

**Guyana Coastal Adaptation and Resilience Project
Draft
Stakeholder Engagement Plan (SEP)
for consultation purposes.**

March 20, 2024

1. Introduction/Project Description

The Guyana Coastal Adaptation And Resilience Project aims to enhance climate adaptation and reduce flood risk in urban and rural areas in the coastal plain of Guyana. Guyana's coastal Regions 4, 5, 6, and the part of Region 3 east of the centerline of the Essequibo river are the geographic focus of this project. Characterized by a densely populated strip of land, largely built from alluvial mud from the Amazon River, the four regions account for approximately 27 percent of GDP. An extensive network of over 1500 kilometers of drainage canals, over 300 sluices, and 182 pumps, combined with a 450-kilometer-long seawall have been built over the past centuries to protect these regions from pluvial flooding, saltwater intrusion, and coastal flooding. The project comprises the following components:

Component 1: Improving drainage infrastructure : This component will finance structural measures to improve the functionality of the drainage sluices to: (i) discharge flood runoff efficiently, (ii) enhance protection against coastal/riverine flooding, and (iii) improve general drainage and irrigation services. Following a selection and prioritization process (Annex 1, Figure 2), sluices deemed to be eligible¹ for financing under the project will be categorized into those requiring repairs (Category 1), significant rehabilitation (Category 2), and complete replacement (Category 3). In line with the project's focus on asset management (Component 2) and sustainability of investments, goods and equipment for maintenance of drainage infrastructure may also be financed under this Component.

Component 2: Improving flood management and drainage operations: This component will finance non-structural measures to strengthen the capacity of the NDIA/MoA to manage and efficiently operate the drainage system, and thus reduce flood risk and support climate adaptation. Activities include strengthening of NDIA's asset management, developing technical standards and guidelines for policymakers and developers on implementing flood risk management solutions in new developments, and training and capacity building for drainage structure operators.

Component 3: Project management: This component will finance specialist consultants for the Project Implementation Unit (PIU) to effectively manage key functions including planning, coordination, financial management (FM), procurement, and E&S throughout the project implementation period. Specifically, this component will enable the PIU to carry out: (i) contract administration, E&S implementation, fiduciary, training, monitoring and evaluation (M&E), (ii) citizen engagement and communications, including consultations and information sessions, and (iii) incremental project operating cost.

The Guyana Coastal Adaptation and Resilience Project is being prepared under the World Bank's Environment and Social Framework (ESF). Per Environmental and Social Standard ESS10 on Stakeholder Engagement and Information Disclosure, the implementing agencies should provide stakeholders with timely, relevant, understandable, and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination, or intimidation.

2. Objective of the SEP

Under the World Bank's Environmental and Social Framework (ESF), the Environmental and Social Standards (ESS) 10 "Stakeholder Engagement and Information Disclosure" states that the open and

transparent engagement of stakeholder is an important aspect of good international practice. This will allow for the improved sustainability of the project’s acceptance and enhancement.

The ESS10 requires that stakeholder engagement is an inclusive process that occurs throughout the project’s life cycle.

The overall objective of this SEP is to define a program for stakeholder engagement, including public information disclosure and consultation throughout the entire project cycle. The SEP outlines the ways in which the project team will communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, or make complaints about project activities or any activities related to the project.

The SEP seeks to:

- I. Provide guidance for stakeholder engagement in line with World Bank standards;
- II. Identify key stakeholders;
- III. Identify and outline effective dissemination of information, communication methods, timings, processes and structures for stakeholder consultations and feedback;
- IV. Establish a formal grievance mechanism;
- V. Identify roles and responsibilities for the implementation of the SEP;
- VI. Identify monitoring measures to ensure the effectiveness of the SEP (and budget).

Table 1: Specific objectives for the SEP

Objective	Rationale
Identify all relevant stakeholders for this Project	Involving as many stakeholders as possible will facilitate inclusive communication and capture a wide range of issues and concerns. Identifying the major stakeholders affected by the project either directly or indirectly (including vulnerable groups) as well as those with other interests that could influence decisions about the project.
Stakeholder Engagement Method	Outlines the engagement approach to be undertaken and planned, and articulates a range of strategies for timely, relevant, and accessible stakeholder engagement throughout the project life cycle.
Distribute accurate project information in an open and transparent manner, and improve project outcomes through stakeholders’ inputs	Ensuring that stakeholders, particularly those directly affected by the proposed development, have information at their disposal with which to make informed comments and enable them to plan for the future, but also influence project design and outcomes, where appropriate. This improves project outcomes. Information should allow affected parties to develop an understanding of potential impacts, risks and benefits and an open and transparent approach is central to achieving this aim
Record and address public concerns, issues and suggestions	Documenting stakeholder issues allows project decisions to be informed by stakeholder input and lets stakeholders see where their input has been incorporated into planning and design. This approach addresses potential concerns

Manage stakeholders' expectations	that stakeholder engagement may be a token gesture by the developer that meets legislative requirements but that it is not taken seriously in the project planning. Ensuring that stakeholders have accurate and timely information so that expectations are managed and to minimize disinformation, disappointment, and frustration of directly affected parties at later stages of project implementation. Frustration and unfulfilled expectations are key triggers of conflict and require mitigation and management that might otherwise be avoided.
Fulfill consultation requirements	Ensuring regulatory compliance can avoid potential project delays based on procedural issues rather than substantive ones.

The Project is committed to ensuring that the best practices are applied in the engagement process, and thus is committed to:

- Openness and life cycle approach: consultation and the exchange of information will be conducted in an open manner throughout the life cycle of the Project. It is expected that this will be done in a manner free of manipulation, interference, coercion or intimidation.
- Informed participation and feedback: information will be made accessible to all stakeholders in a timely manner to ensure that there is good grasp on the Project's aims and objectives. It is expected that there will be adequate time and opportunities for stakeholders to effectively communicate their feedback. Feedback will be analyzed and addressed adequately.
- Inclusiveness and sensitivity: there will be equal access to Project information as it relates to stakeholder needs. This will be considered in the selection of stakeholder engagement methods.

At the time of preparation of the SEP it should be noted there are project details which are not yet available which has affected the preparation of the SEP, as it outlined below:

1. The project will be managed by a PIU to be established within the Ministry of Agriculture (MoA). This PIU is not yet in place. As such, specific information and contact details for key personnel are not yet available.

3. Stakeholder identification and analysis (suggested length: 1–2 pages)

3.1 Project Stakeholders

The Project stakeholders are herein defined as any person who have a role in the project, or could be affected by the Project, or who are interested in the Project.

The project stakeholders are identified as:

- I. **Affected Parties** are the primary stakeholders who are likely to be impacted directly or indirectly, positively, or adversely by the Project and who are most likely to be susceptible to change associated with the Project. These stakeholders are to be closely engaged in identifying impacts and their significance, and mitigation and management measures.

Affected parties for this Project will include communities surrounding sluices, fishers, farmers that use canals for irrigation (farmers *may not be directly affected since the structures to be rehabilitated/constructed are on the downstream end (river banks & ocean defense) of the channel and irrigation is provided by upstream,*) and the relevant national authorities (MoA/NDIA).

- II. *Interested Parties*** are stakeholders whose interest may be affected by the Project and who have the potential to influence the Project outcomes in any way, but who may not experience the direct impacts of the Project.

Interested parties for the purpose of this stakeholder engagement will include, but not limited to universities, NGOs, community leaders, contractors and service providers that likely to be interested in the opportunities that project may provide.

- I. *Disadvantage/Vulnerable Individuals or Groups*** are any person(s) who may be disproportionately impacted or further disadvantaged by the project as compared with any other group to their vulnerability. This may require special engagement measures that will ensure equal representation in the stakeholder engagement process. Among the vulnerable/disadvantaged groups, identified at this stage of the project are Women at risk of GBV, persons with disabilities and at-risk youth in surrounding communities, and communities and groups vulnerable to disasters due to their geographical location. Some of the already identified specific groups can be found below in table 2.

The Project is committed to ensuring that the stakeholder engagement attracts the participation of legitimate affected and interested parties, a verification of stakeholders or stakeholder representative will be conducted by an informal assessment of the stakeholder or stakeholder representatives.

3.2 Stakeholder Identification and Analysis

The stakeholder identification analysis is aimed at identifying stakeholder in the three categories and the expected outcome from engagement with them.

Cooperation with stakeholders throughout the Project development will likely involve the identification of persons who are legitimate representatives of stakeholder groups. Community representatives and non-governmental organizations may provide helpful insights into the issues experienced by vulnerable groups and act as conduits for dissemination of the Project-related information. These stakeholders will be legitimate representatives of stakeholder groups.

Table 2: Stakeholder Identification and Expected Outcome

Stakeholder Identification Category	Stakeholder	Expected Outcome
Affected Parties	Communities surrounding sluices.	Provide input on the formulation and content of the Project’s key components and recommendations on the implementation techniques.
	Fishers	
	Farmers that use canals for irrigation purposes (May not be affected, see explanation above)	
		Provide legislative and policy

	Ministry of Agriculture/NDIA	guidance to the Project. Transfer of information regarding the problem areas, and identification of areas of opportunity.
Interested Parties	Universities, NGOS and Community Leaders	Provide feedback and recommendation on the Project implementation and execution.
	Prospective subcontractors/suppliers	Business owners and providers of services, goods and materials within the project scope that may be involved in the wider supply chain.
Disadvantage/Vulnerable Individuals or Groups	Women at risk of GBV, Local communities, persons with disabilities, at-risk youth, Communities and groups vulnerable to disasters due to their geographical location	Provide input on the formulation and content of the Project's key components and recommendations on the implementation techniques.

4. Stakeholder Engagement Program

4.1. Summary of stakeholder engagement done during project preparation

The main feedback received from stakeholders, during the online consultations of the Project Concept Note, and as part of the GRIF requirement, are: **i)** whether hydrological assessments/modeling will be incorporated in the feasibility studies, or at the very least, consider factors influencing water accumulation and movement along the coast; **ii)** proposal to consider in the development of the guidelines for improving flood management, the restoration of flood zones/ buffer zones to trap and hold run-off water, **iii)** need for adequacy of drainage infrastructure in existing communities to manage the surplus water that is no longer being absorbed into the ground, as well as need for standardization and potentially upgrading drainage systems in both existing and emerging communities; **iv)** the need for comprehensive strategies that account for both urban development and the preservation of effective drainage infrastructure to mitigate the risks associated with land subsidence; **v)** conduct thorough assessments to understand the extent of this impact and to implement measures to mitigate any adverse effects on existing infrastructure, and activities like Clearing land for new crop and livestock farming; **vi)** proposal to deepen the Conservancy systems across Guyana to increase their water-holding capacity and better cope with severe El Niño events; **vii)** recommended strategic placement of geotextile tubes in front of mangroves could effectively break the force of water, aiding in their protection against natural degradation and promoting regeneration; **viii)** Need for measures to address potential repercussions on

coastal marine ecosystems, risk of flooding due to climate change that exacerbates the situation, increasing the prevalence of waterborne diseases (flooding and septic tank systems) and safeguard both environmental and public health interests, **ix)** Automatization of Guyana's sluices and pump stations to enhance the efficiency and effectiveness of its drainage management systems; and **x)** need for robust enforcement mechanisms to prevent illegal occupancy and ensure unimpeded access for essential maintenance operations.

The feedback to stakeholders is that considerations will be taken into account in the feasibility studies designs and guidelines, and more specifically, that **a)** hydrological assessments / modeling will be incorporated in the feasibility studies; **b)** the Government of Guyana is investing in the rehabilitation of Conservancies including, but not limited to, the rehabilitation of the East Demerara Water Conservancy through the ongoing Guyana Flood Risk Management Project (being implemented by the Ministry of Agriculture). The CAREs project will not include investments in Conservancies; **c)** the protection, sustainable management and restoration of mangroves has been articulated in the recent LCDS 2030 and the new National Mangrove Action Plan, and the GoG have already invested resources over the past 3 years in several mangrove restoration projects across the coastline with the EU delegation being the main partner. Given the GoG's active involvement on this topic and engagement of the EU delegation, CAREs will exert all efforts to seek complementarity and opportunities for the appropriate nature-based solutions, especially once the Consultants for Feasibility Studies/Detailed Designs have been engaged by the Ministry of Agriculture, and **d)** the project will use the Government of Guyana's Environmental and Social Framework, consistent with the World Bank Environmental and Social Framework when elaborating and implementing the site-specific Environmental and Social Impact Assessments (ESIA), and corresponding Environmental and Social Management Plan (ESMP.) This Project will exclude activities that will cause involuntary resettlement and that could have substantial impacts on the natural environment and on people.

The SEP will be further consulted during the preparation phase of the project and will be updated and redisclosed as specified in the project's Environmental and Social Commitment Plan.

4.2. Summary of project stakeholder needs and methods, tools, and techniques for stakeholder engagement

It is the Project's intention to apply various techniques and methods for the engagement of stakeholders, and for the purpose of disseminating of project information. For the process to be impactful, engagement methods and techniques will be tailored to the specific needs of targeted groups.

The consultation exercise will meet the general requirements on accessibility. Consideration will be made of remote, rural, and interior locations that may not have access to, or reliable access to electricity, internet, and data service. If necessary, logistical assistance will be provided to the stakeholders that may have difficulty accessing scheduled consultations and engagement.

Consultations will be conducted in an adequate and timely manner. Special attention will be paid to the engagement needs of the disadvantaged/vulnerable groups that may need alternative consultation arrangements and materials. These groups will be consulted using the best practices in accordance with their specific needs.

Table 3: Use of Engagement Methods

Method/Tool	Description and Use	Contents	Dissemination Method	Target Group
Public Consultation	Project representatives, the affected public, authorities, regulatory bodies and other stakeholders for detailed discussion on a specific activity or facility that is planned by the Project and which is subject to the statutory expert review.	Detailed information on the activity and/or facility in question, including a presentation and an interactive Questions & Answers session with the audience.	<ul style="list-style-type: none"> - Wide and prior announcement of the public consultation and the relevant details, including notifications in local, regional, and national mass media. - Targeted invitations are sent out to stakeholders. - Public disclosure of Project materials. - Residents in the Project Area of Influence are provided with information in advance of the hearing. - Viewers/readers of the materials are also given free access to a register of comments and suggestions that is made available during the disclosure period. 	<p>Affected Parties</p> <p>Other Interested Parties</p> <p>Disadvantage/Vulnerable Groups</p>
Focus Group Discussions and Round Table Workshops	Used to facilitate discussion on Project's specific issues that merit collective examination with various groups of stakeholders.	Project's specific activities and plans, design solutions and impact mitigation/management measures that require detailed discussion with affected stakeholders.	Announcements of the forthcoming meetings are widely circulated to participants in advance. Targeted invitations are sent out to stakeholders.	<p>Affected Parties</p> <p>Disadvantage/Vulnerable Groups</p>
Site Visits /Progress Meetings	Visits to Project sites and facilities organized for the Project's contractors, Government authorities and the media to demonstrate Project solutions. The Project's staff and specialists to cover various aspects and to address questions arising from the public during the tour accompany visitors. A community representative may also. A community	Demonstration of specific examples of Project's design.	Targeted invitations distributed to selected audience offering an opportunity to participate in a visit to the projects sites or participate in project meetings.	<p>Other Interested Parties</p> <p>Disadvantage/vulnerable groups</p>

	representative may also be invited to participate in the construction projects' site meetings.			
Information Centers and PIU	Project's designated venue for depositing Project-related information that also offers open hours to the community and other members of the public, with Project staff available to respond to queries or provide clarifications.	Project-related materials. Any issues that are of interest or concern to the stakeholders.	Information about the Project is available to the public at the PIU, Regional Education Offices or site offices for construction projects within open hours, together with contact details, is provided on the Project's digital space.	Affected Parties Other Interested Parties Disadvantage/Vulnerable Groups
Feedback & Suggestion Box	A suggestion box/designated email address can be used to encourage affected parties such as students and teachers to leave written feedback and comments about the Project. Contents of the suggestion box should be checked by designated Project staff on a regular basis to ensure timely collection of input and response/action, as necessary.	Any questions, queries or concerns, especially for stakeholders that may have a difficulty expressing their views and issues during public meetings	Appropriate location for a suggestion box should be selected in a safe public place to make it readily accessible for the community. Information about the availability of the suggestion box should be communicated as part of Project's regular interaction with local stakeholders.	Affected Parties Other Interested Parties Disadvantage/Vulnerable Groups
Internet/Digital Media	Launch of Project digital space to promote various information and updates on the overall Project, impact assessment and impact management process, procurement, employment opportunities, as well as on Project's engagement activities with the public Project's digital space should have a built-in feature that allows visitors to leave comments or ask questions.	Information about Project operator and shareholders, Project development updates, health and safety, community relations, community updates, employment and procurement, environmental and social aspects	Limitation: Not all parties/stakeholders have access to the internet, especially in the remote areas and in communities.	Affected Parties Other Interested Parties Disadvantage/Vulnerable Groups

4.3. Stakeholder engagement plan

Table 4: Information Disclosure Strategy

Project Stage	Estimated Date/Time Period	Topic of Consultation/ Message	Method Used
Project Design	Q1 and Q2 2024	Proposed Project scope and activities	Virtual/in person consultations with project
Project Inception	Before project effectiveness	Project scope and timeline Introduction of the ESF Framework and Instruments Presentation of expected impacts Disclosure of SEP and GRM Disclosure of other safeguards instruments	Virtual/in person consultations and meetings with affected persons Disclosure of safeguard instruments on the MoA and Guyana REDD Fund website
Project Implementation	During the implementation of the Project on a quarterly basis.	Regular updates on project activities and work program. Advertisement of bids for constructions and other services and materials. Information on available GRM.	Virtual/in person consultations and meetings with affected persons/communities. Advertisement in newspaper, internet, and other social media platforms
Close of Project	Within the last six months of project closure.	Closing report of the project.	Virtual/in person consultations and meetings with affected persons. Advertisement in newspaper, internet, and other social media platforms. Hotline numbers, direct GRM email address, and suggestion box at the PIU.

4.4. Reporting back to stakeholders

Stakeholders will be kept informed as the project develops, including reporting on project environmental and social performance and implementation of the stakeholder engagement plan and Grievance Mechanism, and on the project's overall implementation progress.

5. Resources and Responsibilities for implementing stakeholder engagement activities

The MoA/NDAI will be in charge of stakeholder engagement activities. Once established, the PIU through the Environmental and Social Specialists will provide support in the implementation and monitoring of the SEP.

The budget for the SEP is \$50,000 USD yearly, and is included in component 3 of the project.

The cost associated with the implementation of the SEP will be covered by the MoA. An estimated budget is presented in Table 5. However, it is expected that there may be adjustments to the budget once additional project details are finalized since that will determine the areas to be travelled and specific stakeholder groups to be engaged. The budget allows for some movement in the figures due to inflation and any other unexpected operational cost.

Table 5: Budget Allocations for the SEP Implementation

Budget Category	Yearly Cost (USD)
Administrative (coordination, logistics, implementation, supervision, monitoring, reporting)	\$20,000
Communication (posters, flyers, social media campaign, suggestions box)	\$10,000
Trainings on social/environmental issues and GBV for PIU and contractor staff	\$10,000
GRM (trainings for GM focal points, suggestion boxes)	\$10,000
TOTAL	\$50,000

5.1 Contact information in case people have comments about the project:

- Rudolph Persaud
- Email: persaud_rudolph@yahoo.com
- Mobile: +592 654 7310

6. Grievance Mechanism

The main objective of the Grievance Mechanism (GRM) is to assist the Project to resolve complaints and grievances in a timely, effective and efficient manner that satisfies all parties involved. Specifically, it provides a transparent and credible process for fair, effective and lasting outcomes. It also builds trust and cooperation as an integral component of broader community consultation that facilitates corrective actions.

Specifically, the GRM:

- provides affected people with avenues for making a complaint or resolving any dispute that may arise during the course of the implementation of projects; and
- ensures that appropriate and mutually acceptable redress actions are identified and implemented to the satisfaction of complainants.

Having multiple stakeholders, the Project could lead to complaints, misunderstandings, conflicts and disputes. The project will provide a grievance mechanism that would provide all direct and indirect beneficiaries, service providers and other stakeholders the opportunity to raise their concerns.

Stakeholders would be informed of the grievance mechanism in place, as well as the measures put in place to protect them against any reprisal for its use. This will be done during interactions with stakeholders.

The PIU will be responsible for taking the following steps once a grievance/complaint has been registered:

I. Receiving and registering grievances and complaints.

The Social Specialist of the PIU will be responsible for receiving and registering grievances and complaints via the methods provided. The personnel and contact information of the personnel to be involved in managing the GRM will be updated once the PIU is established. All grievances and complaints will be recorded in a register maintained by the PIU. The register will also record other information on the grievance received, such as name, affiliation, and contact information if available (see Annex II). Grievances received at public consultations will be reflected in the minutes and as well as in the register. Grievances received during public consultations, meetings, and outreaches will be acknowledged in the minutes. The entry points for the grievance mechanism **will be determined at the latest 60 days after project effectiveness**. They will include the PIU telephone line, dedicated GRM email address, and physical PIU address below.

- **PIU telephone line:**
- **GRM email address:**
- **PIU address:**
- **PIU Social Specialist contact information:**

At a local level, grievances and complaints can be registered by community focal points and contractor focal points, the latter which will be included in the Contractor's Environmental and Social Management Plan. Both the community focal point and the contractor focal point will communicate the grievance to the PIU Social Specialist.

II. Validation of grievance

The PIU will be responsible for validating the grievance or complaint within the scope of the project. This exercise will ensure that the grievance is properly understood and presented for assessment and redress. Establishing the validity of grievances (i.e. it is a Project-related grievance) is a necessary step in the GRM process, so that valuable project resources are not wasted or misappropriated. Once that validity of the grievance has been established, it is moved to the next step of the GRM. However, if the PIU finds that the registered grievance has no relevance to the Project, it will be filed away for future reference (with justification and supporting evidence) as a grievance that is not related to the Project and no further follow up will be required by the PIU.

III. Analysis and assign responsibility of the grievance/complaints

Once the grievance has been identified and outlined within the scope of the project, it is then analysed to address the concerns of the grievance. Once the main issue has been identified, and analysed, there will be a general consensus on how to move forward with the Project, and the possible method of implementation of the recommendations.

IV. Proposed Response

The Project staff will review the grievance, discuss with the complainant, and a proposed possible response to the grievance will be put forward. This will be done within the scope of the project, while maintaining the aims and objectives of the Project components identified. The proposed response will also be done with a reasonable time to ensure that any changes are made efficiently. Grievances will be acknowledged by written reply to complainant where contact information is provided

V. Agreement on response

The aim is for there to be an agreement with the complainant on the response and actions to be taken. If an agreement is reached, the agreement will be implemented. If no agreement is reached, then the case will be reviewed.

VI. GRM reporting

Monthly and biannual grievance reports will be generated from the system by dedicated staff at the PIU and report to the Project Coordinator to inform management decisions as part of the reporting system. Periodic reports will also be generated within a reasonable time frame for stakeholders upon request irrespective of the period.

The procedure and timing for resolving grievances is further detailed in Table 6.

Table 6: Grievance Redress Procedures

GRIEVANCE PROCEDURES	TIMELINE
Receiving and registering the complaint.	1 day
Determine merit of the complaint and acknowledgement of complaint	2 days
Investigation of complaint	5 days
Determination (and approval) of appropriate solution/response	1 day
Communication on the resolution back to the complainant	1 day
Receive and acknowledgement of appeals by aggrieved party (where solutions are not satisfactory)	2 days
Activate arbitration mechanisms where necessary	1 week
Resolution of Issue	1 week
Updating of Grievance Log	Monthly

VII. SEA/SH sensitive GRM

In addition to the project level GRM, a safe and ethical process for reporting, investigating, and addressing allegations of Gender Based Violence, Sexual Exploitation and Abuse and Sexual Harassment (GBV/SEA/SH) will be established. The PIU Social Specialist will be responsible for dealing with any GBV/SEA/SH. GBV/SEA/SH cases will be logged by the PIU Social Personnel in the project’s GRM logbook. Survivor’s/victims information will be protected by using codes to maintain confidentiality. Specifically, the GRM will only record the following information related to the GBV/SEA/SH complaint:

- The nature of the complaint (what the complainant says in her/his own words without direct questioning).

- If, to the best of their knowledge, the perpetrator was associated with the project; and, if possible, the age and sex of the survivor.
- Any cases of GBV/SEA/SH brought through the GRM will be documented but remain closed/sealed to maintain the confidentiality of the survivor. Here, the GRM will primarily serve to:
 - Refer complainants to the GBV/SEA/SH services provider; and
 - Record the resolution of the complaint.
- The PIU will also immediately notify both the MAE and the World Bank of any GBV/SEA/SH complaints with the consent of the survivor/victim. If there is an anonymous complaint, the PIU will share information on the case with the World Bank providing a code number to the case and avoiding disclosing any information that could help to identify the survivor. Notifications will be made to the Bank in line with the confidentiality approach.
- Assistance will be provided to GBV/SEA/SH survivors/victims by referring them to GBV/SEA/SH services provider for support immediately after receiving a complaint directly from a survivor/victim, prior to the survivor consent, and in case they are interested in them.

The World Bank and the Borrower do not tolerate reprisals and retaliation against project stakeholders who share their views about Bank-financed projects.

7. Monitoring and Reporting

The Stakeholder Engagement Plan will be periodically revised and updated as necessary during the course of the project's implementation in order to ensure that it remains relevant, and that the identified methods of engagement remain appropriate and effective in relation to the Project context and specific phases of the development. Any major changes to the project related activities and to its schedule will be duly reflected in the SEP.

Stakeholders will be kept informed about the project progress, including reporting on project environmental and social performance and implementation of stakeholder's engagement plan and grievance mechanism. This will be done by disclosing relevant consultations reports in the MoA website. During the consultations, the stakeholders will recapitulate on the feedback provided in the previous consultations, and the E&S specialist will inform them how their feedback was taken into consideration. Also, information relevant to Environmental and Social matters will be highlighted on the MoA website. Information leaflets and brochures will be distributed as well with sufficient physical distancing measures.

Likewise, monthly summaries and internal reports on public grievances, enquiries and related incidents, together with the status of implementation of associated corrective/preventative actions will be collected by PIU's Social Personnel and submitted to the Project Coordinator. The monthly summaries will provide a mechanism for assessing both the number and the nature of complaints and requests for information, along with the Project's ability to address those in a timely and effective manner.

A number of Key Performance Indicators (KPIs) will also be monitored by the project on a regular basis, including the following parameters:

- Number of public hearings, consultation meetings and other public discussions/forums conducted within a reporting period (e.g. monthly, quarterly, or annually);
- Frequency of public engagement activities;
- Geographical coverage of public engagement activities
- Number of locations and settlements covered by the consultation process, including the settlements in remote areas within the Project Area;
- Number of grievances received within a reporting period (e.g. monthly, quarterly, or annually) and number of those resolved within the prescribed timeline
- Type of grievances received;
- Number of press materials published/broadcasted in the local, regional, and national media

Annex I: Template to Capture Consultations/Stakeholder Feedback Minutes

I. Background

- Background about the stakeholder engagement/consultation activity (e.g., Is it a follow up from a previous consultation? Did it take place as part of a supervision mission?)
- Objective of the consultation.

II. Description of the Stakeholder Engagement Activity:

- **Who** was consulted?
- **What?** (What is the engagement about? Which sub-project? Which issue?)
 - **Where?**
- **When?**
- **How?** Methods used for the stakeholder engagement activity (public meeting, small group discussion via – zoom, WhatsApp, individual consultations by phone, feedback via online survey etc.)

III. Feedback Received from Stakeholders and Project Team’s Response

Question/Feedback/ Comment Received from Participants	Project Team’s Response	Next Steps/ Actions to be taken based on this feedback (if any)	Responsible Entity/Person for the follow-up Action (if any)	Date for Follow-up Action (if any)

IV. Supporting Documents

- List of stakeholders consulted. Contact information.
- Any photos, if available.
- Other relevant documents

Note: Photos and personal contact information of the individuals can be kept in internal records, however, will not be included in publicly disclosed documents for reasons of confidentiality

Annex II: GRM Logbook Example

Date of Complaint	Name of Complainant	Contact of complainant	General Info in the incident	Complaint	How was complaint resolved	Status of complaint	Date complaint was closed	Document that confirms the complaint
		Address: Email: Phone:	Date of incident: Location of incident:					
		Address: Email: Phone:	Date of incident: Location of incident:					
		Address: Email: Phone:	Date of incident: Location of incident:					

Annex III: Participants of Initial Stakeholder Engagement

Total Number of Participants

Meeting Title

Meeting Date

Meeting Start Time

Meeting End Time

Name and Designation	Email	Role
		Presenter
		Organizer
		Attendee
		Attendee
		Attendee
		Attendee
		Attendee
		Attendee
		Attendee
		Attendee
		Attendee
		Attendee
		Attendee
		Attendee
		Attendee
		Attendee
		Attendee
		Attendee
		Attendee
		Attendee