

Institutionalizing Gender Based Violence Prevention and Response in Federal Nepal (IGBVPRFN)

Stakeholder Engagement Plan (SEP)



Ministry of Women, Children & Senior Citizens (MoWCSC)

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Abbreviations

| | |
|----------|---|
| CSOs | Civil Society Organizations |
| E&S | Environmental and Social |
| ESCP | Environmental and Social Commitment Plan |
| ESF | Environmental and Social Framework |
| ESS | Environmental and Social Standards |
| FCHVs | Female Community Health Volunteers |
| GBV | Gender-Based Violence |
| GBV IMS | Gender-Based Violence Information Management System |
| GESI | Gender and Social Inclusion |
| GRM | Grievance Redress Mechanism |
| IGBVPRFN | Institutionalizing GBV Prevention and Response in Federal Nepal |
| INGO | International Non-governmental Organization |
| MoSD | Ministry of Social Development |
| MoWCSC | Ministry of Women, Children and Senior Citizens |
| NGO | Non-governmental Organization |
| NWC | National Women Commission |
| OCMC | One-stop Crisis Management Center |
| PIU | Project Implementation Unit |
| PMU | Project Management Unit |
| POM | Project Operations Manual |
| RM | Rural Municipality |
| SEA/SH | Sexual Exploitation and Abuse/Sexual Harassment |
| SEP | Stakeholder Engagement Plan |
| WB | World Bank |
| WCSCSC | Women, Children and Senior Citizen Service Center |

1. Introduction/Project Description

The Institutionalizing GBV Prevention and Response in Federal Nepal (IGBVPRFN), aims to increase women's and girls' access to multi-sectoral GBV prevention and response services in select municipalities. The IGBVPRFN comprises the following components:

- i. **Component 1: Create functioning GBV institutional response mechanisms at provincial and municipal-level.** This will focus on support the successful transfer of Federal-level knowledge and mechanisms to nascent municipal-level systems by creating technical Municipal GBV Support Service, establishing of Municipal GBV Platforms for coordination, and developing a GBV data management system.
- ii. **Component 2: Increase GBV service provision, access, and quality.** This component aims to target general female population, which is expected to be 2840,000 women across the six project municipalities, to strengthen the GBV service delivery by integrating the GBV caseworkers into rural primary health outposts, providing GBV clinics to survivors in very remote and hard-to-reach areas, and implementing a GBV Community Response and Safe Space program model for women and girls to access information and multi-sectoral services.
- iii. **Component 3: Improve knowledge, attitudes, and practices of local institutional actors and first responders.** This component will focus on the design and delivery of targeted behavior change communication strategies, accountability safeguards, and monitoring with the key focus on Police and Judicial Committees at the municipality levels.
- iv. **Component 4: Project Management.** This component will support project supervision, monitoring and evaluation of project outcomes and knowledge generation and dissemination to make these impacts visible to Government, the Bank, and other stakeholders.

The Institutionalizing GBV Prevention and Response in Federal Nepal 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. Objectives of the SEP

The overall objective of this Stakeholder engagement Plan (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.

3. Stakeholder identification and analysis

3.1 Methodology

To meet best practice approaches, the project will apply the following principles for stakeholder engagement:

- *Openness and life-cycle approach:* Public consultations for the project(s) will be arranged during the whole life cycle, carried out in an open manner, free of external manipulation, interference, coercion, or intimidation.
- *Informed participation and feedback:* Information will be provided to and widely distributed among all stakeholders in an appropriate format; opportunities are provided for communicating stakeholder feedback, and for analyzing and addressing comments and concerns.
- *Inclusiveness and sensitivity:* Stakeholder identification is undertaken to support better communications and build effective relationships. The participation process for the projects is inclusive. All stakeholders always are encouraged to be involved in the consultation process. Equal access to information is provided to all stakeholders. Sensitivity to stakeholders' needs is the key principle underlying the selection of engagement methods. Special attention is given to vulnerable groups that may be at risk of being left out of project benefits, particularly women, the elderly, persons with disabilities, displaced persons, migrant workers and communities, and the cultural sensitivities of diverse ethnic groups.

3.2. Affected parties and other interested parties

Affected parties include local communities, community members, and other parties that may be subject to direct impacts from the Project. Specifically, the following individuals and groups fall within this category: (i) Women and girls who have experienced gender-based violence (GBV), and (ii) the overall women and girls' population of the six selected municipalities who may potentially face GBV. They will be extensively consulted to design the modality of activities and will also be invited to participate in several consultations.

The projects' stakeholders also include other interested parties that are not directly affected but interested in the project, including (i) the municipal authorities- mainly the women and social security unit, health section, and the municipal council, (ii) federal-level government entities mainly the Ministry of Women, Children and Senior Citizen, (iii) the Women Commission, and (iii) other organizations, including political and religious leaders, elders and community leaders, local police, and NGOs or civil society groups, working in the sector of preventing GBV will be informed about the project and its progress in different times.

3.3. Disadvantaged/Vulnerable individuals or Groups

The disadvantaged vulnerable individuals or groups are the ones who may be disproportionately impacted by the project activities and who often do not have a voice to express their concerns or understand the impacts or benefits/opportunities of the project. The vulnerabilities often stem from

the person's origin, gender, age, education level, health condition, economic deficiency and financial insecurity, disadvantaged status in the community, such as minorities or fringe groups, dependence on other individuals or natural resources, among others. Engagement with the vulnerable groups and individuals often requires the application of specific measures and assistance aimed to enhance their participation in the project-related decision-making so that they can access benefits from the project activities at par of other beneficiaries. Within the Project, vulnerable or disadvantaged groups may include but are not limited to the following:

Table 1: Potential barriers to vulnerable or disadvantaged groups

| Vulnerable or disadvantaged groups | Potential barriers to accessing information or other project benefits | Possible representative organizations |
|--|---|---|
| Women and girls from marginalized Ips | Various economic, social and language constraints | Women's group |
| Children, pregnant women and lactating mothers and children under 2 years of age | Time management and mobility constraints | Mother's group, Children club |
| Dalits and religious minorities | Lack of social acceptance and recognition | Dalits' organization and I/NGOs working for Dalits rights |
| Elderly persons with disabilities and/or with chronic diseases and pre-existing medical conditions | Mobility constraints | I/NGOs working for welfare of elderly persons with disabilities |
| Women-headed households | Various social constraints | Women's group |
| Poor households, including the homeless and the landless | Weak or lack of social recognition | I/NGOs working for homeless and landless people right |
| Sexual and gender minorities | Lack of social acceptance and recognition | I/NGOs working for LGBT people right |
| GBV survivors or victims | Fear and low confidence to face mass | GVB service providers/Women's group, and I/NGOs working for GBV |

Vulnerable groups within the communities affected by the Project may be added, further confirmed, and consulted through dedicated means, as appropriate. A description of the methods of engagement that will be undertaken by the project is provided in the following sections.

4. Stakeholder Engagement Program

4.1 Summary of stakeholder engagement done during project preparation

Stakeholder consultations were held in 5 municipalities. In Mechinagar, Tilottama, and Ramgram municipalities, consultations were organized between September 3 to 8 2023; in Urlabari municipality on 14 August 2023; and in Dhankuta municipality on 30 August 2023. Meetings were held in their respective municipality offices to disseminate Project activities to the stakeholders and understand their preferred means of engagement and communication. A total of 243 stakeholders participated (M=134; F=109) including local women's groups, service providers/local NGOs, police personnel, municipal executive team, and political party representatives. During the consultations, the stakeholders urged the Project to include female teachers who interact and spend longer hours with adolescent girls. They also underlined the need to include female Dalit/indigenous women from the community in the consultative process and the representatives of local youth and children's clubs. The women representatives also expressed concern over the ongoing trend of not reporting GBV incidents, including a few cases of underage marriages, and welcomed the concept of creating safe spaces as envisaged by the Project. Some of the stakeholders also said the GBV is triggered by inter-caste marriage where the women don't receive support from the husband's family. Representatives of the differently abled organizations expressed concern over the growing trend of political protection of the perpetrators and the violence against the differently able people at the local level.

The representatives of Maiti Nepal, a leading NGO working against women trafficking, informed the gathering about the different avenues available for filing complaints and stressed that the problem is not a lack of avenues and laws but courage and awareness. They also demanded that the Project include components of livelihood and women's economic empowerment. The local media representative said that the Project should do something to address the existing regressive gender norms and urged actions to highlight the 16 Days of Activism against Gender-Based Violence not only as a women's but also as a men's program. They also said that the Female Community Health Volunteers, if empowered, can play a crucial role in the campaign against GBV and in publicizing the range of activities that the Project aims to implement.

The representatives of the Nepal Police apprised the gathering about the trend of GBV and said that one of the most significant risks is that the family/society puts pressure on the survivor not to register official complaints against the preparators as it is argued such filing may put the reputation of the family at stake. Amid the growing GBV cases related to unpaid loans, the Nepal Police representatives stressed the need to educate men and women about the legal implications of taking out and not paying back loans. They added that the Project should address disparity in gender roles and division of work. Participants also said that introducing GBV protection measures alone is not enough because, in many cases, the survivors have no choice but to live with their abusive partners. Thus, they said that the Project should have some component to make women aware of their legal rights and support the livelihood of the survivors so that they have some sustainable sources of income to gain economic independence.

The participants were also informed they could contact the Focal Person for further information about the Project. At the same time, the Project municipalities apprised the stakeholders about tentative future consultations that would be undertaken during the Project's preparation and throughout the project lifecycle.

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

Different engagement methods are proposed and cover different stakeholder needs as stated below. Examples may include:

- (i) **Structured agendas:** The project may organize stakeholder engagement with specific agenda where the project, as per the need, will invite relevant project stakeholders to have consultations on specific agenda. Such an agenda may include a low response from the targeted beneficiaries on opportunities unveiled by the project, poor functioning of the project grievance mechanism, and low participation of vulnerable communities in project activities, among others.
- (ii) **Focus group meetings/discussions:** As needed, the project may organize focus group discussions (FGD) to understand issues, concerns, and perceptions, among others, of certain communities or ethnic groups, gender, beneficiaries of certain age groups, women in certain states like pregnant women or lactating mothers, and health workers of certain locations.
- (iii) **Community consultations:** It will be one of the major methods of the project to engage local stakeholders in terms of designing and implementing project activities and disseminating project-related information. For this, the project aims to organize consultations with the identified stakeholders at least once every six months in the project areas in a culturally appropriate manner. The project will make sure that the targeted participants are informed about the venue, time, and broad meeting agenda at least before the meeting date through appropriate means as needed.
- (iv) **Formal meetings:** These will be other tools that the project will use to maintain continuous engagements, particularly with government agencies at the local, provincial, and federal levels. Such formal meetings may also be organized with the local NGOs/CBOs to apprise project activities and explore the possibilities of cooperation and coordination in specific areas.
- (v) **One-on-one interviews:** The project will use the method of one-to-one interviews to capture or understand in-depth engagement, learnings, experiences, and perceptions of certain individuals to use the outcomes of such activities to improve and enhance the effectiveness of project activities.
- (vi) **Site visits:** The project aims to organize site visits at least once a year to understand the real impacts and issues of project activities on the ground, understand the perception of the beneficiaries, impacts and effectiveness of the grievance mechanism and period consultation, and status of information dissemination. The sites will also be used to have interactions with

the targeted beneficiaries, partnering agencies at the local levels, and concerned government agencies, among others.

4.3. Stakeholder engagement plan

The Project will implement various SEP activities from different phases of the project.

Table 2: Phased-wise stakeholder engagement plan

| Project Stage | Estimated Date/Time Period | The Topic of Consultation/ Message | Method Used | Target Stakeholders | Responsibilities |
|------------------------|--|--|--|---|---|
| Planning & Preparation | <ul style="list-style-type: none"> Jan – Oct 2023 | <ul style="list-style-type: none"> Objectives and the planned activities of the project E&S principles policies and scopes The E&S risks assessment instruments such as ESMF The potential E&S risk and impacts identified by the ESMF and the proposed mitigation measures Grievance Management Mechanism | <ul style="list-style-type: none"> Focus group meetings/ discussions Targeted community consultations Formal meetings One-on-one interviews, and Site visit | <ul style="list-style-type: none"> Pregnant women, Lactating mothers children under 2 years of age Concerned local governments Local women's groups Other NGOs/CBOs and Media | <ul style="list-style-type: none"> Implementing agency in support and coordination with the concerned local government |
| Implementation | <ul style="list-style-type: none"> Jan 2024 onwards | <ul style="list-style-type: none"> Completed, ongoing, and upcoming projects activities Implementation of mitigation measures SEP related activities Functioning of the GM Periodic stakeholder consultations Project-related information disclosure Other potential E&S concerns raised/received | <ul style="list-style-type: none"> Periodic (half-yearly) consultation meetings Targeted community consultations for vulnerable communities Periodic site visits and FGDs, in needed Formal meetings with local government | <ul style="list-style-type: none"> Pregnant women, Lactating mothers children under 2 years of age Concerned local governments Local women's groups Other NGOs/CBOs and Media | <ul style="list-style-type: none"> Implementing agency in support and coordination with the concerned local government |

| | | | | | |
|--|--|---|-----------------|--|--|
| | | <ul style="list-style-type: none"> Revision/updates of E&S instruments | representatives | | |
|--|--|---|-----------------|--|--|

The project will disclose the SEP and other relevant E&S documents as soon as they are ready for disclosure in the project appraisal stage through the project website. Hard copies of summaries of the SEP and other documents, prepared in the Nepali language, will be made available for interested stakeholders during periodic consultation meetings. The project will prepare information leaflets and brochures in simple and plain Nepali language to inform the targeted beneficiaries of the project activities. Such leaflets and brochures will also be prepared in a local language, other than Nepali language, if required. In addition, the project will also undertake consultation meetings with the stakeholders every six months to apprise them of the project status, including the performance of the grievance mechanism and implementation of mitigation measures as envisaged in the ESMPs.

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

5.1. Resources

The implementing agency, Ministry of Women, Children and Senior Citizens (MoWCSC) will be in charge of stakeholder engagement activities. The budget for the SEP is US\$ 41,000 and is included in the component E&S risks and impacts management of the project.

Table 3 : SEP Implementation Budget

| Budget Category | Quantity | Unit Costs | Times/Years | Total Costs | Remarks |
|--|----------|------------|--------------|-------------|---------|
| 1. Estimated staff salaries* and related expenses | | | | | |
| 1a. Travel costs for staff | 8 | 1000 | Twice a year | 8000 | |
| 2. Events | | | | | |
| 2a. Organization of Periodic stakeholder consultations | 8 | 500 | Twice a year | 4000 | |
| 3. Communication campaigns | | | | | |
| 3a. Posters, flyers | | | Lump-sum | 3,000 | |
| 3b. Social media campaign | | | Lump-sum | 4,000 | |
| 4. Trainings | | | | | |

| | | | | | |
|---|---|-------|-----------------|--------|--|
| 4a. Training on E&S issues for PIU | 2 | 1,000 | Once in 2 years | 2,000 | |
| 5. Beneficiary surveys | | | | | |
| 5a. Mid-project perception survey | | | Lump-sum | 6,000 | |
| 5b. Mid-of-project perception survey | | | Lump-sum | 6,000 | |
| 6. Grievance Mechanism | | | | | |
| 6a. Training of GM committees | 4 | 1,000 | Once a year | 4,000 | |
| 6b. Operation of local GM Committees | | | Lump-sum | 4,000 | |
| 7. Other expenses | | | | | |
| 7a. M&E, including half-yearly preparation of SEP implementation report | 8 | 1,000 | Twice a year | 8,000 | |
| TOTAL STAKEHOLDER ENGAGEMENT BUDGET: | | | | 41,000 | |

5.2. Management functions and responsibilities

The entities responsible for carrying out stakeholder engagement activities rest with the Project Management Unit (PMU) under the MOWCSC, which is an implementing agency for the project and functions under the overall guidance of the 9-member Project Steering Committee (PSC) chaired by the Secretary of MOWCSC. At the provincial level, GBV Support and Coordination Committees will be established in each province for coordination and technical support to the project activities. Similarly, a 5-member Project Implementation Unit (PIU) will be established in each of the six municipalities, and it will be responsible for implementing all project activities at the local level. The PIU will be responsible for the implementation of the stakeholder engagement activities as outlined in the SEP, proper documentation of all those activities, and periodic reporting to the PMU. For reporting purposes, each subproject will prepare a monthly implementation report and send it to the PMU of the implementation, which will compile and prepare a half-yearly project implementation report. The half-yearly report, which will be the official documentation of the implementation of the SEP, will feature periodic stakeholder engagement activities, disclosure of project-related information, and functioning of the GRM in terms of the number of grievances received, nature and types of GRM, number of GRM resolved, implemented, and closed, and number of GRM not settled along with the reasons. The PMU will be responsible for sharing the six-monthly SEP Implementation Status Report within two months of completion of each reporting period.

6. Grievance Mechanism

The main objective of a grievance mechanism (GM) is to assist in resolving complaints and grievances in a timely, effective, and efficient manner that satisfies all parties involved.

6.1. Description of GM

The project will put in place a responsive and functioning Grievance Mechanism (GM) to address the concerns and complaints of beneficiaries and project stakeholders by adopting an understandable and transparent process that is culturally appropriate and readily accessible to all the segments of affected

communities. The project's GM is at no cost to complainants and guarantees that there will no retribution for people who lodge complaints on project activities. Furthermore, the grievance mechanism will not impede access to judicial and administrative remedies.

Table 4: Grievance Mechanism Process

| Step | Description of Process | Time Frame | Responsibility |
|-----------------------------|---|----------------------------------|--------------------------|
| GM implementation structure | <p>At the PMU level, a designated E&S officer will lead the GM at the project level.</p> <p>The implementing will assign the task of GM to the E&S focal person assigned in each sub-project within the partnering municipality to receive and process feedback/complaints.</p> <p>At the sub-project, a three-member Local GM Committee will be formed, and the committee will comprise of subproject head, the E&S focal person at the sub-project level and a representative of the partnering municipality.</p> | Throughout the project lifecycle | The PMU E&S focal person |
| Grievance uptake | <p>Grievances can be submitted via the following channels:</p> <p>Toll-free telephone hotline/Short Message Service (SMS) line</p> <p>E-mail</p> <p>Letter to Grievance focal points at the sub-project level</p> <p>Visit to sub-project office and meet the E&S focal person</p> <p>Dropping grievances into the suggestion box at the sub-project level</p> | Throughout the project lifecycle | E&S focal person |
| Sorting, processing | <ul style="list-style-type: none"> Any complaint received is forwarded to E&S focal person, who registers the complaint in a grievance logbook, and categorized according to the following complaint types: Severe, Moderate, and low. | Upon receipt of the complaint | E&S focal person |

| Step | Description of Process | Time Frame | Responsibility |
|---|--|---|---|
| <ul style="list-style-type: none"> Acknowledgment and follow-up | <ul style="list-style-type: none"> Receipt of the grievance is acknowledged to the complainant by the local grievance focal person | Within 2 days of receipt | E&S focal person |
| <ul style="list-style-type: none"> Verification, investigation, action | <ul style="list-style-type: none"> For the complaints categorized as low, the local E&S focal person will inform the subproject head about the complaint before initiating the investigation of the complaint. Once a resolution is reached, the E&S focal person will inform the subproject head for approval. For the complaints categorized as moderate and high, the E&S focal person will call a meeting local E&S committee for a discussion and resolution of the complaint. However, for the grievance related to the GBV, a separate procedure will be adopted to maintain the confidentiality of the complainant. Once resolution is obtained, the E&S focal person will inform the complainants about the resolution and take the resolution to implementation, | Within 20 working days | E&S focal person The three-member Local GM Committee |
| <ul style="list-style-type: none"> Monitoring and evaluation | <ul style="list-style-type: none"> Collection of data on complaints and reporting | Every 15 days | E&S focal person |
| <ul style="list-style-type: none"> Provision of feedback | <ul style="list-style-type: none"> Feedback from complainants regarding their satisfaction with complaint resolution is collected, processed, and investigated. | 15 days after the proposed resolution is communicated to complainants | E&S focal person |

| Step | Description of Process | Time Frame | Responsibility |
|--|--|--|----------------|
| <ul style="list-style-type: none"> • Training | <ul style="list-style-type: none"> • Training needs for staff in the PIU and E&S focal person at the sub-project level follows: <ul style="list-style-type: none"> ○ Management of overall GM process along with community meetings and information disclosure ○ Handling of sensitive grievance such as cases related to SEA/SH and racial discrimination, among others ○ Documentation and reporting of grievances status ○ Management of incident reporting | In 2 months after the effectiveness of the project | PMU |

The GM will provide an appeal process if the complainant is not satisfied with the proposed resolution of the complaint. The E&S officer at the PMU will be responsible for receiving the appeal and finding a resolution of the complaint. Once all possible means to resolve the complaint have been proposed and if the complainant is still unsatisfied, they should be advised of their right to legal recourse.

When relevant, the project will have other measures in place to handle sensitive and confidential complaints, including those related to Sexual Exploitation and Abuse/Harassment (SEA/SH) in line with the World Bank's ESF Good Practice Note on Addressing Sexual Exploitation and Abuse and Sexual Harassment (SEA/SH) in Human Development Operations. While designing the SEA/SH responsive GM the following elements will be considered: i) adaptation of a survivor centered approach ii) act in the best interests of children who are survivors of SEA/SH iii) availability of multiple channels iv) Information for local on how to report complaints v) protection of personal information of a survivor to maintain confidentiality vi) a mechanism to refer complainants to GBV service providers, and vii) GM functioning without prejudice to any other complaint mechanisms or legal recourse and will be linked with the service providers supported by the project.

As per the requirement of the ESS2 of the ESF, the Project will use the project Grievance Mechanism, given the nature of the Project, which will employ a small number of workers. Abbreviated Labor Management Procedures will be prepared and implemented to respond to potential worker-related risks and impacts. 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

7.1. Summary of how SEP implementation will be monitored and reported

The implementing agency will be fully responsible to monitor and reporting the implementation of the SEP. The project will consider a number of community meetings, the nature of participation in terms of gender and targeted and vulnerable communities, the quality of discussion in the meetings, activities related to disclosure of project-related information, and a number of grievances received and settled as some of the major monitoring indicators to gauge the effectiveness of the SEP implementation. The project will implement an institutional arrangement as per which the sub-projects will prepare a monthly SEP implementation report in a prescribed format and share it with the PMU. The monthly report will contain a summary of the activities undertaken in the past month, their outcomes and effectiveness, shortcomings and possible remedies, and the activities planned for next month. The PMU will be responsible to compile the monthly monitoring reports received from each subproject and prepare a six-monthly monitoring report, which can be a standalone or embedded into the half-yearly ESMF monitoring and report as a separate unit.

7.2. Reporting back to stakeholder groups

The SEP will be periodically revised and updated as necessary during project implementation. The monthly summaries and internal reports on public grievances, inquiries, and related incidents, together with the status of implementation of associated corrective/preventive actions, will be collated by responsible staff and referred to the project's senior management. The monthly summaries will provide a mechanism for assessing both the number and nature of complaints and requests for information, along with the Project's ability to address those in a timely and effective manner. Information on public engagement activities undertaken by the Project during the year may be conveyed to the stakeholders in various ways that include disseminating the outcome of such reporting to the stakeholders through periodic community meetings and uploading such monitoring reports to the project website.

Annex 1 - Sample Grievance Form

Grievance Form

| | |
|----------------------------|--|
| Grievance registration no. | |
| Date of registration | |

Details of complainant: ☐ (Tick the box for anonymity)

Name:

| | | |
|------------|-------------|-----------|
| First Name | Middle name | Last name |
| | | |

Gender:

☐ Male ☐ Female ☐ Others

Address:

| Province | District | Municipality | Ward No. | Name of place |
|----------|----------|--------------|----------|---------------|
| | | | | |

Contact details:

| | | | |
|----------------------|--|----------|--|
| Primary mobile no. | | Email | |
| Secondary mobile no. | | Facebook | |

Preferred mode of contact: _____

Brief description of grievance

[illegible]

Mode of submission of grievance:

☐ Verbal ☐ Written ☐ Complaint Box ☐ Phone ☐ Email ☐ Others

Signature of Complainant

Signature of Grievance Officer

Annex 2 - Sample Grievance Registration Template

| No | Date of receiving incoming letter / form | Grievance Reference Number | Name / Surname of grievance originator (if not anonymous) | Gender | Type of grievance | Details of grievance | Medium of comm. | Name of staff responsible for managing the grievance | Date of grievance acknowledgement | Date of feedback provision/reference number | Present status | Remarks |
|----|--|----------------------------|---|--------|-------------------|----------------------|-----------------|--|-----------------------------------|---|----------------|---------|
| 1 | | | | | | | | | | | | |
| 2 | | | | | | | | | | | | |
| 3 | | | | | | | | | | | | |
| 4 | | | | | | | | | | | | |
| 5 | | | | | | | | | | | | |
| 6 | | | | | | | | | | | | |
| 7 | | | | | | | | | | | | |
| 8 | | | | | | | | | | | | |
| 9 | | | | | | | | | | | | |

Annex 3 - Sample Grievance Closure Form

| Grievance Closure Form | |
|--------------------------------------|--|
| Resolution | |
| Grievance Number | |
| Grievance registered date | |
| Short describe the of the grievance | |
| Short describe the of the resolution | |
| Department: | |

Mode of communication for the reply (meeting/ written/ verbal/ display):

Date closed:

Signatures

Complainant:

Project representative:

Date: