



## **CLOSURE AND REHABILITATION OF ABUZABAL MUNICIPAL SOLID WASTE DISPOSAL SITE**

# **Summary of the Livelihood Restoration Plan (LRP) for Waste Pickers at Abu**

### **GREATER CAIRO AIR POLLUTION MANAGEMENT AND CLIMATE CHANGE PROJECT**

### **MANAGEMENT AND TECHNICAL SUPPORT FOR SOLID WASTE MANAGEMENT COMPONENT**

Submitted to:

**Project Coordination Unit (PCU)**

Submitted By:



26<sup>th</sup> March 2025

## CONTENTS

1- Background.....	4
2- Methodology .....	4
3- Legal Framework .....	5
4- Baseline Information .....	5
5- Social Impact Assessment .....	7
6- Livelihood Restoration Options .....	9
7- Stakeholder Engagement.....	13
8- Implementation Of The Lrp .....	15
9- Monitoring And Evaluation .....	18

## Abbreviations

<b>AZ</b>	Abu Zaabal
<b>CAPMAS</b>	Central Agency for Public Mobilization and Statistics
<b>CDAs</b>	Community Development Associations
<b>ECS</b>	EcoConServ
<b>EGP</b>	Egyptian Pound
<b>ESSs</b>	Environmental and Social Standards
<b>FGDs</b>	Focus Group Discussions
<b>GCCC</b>	Greater Cairo Air Pollution Management and Climate Change Project
<b>GCR</b>	Greater Cairo Region
<b>GoE</b>	Government of Egypt
<b>KIIs</b>	Key Informant Interviews
<b>MSMEDA</b>	Micro, Small, and Medium Enterprise Development Agency
<b>MSW</b>	Municipal Solid Waste
<b>NGOs</b>	Non-Governmental Organizations
<b>PAPs</b>	Project Affected Persons
<b>PCU</b>	Project Coordination Unit
<b>QG</b>	Qalyubia Governorate
<b>WIDMS</b>	Waste Information and Data Management System
<b>WMRA</b>	Waste Management Regulatory Authority

## 1- Background

The Government of Egypt, with the World Bank (WB) support, is implementing the Greater Cairo Air Pollution and Climate Change (GCCC) Project. One of the activities under the GCCC Project is the closure of the Abu Zaabal (AZ) dumpsite to improve environmental and health outcomes.

The Abu Zaabal site, active since 1997, lacked proper waste management, causing air, water, and soil pollution. It received over 1,500 tons of waste daily and is surrounded by residential areas. Waste disposal has been uncontrolled, leading to frequent fires and health hazards. Consequently, a safe closure of the dumpsite has been planned. However, this closure will result in the economic displacement of 57 individuals—56 waste pickers and one site operator—who currently rely on waste sorting activities at the site for their livelihoods.

To address this impact, a Livelihood Restoration Plan (LRP) was prepared by Chemonics Egypt firm. The plan aims to restore or improve the incomes and living standards of those affected by the project through training, employment support, and capacity-building.

The LRP was prepared based on the World Bank's standards and focuses on:

- Identifying Project Affected Persons (PAPs)
- Assessing impacts
- Engaging with stakeholders
- Providing alternative livelihood options
- Monitoring outcomes

Key principles of the LRP include:

- Consultation with affected persons
- Coordination with government
- Collaboration with Non-Governmental Organizations (NGOs) and the private sector

The goal of the LRP is not just to compensate, but to sustainably improve livelihoods post-closure.

## 2- Methodology

The LRP used both secondary sources (e.g., project documents, studies, reports) and primary data (site visits, surveys, interviews, and consultations) to assess impacts on waste pickers at Abu Zaabal.

- 56 waste pickers were verified and surveyed between March–July 2024.
- Data collection included site visits, focus groups, and interviews with affected workers and stakeholders.
- Quantitative data was analyzed statistically; qualitative data was reviewed for common themes.

The study team faced several challenges during the site visits, including poor site conditions, scheduling difficulties due to holidays and school exams, and community mistrust stemming from previous delays. Additionally, participants refused to be photographed.

### 3- Legal Framework

#### 3.1 Egyptian laws and regulations

##### - Egyptian Labor Law 12/2003

Waste pickers subject of economic displacement due to the Abu Zaabal dumpsite closure are informal workers and consequently do not have any kind of work contracts with the dumpsite operator. Therefore, they are not covered by the Egyptian Labor Law 12/2003 which is currently under update aiming at improving the status and rights of Egyptian employees in the governmental, public, and private sector. The new labor law was issued in 2022; it was approved by the Senate, but not yet by the Parliament. The new law is drawing special attention to irregular workers organization.

In broad terms, Article 26 of Law 12/2003 specifies informal/irregular workers as those engaged in seasonal agricultural, fishing, mines and quarries, and construction economic activities. The same article explains that this categorization is not based on actual census of laborers; thus, the government is eligible to add some other categories as relevant. The Law intended to differentiate between short-term, seasonal, and casual labor force.

##### - Egyptian Fund for Irregular Labor force

The Fund for Irregular Labor (Decree 186/2015) offers support (e.g., unemployment aid) to informal workers who meet specific eligibility criteria.

#### 3.2 World Bank Environmental and Social Standards (ESSs)

ESS1 on “**Assessment and Management of Environmental and Social Risks and Impacts**” and ESS5 on “**Land Acquisition, Restrictions on Land Use and Involuntary Resettlement**” recognize that project-related land acquisition and restrictions on land use can have adverse impacts on communities and persons. For this project, ESS1 and ESS5 apply to the permanent loss of livelihoods of waste pickers (56 PAPs) at the Abu Zaabal dumpsite and the operator (one PAP) (total of 57 PAPs) due to the closure Abu Zaabal dumpsite. The project implies economic relocation of people without formal, traditional, or recognizable usage rights, who are occupying or utilizing land prior to a project-specific cut-off date.

### 4- Baseline Information

#### 4.1 Local Context for Abu Zaabal Dumpsite

The Abu Zaabal dumpsite spans approximately 106 feddans and receives around 1,570 tons of municipal solid waste daily, with an estimated 15 million tons of accumulated underground waste. It located in Khanka district in the Qalyubia Governorate (QG). It includes medical waste incinerators and an environmental monitoring station. While the site has administrative facilities and a spare parts warehouse, equipment maintenance is outsourced. However, it lacks on-site emergency response, firefighting equipment, a sewage system, and medical facilities. Water and electricity are provided by nearby public services, and medical care is accessed through local hospitals and health units.

#### Local Communities Adjacent to Abu Zaabal Dumpsite

The communities closest to the Abu Zaabal dumpsite include Arab Al-Olaykat Village, social housing projects, Abu Zaabal Workshop Housing, and Al Khanka Markaz. Nearby institutions include a village administrative building and health care unit.

Residents face serious environmental and health challenges due to foul odors, smoke, and air pollution from both the dumpsite and nearby aluminum burning. These conditions have led to increased health issues such as respiratory and skin problems. Stray dogs and uncovered waste trucks further contribute to safety and sanitation concerns.

Infrastructure around the site is poor, with unpaved and damaged access roads causing frequent accidents. Additionally, improper waste disposal has severely contaminated local soil and water. A 2021 study identified harmful pollutants and runoff affecting local water bodies. The planned closure of the site is expected to reduce pollution by up to 65%, leading to significant environmental benefits.

#### **4.2 Local Efforts to Legitimize Informal Waste Workers in Qalyubia Governorate**

Qalyubia Governorate, in coordination with the Ministries of Environment, Manpower, and Social Solidarity, launched an initiative to formalize informal waste workers by creating four official roles: collection, sorting, recycling, and disposal.

The initiative, supported by the Ministry of Environment, Waste Management Regulatory Authority (WMRA), and Waste Information and Data Management System (WIMDMS), aims to integrate workers into the formal sector and extend social protection. It also coordinated with the Civil Affairs Authority to add these roles to national Identification Documents (IDs) and professional cards. A training program based on Solid Waste Law 202/2020 was implemented to improve environmental and occupational safety. Around 200 workers have received training and been informed about available social benefits.

#### **4.3 Socio-economic Baseline Information on PAPs' Household Level**

Between March and April 2024, a socio-economic survey was conducted at the Abu Zaabal dumpsite to identify individuals economically impacted by its closure. The survey revealed that a total of 56 active waste pickers and one site operator were identified as PAPs.

The 56 workers live in 35 households comprising 173 people. The population was fairly young, with 44.5% under 18 and 52% lacking formal education. Around 11% of household members reported chronic illnesses, while 5.2% had disabilities. Most families lived in rural standalone homes or apartments, with 69% owning their homes and most having access to basic utilities. Common household assets included TVs, phones, and refrigerators, though motorcycle ownership was rare. Some families raised poultry, but none bred livestock.

Financially, all surveyed households relied primarily on wages, with some receiving pensions or donations. Average monthly household income was about EGP 6,970, while per capita income stood at EGP 1,410—well below Egypt's 2024 poverty line of USD 2.15 per day. Expenditures averaged EGP 5,900 per month, and food costs consumed a significant portion of household budgets, with 54% of families earning less than the average income.

Among the 56 waste pickers, 50 were male and 6 females, with varying marital statuses and age ranges. Female workers were mostly older or divorced/widowed, and male workers were predominantly within the working-age group. Wages were directly tied to experience and productivity, ranging from EGP 50 to over EGP 150 per day. Most workers had no secondary employment, though some possessed unused vocational skills. Over half expressed interest in training for alternative jobs. The dumpsite operator, aged 32, has been formally employed at the site for over 11 years.

Based on socio economic baseline data, in specific age and educational level, PAPs were categorized into three levels of vulnerability as follows:

- High vulnerability level are those persons who are going to lose their jobs, but Egyptian laws do not allow them to be formally employed in other jobs. This category includes young people under 18 and elderly individuals over 60. The high vulnerability category also includes female heads of household. The total number of this group is calculated at 18 workers representing less than one third of the total (32% of total).
- Medium vulnerability level are those persons who are heads of households and are going to lose their jobs; thus, the entire household might be affected by the loss of the livelihood of the household head. Additionally, their vulnerability is heightened if they have a low level of education. The total number of this group is calculated at 19 workers representing 34% of the total PAPs.
- Low vulnerability level are those persons who are not head of households and are going to lose their jobs, but they are still falling within the working age group (over 18 and less than 60 years of age). The total number of this group is calculated at 19 workers representing 34% of the total PAPs.

## 5- Social Impact Assessment

### 5.1 Positive Impacts

The closure of Abu Zaabal Dumpsite is expected to generate several environmental and social benefits:

- Improved public health and safety for nearby residents.
- Better occupational safety for waste pickers.
- Enhanced environmental conditions, benefiting local flora and fauna.
- Higher quality of life for waste pickers and surrounding communities.
- Skill development and integration of waste pickers into the job market.
- Model example for environmental protection practices.

### 5.2 Negative Impacts

Despite the benefits, closure also brings **adverse social impacts**, particularly economic displacement:

#### - Livelihood Losses

- **Waste Pickers:** The dumpsite was often the sole income source for many households. Closure is seen as a direct threat to their livelihood and ability to meet basic needs, especially education for their children.
- **Dumpsite Operator:** With no alternative income, the operator faces socio-economic uncertainty and has been affected by unclear closure timelines.

#### - Deterioration of Living Conditions

- The closure coincides with national economic challenges, such as inflation and rising costs of living.
- This double burden severely affects low-income and vulnerable groups, worsening their ability to afford essentials like food, housing, and education.

- All consulted PAPs confirmed that the loss of livelihoods would increase their financial strain and debt burdens.

### **5.3 Perceived Mitigation Measures**

#### **Livelihood Restoration Options**

Consultations with PAPs identified preferred mitigation strategies included the following:

- Access to alternative employment.
- Financial aid to start small businesses (e.g., carpentry, kiosks, tricycles).
- Vocational training (e.g., driving).
- Micro-loans or government assistance (e.g., through Takafol and Karama).
- Relocation to a nearby waste site.
- Employment in a future waste management facility.
- Diversification into transport or plastics-related business.
- The operator has assets (vehicles, warehouse) that may support his transition.

### **5.4 Eligibility Matrix**

- Egyptian Law does not recognize informal workers like waste pickers for compensation.
- However, the plan follows WB ESSs, especially ESS5, which mandates restoring or improving livelihoods of displaced persons.
- An entitlement matrix has been developed to classify eligible persons and define appropriate compensation mechanisms based on their losses.

**Table 5-1: Eligibility Matrix for Economically Displaced Persons from AZ Dumpsite**

<b>Type of Losses</b>	<b>Level of Impact</b>	<b>Entitled Person(s)</b>	<b>Number of affected persons</b>	<b>Project Compensation Policy</b>	<b>Other Measures</b>
<b>Waste Pickers</b>	Loss of source of income or access to income	All surveyed full-time and part-time waste pickers at Abu Zaabal Dumpsite	56 PAPs	- Not recognized by Egyptian law	Loss of source of income or access to income
<b>Dumpsite Operator</b>	Loss of source of income or access to income	Operator/Manager of Abu Zaabal Dumpsite	1 PAP	- Not recognized by Egyptian law	Loss of source of income or access to income



## 6- Livelihood Restoration Options

The LRP aims to restore or improve the livelihoods of economically displaced households (waste pickers), ensuring their income, production levels, and living standards are not diminished post-closure of the Abu Zaabal dumpsite.

### 6.1 Livelihood Restoration Challenges

- Many PAPs are accustomed to traditional practices, including defined gender roles, which may limit openness to new livelihood options.
- PAPs may have high or unrealistic expectations, particularly regarding immediate employment opportunities.
- Women face specific challenges in accessing new livelihoods and may also be exposed to increased risks of Gender-Based Violence (GBV) if not properly supported.
- Younger PAPs often have different aspirations than older generations, which can cause family or community tensions.
- Many PAPs have poor literacy and numeracy skills, requiring tailored training and support to access alternative employment.
- The ongoing economic crisis in Egypt disproportionately affects vulnerable households, increasing the burden of household expenses (electricity, fuel, water, transportation).
- Requires focused engagement to identify safe, viable, and culturally acceptable opportunities for women.
- Displacement may undermine informal support systems (social capital and safety nets) that are critical to household resilience.
- PAPs live near the dumpsite and depend on its location for work; new livelihood options must consider this.
- Not all alternative livelihood attempts will succeed (e.g., job rejections, failed enterprises), and contingency measures are needed.
- Restoration programs must continue long enough to become effective and sustainable.
- Children aged 10–14 are not legally employable under Egyptian law; restoration planning must take this into account without violating labor regulations.

### 6.2 livelihood restoration partners

The LRP was designed in close collaboration with key partners, and its success depends on ongoing cooperation and commitment. Monitoring will be led by local authorities with Project Coordination Unit (PCU) support.

#### **Key Partners:**

- **Local Government Authorities**

Central to LRP design and implementation; coordinate with manpower and social solidarity directorates and collaborate with community groups and investors.

- **Nahdet Misr Company for Environmental Services**

A waste management company contracted by Qalyubia Governorate, responsible for waste transfer from neighborhoods to Abu Zaabal. Also supervises local contractors' performance and enforces service quality. Nahdet Misr has expressed its willingness to employ PAPs under its operations.

- **Local Solid Waste Contractors**

Operate under set agreements, provide vehicles and workers, and ensure continuous cleanliness. Workers are on long shifts and wear uniforms, but employment is handled by the contractors.

- **MSMEDA (Micro, Small, and Medium Enterprises Development Agency)**

Offers microfinance, job linkage, and small business support. No direct funding was available during consultations, but MSMEDA may assist if project funds are allocated.

- **Investors in Local Industrial Areas**

Factories in nearby industrial zones (Al Akrasha and Al Safa) expressed willingness to employ waste pickers, provided they meet legal and training requirements.

- **Community Development Associations (CDAs)**

Although Abu Zaabal has limited active CDAs, Kafr Ebian CDA was identified as a potential partner for in-kind support to vulnerable groups, given its local influence and MP-led leadership.

## **6.3 Analysis of Livelihood Restoration Options**

PAPs were initially unsure about preferred restoration options, often requesting any income-generating job. After consultation, four main options were analyzed:

### **6.3.1 Option 1: Jobs in Waste Management Sector**

#### **1. Relocation of PAPs in Waste Management Jobs**

Within discussions with LRP partners, it was mentioned that Qalyubia Governorate is planning to operate a solid waste recycling facility (Tetan Factory) which is located in the vicinity of the Abu Zaabal Dumpsite (1 km away). However, the Head of Solid Waste Management Directorate explained that QG has signed a contract for ten years in April 2024 with an investor, in order to expand the facility and develop high-tech production lines. Therefore, the facility will not need a big number of workers, who are preferably of higher education levels. Hence, relocation PAPs (pickers and operator) to the recycling facility will not be a livelihood restoration option, especially that the signed contract did not stipulate the employment of former dumpsite workers.

#### **2. Environmental Services Companies:**

Alternative job opportunities outside Abu Zaabal were explored with a private environmental services company and local waste contractors. They offered to hire affected individuals with a net daily income of at least EGP 150 (after deducting transport costs from a monthly salary of EGP 6,000). Contractors were open to employing as many experienced and reliable workers as needed, but they generally do not hire women and do not provide formal contracts, despite offering standard pay rates.

#### **3. Al Khanka and Abu Zaabal Solid Waste Management Sector**

A proposed livelihood restoration option involved employing PAPs from the Abu Zaabal Dumpsite in future solid waste management operations in Al Khanka and Abu Zaabal, including

potentially subcontracting the former dumpsite operator. Wages would be similar to their current earnings (EGP 150–200/day), and implementation would depend on cooperation among local authorities and waste management stakeholders.

However, during consultations in January 2025, all PAPs rejected this option for several reasons:

- Their experience is limited to waste sorting, not collection or transport.
- Many suffer health issues from long-term dumpsite exposure.
- They are unaccustomed to structured work environments or uniforms.
- They feel uncomfortable performing waste collection publicly due to stigma.

**As a result, this option was excluded from the final livelihood restoration plan.**

#### **4. MSMEDA Micro Finance for Waste Collection and Transport**

MSMEDA proposed employing some PAPs in waste collection and transport through an NGO, with monthly salaries up to EGP 1,200. **However, this option was excluded early in the consultation process for the following reasons:**

- No available funding for the project.
- PAPs are unwilling to collect waste from residential areas due to discomfort with public exposure.
- The salary is significantly lower than their previous income at the dumpsite.
- Contracting MSMEDA to manage the labor force would be administratively complex.

##### **6.3.2 Option two: Relocation of PAPs in Industrial Jobs**

Relocating waste pickers to industrial jobs in Al Safa and Al Akrasha Industrial Areas was proposed, focusing on male workers aged 18–60 and those nearing employable age. Stakeholders include local investors and the Qalyubia Directorate of Manpower, which committed to offering training, skills assessments, and work permits.

Most PAPs supported this option during consultations, requesting social and health insurance and transitional training to adapt to smelting and industrial work. The dumpsite operator was the only one who opposed this path, preferring to stay in waste management.

This option depends on strong coordination between Qalyubia Governorate, the Manpower Directorate, and the private sector. Ongoing monitoring and support will be carried out under the LRP's Monitoring and Evaluation (M&E) framework.

##### **6.3.3 Option three: Micro Finance to Establish an Enterprise**

Some PAPs expressed interest in starting small businesses (e.g., kiosks, carpentry, goods transport) using microfinance. Key partners for this option include Qalyubia Governorate, MSMEDA, the Directorates of Social Solidarity and Manpower, who would support with loans, vocational training, and coordination.

MSMEDA can offer microloans and basic training; Social Solidarity can provide loans up to EGP 18,000, especially for female-headed households; and the Manpower Directorate will assist with training. This option targets PAPs over 18 years old with viable business plans, while minors and males under 18 are ineligible.

Despite initial interest, only one family (proposing a scrap business) and the dumpsite operator (undecided) selected this option during the January 2025 consultation. Concerns remain regarding

the capacity of PAPs to manage businesses successfully, highlighting the importance of training. Implementation and monitoring responsibilities lie with QG, Ministry of Local Development (MoLD), WMRA, and the PCU under the LRP's M&E framework.

### **6.3.4 Other Support Options (for Sensitive Receptors)**

This option targets vulnerable PAP households, especially women, children, and the elderly, through social support programs and in-kind aid:

- Takaful and Karama Program (administered by the Ministry of Social Solidarity):
  - Takaful provides conditional cash transfers to poor families with children under 18. Transfers start at EGP 406/month, with additional amounts based on children's education levels. Eligibility is linked to school attendance and health check-ups.
  - Karama, a program for elderly (65+) and people with disabilities, offers unconditional cash transfers between EGP 490–615/month, but does not apply to Abu Zaabal PAPs, who are younger and not people with disabilities.
- Irregular/Seasonal In-Kind Support from local CDAs:
  - Includes food boxes, meat, school supplies, clothes, and blankets during seasonal events (e.g., Ramadan, Eid, winter).
  - Kafr Ebian Local CDA committed to providing food boxes for up to 3 months after dumpsite closure.
- The Social Solidarity Directorate at the QG will assess PAP eligibility using official databases and support Abu Zaabal's understaffed local unit. Families of PAPs under 18 can receive support on their behalf.

This support is seen as valid and essential for high-risk and vulnerable households. Monitoring, coordination, and engagement will be led by QG, MoLD, WMRA, and the PCU as part of the LRP's M&E framework. Re-consultation with PAPs is recommended prior to implementation to account for any changes in household circumstances.

## **6.4 Gender Considerations**

Economic displacement impacts women more severely, as their income loss directly affects household welfare and increases their caregiving burden. Relocation disrupts familiar, flexible work arrangements, raising stress and the risk of domestic violence. Although only 6 of the 56 Abu Zaabal workers are women, gender-sensitive planning remains crucial. Female PAPs expressed concerns about new livelihood options but valued the flexibility, proximity, and childcare compatibility of their previous work.

## **6.5 Transitional Support for Lost Livelihoods**

To ease the transition from dumpsite work to new livelihoods, 3–6 months of support (cash, vouchers, in-kind aid, or paid work) is typically recommended. In this project, Qalyubia Governorate will not provide direct financial aid but will coordinate in-kind assistance through NGOs to support affected individuals during this period.

## **6.6 Approved Livelihood Options for different PAPs Categories**

The process of finalizing livelihood restoration options for the PAPs involved multiple stages: verifying PAPs against official lists, conducting household surveys, consulting with PAPs and the

dumpsite operator, coordinating with livelihood partners to refine options, and finally confirming choices with PAPs.

The 56 PAPs are categorized into two broad groups:

**1. Within the labor force (45 PAPs):**

- These individuals are aged between 17 and 60.
- Includes:
  - 28 males still working at the dumpsite.
  - 2 males who began scrap collection work under the dumpsite operator.
  - 6 males aged 17+ approaching 18.
  - 6 PAPs (4 males, 2 females) seeking micro-finance to start scrap collection businesses.
  - 3 PAPs (2 males, 1 female) who participated in the survey but left after the cut-off date.

**2. Outside the labor force (11 PAPs):**

Includes 8 males under 17 and 3 females over 59 years old.

## **7- Stakeholder Engagement**

Stakeholder engagement must be continuous and begin early to ensure meaningful input into project design, particularly given the environmental and social risks involved.

### **7.1 Stakeholder Groups:**

**1. Project-Affected Persons:**

56 waste pickers and 1 dumpsite operator impacted by the closure of Abu Zaabal dumpsite.

**2. Government Stakeholders:**

Local authorities and relevant directorates at Qalyubia Governorate and Abu Zaabal Local Unit.

**3. Supportive Entities:**

NGOs, local CDAs, private sector actors, and national bodies (e.g., MSMEDA, WMRA, WIDMS) involved in solid waste management and microfinance.

### **7.2 General summary of the consultation activities**

Consultations were held with all groups in parallel to ensure participatory design, implementation, and monitoring of the LRP, thereby supporting its success and long-term impact.

- The Qalyubia Governorate and local authorities (Manpower, Social Solidarity, and Solid Waste Management Directorates) expressed clear commitment to supporting the development and implementation of the LRP, including training, employment facilitation, and social assistance.
- Abu Zaabal Local Unit and affiliated departments showed willingness to support but highlighted limited financial and human resources.
- Industrial investors in Al Safa and companies like Nahdet Misr were open to hiring affected persons and offering on-the-job training, though some raised concerns about legal and environmental issues.

- Solid waste contractors in Qalyubia agreed to employ PAPs but noted informal employment practices (no contracts, no hiring of women).
- MSMEDA expressed readiness to provide microloans, training, and limited employment through NGOs for PAPs interested in starting small enterprises.
- Waste pickers and the dumpsite operator were actively involved in data collection, validation, and discussions on restoration options. Their feedback directly informed the LRP design.
- Female-headed households and vulnerable groups were considered in the planning, with targeted support discussed through the Social Solidarity Directorate and MSMEDA.

### **7.3 Grievance Redress Mechanism (GRM)**

The GRM is designed to ensure that any complaints related to the LRP and the broader GCCC project are addressed fairly, transparently, and efficiently—particularly those from waste pickers affected by the dumpsite closure.

#### **7.3.1 Key Principles of the GRM**

- Easy access for all, including vulnerable groups.
- Transparent, confidential, and equitable process.
- Timely handling of complaints with regular updates.
- Allows anonymous complaints and protects identities.
- Ensures safety and non-discrimination for complainants.

#### **7.3.2 Main Steps of GRM**

##### **– Communication and Disclosure of GRM**

To ensure that all waste pickers can effectively submit their complaints or grievances, the LRP preparation Consultant, with support from the QG and the PCU, will disseminate the grievance mechanism channels among the waste pickers before the implementation of the LRP.

##### **– Receiving Complaints**

The Citizens Service Department in Qalyubia Governorate, focal point was assigned, will be responsible for receiving complaints and referring them to the relevant department or entity if needed. The following channels are currently available for submitting grievances:

- WhatsApp: 01129947162 - 01273133917
- Email: [Khdmwtmwtatnen@gmail.com](mailto:Khdmwtmwtatnen@gmail.com)
- In person at the citizens service department in the QG

##### **– Acknowledgment of Grievance/Complaint**

The complaint receiver will provide the complainant with a confirmation of receipt to acknowledge the submission of the complaint and allow them to track its progress. This acknowledgment will be issued on the same day the complaint is received or by the next day at the latest.

##### **– Classification and Registration of Complaints**

Classification and registration of complaints is the shortest step in the process; it is supposed to take one day only after the receipt of the complaint. The complaint register was prepared as part of the GCCC Project GM Manual.

### – Investigation and Verification of Complaints

This stage involves gathering information about the complaint to assess its validity and make a decision. Clear and straightforward complaints can often be resolved quickly. However, grievances that cannot be resolved at the complaint reception level should be referred to the relevant internal department or escalated to a higher level and/or an external entity, depending on the nature of the complaint, for further investigation and verification. The referral of the complaint should not take more than 3 days from the date of receipt.

### – Resolution and Feedback to Complainants

Solutions are selected and explained to the complainant. Issues should be resolved within 10 days. If not, updates and timelines must be provided.

### – Appeal

If the complainant is not satisfied with the resolution or corrective action taken, the complaint will be escalated to the Project Coordination Unit for further review, investigation, and appropriate action on the following channels:

- Phone number: 01126669002
- WhatsApp: 01126669002
- Email: [Complaints@gccceg.com](mailto:Complaints@gccceg.com)

## 8- Implementation of the LRP

The PCU will hire an experienced consulting firm to implement the LRP. The consultant will:

- Implement restoration options for each PAP as outlined in the LRP.
- Provide capacity building, technical assistance, and vocational/financial training to support PAPs' transition to new livelihoods.
- Collaborate with local stakeholders, including:
  - Qalyubia Governorate
  - Ministry of Local Development
  - Waste Management Regulatory Authority
  - Ministry of Social Solidarity
  - MSMEDA
  - Community organizations and factory owners
- Assist in resolving complaints related to LRP implementation.
- Monitor and update indicators and Key Performance Indicators (KPIs) from the LRP.

### 8.1 Time Plan

Site access for PAPs will end by June 2025, so implementation must begin immediately.

A six-month implementation timeline is proposed, subject to updates.

Table 8-1: Time Plan of LRP Implementation

LRP Activity	Month 1				Month 2				Month 3				Month 4				Month 5				Month 6			
	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
LRP implementation consultant coordinates with LRP partners, e.g., investors, directorates of social solidarity and manpower, MSMEDA... etc.																								
LRP Implementation Consultant with support from the QG governorate prepares PAPs data base per restoration option (subject to ongoing update)																								
LRP implementation consultant re-consults PAPs and LRP partners on final PAPs list by final selected option																								
LRP implementation consultant prepares lists of trainings required per restoration option																								
LRP implementation consultant together with QG and manpower directorate coordinate and provide																								



## Summary of the Livelihood Restoration Plan for Waste Pickers at the Abu Zaabal Dumpsite

LRP Activity	Month 1				Month 2				Month 3				Month 4				Month 5				Month 6			
	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
trainings to PAPs																								
Completion of required documents to apply for restoration option with support of local authorities, e.g., IDs, certificates, collaterals, permits, etc.																								
LRP implementation consultant with support of the project partners begin proceeding with implementing LR options for all PAPs																								
Implement corrective actions as needed																								
Monthly progress reports on the implementation of the LRP																								

### 8.2 Budget

No detailed budget was provided for restoration options as implementation is a collaborative effort involving local authorities and partners.

Component 2 of the project includes budget allocation for hiring the LRP implementation and monitoring consultancy firm.

## 9- Monitoring and Evaluation

M&E is essential for adapting livelihood programs to changing conditions and ensuring they meet the needs of PAPs. To arrive at effective monitoring and evaluation practices, it is highly recommended to consider the following:

- Monthly reporting to the PCU and technical Implementation Unit (TIU).
- Internal, and independent, mid-term and completion reviews of each livelihood option.
- Logical framework approach with clear goals, inputs, outputs, and outcomes
- Participatory monitoring involving PAPs directly
- Use of KPIs to assess and track progress

### 9.1 Monitoring Plan

The monitoring plan of the implementation of the LRP is presented below for each restoration option by target, KPIs, source, frequency, and responsibility.

**Table 9-1: Monitoring Plan for the Implementation of Livelihood Restoration Options**

KPI	Target	Source	Frequency	Responsibility
Restoration Option 1: Relocation of PAPs in industrial areas				
Number of PAPs relocated in industrial jobs with formal work contracts and social insurance	At least 90% of eligible PAPs placed in factories in the industrial areas	Employment registers at manpower directorate	Monthly for the first year of monitoring phase, quarterly for the second year	LRP Implementation Consultant with support from PCU, TIU, relevant partners (if needed)
Number of PAPs completing transitional training	At least 80% of PAPs placed in factories complete vocational training for industrial jobs	-Training registers at manpower directorate - Attendance sheets - Copies of training certificates		
Sustainability: Number of PAPs who remain employed with formal work contracts and social insurance after the LRP completion	At least 70% of employed PAPs remain in their jobs	- Employment records - Copies of work contracts - Insurance registers at social solidarity directorate		
Restoration Option 2: Micro finance to establish micro-small-medium enterprises				
Number of eligible PAPs who received microfinance	At least 80% of eligible PAPs under this option received microfinance loans	- MSMEDA & Social Solidarity Directorate records - Review of applications and supporting documents	- On monthly basis for the first year of monitoring - On quarterly basis for the second year of monitoring	LRP Implementation Consultant with support from PCU, TIU, relevant partners (if needed)
Number of enterprises established	At least 75% of			

## Summary of the Livelihood Restoration Plan for Waste Pickers at the Abu Zaabal Dumpsite

KPI	Target	Source	Frequency	Responsibility
	microfinance recipients establish enterprises	- Follow up with PAPs		
Sustainability: Number of enterprises effectively operating (generating income) after three months of the establishment of the enterprise	At least 75% of those who established enterprises.			
Restoration Option 3: Governmental & Non-Governmental Social Support				
Number of eligible PAPs receiving governmental social support (Takafol & Karama)	80% of eligible PAPs receive social support	Social Solidarity Directorate data	- On monthly basis for the first year of monitoring - On quarterly basis for the second year of monitoring	LRP Implementation Consultant with support from PCU, TIU, relevant partners (if needed)
Number of eligible PAPs receiving social support from civil organizations	80% of eligible PAPs receive CDA support	CDA beneficiary lists		
Sustainability: Number of PAPs receiving government social support one year after LRP	75% of PAPs who received social support continue doing so	Follow-up with Social Solidarity Directorate		
General Indicators for All Restoration Options				
Number of PAPs whose livelihood restoration options are defined	100% of PAPs have a restoration plan	LRP implementation consultant records - Close follow up with PAPs	- On monthly basis for the first six months (implementation phase)	LRP Implementation Consultant with support from PCU, TIU, relevant partners (if needed)
Number of PAPs successfully transitioned into sustainable livelihoods (employment/self-employment)	At least 80% <sup>1</sup> of PAPs successfully placed in jobs or self-employment			
Number of PAPs under 14 years old attending school	100% of school-aged PAPs (10-14 years) enrolled in school	Education Directorate, PAPs survey		
Sustainability: Number of PAPs whose livelihoods are restored	At least 73% <sup>2</sup> of PAPs report equal or improved	Income assessment surveys, PAPs interviews		

<sup>1</sup> The percentage was calculated based on the average of the estimated percentages of the three restoration options

<sup>2</sup> The percentage was calculated based on the average of the estimated percentages in the sustainability indicators in the three restoration options

## Summary of the Livelihood Restoration Plan for Waste Pickers at the Abu Zaabal Dumpsite

KPI	Target	Source	Frequency	Responsibility
or improved compared to pre-displacement	livelihoods			
Satisfaction & Grievance Mechanism				
PAPs satisfaction with livelihood restoration process	At least 80% of PAPs express satisfaction	-Satisfaction survey - FGDs with different groups of PAPs (as needed)	- On monthly basis for the first year of monitoring - On quarterly basis for the second year of monitoring	LRP implementation support consultant with support from PCU and TIU
Number of grievances logged & addressed	85% of grievances logged and addressed within 30 days maximum	Grievance logs		
Number of grievances resolved satisfactorily	At least 80% of grievances resolved to PAPs' satisfaction	Grievance logs		
Risk Mitigation & Corrective Actions				
Number of obstacles/challenges identified & addressed	85% of the identified challenges addressed through corrective actions	- Interviews with QG and other livelihood restoration partners - FGDs with different groups of PAPs	Ongoing as needed	LRP implementation support consultant with support from PCU, TIU livelihood restoration partners