

COMMISSION FOR HUMAN RIGHTS AND GOOD GOVERNANCE



REPORT ON THE AWARENESS RAISING CAMPAIGN ON IMPROVED CHRAGG' COMPLAINT MANAGEMENT INFORMATION SYSTEM (CMIS) IN 8 REGIONS OF TANZANIA CONDUCTED FROM 27TH JANUARY - 14TH FEBRUARY, 2021



Commission for Human Rights and Good Governance (CHRAGG)

Mtaa wa Nyerere-Kilimani

P. O. Box 1049, Dodoma.

Tel: +255724047775, +255734119978

Email: info@chragg.go.tz

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ACKNOWLEDGEMENT

CHRAGG is proudly announcing successful awareness Campaign on the Complaint Management Information System (CMIS) conducted between January-February, 2021 in 8 Regions of Tanzania.

CHRAGG is thankful to the Regional Administrative Secretary of Mwanza, Arusha, Dar Salaam, Mtwara, North Unguja, South Unguja North Pemba and South Pemba for their valuable contribution in the arrangement of public and company level meetings in their respective regions.

CHRAGG also appreciate hundreds of community members, workers and representatives of companies managements who were open to the campaign messaging, responded to the awareness materials and CMIS strategies, participated in the media activities and provided feedback on the campaign.

Deep appreciation goes European Union for funding the campaign; e-Government Agency for their technical support in the development of CMIS, to the broader CHRAGG team working under thematic of Business and Human Rights and officers from the ITC Unit who directly had been working hard to make the awareness campaign successful.

CHRAGG is looking forward for timely service delivery among through the CMIS.

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LIST OF ACRONYMS

CHRAGG:	Commission for Human Rights and Good Governance
CMIS:	Complaint Management Information System
CHMS:	Complaint Handling Management System
CSR:	Corporate Social Responsibility
e-GA:	e-Government Agency
ESIA:	Environmental and Social Impact Assessment
NEMC:	National Environmental Management Council
OSHA:	Occupational Safety and Health Authority
SIDO:	Small Industries Development Organization
SMS:	Short Message Service
TV:	Television
USSD:	Unstructured Supplementary Service Data

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THE MANDATE OF CHRAGG TO CONDUCT AWARENESS CAMPAIGN

This awareness campaigns on the use of the improved CMIS was conducted in pursuant with Section 6(1)(d) of Commission for Human Rights and Good Governance (CHRAGG) Act Cap 391 which empowers CHRAGG to educate the public about human rights and principles of good governance.

In this regard, the awareness campaigns' report is prepared and submitted in accordance to Section 35(a) of its law Cap 391 which requires CHRAGG, in the public interest or in the interest of any person or authority to make and submit reports relating generally to the exercise of its functions.

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Mathew P. M. Mwaimu (Rtd Judge)

Chairman

Commission for Human Rights and Good Governance (CHRAGG)

Date

EXECUTIVE SUMMARY

CHRAGG investigative role has been strengthened through among improving the complaint handling mechanisms. It is to this reason, CHRAGG has decided to develop the Complaint Management Information System (CMIS) which is accessed by the general public through Unstructured Supplementary Service Data (USSD) interface by using mobile phone to lodge and track complaints through government mobile service short code *152*00# and web interface by using smart phones through the CHRAGG's website link available at www.chragg.go.tz. The CMIS was developed by CHRAGG in collaboration with e-Government Agency (e-GA) under the project namely *"Improving monitoring, research and dialogue on business and human rights in Tanzania"* funded by EU. .

CHRAGG decided to conduct capacity development of its staff on analysis, implementation and use of the system and raise awareness campaign to the general public on the use of the System towards promoting CHRAGG's roles and mandates. The awareness campaign were conducted from 27th January to 12th February, 2021 and held in eight (8) Regions of Tanzania namely Arusha, Mwanza, Dar es salaam and Mtwara, North Unguja, South Unguja, North Pemba and South Pemba. CHRAGG campaign team involved Commissioners, Investigation officers, ICT officers and Drivers. Representatives of Regional Administrative Secretary, District Commissioner and District Executive Directors in the visited regions joined the team as well.

The campaigns were successfully held through fifteen (15) public meeting to communities living around business/corporate operations; fifteen (15) company level meeting to the management and workers, Three (3) TV and three (3) Radio Programmes; publications of two (2) Feature Articles on Newspapers and distribution of 7500 brochures with proportional messages on CHRAGG's mandates and CMIS. Total of 2591 people attended meetings being 1697 male and 894 female. Nevertheless, CHRAGG sensitized the general public on the concept of business and human rights; monitored compliance of labor standards; informed about available Judicial and non-Judicial grievances handling mechanisms relevant for addressing business-related human rights harms.

The campaign feedback indicated incompliances of human rights standards especially on labour and environment related human rights issues, limited knowledge on remedy mechanism available for victims

of business related human rights. This call for further demonstrated campaigns on the use of CMIS , reaching people at the grassroots level, and increased engagement with business sectors.

1.0 INTRODUCTION

The commission for Human Rights and Good Governance (CHRAGG), from 27th January to 12th February, 2021 conducted awareness campaign on improved Complaint Management Information System (CMIS) which has a web and mobile (sms and app) interface that enables the public to lodge and track complaints. The awareness was conducted in eight (8) Regions of Tanzania including four (4) in Mainland Tanzania namely Arusha, Mwanza, Dar es salaam and Mtwara and four (4) in Zanzibar including, North Unguja South Unguja, North Pemba and South Pemba.

The awareness campaigns were conducted through public meetings, company level in-door meetings; Radio and Television Programs, Feature Articles on newspapers and through brochures with promotional messages. Total of 2591 people attended awareness campaigns meetings being 1697 male and 894 female. Three (3) radio and three (3) TV programs} were conducted, whereas two(2) Feature Articles were published into two newspapers namely Daily News and Uhuru. 7,500 brochures were disseminated during the whole campaigns process. Radio and TV Programmes covered the big part of Lake zone, northern and Southern Tanzania as well as Unguja and Pemba.

1.1 Objectives of the campaign

In particular, awareness campaign on CMIS aimed at educating the general public on the use of Unstructured Supplementary Service Data (USSD) interface by using mobile phone to lodge and track complaints through government mobile service short code *152*00# and web interface by using smart phone through the CHRAGG's website link available at www.chragg.go.tz.

Alongside awareness campaign, CHRAGG had an opportunity to sensitize the general public on the concept of business and human rights; monitor human rights compliance including labor standards in the selected companies; specific communication on CHRAGG's protection mandates by receiving and investigating

complaints and promote available Judicial and non-Judicial grievances mechanisms relevant for addressing business-related human rights harms with an intention to advance the reporting and detection of human rights grievances in Tanzania.

Table 1: Nature of Awareness Campaign Sites categorized in Regions as follows:-

REGION	SITES	PUBLIC MEETINGS	IN-DOOR MEETINGS	NO. OF BROCHURES	NO. OF FEATURE ARTICLES	NO. OF RADIO/TV PROGRAMMES
Mwanza	Sayona Steel Co. Ltd	1	1	200	0	0
	Nyang'omongo- Village Misungwi	1	0	200	0	0
	Prince Pharmaceutical Co. Ltd	0	1	100	0	0
	Nyanza Bottling Co. Ltd	1	1	200	0	0
	Busenga-Buswelu Ward-Ilemela	1	0	300	0	0
	ITV Programme	0	0	0	0	1
	Passion FM Radio Programme	0	0	0	0	1
Mtwara	Mtwara Ferry Fish Market	1	0	200	0	0
	Office of Small Industries Development Organization (SIDO)	0	1	250	0	0
	AKROS Cashew Production Company Ltd	1	1	150	0	0
	YALINI Cashew-nut Production Company Ltd	0	1	150	0	0
	Dangote Cement Company Ltd	0	1	200	0	0
	HIYARI	1	0	200	0	0
	Safari FM Radio Programme	0	0	0	0	1
	Chanel Ten Coverage					1
Dar es salaam						
	Kibondemaji Ward	1	0	250	0	0
	Zakiem Ward	1	0	250	0	0
	Lubricant Refining Mobility (GP)	0	1	200	0	0
	Sigma Hair Industry	0	1	100	0	0
	Royal Soap Industry.	0	1	100	0	0
	Mabibo Ward			100		
Arusha	Temi Ward- Arumeru	1	0	200		

North Unguja	PVC Industry- Arumeru	1	1	400		
	TV Program- Mwandago TV	0	0	0	0	1
	Sunflag Industry			100		
	Kiwangwa Shehia, Gulioni kwa Obama.	1	0	200	0	0
	Kitope Shehia along road construction		0	150	0	0
	Mahonda Sugar Industry	0	1	150	0	0
	Tuambieni Nini Cooperative Union	0	1	100	0	0
South Unguja	Jendele Secondary School	1	0	200	0	0
	Regional Commissioners Office – Workers from Tourists Hotels	0	1	200	0	0
	Central FM Radio	0	0	0	0	1
North Pemba	Micheweni Shehia- Micheweni District	1	0	300	0	0
	Radio Istigama FM	0	0	0	0	1
South Pemba	Kiwanda cha Makonyo(Clove Oil Industry)	0	1	250	0	0
	Wawi Shehia	1	0	350	0	0

1.2 Background of the Activity

The CHRAGG under the project namely *“Improving monitoring, research and dialogue on business and human rights in Tanzania”* decided to strengthen its complaint handling mechanisms by improving the Complaint Management Information System (CMIS). The CMIS was developed by CHRAGG in collaboration with e-Government Agency (e-GA). The System enables the CHRAGG reliably to secure storage and retrieval of data at centralized location and provide simplified and user friendly complaints collection tools. The system focuses on advancing the reporting and detection of human rights grievances as well as strengthening CHRAGG’s capacity, mechanisms and methodology to act on reported incidences/grievances and promptly provide analysis and follow-up.

Further, the CMIS makes it easy for victims or any person to lodge, or report and track human rights violation/incidences and contravention of principles of good governance. The system provides access to the general public through CHRAGG

website, mobile app for smart phones, Unstructured Supplementary Service Data (USSD) and short messages (SMS). The data obtained through improved (CMIS) is collected and structured in a central database. This facilitates a disaggregated analysis on a wide diversity of indicators, such as location, sector, type of infringement, type of victim (gender, occupation, social groups, etc.), and type of perpetrator. On this basis the applicants can detect tendencies, evolutions and challenges of specific sectors and vulnerabilities of certain groups.

In order for the CMIS to be fully utilized, CHRAGG has decided to build up the local capacity of its staff on system administration infrastructure and raise awareness campaign to the general public on the use of the System as well as promoting CHRAGG's roles and mandates.

1.3 The Rationale

Prior to the newly developed CMIS, CHRAGG had the old Complaint Handling Management System (CHMS) which was accessible and used only by CHRAGG's Head Quarters staff in Dodoma and Dar es Salaam Office. It is worth-noting that CHRAGG office in Zanzibar and branch offices in Lindi, Pemba and Mwanza had no access with the old CHMS.

The old CHMS did not provide interface for the public to lodge and or track complaints status through website and USSD and it was costly. This means that victims of human rights harms and contravention of principles of good governance had limited means of filing a complaint or reporting incidence before the CHRAGG. It was noted that challenges of the use of old CHMS was also necessitated by inadequate awareness of the general public on how to use the system. Therefore raised the need for members of general public to be sensitized on the use of the improved CMIS through awareness campaigns.

1.4 Methodology

Awareness campaigns were conducted through public meeting, the company in door level meeting, TV and Radio Programmes and publications of Feature Articles on Newspapers. Public Addressing systems were used to attract the audiences. Public meetings were coordinated by Regional and District Administrative Authorities from the Regional Level to Wards and Shehia level. Executive Officers of the earmarked Companies were also used to organize meetings at their working places. Dialogues with local leaders were conducted as well as group discussion with community members and observation of the surroundings in the visited companies and or industries.

2.0 AWARENESS CAMPAIGN'S ACTIVITIES CONDUCTED

Implementation of campaign activities varied from one site to another. Promotional messages to specific target groups were delivered through meetings, media and dissemination of brochures, at the company level monitoring of human rights compliance was done. The campaign teams were deployed in different areas to facilitate the exchange of expertise to issues related to CMIS, concept of Business and Human Rights, CHRAG's mandates and available specific avenues for access to remedy for victims of corporate related harms. Participants of the campaign events had an opportunity to raise issues affecting them positively and negatively in their work places and at community level. Elaborations of the nature of conducted activities and raised issues at each campaign sites are stipulated here under as follows:-.

2.1 COMPANY LEVEL IN-DOOR MEETINGS

Awareness campaigns through indoor meetings were conducted in different selected companies/industries. These meetings mainly targeted workers and management at company level. A total of 15 company level meetings were conducted. During company level meetings workers were sensitized on the use of the improved CMIS and had an opportunity to raise complaints related to business compliance with human rights standards.

2.1.1 Company Level Meeting in Mwanza Region

In Mwanza region three companies were visited namely Sayona Steel Company Ltd, Prince Pharmaceutical Co, Ltd and Nyanza Bottling Co. Ltd. A total of 158 (Male 116 Female 42) people attended the meeting and 500 brochures were distributed. The following issues were raised:

- i. Employment Contracts and Working Hours:** Workers in three visited companies reported to have written employment contracts. For instance, Nyanza Bottling Company 89% of workers had one year contract and the rest 11% had permanent contracts;

- ii. **Methods of Recruitment:** Sayona Company recruits workers directly while Nyanza Bottling was using recruitment agents;
- iii. **Working Hours:** Workers at Nyanza reported to have been working for eight hours, while it was nine working hours at Princes Pharmaceutical Industry. Different working arrangements were noted at Sayona, overtime hours depended on customers' demand and availability of raw materials. The company was employing multiple scheduled shifts to avoid overtime hours. However, at Nyanza Bottling employees are allowed for a maximum of four (4) hours overtime but management ensures that activities are completed within the eight hours to avoid overtime. At Princes all workers were extending the nine hours and were being given lunch and had a weekend break, Different arrangements of working hours in the three companies indicated the need of sensitizing the companies to observe human rights compliance;
- iv. **Wages and Leaves:** At Sayona it was reported that wages were determined in accordance with the law and/ wages orders, while at Nyanza Bottling, they were determined by costs of living and individual performance in compliance with the sector's wage orders. Prince Industry determined wages by the level of education and nature of activity;
- v. **Social Security Benefits:** Sayona and Princes industries comply with Government Social security schemes. Information from Nyanza Bottling showed that apart from the Government schemes, employees were being paid education allowances under the company's owned social scheme to its employees. Nyanza had classified records on employees' information like medical examinations.
- vi. **Anti-Discriminatory Policy:** All companies had anti-discrimination policy and discriminations were sanctioned by disciplinary procedures.
- vii. **Occupational Health and Safety:** The visited companies had occupational health and safety policy. Incidents relating to health and safety were recorded. Statistics showed that 99% of the workplace accidents at Sayona Steel Company were minor injuries. Moreover, inspections on health and safety

were being conducted by the appropriate authority, including Occupational Safety and Health Authority (OSHA).

- viii. Trade Unions and Collective Bargaining:** At Sayona company employees were not unionized. It was noted that efforts to establish trade unions failed due to employees' refusal to join for fear of deductions of their salaries as required by the law. While it was not clearly known whether there existed a trade union at Nyanza Bottling, information provided by the management showed active collective bargaining by employees with Human Resources Officer, the manager, and General Manager as part of management.
- ix. Local Contents:** All investment industries visited said they were employing staff from the local communities. These involved both males and females, skilled and unskilled
- x. Corporate Social Responsibility:** Sayona Steel Company had not clear Corporate Social Responsibility (CSR) Policy and plan. It was learnt that it was frequently consulting the community through Local Government Leaders and or the community representatives wherever the need arose. However, the Sayona Management said it had community development project governed and implemented by the community members in consultation with the company. The company management informed the visiting team that the company had never received any complaints or grievances from local community. Nyanza Bottling Company had a community development project related to sponsorship of sports, games and training or studies.
- xi. Environmental Related Issues:** Sayona and Nyanza Bottling management said that they had conducted Environmental and Social Impact Assessment (ESIA) that was approved by the National Environmental Management Council (NEMC). The local community was consulted during the preparation. In addition, Sayona had impact management plan developed and implemented under the coordination of the company's Quality Manager.

2.1.2 Company Level Meetings in Mtwara Region

The campaign team visited three companies namely AKROS Cashew Production Ltd, YALINI Cashew nut Company Ltd and Dangote Cement Company Limited. Total of 196 (38 Male 133 Female) people attended and 750 brochures were disseminated. The company level meeting sites and raised issues from participants are explained here under.

2.1.2.1 AKROS Cashew Production Ltd.

This meeting involved the Management of Small Industries Development Organization (SIDO), AKROS Cashew Production Company LTD which operates within SIDO premises and members of the public. The meeting was attended by 150 people (129 female and 21 men) and 400 brochures were disseminated.



Picture No. 1: Company level meeting at SIDO Mtwara Regional Office, February, 2021

The campaign meeting at AKROS stimulated discussions whereby workers and community members had an opportunity to raise human rights issues of their concerns as follows:-:

- i. **Wages and Salaries:** Responses from the workers indicated delay of salary payments;
- ii. **Health and Safety:** Workers reported to have no protective gears like special shoes, uniforms, and gloves. The link below is the audio record of the complaint by workers: [Awareness campaign Mtwara\video\reported incidence at AKROS company.mp4](#)
- iii. **Company level grievance handling mechanisms:** Workers reported to have no any direct mechanism to report their grievances to their employer, only clerks employed by the company were permitted to report on their behalf;
- iv. **Local Content:** Community members complained about recruitment procedures which did not consider people living around the factory. The management promised to cooperate with local leaders in the future;
- v. **Environmental Protection Issues:** Workers reported about water scarcity around the factory. It was also noted that even toilets were few compared to the number of users. Further, people living around the factory complained about **Air pipe** that it is too short and contributing to the pollution in their area. However, the SIDO Manager clarified that, the pipeline met required standard. He acknowledged about mismanagement of energy consumption at the cashew drying plant, which sometimes causes increase in smoke. The management promised to resolve the matter.

2.1.2.2 Company Level Meeting at YALIN Cashew nut Company Ltd

This was basically a meeting with management and few workers, attended by 22 (men 21 Female1). 150 brochures were distributed. Issues raised at the meeting include:

- i. **Labor related issues:** Workers complained about employment contracts, Delays in salaries payments and in proper management of contribution of social security schemes; and
- ii. The factory management complained about the rise of electricity energy tariffs which contributes to high electricity bills;

**2.1.2.3
Campaign**



Meeting at Dangote Cement Factory

The indoor meeting was attended by a total of 24 (21 men 3 Female) participants who were the management and representatives of workers from different company operations sections and departments. A total of 200 brochures were distributed.



Picture No. 3: A group picture between CHRAGG Team and participants at Dangote Cement Factory during awareness campaign, February, 2021.

Participants in this meeting raised two issues:

- i. A concern about the confidentiality of a person who reports an incident to CHRAGG was posed before the campaign team. They were assured that one of the CHRAGG's core values is confidentiality. However, it was explained that level of confidentiality depends on the nature of logged complaint. For example, issues like employment contracts, terminal and similar issues names will be disclosed to facilitate proper investigation as per Section 19 (1) of CHRAGG's Act;
- ii. Supporting staff complained for not being paid overtime equivalent to professionals like technicians and other people working on planting machines and security sections. This matter was previously tabled to the Regional Labour Officer whose decision directed Dangote to review overtime policies. CHRAGG had an opportunity to speak with the management and it was reported that the process is at the final stage of implementation to allow different categories of workers to benefit from the overtime payments.

2.1.3 Company Level Meetings in Dar es salaam.

Meetings were held in three companies namely General Petroleum, Sigma Hair Industry Ltd and Royal Soap and Detergent Industries Ltd. Total of 91(67 Male and Female 24) and a total of 400 brochures were disseminated.



Picture No. 4: In door meeting at General Petroleum Company, February, 2021

In different occasions participants who attended indoor meetings raised the following labour related issues:

- i. Employment contracts:** At the General Petroleum Company in Dar es Salaam, workers reported to have not been supplied with copies of employment contracts. 95% of the employees were granted with ready-made contracts, which leave no room for collective bargaining. At Sigma industry, the situation on employment contracts was not different except that 100% of the employees are granted with employment contracts but not supplied with copies of the said contracts;
- ii. Working Hours:** 90% of employees at both Sigma Hair and General Petroleum companies indicated that they were aware of the working hours limit as per the Employment and Labour Relations Act of 2004. 90% of the employees at General Petroleum acknowledged to have been working for eight hours a day while security guards works for more than eight hours. At Sigma Hair Company 95% of the employees works for eight hours while 5%, particularly security guards, were not allowed to leave;

Whereas 75% of employees at General Petroleum indicated that they work overtime among them only 20% get paid, while 55% claimed that they were not paid for overtime and at times they are paid less for the work. Some employees at this company claimed that they were sometimes work beyond the 12-hour daily. At Sigma Hair Company, 95% of the employees said that they works for eight hours while 5% particularly security guards works beyond eight hours.

- iii. Remuneration:** The workers at GP Industry stated that wages are generally inadequate and not proportionate to the current cost of living.. Similar concerns were expressed at Sigma Hair Industry. In addition the workers pointed out that wages were paid according to the Wage Order of 2013 which has not been reviewed for many years;

- iv. **Compensation for Injury Sustained at Workplace:** About 30% of employees indicated that they are not aware of the existence of compensation arrangement in case of injury at workplace, while 65% acknowledged that they get compensated in case of injury at workplace. 5% claimed that no such arrangement exists at their workplaces;
- v. **Freedom of association and collective bargaining:** Trade union branches were found to be non-existent at GP Company; and
- vi. **Leaves and Social Security:** 100% of employees said they take annual leave. Some employers consider leave as a privilege rather than a right and some of them are granted with paid annual leave.. Female employees indicated that they are granted maternity leave.. Male employees said they were not unaware of existence of paternity leave.

2.1.3 Company Level Meetings in Arusha Region

In-door meetings were held at Sunflag and PVC Industries in Arusha and Arumeru districts respectively. Sunflag had a total of 25 (9 Female and 16 Male) participants and 50 (22 Female and 28 Male) at PVC Company Ltd. Apart from meetings at company level, other meetings were held with representatives of the office of Arusha Regional Commissioner, Arusha and Arumeru District Commissioner offices. Total of 300 brochures were distributed.



picture No. 5: workers at PV Company in Arusha following to delivered campaign messages February, 2021

Matters raised during the meetings are listed below:

- i.** Presence of a functioning company level grievance handling mechanism was noted at SUNFLAG industry. The company also has a Code of Conduct that gives guidelines on child labour, forced labour, discrimination, harassment, Freedom of Association, Collective Bargaining, compensation, working hours, migrant workers, and Health and Safety
- ii.** It was reported that at SUNFLAG industry there was ongoing exercise of retrenching 200 workers as the effects of the COVID-19 outbreak. The retrenchment process is managed by both workers representatives particularly trade union branch leaders and the company management.
- iii.** The state based and non-state based complaints handling mechanisms are used in Arusha Region at different levels. It was further reported that in most cases complainants are advised to submit their complaints to the Commission for Mediation and Arbitration with the assistance of and human rights lawyers.
- iv.** Similarly, the Arusha District Commissioner's Office handles complaints on different matters. A team of volunteering lawyers provide various legal services including legal advice and drafting legal documents for complainants. For example, between July, 2020 to December 2020; a total of 1870 complaints were received. By February, 2021; 1185 complaints equivalent to 63% of all complaints received were processed. 36 (2%) complaints were not yet concluded. 646 (35%) complaints were forwarded to other institutions for further action.

Most of the complaints received were on labour rights (1,106) equivalent to 59% covering the following areas: failure to give contracts, delayed salary payments, failure to submit social security contributions, unfair termination, denial of leaves, overtime payment claims, and ignoring labour rights laws in general¹. The complaints handling arrangements by the Arusha Regional and District

¹Brief Report on Complaints Handling Mechanism by the Arusha District Commissioner to CHRAGG Delegation (the Chairman and other 3 officials)

Commissioners' Office can be cited as the best practice for similar offices to emulate. It also provides opportunity for CHRAGG to work with as partners in addressing human rights and good governance concerns;

- v. Issues raised at Sunflag industry were on: Corporate Social Responsibility (CSR) initiatives; presence of multiple human rights organizations in Arusha; land acquisition for investment purpose; employees' rights after privatization of formerly publicly owned industries;

On CSR, it was explained that in principle a business entity is required to have voluntary CSR initiatives. Sunflag reported to have CSR policy in place and gave examples of some projects implemented under this arrangement includes supporting construction of a primary school in Unga Limited-Arusha. As for human rights organizations, a concern was raised on credibility of some human rights non-governmental organizations' activities. Participants wanted to know if CHRAGG had powers to monitor them. Responding on this concern, it was informed that, it is the responsibility of the relevant government ministry which registered the organisations;

- vi. The issue of acquiring land for investment purposes was reported to have ignored the local communities' land rights. The problem was said to have not been properly solved for thirty years; and
- vii. Privatization versus labour rights of the former employees was also a key concern. It was pointed out that a number privatized industries like KILITEX and General Tyre neither paid their employees' terminal benefits nor observed related employment rights during the privatization process. Explaining on this concern, CHRAGG's chairperson pointed out that privatization should be discussed in the context of the law that guided the process. He further explained that CHRAGG can work on if it gets specific issues to address.

2.1.4 Company Level Meetings in North Unguja

Two industries were visited during the awareness of CMIS. These industries were Mahonda Sugar Industry Co. Ltd and Tuambieni Nini Cooperative Union.

2.1.4.1 Mohonda Sugar Industry Co. Ltd

Meeting was attended by 60 (38 male and 22 female) workers. 150 brochures were disseminated. The pertinent issues that were raised includes:-

- i. Existence of company level grievances mechanisms being the Trade Union and Company Advisory Committee;
- ii. Implementation of corporate social responsibility by supplying safe water to neighboring communities, supplying cooking stoves to Kitope and Mahonda Secondary Schools, supplies of Spirit Ethanol for laboratories in Kitope and Mahonda Schools;
- iii. Knowledge gap on the labour rights and employment standards by both workers and management;
- iv. Lack of contracts of employment to some of workers.
- v. Complaints of environment destruction to neighboring community through water streams with alleged chemical flown from the company.

2.1.4.2 Tuambieni Nini Cooperative Union

The meeting was conducted with workers and management of Tuambie Nini Cooperative Society located at Dumbwini in Msufini Shehia. Total of 30 people attended being 18 male and 12 female whereby 100 brochures were disseminated.

Nevertheless the following issues were raised:-

- i. Knowledge gap on human rights issues and specifically on business and human rights;
- ii. There was no specific salary scales for workers since the employment is voluntarily. Workers are paid allowances depending on the revenues collected from cassava business;
- iii. Working environment is not conducive since the working place is small and there is lack of working tools;
- iv. Workers complained about increased incidents of rapes cases in the community, however they blamed families for resolving rape cases at homes instead of reporting to the police; and

- v. Inadequate and or lack of subsidy like fertilizers and seeds from the Government to cassava farmers. This resulted to high cost of cassava farming while market of cassava is low.

2.1.5 Company Leven Meetings in South Unguja

A meeting with workers from Tourists' hotels was held at the Regional Commissioner Office. Total of 78 workers attended being 50 male and 28 female whereas 100 brochures were distributed.

2.1.6 Company Level meeting in South Pemba

In Pemba only one meeting was held with workers from Kiwanda cha Makonyo (Steam Oil Distillery).

2.1.6.1 Kiwanda cha Makonyo (Steam oil Distillery)

This is the State owned industry dealing with production of Clove Oil. The meeting was attended by 80 workers being 50 male and 30 female. Total of 250 brochures were disseminated. The following matters were raised:-

- i. Some of the employees' especially casual workers lacks employment contracts;
- ii. Employers does not contribute to the Social Security Scheme for some of the employees;
- iii. Both workers and the management members have inadequate knowledge of labour laws and human rights education.
- iv. Workers are not supplied with security gears especially those who are working in the clove farms.
- v. There is company level grievances mechanisms though the composition of the disciplinary committee comprise top management members without representation of workers.
- vi. There is no compensation of the workers who sustain injury in the course of employment.

2.2 PUBLIC MEETINGS

Awareness campaign through public meetings was directed towards attracting the wide audiences from communities living surrounding companies/industries operations. Total of 15 Meetings were held. A case by case of reported issues based on the nature of places visited.

2.2.1 Public Meetings in Mwanza Region

Two public meetings were held as indicated below.

2.2.1.1 A Public Meeting in Nyangohango Village, Usagara Ward, Misungwi District.

This meeting was attended by community members 120 (40 Male and 80 Female) in which 200 brochures were distributed. Communities in this Village are located close to Sayona Steel Company and they reported to be unaware of available opportunities and benefits from Sayona Company Limited. They raised the following issues:--

- i. Environmental Protection Related issues:** Community members reported about mismanagement of storm water at Sayona Company Limited, that the company failure to manage storm water that was overflowing to the neighborhood communities resulting from its activities during rainfall seasons. The matter was noted by the Regional Secretariat representative for follow up;
- ii. CHRAGG's time limit for handling Complaints:** Community members wanted to know the timeframe for CHRAGG to deal with complaints or incidences lodged before it through the CMIS. The participants were told CHRAGG envisages to handle complaints timely and in justice manners depending on the nature of the complaint; and

- iii. **Corporate Social Responsibility:** It was reported that during drought seasons, Sayona Company Limited provided community members with clean and safe drinking water. However, recently the service was terminated without consulting the village (Nyanghohango).

2.2.1.2 A Public Meeting conducted at Busenga Hamlet, Buswelu Ward in Ilemela District.

This meeting targeted communities surrounding Nyanza Bottling Company Ltd. This meeting was attended by 250 (80 Male 170 Female) people, whereby 300 brochures were disseminated.



Picture No. 6: Member of the public at Buswelu Hamlet listening tentatively during the meeting, February, 2021.

The communities concern were as follows:

- i. **Poor Social Services and Infrastructure:** It was reported that social services including education, health, and roads were poor. Responding to the issue, the Acting Ilemela District Administrative Secretary informed the public that roads maintenance project was in the offing and the construction would start soon;
- ii. **Environmental Related Issues:** Community members raised their concerns regarding health risk due to Industry Waste which contribute to unsafe water spilling from the industry. On the other hand it was

learnt that in some cases, the drainage systems of industries were blocked by community activities.

2.2.2 Public Meetings in Mtwara Region

Two public meetings were conducted at Mtwara Fish Market and Hiyari Village.

2.2.2.1 Public Campaign Meeting at Mtwara Ferry Fish Market

This meeting was attended by approximately 150 people involved in fisheries business including fish vendors, fish processors, fish men, canoe/boats technicians, and the management of Ferry fish market. About 200 brochures were distributed. The pictures below illustrate the nature of the campaign event.



Pictures No. 7: CHRAGG officer delivery campaign message to the audiences at Mtwara Ferry Fish Market.

During this public meeting people raised their concerns as follows:

- i. Visibility of CHRAGG:** Significant number of community members did not know CHRAGG before, some mention that it was their first time to hear about CHRAGG. This was well captured by a reporter from Safari Redio during the meeting as addressed in this audio link <..\..\Downloads\AUD-20210131-WA0013.mp3>;
- ii. Environmental Protection Related Issues:** They reported lack of friendly, clean and safe business environment due to experiences of hazardous environment resulted from floor contamination in fish stalls; Lack of drainage system; Existence of soil erosion in areas around the market; absence of Market kitchen stoves and exhaust/drain pipes of air. They reported that their working environment is generally messy as illustrated in the pictures and video links below.



Picture Na. 8: An illustration of business working environment at Mtwara Ferry Fish Markert, February, 2021

<..\Mtwara\Awareness campaign Mtwara\video\complaint on unfriendly environment at Mtwara Ferry fish market.MOV>

- iii.** Women fish vendors coming from villages neighboring MDUI Game Reserve complained that they are required to pay TZA 300, per kilogram of fish by Game Reserve Soldiers at MDUI Gate yet no receipts are provided to them. Possession of entrepreneurship licenses (leseni za ujasiriamali) has not helped. This complaint was documented for further follow-up.

2.2.2.2 Campaign at HIYARI Village, Mtwara District

This awareness campaign meeting was conducted at Hiyari village with an intention to meet community members living Surrounding Dangote Cement Ltd. The meeting was attended by community members 52 (10 Men and 40 Female). In this meeting 200 brochures were distributed The following concerns were raised.

- i. **Community members** argued that presence of Dangote factory in their localities did not benefit them;
- ii. **Corporate Social Responsibility:** community members reported that investor promises had not been fulfilled in time, such as the construction of a school, market, cement shop and garbage dump. A response from Dangote industry was to the effect that steps have been taken in the implementation of the investor promises includes digging of a damp and ongoing construction of a school. It was stated that all promises would be implemented depending on the economic situation of the factory and the CSR plans of each year. The testimonies from the audience were recorded in this link: ..\Mtwara\Awareness_campaign_Mtwara\testmonies_of_community_members_at_HIYARI_village.mp3 ;
- iii. **Local Content:** They complained that life has become more expensive due to unemployment in the factory which is close to their village contrary to what was promised during the establishment of the factory;
- iv. **Low wage pay:** It was alleged that Dangote has Sub contracted companies which violate rights of people, for instance security and cleaning companies were mentioned to pay low wages and often dismiss the villagers when they complain; and
- v. **Environmental Related Issues:** Sub contracted Companies (transportation section) operating in the factory have been a source of pollution in their area, for example they don't use toilets and dumping garbage to dispose wastes.

2.2.3 Public Meeting Campaign in Dar Es Salaam

Three public meetings were conducted at Chang'ombe, Kibondemaji, Zakiem and Mabibo wards. Selection of the campaign location based on communities living surrounding visited companies.



Picture No. 9: Community members at Mtaa wa Toroli, Zakiem Ward, Mbagala attending the public meeting, February, 2021

2.2.3.1

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Public Campaign Meeting at Kibanda Maji Ward, Mbagala District

This meeting was conducted to community surrounding Sigma Hair Industries located in Mbagala Ward, the meeting was attended by 54 (43 Male 11Female) community members and 250 Brochures were disseminated. People of this community raised the following issues:

Corporate Social Responsibility: People from this community reported to have not been benefited from the business operation in their localities. Example was given on lack of employment opportunities. Feedback from the company visited indicated adherence of human rights due diligence but did not give back to the community around them.

2.2.3.2 A public meeting at Temeke - Changombe

This is a public campaign meeting conducted to communities surrounding General Petroleum Industry. The meeting was attended by 117 (43 Male 160

Female) 100 brochures were disseminated People of this community raised the issue of environmental nuisance.

The community members complained about noises resulting from operation of woodworking machine. Community members requested the company to observe by laws which among them require the company to stop business operation Seven o'clock in the evening. This seems to be a matter of concern in this area.

2.2.3.3 Public Meeting Campaign at Mabibo Ward, Kinondoni District

This meeting was held to community living around Royal Soap Company and was attended by a total of 76 (24 Male and 100 Females) community members. A total of 100 brochures were distributed.

During meeting people complained about the process of land formalization and titling. People accused of the Municipal Land Division of consulting neither community members nor committee appointed to monitor the whole process of land formalization in Mabibo ward.

2.2.4 Public Campaign Meetings in Arusha

The meeting was convened in the area surrounding Sunflag Industry in Themti Industrial Area. More than 350 people attended the meeting. Those included some Sunflag workers and members from surrounding communities. A delegation of 20 local and central government officials from Arusha District also attended. Total of 400 brochures were distributed.



Picture Na. 10: Audiences attending a public Meeting around Sun flag company in Arusha, February, 2021

Participants had opportunity to ask questions, express their concerns. Issues raised at the public meeting include:

- i. Some plots (for example plots number 11,12 and 13) in Themu Industrial Area were not surveyed and the residents wanted to know when their plots would be surveyed;
- ii. Some Sun flag employees reported to have no employment contracts;
- iii. Some Sun flag employees Social Security contributions deductions had not been submitted to National Social Security Fund;
- iv. Wages paid to Sun flag was reported to be not in line with living costs. An average of TZS 132,000 was paid as a monthly salary
- v. Some participants submitted their complaints to CHRAGG for preliminary investigations and further actions.

2.2.5 Public Campaign meetings in North Unguja

Two public meetings were held in Unguja North B District at Kiwangwa Shehia, Gulioni kwa Obama. This meeting was held with people who work along the beach include fishermen, beach-boys and girls. Total of 96 people attended being 64 male and 32 female whereby 200 brochures were disseminated. The second public meeting was held along the construction of road from Kindoni to Kitope at Kitope Shehia, whereby the meeting was attended by road constructors, workers and residents who lives alongside the road construction areas. Total of 123 people attended being 84 male and 39 female whereby 150 brochures were disseminated.

2.2.5.1 Public meeting in Unguja North B District at Kiwangwa Shehia, Gulioni kwa Obama.

In this public meeting the following major issues were aroused:-

- i. Participants have shown a need for more awareness on the use of CMIS and human rights in general to the rural areas;

- ii. Complaint of unreasonable arrest of Tourist Guides by Police Force on the reasons of lack of Tour Guide License. In here it was elaborated that Police Force has the duty to ensure that laws are abided therefore participants were advised to apply for Tour Guide Licenses;
- iii. Mistrust with Police Force and Judiciary for reason that Offenders are arrested in red-handed with evidence but they are released by Police and or acquitted by the Court; and
- iv. The need of CHRAGG to strengthen efforts to brand itself so that it can be known and used by the broad/vast population of Zanzibar.

2.2.5.2 Public meeting along the construction of road from Kindoni to Kitope at Kitope Shehia

This meeting involved both road constructors, laborers and residents living along the road construction areas. They had the following concerns as follows:-

- i. They have admitted that legal and human rights education especially human rights and business is the new phenomenon to them;
- ii. Complaint on the allegation of unfair payment of compensation for plants and land taken for road construction. Complainants were advised for lodge formal complaints with CHRAGG- Zanzibar Office;
- iii. Laborers of the Road Construction Company namely Coastal Dredging complained about lack of contracts for employments. CHRAGG- Zanzibar Office had taken the complaint and will make follow up;
- iv. Allegation against office of the Labour Commissioner for conspiring with Employers to deny employees' rights on the cases filed before it. Complainants were asked to substantiate in writing with vivid example and thus submit to CHRAGG-Zanzibar Office as the formal complaint;
- v. Allegation against Police Force for the failure to end and or deal with events of criminal offences committed regularly in the most known crime areas of Kinuni-Kidarajani, Mwere, Kwarara Madina and Mboriborini. CHRAGG took it as the good governance issue and will communicate with Commissioner of Police Force in Zanzibar.

2.2.6 Public Campaign Meeting in South Unguja

One public meeting was conducted at Jendele Secondary School in Central District whereby members of the public attended including local leaders and teachers. Total of 105 people attended being 67 male and 38 female, 200 brochures with sensitization messages were disseminated.

2.2.6.1 Public meeting at Jendele Secondary School.

This is public meeting attended by members of the public living around the schools, teachers and local leaders.



Picture Na. 11: Member of the public attending a campaign meeting at Jendele, February, 2021

The following matter aroused:-

- i.** There is a need of CHRAGG to extend its work to the rural community so as to be accessible by the vast population of people;
- ii.** There were some reported cases of rapes and earlier marriage within the community;

- iii. Some of the community members who are employed in tourists Hotels complained about denial of annual leave, overtime payment and paternity leave;
- iv. Loss of trust with Police Force and Judiciary in dealing with criminal offenders. They offenders are released and or acquitted without reasonable causes.

2.2.7 Public Campaign meetings in South Pemba

The public meeting was conducted at Wawi Shehia which is the area surrounding Clove Industry. The meeting was attended by members of the public including local leaders. Total of 350 people attended being 95 male and 55 female, whereby 350 brochures with sensitization messages were disseminated. The following matters emerged:-

- i. The Makonyo industry is not whatsoever discharge its corporate social responsibilities to the community;
- ii. Community complained of the nuisance caused by the highest music volume from Club/Bar owned by the Camp of Tanzania Defense Force located in Wawi;
- iii. Inadequate social services like health facilities, safe and clean waters as well as tarmac road;
- iv. Community lacks knowledge about business and human rights specifically accessibility to remedies from corporate harms. There is a little and or lack of knowledge of non-judicial grievances mechanisms.

2.2.8 Public Campaign Meeting in North Pemba

A public meeting was conducted in Micheweni District at Makangale Shehia whereby 170 people attended among of them 100 were male and 70 female.



This is the area surrounds Tourists Hotel like Pemba Paradise and others. Attendees were members of the public, local leaders and some of the workers in the tourism hotels. Total of 300 brochures were distributed.

Picture No. 12: CHRAGG officer delivering campaign message during a public meeting with Community members at Makangale Shehia listening, February, 2021

The following were found as the matters of concerns:-

- i. Owners of Tourists' hotel especially Pemba Paradise Hotel has blocked an access of road to the ocean where members of the community conducts their economic activities like fishing and seaweed farming;

- ii.** Owners of tourists' hotels harasses villagers who passes through to the ocean to do their economic activities; Owners of tourists' hotels does not provide corporate social responsibilities to the nearby community. It was averred that local authority approached investors requesting for assistance to construct road around the Shehia but investors denied;
- iii.** Local Authority at Makangale Shehia had established Security Committee to guard against crime's actions along Makangawale Beach whereby they introduced some taxes for the users of the beach but the District Authority prohibited and banned the Committee without taking any action to guard the beach. This was claimed to increase offences along the beach; and
- iv.** Police Forces is not accountable to combat crimes especially those committed by investors and other people who are financially abled. It was alleged that there is a business-woman who is selling alcohol and drugs but police does not take any action to combat the crime.

2.3 TELEVISION AND RADIO PROGRAMS

Electronic Media campaigns were conducted through Radio and Television programmes. Awareness raised through radio programmes allowed people to ask questions on pertinent issues and get answers live and by following special recorded radio coverage during the meetings. Specifically in Mwanza and Arusha campaign teams had TV special programs live on air, this contributed to the reach of a wide range of audiences.



Picture No. 13: CHRAGG's Campaign team addressing the public through Radio Kati FM South Unguja

This link indicate TV program during awareness campaign in Arusha.
<https://www.youtube.com/watch?v=Ng6FiB1IonE>



Picture No. 14: Hon. Mathew Mwaimu (middle) addressing the public at Ndag Television Station , during awareness Campaign in Arush, February, 2021

2.4 NEWS PAPERS FEATURE ARTICLES

Awareness campaign featured in two newspapers which are accessible countrywide. Articles with messages about CMIS, CHRAGG mandates, and specific narrations on complaint lodging procedures were appeared in Uhuru and Daily news between February and April, 2021.

Table 2. Areas Covered during media campaigns categorized in Regional Wise.

S/N	REGION	TYPE OF MEDIA	NAME OF MEDIA	AREA COVERED
1	MTWARA	Radio	Radio Safari FM	Lindi, Mtwara & Ruvuma
		Television	Channel 10	Country wide
2	Mwanza	Radio	Passion FM	Mwanza, Geita, Shinyanga and Simiwi
		Television	ITV	Country wide
3	Arusha	Television	Ndago TV	Arusha, Manyara, Kilimanjaro and some part of Singida
4	South Unguja	Radio	Radio Central FM	North & South Unguja and Mjini Magharibi Regions
5	North Pemba	Radio	Radio Istiqama	North & South
6	Dodoma	News-Feature articles	Daily News	Country wide
			Uhuru	Country wide

Table 2 above illustrates that media outlets that were used covers the vast population of Tanzania. Radio Kati FM in Unguja and Radio Kaskazini FM in Pemba cover the larger part of Zanzibar whereas Radio Safari FM in Mtwara covers the whole part of Southern Tanzania. Radio Passion FM in Mwanza is aired in the whole part of Lake Zone so as to TV Ndago in Arusha which is listened in the whole Northern part of Tanzania. It is worth-noting that ITV and Channel Ten TV are watched country-wide likewise to Daily News and Uhuru Newspapers which are read throughout the country. In respect of the above illustration, it is estimated that awareness campaigns through media reached approximate 60% of Tanzania population. This conclude that 60% of Tanzanians are aware of the newly CMIS.

2.5 BROCHURES

A total of 5400 brochures with promotional message were distributed during campaign meetings. Furthermore CHRAGG distributed a total of 2100 during the commemoration of Law week celebrated from 1st – 27th February, 2021.

2.6 CAPACITY USE OF THE CMIS DURING AWARENESS CAMPAIGN

Awareness campaigns of the use of CMIS brought about positive results. The main interface that has attracted the majority of the users is the USSD interface where a good number of incidences have been received through the system. During awareness Campaign from 27th of January, 2021 to 10th February, 2021 total of 799 incidences were received through the USSD interface. This indicates that, this interface is the most preferred by the people due to its simplicity.

3.0 GENERAL ISSUES WHICH AROSE AT CAMPAIGN SITES

Awareness campaigns were conducted successfully as planned. People demonstrated a high level of commitment in using the CMIS into lodging and tracking complaints with CHRAGG. During campaigns, people practiced how to use the CMIS and advised on how to improve the CMIS. In this regard the following were pertinent findings of the awareness campaigns:-

- i.** More awareness campaigns through public meeting and media;
- ii.** Awareness campaigns should be extended to the rural areas to cover the wide population;
- iii.** CMIS interface to include features that are user friendly to the People with Disabilities especially blind people.
- iv.** Increase engagement and consultation with business stakeholders to strengthen their compliance to human rights standards;
- v.** The media should enhance its watchdog role in the business sector by reporting about human rights violations by corporates;

- vi.** The Management of the companies be impacted with knowledge on the UNGPs on business and human rights ;
- vii.** 95% of the workers of the visited companies in eight (8) Regions indicated being unaware of labour rights and employment standards as well as business and human rights issues.
- viii.** Existence of communication gap between Investor and local community on implementation status of Corporate Social Responsibility projects due to limited community engagement and consultation prior to commencement of the project; and
- ix.** Mismanagement in environmental protection mechanisms around companies.

4.0 CHALLENGES FACED

The following set-back hindered the smooth implementation of the awareness campaigns:-

- i.** There was no sign interpreters during awareness campaigns, hence it was difficult for blind people to make follow up of the campaigns;
- ii.** Due to time and budgetary limitations, awareness campaign was done only in urban areas of Arusha, Mwanza, Dar es Salaam, Mtwara, Lindi, Pemba and Unguja;
- iii.** Due to COVID 19 outbreak, some of the planned meetings were not conducted especially in Cut-flowers farms in Arusha and in some Hotels in Unguja and Pemba;
- iv.** In some Region like Mtwara, campaigns delayed to start for two days due to mechanical breakdown of CHRAGG's vehicle; and

- v. Low turnover of the participants in some areas. Many people expected to be paid allowances for attending the meeting thus they chose to leave the meeting upon realizing that there was no payment.

5.0 CONCLUSION AND RECOMMENDATION

5.1 Conclusion

Implementation of the CMIS has brought in positive results in receiving complaints. This indicates that, CMIS interface is the most preferred by the people due to its simplicity. In actual fact, the public should be continuously sensitized through well-structured campaign programs to strengthen reporting and detection of human rights violations and contravention on the principles of good governance but also to enhance stakeholders working relations, share synergies and open sustainable plans and opened an

opportunity for further engagement of the corporate especially the manufacturing sector which is rapidly growing and expanding.

5.2 Recommendations

In order to ensure effective implementation of the CMIS and to improve promotion and protection of business and human rights in the country it is urged as follows:-

- i.** More awareness campaigns through public meeting and media;
- ii.** Awareness campaigns should be extended to the rural areas to cover the wide population;
- iii.** CMIS to include features that are user friendly to the People with Disabilities;
- iv.** Increase engagement and consultation with business stakeholders to strengthen their compliance to human rights standards; and
- v.** The media should enhance its watchdog role in the business sector to report about violation of human rights by corporates.

6.0 ANNEXURES

6.1 Annex 1. Brochure

6.2 Annex 2. Feature Articles- Daily News

6.3 Annex 3. Feature Article- Habari Leo