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MINISTRY OF AGRICULTURE AND RURAL DEVELOPMENT
NATIONAL FUND FOR SUSTAINABLE DEVELOPMENT

Northern Crisis Recovery Project (NCRP) - P176157

Draft

Stakeholder Engagement Plan (SEP)

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1. Presentation

This document presents a first draft of the Stakeholder Engagement Plan (SEP) prepared as part of the required Environmental and Social (E&S) documentation for the Northern Crisis Recovery Project (NCRP) - P176157. This document represents an initial SEP, and it will be updated comprehensively within 3 months of project effectiveness.

2. Introduction

In 2017 an armed insurgency began in Cabo Delgado province in the North of Mozambique that has resulted in thousands of deaths, including women and children, looting and destruction of government properties, private sector and individual property and the displacement and loss of livelihoods of about 500,000 people (*information as of December 2020*). Despite efforts by the Government of Mozambique to stop the insurgency, since early 2020, the violent attacks against its military and civilian authorities and against the local communities have increased drastically and the numbers of affected people continues to grow.

This situation further exacerbates the human displacement and devastation caused by Cyclone Kenneth in 2019 in Cabo Delgado, which left 374,000 people including 90,000 children, in need for assistance and caused significant losses of agriculture land, livelihoods in the agriculture and fisheries sectors, and destroyed 40,000 houses, damaged 14 health facilities, and destroyed or damaged over 190 classrooms, impacting thousands of students.

Additionally, COVID-19 has been a major challenge with positive case numbers increasing daily. To date the country has a record of 33,000 cases and more than 350 deaths. Due to the poor sanitary conditions and lack of water, a cholera outbreak has affected more than a 1000 people in Cabo Delgado.

In response to the evolving emergency, the Government of Mozambique (GoM) has put together an integrated response plan, coordinated by the Agency for Integrated Development of the North (ADIN), under the leadership of the Ministry of Agriculture and Rural Development (MADER), to provide assistance to IDPs and host communities. The overall program includes specific contributions from the following central government ministries, institutions and partners: (a) the Ministry of Public Works, Housing and Water Resources (MOPHRH) will provide water, sanitation and housing; (b) the Ministry of the Sea, Inland Waters and Fishers (MIMAIP) will provide fishing kits and associated training; (c) MADER will provide agriculture kits; (d) the Ministry of Land and Environment (MTA) will provide land allocations to IDPs; (e) the Ministry of Health (MISAU) will provide health care services; (f) the Ministry of National Defence (MDN) and Ministry of Interior (MINT) will provide protection and security; (g) the Ministry of Gender, Child and Social Action (MGCAS) will provide social assistance; and (h) the National Institute of Disaster Management (INGD) will provide technical support on emergency management. The focus of the response will be to alleviate the impact of the conflict on IDPs, their host communities, and where possible the cohorts of the population left behind in the conflict zone.

On 4 June 2020, the United Nations and humanitarian partners launched a Rapid Response Plan to respond to the increasing humanitarian needs in Cabo Delgado. The plan seeks US\$35.5 million in support of INGD's efforts to scale up urgent lifesaving and life sustaining assistance and protection services for IDPs and host communities. To date, around US\$23 million has been mobilized through the Central Emergency Response Fund (CERF) and other contributions from the international

community. In December 2020, the Rapid Response Plan will be replaced by a new US\$254 million Humanitarian Response Plan to support the North.

To date, Government authorities and humanitarian agencies have been focusing on the provision of humanitarian assistance to IDPs in transit, relocation or resettlement sites. Rapid assessments conducted by local governments and humanitarian agencies have been used as basis for deployment of relief such as food aid, water and sanitation, and temporary shelter. The Bank, together with a number of development partners, is supporting the development of a Recovery and Peace Building Assessment (RPBA) in support of the Government Integrated Development and Resilience Strategy for the North.

An official Government request dated December 21, 2020, has been sent by the Ministry of Economy and Finance (MEF) to seek Bank support for accessing the PRA window for quick mobilization of financial resources to assist with the implementation of the Integrated Development and Resilience Strategy to manage the IDPs crisis, including actions to build capacity for crisis preparedness and response and longer-term recovery from fragility and conflict.

In light of the above, the Government of Mozambique (GoM) is planning to implement the Northern Crisis Recovery Project (NCRP). The project will be coordinated by the Agency for Integrated Development of the North (ADIN), under the leadership of the Ministry of Agriculture and Rural Development (MADER).

The Project Objective is to support the early recovery of communities affected by the conflict in Northern Mozambique by providing access to basic services, strengthening livelihoods and restoring core infrastructure required for a resilient recovery.

The management of Project's social and environmental risks require the preparation of instruments that will be implemented during the project's life. The project will be required to undertake stakeholder consultations not only for the preparation of environmental and social instruments but across the range of interventions to ensure that stakeholder's views are elicited and that stakeholders are meaningfully consulted throughout the project.

This Stakeholder Engagement Plan (SEP) presents the stakeholder consultation and engagement process for the Project. It describes a systematic approach to stakeholder engagement, thus contributing to the development and maintenance of a constructive relationship with stakeholders throughout the Project's implementation. The document also includes a Grievance Redress Mechanism (GRM) for stakeholders to raise concerns about the Project. This SEP was produced in accordance with the World Bank's new Environmental and Social Framework (ESF).

As agreed by the Bank and GoM, this SEP can be revised from time to time during project implementation, to reflect adaptive project management, respond to implementation changes, adapt to unforeseen circumstances and in response to assessment of project implementation performance conducted under the ESCP and SEP itself. In such circumstances, GoM will agree with the changes with the Bank and will update the SEP to reflect such changes. Agreement on changes to the SEP will be documented through the exchange of letters signed between the Bank and the MADER. The MADER will promptly disclose the updated SEP.

Project Description

The NCRP will target beneficiaries fleeing the violence and host communities in the provinces of Nampula, Niassa and Cabo Delgado. The latter is directly impacted by terrorist attacks with the most severely affected districts being Mocimboa da Praia, Macomia, Muidumbe and Meluco.

The displaced populations are seeking refuge in the capital of Cabo Delgado province, Pemba, and other districts such as Ibo Island, Namialo, Nacaroa, Maretane, Anchilo, Ribaue, Mecuburi, Marrupa and Nungo. IDPs are also moving to other districts located in Nampula and Niassa provinces.

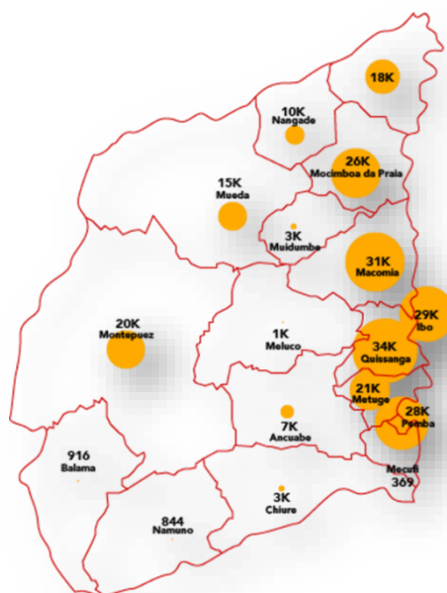


Figure 1 – Internally Displaced Population of Cabo Delgado province as of July 2020, source: UN OCHA

Project design will be guided by the following principles: (a) addressing immediate needs through early recovery activities; (b) empower local and national authorities for leadership and oversight of delivery of services; (c) engaging directly with partners on the ground and instituting direct third-party implementation arrangements; (d) engaging early in complex crises to help the GoM in transitioning from early to medium-term recovery and resilience building activities; (e) maximizing flexibility and quick-disbursing components; and (f) investing in medium-term recovery and resilience-building for sustainability of interventions. The project would have four components as follows:

Component 1: Building social cohesion and resilience to conflict: (a) IDP's registration in relocation sites and host families; (b) establishment of community social cohesion and peace building committees; and (c) develop an action plan to enhance state-society trust and confidence.

Component 2: Restoring livelihoods and jobs of IDPs and hosting communities: (a) cash for work programs for youth and women; (b) provision of agriculture and fisheries inputs; (c) provision of kits for micro and small business development; and (d) training on entrepreneurship and business management.

Component 3: Provision of basic services and infrastructure: (a) rehabilitation and expansion of water supply schemes; (b) restoration of education and health infrastructure and services; (c) restoration of sanitation and solid waste services; and (d) construction of community services and amenities.

Component 4: Project management and oversight: Technical capacity for project implementation, fiduciary, environmental and social risk management, reporting, and monitoring and evaluation.

3. Legislative and Environmental and Social Standards Requirements

Under Mozambican Legislation, stakeholder engagement is required from early stages of a project, either as part of environmental and social impact assessment or land acquisition. According to decree 54/2015 of 31st December – Regulation for Environmental and Social Impact Assessment (ESIA), public consultation process is a compulsory activity for all Category A+, A and B projects. The Ministerial Diploma on the Directive for Elaboration of Environmental Impact Studies (129/2006) and Public Participation General Directive (Diploma 130/2006) outlines when and how should the public consultation process be conducted as well as disclosure requirements of the documentation under consultation.

The ESIA Regulation defines the public participation process as an activity which involves public audience (with a minimum 25 attendees required) and public consultation. The public participation process implies delivery of information regarding projects to all directly and indirectly interested and affected parties, and an explanation of the project to enable participants to raise issues of concern for investigation in the ESIA.

The World Bank's Environment and Social Standard 10 stipulates that a Borrower needs to engage with stakeholders as an integral part of a Project's environmental and social assessment and project design and implementation. The nature, scope and frequency of the engagement should be proportional to the nature and scale of the Project. Consultations with stakeholders must be meaningful and be based on stakeholder identification and analysis, plans on how to engage stakeholders, disclosure of information, use appropriate consultation processes and tools and include a feedback loop to stakeholders.

4. Previous Stakeholder Engagement Activities

In order to ensure that the vision of interested parties is incorporated in the design and implementation of the project, several meetings have been held with civil society, private sector and Government institutions at the central and provincial levels.

Stakeholders' contributions, including concerns and suggestions on various aspects of the project, were collected in order to complete the SEP and ESCP. Issues identified during such meetings included (i) ensuring that the grievance redressing mechanism is well disseminated among the stakeholders and (ii) stakeholders' engagement during the preparation of project's environmental and social instruments. Stakeholders were also interested in knowing the project implementation schedule and availability of funds. Stakeholders believe that the project is very timely and important to promote the local economy and contribute to the resilience and improvement of the living conditions of host communities and IDPs. Due to the COVID-19 pandemic, meetings have been conducted online and through telephone. However, some meetings at the central and provincial levels were held in person.

5. Stakeholders Identification and Analysis

In order to develop an effective SEP, it is necessary to determine who the stakeholders are and understand their needs and expectations for engagement, and their priorities and objectives in relation to the Project. This information is then used to tailor engagement with each type of stakeholder. As part of this process, it is particularly important to identify individuals and groups who may find it more difficult to participate and those who may be differentially or disproportionately affected by the project because of their marginalized or vulnerable status. It is also important to understand how each stakeholder may be affected – or perceives they may be affected – so that engagement can be tailored to inform them and understand their views and concerns in an appropriate manner. Stakeholders have been and will continue to be identified on a continuing basis by assessing: various stakeholder categories that may be affected by, or be interested in, the Project; and specific individuals, groups, and organizations within each of these categories taking into account:

- I. The geographical area over which project interventions may cause impacts (both positive and negative) over its lifetime, and therefore the localities within which people and businesses could be affected;
- II. The nature of the impacts that could arise and therefore the types of national/local government entities, NGOs, academic and research institutions and other bodies who may have an interest in these issues.

In general, engagement is directly proportional to impact and influence, and as the extent of impact of a project on a stakeholder group increases, or the extent of influence of a particular stakeholder on a project increases, engagement with that particular stakeholder group should intensify and deepen in terms of the frequency and the intensity of the engagement method used. All engagement should proceed based on what is culturally acceptable and with appropriate methods for each of the different stakeholder groups targeted.

Table 1. Stakeholder's categorization.

Stakeholders that may be affected, directly or indirectly, by the results of the implementation of the NCRP	Stakeholders that may take part in implementation of the Project	Stakeholders with influence on the implementation of the project
General affected population, displaced families (IDPs) in project areas (esp. Cabo Delgado)	ADIN; Provincial Commission for Social Support and Reconstruction	Central Government (Ministries of Planning and Finance, Agriculture, Fisheries, Land and Environment, Public Works, Housing and Water Resources, Health, Education, Gender, Child and Social Protection, National Defence and Ministry of Interior) and INGD
vulnerable population including women, female headed households, children/ child headed households, Persons With Disability (PWD), elderly and others	Ministry of agriculture and rural development (MADER); Ministry of Public Works, Housing and Water Resources (MOPHRH) Ministry of the Sea, Inland Waters and Fishers (MIMAIP)	Provincial Government of Cabo Delgado, Nampula e Niassa NGOs and Associations (national and provincial)
Civil society in general	Provincial Government (Directorate of Agriculture, Fisheries, Public Works)	International Organizations (World Food Program, UNICEF,
Private sector, small commercial farmers, subsistence farmers		

Stakeholders that may be affected, directly or indirectly, by the results of the implementation of the NCRP	Stakeholders that may take part in implementation of the Project	Stakeholders with influence on the implementation of the project
Public servants (health, education workers, public administration in general) NGOs and Associations operating at local and Provincial levels Provincial and District Government Small scale fisherman, agricultures, builders and Small Business Population at risk of contracting COVID and/or People who are likely to face both health and economic shocks due to the COVID-19 pandemic in project areas. Digital payment providers Medical and health staff	Pemba Municipality and governments of affected districts Contractors and service providers Security Companies NGOs (especially those working on Gender Based Violence, child and social action; social protection reconstruction process)	Water, World Health Organization etc.), Universities and Research Institutions, National Disaster Management Institute, Media (local, national and International)

Vulnerable Individuals and Groups

It is particularly important to understand whether project impacts may disproportionately fall on disadvantaged or vulnerable individuals or groups, who often do not have a voice to express their concerns or understand the impacts of a project. It is also crucial that awareness raising and stakeholder engagement with disadvantaged or vulnerable individuals or groups is adapted to take into account the sensitivities of such groups or individuals, their concerns and cultural norms and to ensure that they are provided a full understanding of project activities and benefits.

Vulnerability may stem from a person's origin, gender, age, health condition, economic deficiency and financial insecurity, disadvantaged status in the community (e.g., minorities or fringe groups), dependence on other individuals or natural resources, etc. Engagement with vulnerable groups and individuals often requires the application of specific measures and assistance aimed at facilitation of their participation in project-related decision making so that their awareness of and input to the overall process are commensurate to those of other stakeholders.

Within the Project, vulnerable groups include, but are not limited to, the following: IDPs, elders, women and children, disabled, the unemployed, female and child headed households. Vulnerable groups within the communities affected by the project will be further confirmed and consulted through dedicated means, as appropriate.

In general, these social groups face obstacles to participate in public consultation meetings. Even when they participate in community meetings, they may not understand the project impacts presented due to language barriers (or feel inhibited due to their status in the community) and therefore are not always able to freely express their concerns and interests about the project.

Some people, notably people with lower literacy levels, are unable to communicate easily in official languages (Portuguese). Thus, they may need to be consulted in local languages. The SEP should take into account and address these limitations, in order to ensure that all stakeholders, particularly those affected by the project, are included and supported to overcome the limitations they face and participate in the consultation process. Description of the methods of engagement that will be undertaken by the project is provided in the following sections.

Stakeholder needs include, but are not limited to, language needs and capacity building. However, stakeholder needs will be discussed during stakeholder consultations, and the list below will be updated after these discussions to reflect new stakeholders. Table 2, below, lists the stakeholders and methods of engagement that will be used in the project.

Tabel 2. Project Stakeholders matrix

Level	Stakeholder Group	Language needs	Preferred notification means (email, radio, phone, letter)	Specific needs (accessibility, large print, child care, daytime meetings etc.)	Position with regards to the project (support, neutral, opposition)	Level of influence (High, medium, low)	Appropriate engagement approach
Central	Agencies and Ministries (ADIN, MOPHRH, MIMAIP, MADER, MISAU, MDN, MINT, MGCAS,INGD)	Portuguese and English	Letters, Information material, media, email	N/A	support	High	Public consultations (coordination meetings)
	World Bank	Portuguese and English	Letters, Information material, media, email	N/A	supports	High	Coordenation meetings
	NGO's, private sector and service Providers	Portuguese and English	Letters, Information material, media, email	N/A	support	medium	Public consultations, advocacy meetings;
Provincial	Provincial Commission for Social Support and Reconstruction; Government authorities, especially in regards to sectors (agriculture, fisheries and public works)	Portuguese	Letters, Information material, media	N/A	support	High	Advocacy meetings; (coordenation meetings)
	NGOs, private sector and service providers	Portuguese	Letters, Information material, media		support	medium	Public consultations, advocacy meetings;
District	Government authorities especially in regards to sectors (agriculture, fisheries and public works)	Portuguese	Letters, Information material, media, SMS	N/A	support	High	Advocacy meetings; (coordenation meetings)

Level	Stakeholder Group	Language needs	Preferred notification means (email, radio, phone, letter)	Specific needs (accessibility, large print, child care, daytime meetings etc.)	Position with regards to the project (support, neutral, opposition)	Level of influence (High, medium, low)	Appropriate engagement approach
Community	IDPs and host communities	Portuguese and local language	Community meetings, radio, SMS, social media	community meetings, emphasize consultation means that do not rely on physical accessibility	support	High	Public consultations
Media		Portuguese and English	Coordination Meetings, Letters, Information material, Email	N/A	support	medium	Public consultation, Advocacy meetings; (coordination meetings)

6. Stakeholder Engagement Program

The Stakeholder Engagement Plan (SEP) will support the design of instruments and ensure stakeholder involvement during the project's implementation period.

6.1 Strategy for Information Disclosure

There are a variety of engagement techniques used to build relationships, gather information, consult and disseminate project information to stakeholders. When selecting an appropriate consultation technique, culturally appropriate consultation methods, and the purpose for engaging with a stakeholder group should be considered. The technique to be used in NCRP are described in the table 3 below.

Table 3. Proposed consultation and disclosure techniques

Engagement Technique	Appropriate application of the technique
Correspondence (Phone, Emails)	<ul style="list-style-type: none"> • Distribute information to Government officials, NGOs, Local Government, and organisations/agencies • Invite stakeholders to meetings and follow-up • Useful for eliciting stakeholder views on health and social protection issues in a pandemic
One-on-one meetings	<ul style="list-style-type: none"> • Seeking views and opinions • Enable stakeholder to speak freely about sensitive issues including Gender Based Violence Build personal relationships. • Record meetings
Formal meetings	<ul style="list-style-type: none"> • Present the Project information to a group of stakeholders Allow group to comment • opinions and views Build impersonal relation with high level stakeholders • Disseminate technical information • Record discussions
Public meetings	<ul style="list-style-type: none"> • Present project information to a large group of stakeholders, especially communities • Allow the group to provide their views and opinions • Build relationship with the communities, especially those impacted Distribute non-technical information • Facilitate meetings with presentations, PowerPoint, posters etc. • Record discussions, comments, questions. <p>NOTE: these meetings will take place online when required as per GoM's guidance on COVID prevention. situation.</p>
Focus group meetings	<ul style="list-style-type: none"> • Present Project information to a group of stakeholders • Allow stakeholders to provide their views on targeted baseline information • Build relationships with communities • Record responses
Project website	<ul style="list-style-type: none"> • Present project information and progress updates • Disclose ESIA, ESMP and other relevant project documentation • Consultation channel in a pandemic
Direct communication with IDPs and host communities	<ul style="list-style-type: none"> • Share timely information on project activities related to restoration of livelihoods and jobs and Interventions in housing, health, education, water and sanitation and basic services
Media	<ul style="list-style-type: none"> • National Television (TVM), National Radio (RM) can be used to disseminate information about the project especially on GRM • Can be used effectively to disseminate information in a pandemic

6.2 Strategy for consultation and timing

It is anticipated that the four purposes of consultations and information dissemination in the NCRP are related to: (i) understanding of the needs of the IDPs and host communities; (ii) ensuring coordination between all implementing partners, government and community authority structures; (iii) reception of feedback and comments as well as grievances from all stakeholders on project design and implementation; and (iv) provision of transparent and accountable mechanisms on all aspects of Project design and implementation.

Given the emergency nature of the Project, specific project stages are not yet been fully defined. Stakeholder engagement plans will be refined and adopted as the Project design evolves. However, a grievance redress mechanism (GRM) will be in place throughout the life cycle of the Project and will be set up in a way that all affected individuals and groups can report on project-related grievances or can provide comments and feedback. In addition, an ESCP, ESMF and RPF will be publicly disclosed. Stakeholder consultations will take place formally at least twice during implementation of sub-projects.

The respective Safeguards staff in PIUs in MADER will produce and develop this plan and implement it. The plan will follow the World Bank Note on conducting consultations during COVID-19, and WHO guidelines and Government guidelines in consultation methods during the pandemic.

Table 4. Proposed consultation Plan

Project Stage	List of information to be disclosed	Methods proposed	Timetable: locations/ dates	Target Stakeholders	Responsibilities
Project Design	SEP and ESCP	Stakeholder public Meetings/consultation	Public meetings will take place in Maputo and Pemba	Government institutions, local authorities, local NGOs, implementation partners, donors, and the public in general,	ADIN and MADER/ environment and social safeguard team
	ESMF including description of GRM; Labour Management Procedures (LMP), Security Risk Assessment, Pest Management Plan (PMP); Social Assessment (SA), Environment Assessment (EA), GBV/SEA/SH Risk Assessment; Emergency Plan (EP), Cultural Resources Assessment and Chance Finds Procedures (CFP). Resettlement Policy Framework	Public consultation meetings, formal meetings, one on one Interviews, e-mail, website, Social media;	after project approval by the WB Board, Public meetings will take place in Maputo, Pemba, Nampula and Lichinga using COVID-19 protocols	Public in general, local authorities, local and international NGOs, implementation partners, donors,	FNDS
Project Implementation	EIA/ ESMPs RAP for sub-projects	Community meetings (in line with COVID-19 protocols), District notice boards, social media, radio, SMS, Website	To be defined by the PIU- Before commencement of activities in subprojects that require these specific instruments and during preparation of instruments.	Potential beneficiaries, local authorities, and general public.	FNDS
		Community notice board, radio,	To be defined by the PIU	Potential beneficiaries, Local NGOs and CSOs, and general public.	FNDS

6.3 Strategy to incorporate the View of Vulnerable Groups

All technical leads will ensure that vulnerable groups are participating in consultative processes and that their voices are not ignored. This may require specific meetings with vulnerable groups in addition to general community consultations. In general, women may be more outspoken in women-only consultation meetings than in general community meetings. Similarly, separate meetings may be held with IDPs and host communities. Further, it is important to rely on other consultation methods as well, which do not require physical participation in meetings, such as social media and radio broadcasting, to ensure that groups that cannot physically be present at meetings can participate. A social assessment will investigate further specific needs of vulnerable groups during ESMF preparation and the SEP will be updated as the results of the assessments are received.

GRMs will be designed in such a way that all groups identified as vulnerable have access to the information and can submit their grievances and receive feedback as prescribed.

6.4 Timelines

The Project is planned for a duration of 5 years. Information disclosure and consultations are especially relevant throughout the early stages of the Project, but also throughout the Project cycle. Activities under each sub-component will include further consultations prior to their commencement, to ensure a good selection of beneficiaries, transparency and accountability on project modalities, and allow IDP voices to form the basis for the concrete design of every intervention; consultations will continue throughout the project cycle.

Information dissemination sessions and delivery of updated / final versions reports are the two main means of elected dissemination. The information will be uploaded on the advertised websites and printed versions of the final documents will be made available in easily accessible public places (for example, community libraries, schools, clinics and / or local government offices).

6.5 Reviews of Comments

The Project will gather all comments and inputs originating from community meetings, GRM outcomes and surveys. The information gathered will be submitted to the PIU to ensure that the Project has general information on the perception of communities, and that it remains on target. It will be the responsibility of the PIU leader to ensure that comments and inputs are responded to, and to keep open a feedback line to the communities. Training on environmental and social safeguards facilitated by the WB will be provided soon after the Project becomes effective to ensure that all the staff from the different partners are equipped with the necessary skills.

This SEP provides the overarching guidelines for the developing and implementing stakeholder engagements. While this SEP will be refined once the different communication and consultation modalities of the technical leads can be elaborated on, the guiding principles will remain in place. The PIU environmental and social safeguards teams will continue to monitor the capacity of the safeguards staff of the different technical leads, and recommend appropriate actions, e.g. refresher trainings.

The Project will implement a reporting system that will allow collection of information, analysis and dissemination to interested / affected people. Monthly ESMF reports will show how environmental and social issues are being addressed and what are the main challenges faced. The implementation of

SEP will also be monitored by monthly reports produced by UAIP. This will include monitoring and reporting by GRM. UAIP will prepare and share an annual report with stakeholders showing the level of implementation of different indicators. The PIU will also invite a limited and representative number of stakeholders to an annual meeting to assess the progress of the project, assess challenges and plan steps forward.

7. Resources and Responsibilities for Implementing Stakeholder Engagement Activities

Adequate budgetary resources will be dedicated to the implementation of the SEP. While there will be an overall SEP budget administered by the PIU, every Technical Lead will have dedicated budget resources to implement the SEP as part of the integral project costs for each activity. The budget for SEP implementation will be outlined when the SEP is updated within the first 3 months of project effectiveness.

The SEP implementation success requires the appointment of personnel who will assume implementation and management responsibilities. PIU will be responsible for implementing stakeholder engagement for the Project. A social safeguards specialist will be responsible for coordinating SEP activities

8. Grievance Redress Mechanisms

The purpose of the GRM is to record and address any complaints that may arise during the implementation phase of the project and/or any future operational issues that have the potential to be designed out during implementation phase. The GRM is designed to address concerns and complaints promptly and transparently with no impacts (cost, discrimination) for any reports made by project affected people (PAP). The GRM works within existing legal and cultural frameworks, providing an additional opportunity to resolve grievances at the local, project level. The key objectives of the GRM are: (i) record, categorize and prioritize the grievances; (ii) settle the grievances via consultation with all stakeholders (and inform those stakeholders of the solutions); and (iii) forward any unresolved cases to the relevant authority.

As the GRM works within existing legal and cultural frameworks, it is recognized that the GRM will comprise community level, project level and Mozambican judiciary level redress mechanisms.

Grievances arising from project development process are generally associated with poor communication, inadequate or lack of consultation, inadequate flow of accurate information, or restrictions that may be imposed on PAPs. Communities must be involved in awareness-raising and training concerning their rights and obligations; how to obtain legal advice and representation, and how to seek redress against what they regard as unfair practices.

Training and awareness in GRM for technical personnel and district entities as well as contractors by the MADER Safeguards team should be carried out. Special attention should be paid to IDPs and host communities to ensure they engagement.

This grievance mechanism sets out the following steps to be taken to resolve grievances, the role of different staff members involved and timeframes to reach a decision on grievances. The types of grievances stakeholders may raise include, but are not limited to:

- Negative impacts on communities, which may include, but not be limited to financial loss, physical harm and nuisance from operational activities, disappointment related to expectations about employment from the Project. Etc.;
- Health and safety risks;
- Negative impacts on the environment;
- Unacceptable behaviour by staff or employees including Gender Based Violence It is critical that stakeholders understand that all grievances lodged, regardless of the project activity being implemented, will follow.

The GRM management will be under MADER's responsibility through the PIU and should ensure implementation with support from the central, provincial and local Government.

Any person or group of people who have a relationship with the projects or are affected by it's activities can raise a question, grievance or complaint.

The provided channels to collect suggestions and complaints are: (i) free phone line "Linha verde"; (ii) E-mails; (iii) specific forms that will be available in strategic places (Headquarters of Administrative Posts and other high frequency places selected by the community); (iv) community meetings. Grievances and complaints may also be presented during meetings at the village, locality, administrative post and district level; and (v) personally: complaints can be directly submitted to PIU's environmental and social safeguards technicians. The PIU Social Specialist will be responsible for maintaining and implementing the GRM across all sites.

Grievance redress mechanisms should involve the local community leaders in providing a first level of listening and informal resolution. If issues are concerned with relationships with secondary or external stakeholders, and/or are outside the capacity of the community or local authorities to resolve, they should be presented to the PIU for processing.

The public will be informed about the GRM through different channels including TV, radio, newspapers and social media which will also include means of contacting relevant PIUs in case of complaints.

The project level process will not impede affected persons access to the legal system. At any time, the complainant may take the matter to the appropriate legal or judicial authority as per the laws of the Republic of Mozambique.

Most importantly, all cases filed need to be logged and monitored. The PIU Safeguards team will put in place regular reports on the types of grievances, and how they were addressed, which will be analysed and shared with the PIU leader, Technical Leads and the World Bank through the quarterly report. MADER will use a public online platform to manage GRM information. Finally, the GRM will also be made available by Contractors throughout Civil Works.

The deadlines, institutional arrangements and systems/forms for the GRM will be provided in the ESMF.

9. Monitoring and Reporting

Monitoring and evaluation of the stakeholder process is considered vital to ensure project is able to respond to identified issues and alter the schedule and nature of engagement activities to make them more effective.

A monthly report will be prepared by FNDS for the implementation of the SEP and the main indicators will be monitored by the PIU team. Bi-monthly stakeholder meetings will be convened to discuss and review key indicators of stakeholder engagement. Stakeholders will have the opportunity to indicate whether they are satisfied or not with the project consultation process and what needs to be changed in the SEP implementation process in order to make it more effective.

The project evaluation (external and internal review) will include aspects of the stakeholder engagement plan (especially the main SEP indicators and activities) and recommend improvements.

A Third-Party Monitor (TPM) will be engaged by PIU on a competitive basis to provide independent operational review of project implementation, as well as verification of all project results. This will include assessing adherence at all implementation levels to the procedures set out in the Project Operations Manual and other relevant project documents, and in verifying outputs of all project activities. The scope and methodology of the TPM will be agreed with the World Bank, and quarterly monitoring reports will be shared.

Results of stakeholder engagements will be regularly reported back to the affected communities, as well as the relevant local authorities. The main means for reporting will be through social media and radio, because of their broad reach and accessibility by a variety of social groups. Furthermore, specific stakeholder engagement activity results, as conducted by technical Leads, will be reported to the PIU. Meanwhile, the responsibility of reporting results back to the stakeholders will be with the safeguard team.