be able to utilize such an option. These families need to first improve their financial status before considering making such improvements in their homes. Hence it is recommended that opportunities for making the needed improvements through paying by instalments be offered to those who can afford it.

---

36 Social Fund for Development and SPAAC, Baseline study of three selected squatter settlements, April 2006.
It is also recommended that the Hai housing engineers inspect the building conditions of houses especially buildings that owners do not reside in. It is known that if owners do not reside in the building with tenants, they are less likely to invest in improvements highly needed by tenants\textsuperscript{37}.

<table>
<thead>
<tr>
<th>Vulnerability context\textsuperscript{38}</th>
<th>El Amrawy</th>
<th>El Hadra</th>
<th>Nagaa El Arab</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average number of household members (person)</td>
<td>4.6</td>
<td>4.5</td>
<td>5.5</td>
</tr>
<tr>
<td>Lowest number of household members (person)</td>
<td>2</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Highest number of household members (person)</td>
<td>16</td>
<td>23</td>
<td>15</td>
</tr>
<tr>
<td>Average household monthly income (LE)</td>
<td>729.4</td>
<td>725.8</td>
<td>657.1</td>
</tr>
<tr>
<td>Lowest household monthly income (LE)</td>
<td>50</td>
<td>132</td>
<td>150</td>
</tr>
<tr>
<td>Highest household monthly income (LE)</td>
<td>5000</td>
<td>3500</td>
<td>3000</td>
</tr>
</tbody>
</table>

\textsuperscript{37} Social Fund for Development and SPAAC, Baseline study of three selected squatter settlements, April 2006.

\textsuperscript{38} Social Fund for Development and SPAAC, Baseline study of three selected squatter settlements, April 2006.
Annex 9: Summary of Law no. 8:1997 on industrial zones

**Article no 2**
Specifies that all companies and establishments enjoy merits, and guarantees incentives as long as their line of business is among that defined in law.

**Article no 5 and 7:**
Appropriation of land owned by the State to investors is according to accurate database information on available lands, areas, location, maps, prices and conditions of disposal, leaving no ambiguities that may lead to disputes. Should any dispute arise in the interpretation or implementation, they maybe settled through civil and commercial arbitration agreements adhered to by Egypt.

**Article 8 and 9**
Protection against all sorts of nationalization, confiscation, freezing or administrative attachment is ensured.

**Articles no 10, 1 and 13**
Companies and establishments reserve the right to decide their pricing, determine profits rates, own lands and build real estate necessary to carry out and expand their operations, regardless of the nationalities of their owners. Companies can also import all production requirements and are free to export their products to any region of their choice.

**Article no 20**
Contracts of incorporation of companies, registration fees for land or companies, as well as loans and mortgages directly related to their business operations, are all tax exempted.

**Article no. 28**
Allocating lands owned by the State to companies in accordance to Article no. 2 can be free of charge. (However, there are no free zones in Alexandria)\(^{39}\).

\(^{39}\) Law no. 8 of 1997.
Annex 10: Public Consultation and DISCLOSURE Activities

Introduction

The primary purpose of this provision is to protect the interests of affected communities. Therefore, the EIA process should include consultation and disclosure of information to key stakeholders involved in and/or affected by the ADP.

The objectives of consultation and disclosure are to ensure that all stakeholders and interested parties, are fully informed of the proposed project, and have the opportunity to express their views and opinions regarding the potential impacts that might affect their livelihood.

Specifically, the public consultation meetings aim to:

- Disseminate information about the nature of the proposed project.
- Raise the awareness of the public regarding the nature and purpose of the Integrated Environmental and Social Impact Assessment process in simple-to-follow terms.
- Identify a preliminary list of potential environmental and social issues and impacts.
- Explore, discuss, and document the issues of concern to the public; which would be addressed in the future phase of impact assessment.
- Disclose to the public how the impacts were determined, the magnitude and severity of the impacts, and the proposed mitigation measures.

Regulations and Requirements

While the Environmental Law for the Environment (Law 4/1994) and its executive regulations, currently, do not require conducting public consultations for approving Elias the World Bank requires that affected groups and NGOs must be consulted as part of the environmental assessment of projects as stated in the Bank's Operational Policy (OP) 4.01 Environmental Assessment and other key documents. The World Bank manuals (e.g. Participation Sourcebook, BP4.01 and OP4.01 for Environmental Assessment, OD4.20 for involving NGOs, BP17.50 about disclosure of information (currently under revision)) are taken into account.

Methodology

The Consultation process was conducted in two main stages: during the scoping and after preparation of the draft IESIA.

**First Stage:** Consultation during the scoping is comprised of a consultative session with the most pertinent stakeholders, in-depth interviews with the most pertinent stakeholders, and site visits. Initial identification of key stakeholders and interested parties took place prior to this stage. This was mainly dictated by the time frame of the IESIA and the high abstraction level of the project.

**Second Stage:** The draft IESIA is presented to a larger forum. This was achieved through a public meeting that the ADP/Alexandria Governorate announced and called for. The process for calling for the public meeting ensured proper communication with the affected communities and key stakeholders as follows:
• Media advertisement announcing the call for the public meeting to review the Draft Final IESIA
• Preparation of non-technical summaries of the project to be delivered upon registration to the event. The summaries were made available in the Arabic language to ensure complete understanding of the project.
• Preparation of presentations in Arabic describing the project’s activities and the anticipated impacts
• Disclosure of the Draft Final IESIA locally and via the World Bank infoshop.

Alexandria Governorate led the consultation process with the technical support of the project team. The IESIA team assisted in coordinating the IESIA with the relevant stakeholders (local population, governmental and non-governmental organisations, academia and other relevant groups). The social and environmental specialists of the team were responsible for ensuring that early and effective identification and consultation with these groups was undertaken.

First Consultation Stage

Preliminary scoping was carried out based on reviewing the existing documentation, the results of the kick-off meeting held on April 11, 2006 at the ADP/PMU and the discussions held with the most pertinent stakeholders. Field visits and in-depth interviews with key resource persons as part of the first input of the public consultation were also conducted.

The in-depth interviews conducted throughout the scoping stage involved representatives of governmental institutions, private technical consulting firm involved in the project, donor organizations participating in development projects in Alexandria in general and within the ADP area specifically as well as community representatives and interest groups such as fishermen.

The purpose of these interviews was primarily to provide information regarding the project, identify published and non-published sources of relevant data and information, obtain views on the scope of the project, and open channels for ongoing discussions.

Consultative Session

On May 29, 2006 a consultative session was held at Alexandria Governorate main conference room. The purpose of the session was to consult with the pertinent stakeholders and receive their feedback on the Intermediate IESIA and Social Assessment reports which were earlier distributed for reviews.

Representatives of the civil society, competent governmental authorities as well as technical consulting firms participating in the design of the project participated effectively in the discussions.

The sessions were facilitated by the ADP/PMU manager and the IESIA responded to the clarifications and inputs of the participants. The list of participants in the consultative session is presented in Annex 7.

Conclusions from the First Consultation Stage

The main outcomes from the first consultation stage demonstrate that there is a high level of optimism regarding the results of the project. However, very high expectations and diversity of problems facing the Alexandria community were dominating the discussions. The complexity of
the proposed ADP and its diversified nature also represented a major challenge especially in terms of coordination between the different components and the various consultants.

The interviewed persons from the government, technical consulting firms, business community and dwellers of the project areas all welcomed the project and were quite well informed about the ADP. This is explained by the fact that many of the activities were taking place on the ground and many of the government officials as well as project consultants were frequently conducting field visits.

The conclusions drawn from this consultation stage can be summarized as shown in the following table:

**Table 8-1 Conclusions from the first consultation stage, May 29 2006**

<table>
<thead>
<tr>
<th>Key Issue</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Slum Upgrading</td>
<td>The 3 squatter settlements are characterised by being informal and can not be identified as “slums”.</td>
</tr>
<tr>
<td></td>
<td>El-Nahda and Om-Zheguo areas are not considered as slum areas.</td>
</tr>
<tr>
<td></td>
<td>Alexandria Governorate/ADP approach is to improve the living conditions of the dwellers of the 3 settlements. No resettlement is intended.</td>
</tr>
<tr>
<td></td>
<td>Rehabilitation and improvements of physical conditions are the common interventions adopted by Alexandria Governorate as in the case of Karantina district.</td>
</tr>
<tr>
<td></td>
<td>Dwellers are feeling quite secure and the issue of regularization is not of high priority at this stage especially in El-Amrawy and El-Hadara El-Gedida</td>
</tr>
<tr>
<td>Environment (Water Quality)</td>
<td>Need to consider impacts of the project on Alexandria sea and beaches.</td>
</tr>
<tr>
<td></td>
<td>Continuous monitoring of sea water quality will be needed</td>
</tr>
<tr>
<td></td>
<td>Water quality monitoring in Lake Marriout especially after implementation of the proposed enhanced treatment</td>
</tr>
<tr>
<td></td>
<td>Lake Marriout needs special attention and high level coordination between different Government Authorities such as fisheries, EEAA and Alexandria Governorate</td>
</tr>
<tr>
<td></td>
<td>Possibility of re-using the treated waste water in planting trees and mixing with agriculture wastes</td>
</tr>
<tr>
<td></td>
<td>Accessibility to sea water quality data through the EU project running under the EEAA and with the CEDARE NGO.</td>
</tr>
<tr>
<td>Environment (Air Quality, Fauna</td>
<td>Data about air quality do exist for Alexandria in general but not necessarily for the project areas.</td>
</tr>
<tr>
<td>and flora, Land Topography)</td>
<td>Will the fauna and flora and land topography for the areas surrounding the project be affected?</td>
</tr>
<tr>
<td>Environment (Lake Marriout and</td>
<td>The proposed area for development surrounding Lake Marriout might be affected by high level of ground water</td>
</tr>
<tr>
<td>Surroundings)</td>
<td>Coordination with the Industrial Development Agency is needed regarding future development plans in the area.</td>
</tr>
<tr>
<td>Business Environment/Micro</td>
<td>Management of micro-loans</td>
</tr>
<tr>
<td>Enterprises</td>
<td>Encouraging formalization of micro scale polluting workshops for the purpose of upgrading</td>
</tr>
<tr>
<td>Social</td>
<td>Positive impacts of the project on the behaviour of the residents of the areas</td>
</tr>
<tr>
<td></td>
<td>Willingness of the dwellers to pay for improved services and regularization</td>
</tr>
</tbody>
</table>
Second Consultation Stage

Introduction

Following the preparation of the Draft Final report of the IESIA, a second stage of public consultation took place. It was determined to conduct the second stage of public consultation on the widest scale possible in order to capture the public opinion about the proposed project and the impacts of its components on the social and natural environment. The list of participants in the public hearing is presented in Annex 7.

Activities

Communication with the public
In order to ensure that the public are properly informed about the consultation event, an announcement was made on the most widely spread national newspaper (Al-Ahram) one week prior to the consultation date. The consultation was held on August 1, 2006 while the announcement was published on July 25, 2006.

Information about the project
A non-technical summary in Arabic was prepared describing the project components, objective of each component, potential positive and negative impacts of each component and the proposed mitigation measures. The summary was made available at the Public Relations office in the Governorate right after the publishing of the announcement.

Documentation and classification of the comments
Notes were taken during the public consultation where each question or comment was recorded. The comments and questions were then classified according to their relation to each project component. An internal discussion among team members took place to respond to each comment/question and ensure that the area of concerned is covered in the final report.

The following table documents the key issues and concerns raised by the participants.
Table 8-2  Key issues raised by participants in second consultation stage, August 1 2006

<table>
<thead>
<tr>
<th>Project Component</th>
<th>Key Issues</th>
<th>Comments</th>
</tr>
</thead>
</table>
| Overall Project                               | • Current stage of the project design and implementation and whether the inputs of stakeholders will be considered in other project phases  
• More technical information about the project are needed  
• Social Impacts of the project on the public in terms of traditions  
• Involvement of the community and their natural leaders in the project.                                                                 | • The ADP project is currently in the final design phase after several rounds of workshops and discussions. For the environmental and social impact assessment, the input from different stakeholders at this public consultation event will be reflected in the report before being finalized and published.  
• All reports shall incorporate the issues raised during the consultation stages and will be disclosed to the public.  
• A social assessment report was prepared to determine the overall social impacts  
• The social study recommended the involvement of the community during various stages of the project cycle. |
| Land Development (Component 1.1)              | • Potential environmental impacts due to tourism development around Lake Marriot as part of the Land Development component  
• The rational upon which the area surrounding lake Marriot was designated for land development instead of other areas west of Alexandria  
• Land development around Lake Marriot and its relation to a wider urban development plan of Alexandria City  
• Resettlement of families due to land development and appropriateness of compensation  
• Current practices of land-filling that occur in Lake Marriot and whether more land-filling will take place during land development                                                                 | • The potential environmental impacts for land development are detailed in section 3 of the report.  
• One of the main objectives of the project is to ensure sustainable development in the area surrounding the Lake Marriot. The details are presented in section 3 of the report. The project aims to prevent uncontrolled development around the lake, thus maintaining the lake and its quality after improvement through component 1.1.  
• No resettlement of families is expected from this component. |
| Roads Rehabilitation (Component 1.2)         | • The impacts of roads rehabilitation on the communities, businesses and the environment (for example increase in traffic primarily trucks will increase noise levels in residential areas)  
• Resettlement of families due to road rehabilitation and appropriateness of compensation  | • No resettlement is intended due to any of the project components. However, it is expected to acquire land from State-owned enterprises to implement rehabilitation of Om Zeghiou and El Sad El Aly roads to bypass restricted residential areas.  
• A Resettlement Policy Framework has been prepared to deal with any unlikely resettlement |
| Enhancing PSP in development and management of industrial areas (Component 2.3) | • Environmental Impacts of the industries in industrial areas (El-Nahda )                                                                                                                                   | • The ADP involves only the implementation of a pre-feasibility and detailed feasibility analysis for involving private sector in the operation and development industrial zone. The feasibility analysis will investigate the readiness of private sector to participate in the operation of industrial areas and the possible regulatory reforms to promote PSP in industrial zones management. The component does not include any works that can affect the environment in the project area. |
Conclusions from the Second Consultation Stage

The second stage of public consultation showed that the water quality of Lake Marriout is the main concern of the majority of the participants. It was obvious that any of the project components (especially wastewater treatment and land development around Lake Marriout) should not have any negative impacts on the lake. In fact, there is a need to demonstrate that the key project components will eventually improve the overall conditions of the lake.

Other concerns that were raised during the consultation were concerning the social impacts of the project and the inclusion of the community during the project implementation in order to maximize the socio-economic benefits of the project.

All concerns of the participants were all addressed in the different sections of the Draft Final Report.

Public Disclosure

Complete sets of the IESIA reports for the ADP, including the Arabic Version of the executive summary will posted for public disclosure purposes in the following places accessible to the public:

- Public relations office, Alexandria Governorate
- ADP Project Implementation Unit, Alexandria Governorate
- ADP web site
- Bibliotheca Alexandrina

Moreover, the documents will also be disclosed electronically through the World Bank Information Center (Infoshop) website (www.worldbank.org/infoshop).
Annex 11: Proposed ToR for willingness to pay (WTP) study

DRAFT

Terms of Reference
Survey

Willingness to Pay for Water connection and Sewage Disposal

I. Introduction

The main purpose of the Social Assessment (SA) is to provide a participatory framework for gathering, analyzing and incorporating relevant socio-economic information in planning, implementing and monitoring. This includes an analysis of context and social issues with a participatory process of stakeholder consultation and involvement in order to provide operational guidance on developing project design, implementation and monitoring and evaluation (M&E).

The Alexandria Development Project (ADP) will have both positive and negative social impacts. Though, the intention is that the former will compensate and overcome the latter. During the course of the preparation of the SA is has become apparent that the development of a socio-economic survey focusing on the willingness and ability of the poorer segments of the population to connect to the newly installed network, and for sewage disposal.

II. Key objectives

The socio-economic survey will focus on the following areas:

Determine the willingness and ability of different consumer groups to pay for water distribution networks and sewage disposal connections with particular emphasis on the poorer residents in the three settlement areas of Al Amrawy, Hedara el Gedida, and Al Nagaa el Arab, which are covered by the ADP initiative. An indication of the maximum monthly payments that the poorer residents can afford to pay and are willing to pay for connections should be provided.

Identify potential bottlenecks:
Based on a few preliminary interviews with stakeholders in the project area it is obvious that many are concerned about the payment of the installation costs. At the present only the installation of the the connection to household water is estimated to reach 1000 per household, and the same rate is expected also to be realistic for the connection to the sewage system. Poorer residents can currently make down payments on installation costs over a maximum of seven years (at 10% interest).

Given these costs, the SA/socio-economic survey should document local responses and analyze the impacts/affordability/willingness to pay for such an increase with primary focus on poorer households.

A potential obstacle for tenants relates to the fact that residents will not be connected unless they can produce utility/electricity bills in their own name. However, tenants often receive electricity bills in the name of the owner of the property. The extent to which this actually represents a hurdle for poorer residents should be explored in the SA.

Targeting the poor
Particular attention should be given to lower-income groups to assess the affordability of these residents to connect to the networks. The maximum monthly payments that the poorer residents can afford to pay for connections should be indicated as specifically as possible. To the extent possible distinctions of the willingness to pay should also be given between different areas within the settlement communities. In view of these findings different alternatives for subsidy support should be proposed, e.g. one-time government support, extended period of repayment beyond the existing seven years, and the administrative implications of the various options should be discussed.

Monitoring of social impacts:
In addition to the socio-economic survey, social impacts – both positive and negative - need to be monitored during construction.

Based on experience from similar projects elsewhere potential negative impacts - although temporary - should be identified and addressed. This includes obstruction of access to streets, markets, businesses, increased risks of accidents as a result of added traffic/delivery of materials. The contractor will be responsible for public safety.

Positive impacts may include short-term employment of unskilled labour during construction, increased cash-flow to the local economy, gender implications (time use, reduced health risks, increased convenience etc.).

III. Scope of work and methodology

Personnel: The overall assessment will be managed by a consultant advisor who will supervise a research team which will include two field managers. Field managers would be responsible for subcontracting and managing the local research team which would include quantitative interviewers (most likely students), a data entry person and a facilitator for focus group discussions (e.g. from an NGO with relevant experience). The consultant advisor will work closely with the research team to provide guidance on methods, to assist with initial supervision as well as with the final analysis of data.

The research, which will build on earlier experience from Egypt as well as broader World Bank experience with similar socio-economic surveys, will involve both quantitative and qualitative techniques including household interviews, key informant interviews, case studies, and observation and focus group discussions.

The assessment will consist of a quantitative representative survey of approximately 500 interviews, and based on a stratified random sampling approach (as described below), a number of focus group discussions, key informant interviews on specific issues such as income.

Questionnaires: A draft questionnaire should initially be field tested and revised during the initial days of research. The final questionnaire (see Summary of research topics) should be cleared with the PIU and the Bank. The data entry specialist would be responsible for entering the data, and the research supervisor would be responsible for checking the quality of data entry. Close supervision during the entire research process is vital to accuracy of data collected, and it is important that each questionnaire is completely and accurately completed.

Sampling: The sample should focus on the poorer sections of the project area. Initially a distinction should be made between lower, middle and higher income areas, and within the lower income neighborhoods, several geographically separate areas should be chosen. A random selection, e.g. every 10th house in a certain area could then be selected for interviews.

Focus group discussions: These discussions should include no more than 8-10 persons, and should explore issues of a more qualitative nature. The facilitator would organize the discussion groups, adapt materials, and be responsible for the write-up together with the field manager. Focus group discussions should run concurrently to the other research. Various participatory tools could be adapted for use in discussion groups, and the research team should consider which method would be most appropriate in preparing the work plan. Discussion groups are more likely to be effective and participants will more freely express their views if the group is homogeneous (e.g. with regard to gender, income). The research team should decide whether to group all topics in one discussion or to hold shorter meetings on each key topic.
Data on income levels: Earlier experience shows that it is difficult to obtain an accurate picture of income levels through quantitative household surveys. Many households earn income from a variety of sources and may not track the net income, particularly those working in the informal sector where income may vary greatly from month to month. Household members may also be reluctant to share such information with an interviewer. Indeed, most surveys confirm that household income is underreported, and household expenditures are often used as a more accurate proxy for income.

The research team will provide a document outlining the final and specific methodologies to be used during the initial phase of the research. The area to be covered should be based more on income (poorer households) than geographical distribution. A proposed sampling methodology, as well as other information on proposed methodologies should be presented to the GOE and World Bank for discussion and finalization and to local stakeholders prior to initiating the fieldwork.

IV. Output and deliverables

<table>
<thead>
<tr>
<th>Output</th>
<th>Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Signature of contract</td>
<td></td>
</tr>
<tr>
<td>Submission of workplan</td>
<td></td>
</tr>
<tr>
<td>Submission of draft questionnaire</td>
<td></td>
</tr>
<tr>
<td>Write-up of methodology</td>
<td></td>
</tr>
<tr>
<td>Submission of first draft</td>
<td></td>
</tr>
<tr>
<td>Submission of final draft</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td></td>
</tr>
</tbody>
</table>

V. Qualifications

*Consultant advisor* – experience in designing, managing and carrying out consumer assessment studies, including supervision and analysis of both quantitative and qualitative data.

*Field managers* – Experience in conducting similar surveys

*Facilitator* – Knowledge of the community, experience in facilitating group discussions

*Data entry specialist* – knowledge of relevant statistical programs

*Interviewers* – Some prior knowledge on conducting interviews

VI. Summary of Research Topics

*Examples of issues to be covered by Quantitative Survey:*

- Family size and composition
- Rent or own property
- Who is responsible for bill (landlord, tenant, government, employer)? In what percentage of cases do residents not have direct responsibility? Do tenants receive electricity bills in their own name or in the name of the owner?
- Current employment/occupation of each household member (unemployed, formally employed and where, informally employed, retired, etc.)
- Number of income earners and type of income earned of each household member (informal, formal etc.)
- Amount paid for other utilities
- Income including transfers to/from household and number of dependents, people supported by household
- Income increased or decreased in past year?
- Nature of income of each household member (regular, intermittent)
- Indications of poverty
• Basic water use & treatment
• Basic sanitation (if this information is available from other persons familiar with the area, it need not be included in the questionnaire

• main toilet facility – functioning or stopped up?
• solid waste removal practices
• source of information about housing unit (paid for by employer, purchased self, renting privately etc.)
• municipal services households would most like to see improved

Some issues which are more suitable for focus group discussion include:

• Consumer perspective on methods of billing, how should added expenses of installation be distributed to address affordability issues?
• Affordability. What can be done to address this issue?
• Willingness to pay specific amounts for gas connections. What would the upper limit per month be?
• Identify other major expenses per month (utilities, rent etc)
Annex 12: List of preparers

Herrie Heckman          Team Leader
Ihab Shaalan           Co-team Leader
Nils Gardek           Social Development Consultant
Hanaa El Gohary      Social Development Consultant