

Ministry of Agriculture

Stakeholders' Engagement Plan for the Third Additional Financing of Strengthen Ethiopia's Adaptive Safety Net (SEASN AF3)

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1 Introduction

1.1 Project Background

The World Bank is currently implementing the Strengthen Ethiopia's Adaptive Safety Net (SEASN) project to support the Government of Ethiopia (GoE) implement its fifth phase of the Productive Safety Net Program (PSNP5). Environmental and social issues related to the proposed project will be assessed using the World Bank's Environmental and Social Standards (ESS) set out under its new Environment and Social Framework (ESF). One of the Standards - ESS10 - relates to stakeholder engagement. This plan identifies SEASN's stakeholders and the arrangements for the government's engagement with them during project preparation as well as implementation. It also provides a summary of the project's information disclosure plan and grievance redress mechanism (GRM) and its associated activities. The plan is updated for the third additional financing.

SEASN's Project Development Objective (PDO) is to expand geographic coverage and enhance service delivery of Ethiopia's adaptive rural safety net to improve the well-being of extremely poor and vulnerable households in drought-prone communities. Below is a description of the project components.

- **Component 1: Adaptive Productive Safety Net.** This component will provide labor intensive Public Works (PW) opportunities for selected rural poor households in drought-prone woredas; support a mother and child package of early childhood development services targeted for selected PW participants in temporary direct support status; safety net transfers; and complementary Livelihoods (LH) services for client households.
- **Component 2: Improved Shock Responsiveness of the Rural Safety Net.** This component will support the expansion of PSNP to additional drought-prone woredas in PSNP regions, invest in underlying systems to deliver timely and adequate assistance to households affected by drought shocks, and finance vertical and horizontal expansion of transfers in case of emergency (drought).
- **Component 3: Program Management Support.** Activities in this component aim to consolidate several important initiatives to build systems under previous phases of the PSNP. This will enhance service delivery in the areas of payments, information for operations, and program dynamism and responsiveness to clients, including taking advantage of technology to improve the program's efficiency and governance.

The proposed project is being prepared under the World Bank's Environment and Social Framework (ESF). As per ESS 10: Stakeholders Engagement and Information Disclosure, 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 and intimidation. 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 will continue during the whole project lifecycle from preparation through implementation. Stakeholder engagement will be free of manipulation, interface, coercion, and intimidation;

- **Informed participation and feedback:** information will be provided and widely distributed among all stakeholders in an appropriate format; conducted based on timely, relevant, understandable and accessible information related to the project; opportunities provided to raise concerns and assure that stakeholder feedback is taken into consideration during decision making.
- **Inclusiveness and sensitivity:** stakeholder identification is undertaken to support better communications and building effective relationships. The participation process for the project is inclusive and the stakeholders are always 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, particularly women headed households, youth, elderly and the cultural sensitivities of diverse ethnic groups.

The environmental risk of the Project is **Substantial**. Although the PW subprojects are aimed at enhancing the environment and increasing the productive capacity of the natural resource base, they also have the potential for adverse environmental impacts on human populations and/or the biophysical environment if their location, design or construction do not follow good environmental practices. Based on the experience of the previous phases of the PSNP, these environmental risks, without an ESMF, could arise from site-specific impacts such as (i) disturbance of environmentally sensitive areas or downstream ecosystems by soil-and- water conservation (SWC) subprojects, including flood control, which, despite being intended to improve the environment, might be badly designed or sited; (ii) vegetation removal, erosion or pollution caused by poorly designed or located social infrastructure such as community roads or health posts; (iii) salinization, water logging or pollution resulting from small-scale irrigation subprojects including the use of agro-chemicals; (iv) disruption of downstream ecosystems or water flows by water subprojects. Furthermore, the expansion of PSNP5 to the lowlands which could be fragile and the potential for community water development subprojects can make the environmental risk substantial.

The social risk is assessed as **Substantial**. Under the World Bank's ESF, the social risk of the project is assessed as Substantial. Similar to the parent project, the potential risks could be related to social exclusion from the project benefits as well as sexual exploitation and abuse related to targeting , security and SEA risks for the project workers and the community during the implementation in conflict affected areas. The capacity of program implementers also needs strengthening to apply the ESF standards. The ESF instruments prepared for the parent project will be applied.

1.2 Purpose of the Stakeholders Engagement Plan (SEP)

This SEP aims to:

- Establish a systematic approach to stakeholder engagement that will help SEASN project implementers identify stakeholders and build and maintain a constructive relationship with them, in particular project affected parties.
- Assess the level of stakeholder interest and support for the project and to enable stakeholders' views to be considered in project design and environmental and social performance.

- Promote and provide means for effective and inclusive engagement with project- affected parties throughout the project life cycle on issues that could potentially affect them.
- Ensure that appropriate project information on environmental and social risks and impacts is disclosed to stakeholders in a timely, understandable, accessible, and appropriate manner and format.
- Define roles, and responsibilities for implementation of the SEP.
- Define monitoring and reporting measures to ensure effectiveness of the SEP.
- Provide project-affected parties with accessible and inclusive means to raise issues and grievances and allow project implementers to respond to and manage such grievances.

2 Brief Summary of Previous Stakeholder Engagement Activities

SEASN follows a series of World Bank-project phases that, since 2005, have supported the GoE’s rural Productive Safety Net Program (PSNP). Over the past fifteen years, PSNP has embedded regular consultations with its various stakeholders into its programming. The below tables list those consultations that have recently taken place and affected SEASN project design.

2.1 Summary of Recent Stakeholder Engagement Activities for Third Additional Financing (3AF)

Table 1: List of Consultations for 3AF

MTR	Series of discussion between government and donor partners based on the 2 ½ years performance review	Review and Workshop	December 2022- June 2023	Agreed on the need of additional financing to maintain the program impact
JRIS	Consultation engaging stakeholders at all levels including donor partners	Workshop	June and December 2023	Borrower and donors agreed on the importance of additional financing to maintain the program impact
JSOC	Discussion among high-level government officials and the heads of agency from donors	Workshop	November 2023	Consensus was reached on the need for additional financing
Technical working Groups	Discussion among working groups comprised of government and development partner experts	Meetings	Monthly	Inputs from reviews consolidated to strengthen the program implementation

Table 2: List of Consultations that SEASN's Design takes into Account

Consultation	Description	Modality	Frequency	Impact
PSNP5 Design Workshop	Discussion between government and donor partners to improve program design for PSNP5	Workshop	September 2019	Consolidated decision to shift program focus to extreme poverty, instead of food insecurity
Federal and regional Joint Review & Implementation Status (JRIS)	Consultation for federal and regional PSNP government stakeholders as well as donor partners to discuss various aspects of program performance	National and regional meetings	Bi-Annual	Highlighted timeliness of payments as a key issue to tackle for PSNP5 (proposed PBCs for SEASN)
Impact evaluation workshop	Discussed and presented findings of 2018 impact evaluation	Workshop	January 2019	Highlighted program implementation and impact gaps in specific areas, including timeliness of payments, nutrition
Timeliness of payments workshop	Discussion between government and donor partners to improve persistent challenges around timeliness of payments	Workshop	October 2019	Joint government and donor partner decision to introduce new/innovative solutions and resulted in the introduction and roll- out of automatic payments.
PIM consultation	Brought together governmental representatives from FSCO, NDRMC and regions to	Workshop	November 2019	Build consensus around changing aspects of PSNP design to facilitate
	improve PIM for frontline implementers so that it is more operational and modular, and provides more clarity on processes and upcoming design changes of PSNP5.			operational efficiency
Early Warning System – Scalability Workshop	Discussion between government, donor partners and stakeholders on the preliminary findings from the review of the national early warning system.	Workshop	October 2019	Presented preliminary options to improve the early warning system to better meet information requirements to enable early and scalable food and cash response.
Technical Working Groups	Discussion among working groups comprised of government and development partner experts on specific subject areas – livelihoods, public works, payments, shock responsive safety net, social and gender development, program management, etc.	Meetings	Monthly	Inputs are consolidated into log frame for PSNP5 design.

3 Stakeholder Identification and Analysis

This stakeholder analysis identifies and determines the likely relationship between the project and its various stakeholders. Stakeholders are those directly or indirectly affected by a project, as well as those who may have interests in a project and/or the ability to influence its outcome, either positively or negatively. Stakeholder analyses help to identify the perceptions, interests, needs, and influence of actors on the project. ESS10 classifies stakeholders in two broad categories: “Project-affected parties” (PAPs) and “other interested parties”. Within these categories, persons or groups may be categorized as especially disadvantaged or vulnerable.

Project-affected parties: persons, groups and other entities within the project area of influence that are directly influenced (actually or potentially) by the project and/or have been identified as most susceptible to change associated with the project, and who need to be closely engaged in identifying impacts and their significance, as well as in decision-making on mitigation and management measures. Table 2 provides a list of key stakeholder groups identified as project-affected parties.

Other interested parties: individuals/ groups/ entities that may not experience direct impacts from the project but who consider or perceive their interests as being affected by the project and/or who could affect the project and the process of its implementation. Table 3 provides a list of key stakeholder groups identified as other interested parties.

Disadvantaged or vulnerable groups: persons who may be disproportionately impacted or further disadvantaged by the projects as compared with any other groups due to their vulnerable status, and that may require special engagement efforts to ensure their equal representation in the consultation and decision-making process associated with the projects. Table 3 provides a list of key stakeholder groups identified as disadvantaged or vulnerable.

Table 3: Description of the Project-affected Parties

Name of Stakeholder	Description	Issues	Significance Level
Community/ Kebele level			
PSNP Core clients	Public Works clients	Due to lack of access to information of program provisions (PIM, GSD), many lack a clear understanding of their rights and responsibilities in regard to targeting and exit criteria, work norms, transfer schedule. Should have awareness about GBV/SEAH and its related complaint handling, GRM	High
	Temporary Direct Support clients	Due to lack of access to information on program provisions (PIM, GSD), hesitate to request time off from PW activities or lack confidence to request their entitlement without participating in PW; are unaware of existence of GRM or may lack confidence in the GRM body (KAC) to present their appeals	High
	Permanent Direct Support clients	Due to lack of access to information on program provisions (PIM, GSD), lack confidence to complain about the delay or reduction of their PSNP entitlement; are unaware of existence of GRM or may lack confidence in the KAC to present their appeals; may lack awareness on GBV/SEAH issues and its related complaint handling procedures. Due to mobility issues, may require assistance collecting payments, and accessing relevant social services including health/CBHI, nutrition and education services for dependents.	High
PSNP Shock Responsive clients	Those targeted through the horizontal and vertical scaling up of PSNP to enable them to withstand shocks	Low access to information regarding who is entitled to benefits, its duration, and the transfer amount. May be unaware of existence of GRM or may lack confidence in the KAC to present their appeals,	High
Clients			
Development Agents (DAs)	Responsible for coordinating and implementing all PSNP-related activities in kebeles	May not have access to the guidelines and procedures needed for properly planning PW, livelihoods, GSD and nutrition activities and facilitating payments and linkages to social services for clients. Due to lack of a clear procedure for the confidential management of GBV, DAs may not properly manage GBV-related issues.	High
Community members affected by PW	Those who live in the watershed and benefit from the improved physical environment as a result of PW activities	May be unaware of the program's GRM	Medium

Name of Stakeholder	Description	Issues	Significance Level
Youth in PSNP kebeles	Selected youth may serve as community facilitators (assistant to the DAs)	Require training on their assigned support tasks, the program's GRM, and the nature of GBV/SEAH violations and their related complaint procedures.	High
Kebele Food Security Task Force (KFSTF)	Responsible for targeting clients	May lack access to guidelines on the appropriate inclusion and exit criteria for program. Due to lack of awareness or accountability regarding the boundaries of their role, may not forward grievances to the KAC. Lack of awareness regarding the nature of GBV/SEAH violations may expose potential clients to risk.	High
Kebele Appeals Committee (KAC)	Manage all grievances related to PSNP	Lack stationary to record complaints, do not have an assigned office space. May lack access to procedures and guidance on how to resolve specific types of grievances. Due to lack of a clear procedure for the confidential management of GBV, KAC may not properly manage GBV-related issues.	High
Kebele Council	Need to support KAC by reviewing GRM recommendations and communicating with the Woreda Council	In some areas, lack of capacity has prevented the Kebele Council from supporting the PSNP's GRM as expected.	High
Health extension workers (HEWs)	Deliver SBCC consultations to PW clients	Overburdened with other health projects, and not specifically incentivized to work on PSNP. Absent in lowland areas. Should they receive GBV/SEAH related complaints from PSNP clients, may not be aware of the correct procedure to manage them.	High
Kebele	Will support the planning	Need to know which linkages are relevant	High

Name of Stakeholder	Description	Issues	Significance Level
Women Development Group	implementation and monitoring of gender and GBV issues related to the program. Will be part of KAC to address GBV issues through the GRM	to the different types of PSNP clients and how to facilitate referrals; have awareness of GBV/SEAH violations and the current procedures for handling complaints related to them	
Community Care Coalitions (CCC) and/ or social workers	Support linkages of relevant PSNP clients such as TDS and PDS to available and relevant social services like health, nutrition, education	In areas where they exist, may be weak because they are a voluntary group.	High
* Woreda level program operators include government (450 woredas), and NGOs (37 woredas)			
WoA FS desk	Lead overall coordination of the PSNP planning, implementation and monitoring in woreda	In some woredas, overlapping responsibilities and weak coordination between FS desk and DRM/EW, resulting in duplication of efforts.	High

Name of Stakeholder	Description	Issues	Significance Level
EW and Response desk	Lead the timely collection and communication of woreda level EW data for accurate and timely early warning information.	In some woredas, overlapping responsibilities and weak coordination between FS desk and DRM/EW, resulting in duplication of efforts.	High
WoLSA/ WoWSA	Oversee the provision of linkages to social services for PDS and TDS clients and facilitate case management Upon request, need to be available to dispense guidance on labor-related grievances submitted to the KAC. May collaborate with Women, Children and Youth Affairs desk in Office of Agriculture, which will take the lead to address issues related to gender mainstreaming and GBV	In some areas, low capacity of WoLSA/ WoWSA affects implementation of PDS case management (although available at the woreda level, may not reach kebele easily)	High
Women, Children and Youth Affairs desk in Agriculture office	Will oversee implementation and reporting on gender and GBV. It will also collaborate with WoLSA/WoWSA on child labor related issues.		
Office of Women, Children and Youth Affairs	Depending on capacity at woreda level, will advise on gender mainstreaming in the project planning and implementation, and consult	Need to be familiar with program objectives and activities, as well as safeguards. Has not previously engaged with PSNP.	High

Name of Stakeholder	Description	Issues	Significance Level
	on issues related to gender, GBV, children and youth		
Woreda Health Office	Technically responsible for mainstreaming of nutrition component of the program	Are not well integrated into PSNP activities; PSNP overlaps with a lot of hotspot woredas and Woreda Health Offices are busy managing emergencies	High
Woreda Council	Support KACs by reviewing their recommendations for GRM and forwarding their decisions to the WoA FS desk	In some areas, due to lack of knowledge or capacity, has not engaged in the management of the PSNP GRM to level of responsibility assigned in the PIM.	
Finance Office	Oversee the financial management of PSNP in woreda, responsible for timely preparation of payroll and disbursement		High

NGOs	Provide transfers and oversee public works across 37 woredas. Supported by USAID. Coordinate with government woredas and share experience regarding implementation of GSD and nutrition and livelihood components.	Need support from donors and government bodies to discharge their responsibilities	High
Regional level			
BoA - Regional FS	Coordinates annual implementation plans and budgets for the region, support training and capacity buildings for woredas, print and distribute client cards		High
BoA - NRM	Approve and monitor PW activities		High
BoLSA/ BoWSA	Responsible for ensuring compliance with labor and social standards		High
Bureau of Finance	Ensure suitable accounting system for regional and woreda levels is established; collect, aggregate, and report on all financial data from BOLSA, BOA, woredas		High
EW and Response Directorate	Transfer EW data to the federal level on a monthly basis, coordinate humanitarian interventions		High
BoWCYA	Oversee gender, children, and youth issues mainstreaming in the project planning and implementation	Need to be familiar with program objectives and activities, as well as safeguards. Has not previously engaged with PSNP.	High

Name of Stakeholder	Description	Issues	Significance Level
BoH	Technically responsible for mainstreaming of program's health and nutrition component.		High
Federal level			
MoA- FSCO	Responsible for program's overall coordination, implementation, and monitoring		High
MoA - NRMLE	Responsible for program's community asset building component and ensure full functioning of regional substructures		High
MoA- Women, Affairs Lead Executive	Responsible for overseeing and monitoring of GBV. It will also collaborate with MoWSA on child labor related issues		High
NDRMC	Ensure full functioning of key systems such as early warning and needs assessments	Government has issued directive revising institutional arrangement for emergency response, which has yet to be	High

		operationalized.	
MoF	Responsible for program's overall financial management, and transfer of funds to BOFEDs, FSCO		High
MoWSA – Social Protection Coordination Lead Executive, Women's Right Protection and Response Lead Executive	Responsible for coordinating with the regional substructure to provide necessary training and support to enable the monitoring of social safeguards of SEASN – OHS, GBV, child labor – as well as the tracking of labor- related grievances submitted to the program GRM		High
MoH	Responsible for overseeing of nutrition mainstreaming, coordinating with regional substructure to provide necessary training and support to enable the delivery of health services	PSNP works with the Nutrition Case Team but to be effective, needs to collaborate with other MoH directorates such as the Health Extension Directorate. Need for MoU to be signed at a ministerial level.	High
Ministry of Labor and Skills	Engages in design of livelihood component		High
E-payment providers	Provide technological service to speed up cash transfer payment	Dependent on network to facilitate payments.	High

Table 4: Description of Other Interested Parties

Name of Stakeholder	Description	Significance Level
Environmental Protection Authority	Regulatory agency for the management of environmental and social issues associated with the implementation of subprojects.	High
Donors	Development partners who co-finance the PSNP.	High
Media	May report on impacts of PSNP to the general public.	High
Water, Roads, Education	Provide technical backstopping to ensure quality PW implementation.	Medium
Financial Service Providers	Third party payment service providers.	Medium

Table 5: Disadvantaged and Vulnerable Groups

Name of Stakeholder	Issues	Significance Level
Sub Saharan African Historically Underserved Traditional Local Communities	Includes pastoralist communities. Project interventions may have unintended consequences on their communities.	High
Pregnant women and lactating mothers	May be forced to engage in PW.	High
Women in male-headed and female-headed beneficiary households	May experience GBV/SEAH at home, or on their way to PW site or payment collection.	High
Polygamous households	Co-wives and their children are dependent on one male household head and may therefore be treated (irrespective of the number of dependent children each of them has) as one family during the targeting for PSNP.	High
The elderly	May have challenges accessing payments.	High
Disabled/persons affected by chronic diseases/bedridden	May have challenges accessing payments.	High
Children	May be exposed to harm when taken to PW sites by their caretakers or left at home alone when parents are performing PW. May be withdrawn from school to attend PW.	High
Protracted IDPs	May be excluded from project interventions despite vulnerability.	High

4 Stakeholder Engagement Plan

Stakeholder engagement activities need to provide specific stakeholder groups with relevant information and opportunities to voice their views on topics that matter to them. PSNP is a highly interactive program, and clients have frequent opportunities to interact face-to-face with program implementers (for example, during PWs, SBCC consultations, livelihood consultations, and transfer pickups). Taking into account the large-scale directly affected population (approximately 8 million), and the fact that the project will extend support to ‘new’, currently excluded, woredas as well as re-allocate the caseload geographically, the SEP will capture the views of sample communities in:

- Existing PSNP-supported woredas where caseload changes are planned;
- Existing PSNP-supported woredas where caseload re-allocation is planned;
- ‘New’, currently excluded woredas in PSNP regions where the PSNP will be introduced for the first time.

Progress Status: The above planned activities were completed during the design and implementation of the parent project.

The SEP will pay particular attention to:

- any historically underserved traditional communities affected, to ensure that services provided will be appropriate;
- especially vulnerable and disadvantaged groups, including the elderly, persons with disabilities, female-headed households, orphans and vulnerable children;
- Neighboring communities that might be directly or indirectly affected by the project.

Progress Status: ESAC has addressed the need of vulnerable and disadvantaged groups Table 6 outlines the consultations scheduled to take place during project implementation.

Table 6: Planned Stakeholder Engagement Activities

Consulting/ Entity	With Whom	Frequency	Channels of Engagement	Engagement Methods	Purpose	Progress Report
Targeting						
CFSTF (Community Food Security Task Force)	Community	Every 2 years for large scale retargeting of core caseload, and annually for minor adjustments; and as required for targeting of transitory clients.	Community committee Through posting of client lists	Community meeting	Full retargeting, partial retargeting - To ensure inclusion of poor and vulnerable PAPs in program	Community consultations are conducted annually as part of the annual update process.
KAC in select communities	Community	After each targeting/program exit exercise and periodically thereafter	Through availing the service of KAC to Community following listing of client list.	GRM/ Through hearing of grievances of any appellant	To hear any complaints regarding targeting inclusion and exclusion. To receive, respond or escalate to other complaints regarding PSNP implementation	The KAC is operational in PSNP Kebeles. This was supported by the GRM annual review that was carried out for the years 2021 and 2022. Additionally, spot-checks have further corroborated the functionality of the KAC.
Kebele Food Security Task Force(KFSTF)	Community	At the beginning of the program and every two years.	Community General Assembly	Community meeting	To discuss and verify the results of the targeting processes, as well as the list of eligible households and whether they are categorized for Permanent Direct Support (PDS) or PW, views on project design, target subproject environmental and social potential risks, mitigation measures, grievance redress mechanisms and SEP	During the annual update, the KFSTF engages in detailed discussions and verification processes.
Planning for PW						

Development Agents (DAs)	Community	Annual and every 5 years	Community gathering and discussion.	Community discussion for need identification and prioritization	To request and plan for type of PW required for watershed	During the annual Public Works (PW) planning session, a consultation process is undertaken to prioritize PW activities. This involves active engagement with the community watershed team to ensure that the selection and prioritization of PW activities align with the community's needs and objectives, based on the government's Community Based participatory Watershed/Rangeland Development Guideline (CBPW/RDG).
DAs	Concerned households	Annual	Consultations with affected households	Environmental and social screening	ESMF for PW	During screening process, considering the nature of sub-projects that may have potential impacts, the DA conducts consultations with households that could potentially be affected.
Social Development						
FSCO	Disadvantaged and vulnerable groups	Once	Enhanced Social Assessment and Consultations	Community consultations	For the ESS, this study will be undertaken to ensure SEASN meets the needs of all clients in the appropriate manner, with a particular focus on the most vulnerable and historically underserved populations.	Consultations with disadvantaged and vulnerable groups were conducted at the outset of the program design.
FSCO	Clients and program implementers	Once	Gender Analysis and GBV Risk Assessment	FGDs and KIIs	Assess and analyze risk of GBV/SEAH in program and develop risk mitigation measures, conducted during the project preparation	A gender analysis and GBV assessment, including SEAH, were carried out during the project preparation phase and risk mitigation measures were developed.

Consulting/ Entity	With Whom	Frequency	Channels of Engagement	Engagement Methods	Purpose	Progress Update
Program Review and Monitoring (*on a sample basis)						
FSCO	PSNP Clients and implementers at regional and woreda level	Every 2 years	Livelihood Impact Assessment	FGDs and household surveys	To assess program impacts on clients.	A livelihood impact assessment has not been conducted yet, as the livelihood activities did not commence during the initial two years of the project. The assessment will be carried out at the completion of the project.
FSCO	PSNP Clients and implementers at regional and woreda level	Annual	National Spot Checks*	KIIs and household surveys	To ensure program operational compliance	Spot check was conducted in 2023, and the conclusive report resulting from this assessment was submitted to the bank. The findings were further presented in the December 2023 JRIS
FSCO	Implementers + Regions + Woreda Donors	Bi-Annual	JRIS/RRM	Meetings	To monitor progress on results	
FSCO	PSNP Clients and implementers at regional and woreda level	Annual	PW and Livelihoods Planning and Implementation Reviews*	Key informant interviews, focus group discussions	To assess program compliance and results	The planning and implementation of PW and LH reviews have been conducted annually. A comprehensive report detailing the outcomes of these reviews was subsequently submitted to the client and the World Bank.
FSCO	PSNP Clients and implementers at regional and woreda level	Annual	GRM Review*	Key informant interviews, focus group discussions	To assess functionality and performance of the program's GRM	GRM annual review was conducted once to encompass the years 2021 and 2022. Procurement processes for the 2023 review are currently underway.
NRMLE	Community and PW implementers	End of Project	Public Works Outcome Assessment*	Key informant interviews, focus group discussions	To assess outcome of PW interventions	Scheduled to be conducted at the end of the project.

WoLSA/WoWSA	Community and PW implementers, PW sites	Quarterly	Monitoring Visits		To assess labor standards on PW sites with regard to child labor, OHS, and GBV	Monitoring is conducted through RRTM and JRIS activities in selected woredas. This monitoring is also integrated into spot-checks and PW reviews. MoWSA faces challenges due to the absence of budget allocations and weak coordination issues thus quarterly monitoring has not been possible thus far.
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5 Implementation Arrangements for Stakeholder Engagement Plan

The FSCO is responsible for the PSNP’s day-to-day program management, including environmental and social management and addressing potential environmental and social risks. MoA-FSCO will be responsible for engaging with stakeholders and managing the program’s GRM and MoA –Women, Children and Youth Affairs Directorate will also be responsible for GBV.

5.1 Roles and Responsibilities

Previously, FSCO processed the majority of stakeholder engagement activities on an individual basis, by assigning an available expert to review its terms of reference and oversee its contracting. Moving forward, FSCO will formalize this role by establishing a Stakeholder Engagement Focal Person to regularly follow up and track Stakeholder Engagement.

To implement the various activities envisaged in the SEP, the Stakeholder Engagement Focal Person will need to closely coordinate with other key stakeholders, including other government agencies and PAPs. The roles and responsibilities of these actors/stakeholders are summarized in Table 7 below.

Table 7: Responsibilities of Key Actors/Stakeholders in SEP Implementation

Actor/Stakeholder	Responsibilities	Progress Report
National level		
MoA - Food Security Coordination Office	<ul style="list-style-type: none"> • Planning and implementation of the SEP (lead all related activities) • Management and implementation of program GRM • Coordination/supervision of contractors on ESCP/SEP activities • Monitoring and reporting on social performance to GoE and WB • Assign Stakeholder Focal Person to manage PSNP stakeholder engagement and monitor the management, resolution, and reporting of grievances by communicating with the regional GRM focal person 	<ul style="list-style-type: none"> • Done • Ongoing • Ongoing management and supervision are in place for various activities, including PW&LH Review, GRM Review, Spot Check, GBV Stakeholder Mapping etc... • Monitoring is done through JRIS, RRA, spot-check, GRM review, PW&LH Review etc... • Focal person for SEP and GRM assigned at the federal level
MoA – Women Social Affairs Lead Executive	<ul style="list-style-type: none"> • Monitoring of and reporting on issues related to GBV and reported to program GRM. 	<ul style="list-style-type: none"> • While the lead Executive involves in RRM, JRIS, Spot-checks, and other monitoring activities, more engagement is required going forward.
MoWSA– Social Protection and Coordination Lead Executive	<ul style="list-style-type: none"> • Sign a tripartite MoU with MoA and MoH for joint coordination, implementation and monitoring of linkages for the program’s social services component • Monitoring of and reporting on issues related to OHS and child labor, and as well as tracking labor-related issues reported to the program GRM • Collaborate with MoA-WAD on GBV issues and participate in federal taskforce. 	<ul style="list-style-type: none"> • Done • Incidents related with OHS and Child Labor are included in the ESIRT training on monitoring and reporting was and during the ESMF ToR. In addition, child labor is monitored by spot-check, PW&LH review, JRIS/RRM • In collaboration with LASS TC, GBV stakeholder mapping in sample regions was conducted and tools developed, GBV code of conduct developed, GBV prevention and response guideline prepared

Actor/Stakeholder	Responsibilities	
MoH – MCHLE - Nutrition Coordination Office	<ul style="list-style-type: none"> • Sign a tripartite MoU with MoA and MoWSA for joint coordination, implementation and monitoring of linkages for the program’s social services component • Provide technical support on the implementation of health and nutrition provisions of the program • Monitor and report on SBCC, health and nutrition status as part of the national nutrition reporting system 	<ul style="list-style-type: none"> • Signed • Member of the LASS TC, Engage in SBCC and nutrition-related activities • Monitoring SBCC and Nutrition related activities are included in the annual PW review. The level of engagement from the Ministry is low and requires attention to address and improve it.
Regional level		
BoA-FSCO	<ul style="list-style-type: none"> • Inform FSCO of any issues related to their engagement with stakeholders; • Monitoring and reporting on gender and social development performance to federal FSCO • Transmit and resolve complaints caused by the project interventions in close collaboration with and as directed by FSCO • Assigns GRM focal person to monitor the management, resolution, and reporting of grievances. This focal person will be responsible for receiving the list of appeals and resolutions from the woreda level and transmitting them to the federal GRM focal person. • The gender desk in regional BoA will be monitoring issues related to GBV and reported to the program GRM, to report to FS bureau. 	<ul style="list-style-type: none"> • As part of the quarterly and biannual technical working group’s /committee’s performance report, regional BoA updated FSCO about stakeholders’ engagement. • Gender and social development performance has been monitored and reported to federal FSCO as part of quarterly, biannual and annual program progress report. • Regions assigned GRM focal person to monitor the management, resolution, and reporting of grievances. • Appeals escalated to regional levels have been managed and addressed relevant bodies and communicated to the community. • The gender desk in BoA have been monitoring issues related to GBV and reported to the program GRM, to report to FS bureau.
BoLSA/BoWSA	<ul style="list-style-type: none"> • Monitoring of issues related to OHS, child labor, as well of tracking of labor related grievances reported to the program GRM, to report to FS bureau • Monitoring of progress and status of stakeholders with regard to linkages to social services, to report to FS bureau 	<ul style="list-style-type: none"> • As part of the RRM and JRIS, BoLSA/BoWSA monitored compliance of child labor provisions in the PW. • Periodic joint missions including the RRM and JRIS missions monitored grievances related to labor management. • Quarterly and biannual reports on functionality of regional technical working groups where stakeholders represented used as a tool.
Woreda level		

Woreda Food Security Desk	<ul style="list-style-type: none"> • Participate in the implementation of assigned activities in the SEP; • Provide report on all grievances submitted to the GRM to the Regional GRM focal person; • Make available project information (brochures, flyers) and GRM procedures to the public. • Provide guidance for the formation of the Kebele Appeals Committee • Support awareness-creation activities • In woredas with MIS, input list of grievances and their resolution into the system • Approve the use of woreda contingency budget • The women, children and youth desk in office of agriculture will monitor issues related to GBV and reported to the program GRM, to report to FS bureau. WoLSA/WoWSA will be part of the woreda BoA women, children and youth desk . 	<ul style="list-style-type: none"> • Ongoing: Woreda Food security desk is playing a greater role in planning, organizing, and participating in the implementation the SEP in their respective areas. • Ongoing: Part of quarterly, biannual and annual reports to regions, woreda food security desk compiled and provided a report on grievances submitted to the KACs and woreda • Done: posters and brochures with relevant project information and GRM procedures have been posted in public places and availed by Woreda food security desk. • Done: Woreda food security desk he processes and supported provide guidance for the formation of the Kebele Appeals Committees. • Done and ongoing: part of their regular visit and community consultation, woredas food security desk implements awareness-creation activities in PSNP kebeles. • Ongoing: Program MIS has been developed in a way to capture grievances resolution process and reports. Its rollout and implementation is happing in phased approach. • Ongoing: both the women desk in office of agriculture and WoLSA/WoWSA have engaged in the periodic joint monitoring the GBV in PSNP kebeles.
Woreda NRM Desk	<ul style="list-style-type: none"> • Regarding Voluntary Asset Donation, along with DA, confirms that the voluntary asset donor understands the procedure to be followed. Once confirmed, facilitates the signing and filing of four copies of the agreement (one completed copy is filed at the Kebele Land Administration Office; one at the DA’s office, one remains with the donor, and one is filed at the Woreda NR Case team office.) 	<ul style="list-style-type: none"> • Done and ongoing: Development Agents confirmed that the voluntary asset donor understands the procedure to be followed in the land donation; and facilitates the signing and filing of donation agreement.
Woreda Council	<ul style="list-style-type: none"> • Assist in resolving escalated and unresolved appeals 	<ul style="list-style-type: none"> • Done and ongoing: Part of the grievance resolution process, woreda council has been addressing appeals escalated to woreda.

Actor/Stakeholder	Responsibilities	
WoLSA/ WoWSA	<ul style="list-style-type: none"> • Raise awareness about program and provide guidance to community structures (CCCs, associations of elderly and persons with disability) • Conduct mapping of potential stakeholders for social service linkages • Upon request, provide guidance to KAC on labor-related grievances submitted to GRM • Monitor and report on social safeguards – OHS, child labor. WoLSA/ WoWSA will be part of the woreda office of agriculture Women, Children and youth desk and collaborate on the implementation. 	<ul style="list-style-type: none"> • Done and ongoing. • Done in selected regions and woredas: LASS stakeholder mapping was conducted in selected regions and now planned to scale up into the remaining regions and woredas. • Done and will continue as a regular task. • Done and ongoing: Part of the joint periodic monitoring task, WoSA/ WoLSA has been engaging on monitoring of social safeguard issues including child labor.
Woreda Health Office	<ul style="list-style-type: none"> • Plan and implement health and nutrition component of the program • Jointly (with woreda office of agriculture (WoA)/ Food security desk and WoLSA) implement, monitor and report on SBCC and linkages to social services component of program 	Done and ongoing.
Community level		
KAC	<ul style="list-style-type: none"> • Receive grievances from PAP • Provide a listing of the grievances received and their resolution to the Kebele Council and Woreda Council within two months of the complaint being heard. 	<ul style="list-style-type: none"> • Done and ongoing: confirmed by the GRM review.
Kebele Council	<ul style="list-style-type: none"> • Assist in establishing and ensuring the effective operation of the KAC • Review unresolved appeals from KAC and forward them to the Woreda Council and the Woreda Food Security Desk every quarter • Forward the list of grievances, their resolution and any unresolved cases to the Woreda Council 	<ul style="list-style-type: none"> • Done and ongoing: GRM review noted that kebele council providing a strong support for the establishment and functionality of PSNP KACs. • Done and ongoing: Confirmed by the GRM review. • Done and ongoing: confirmed by the GRM review.
DA or KFSTF	<ul style="list-style-type: none"> • Ensures that up-to-date listings of clients and listing of appeals and appeal resolutions are posted in public locations at woreda, kebele and community levels. • With regard to voluntary asset donation, after satisfying him/herself that the donor is making the donation on a voluntary basis, the DA arranges a meeting between the donor(s), the DA, the Chair of the Kebele Land Administration Committee, and the Woreda NR Expert. 	<ul style="list-style-type: none"> • This is done as part of a regular task of the program's grievance redress mechanism by the Kebele Appeal committees. Since the program grievance • This is done as part of the procedure when voluntary land donation happened.
PAP	<ul style="list-style-type: none"> • Invited to engage and ask questions about the Project during community gatherings • Lodge their grievances using the Grievance Redress Mechanism defined in the SEP 	Done and ongoing:

5.2 Stakeholder Engagement Methods To Be Used

Public/Community Meetings

At the national level, FSCO will organize a project launch meeting for national and regional

stakeholders. At the community level, DAs will organize community gatherings to disclose relevant project information including information on targeting, environment and social impacts and the GRM.

Progress status: The activities mentioned above have been complete

Enhanced Social Assessment and Consultation

The project will implement social development plan captured from the consultation with disadvantaged and vulnerable members of the community.

Progress status: The activities mentioned above have been completed

Communication Materials

Written information will be disclosed to the public through a variety of communications materials, including brochures, flyers, posters, etc. The communications materials will be produced by the FSCO. FSCO will also create a webpage on the Ministry of Agriculture’s website, to be updated regularly with key project updates and reports on the project’s performance. The website will also provide information about the grievance mechanism for the project’s GRM.

Progress status: Communication materials were prepared and disseminated to regions. The below table shows the number of materials disseminated to regions.

Table 8: Status of Communication Materials

S.N	Region	Poster	Brochure	Total
1	Oromia	40964	127095	168059
2	SNNPR	35328	109950	145278
3	Sidama	4212	17025	21237
4	Amhara	43990	132990	176980
5	Dire Dawa	1470	20790	22260
6	Afar	8718	28995	37713
7	Harari	390	1140	1530
8	Somali	30568	96975	127543
	Total	165,640	534,960	700,600

Information Desk at the Woreda Level

Information desk at the Woreda Office of Agriculture will provide information to local residents, PAPs and stakeholders on SEASN’s project interventions and contact details of the stakeholder engagement focal point. Brochures and fliers on various project related social and environmental issues will be made available at these information desks.

Progress status: While there is no dedicated notice board specifically designated for PSNP, the existing kebele notice boards are utilized for communication purposes.

Program Review and Monitoring Surveys

FSCO will organize a number of surveys to assess the quality of program implementation. These will include: Livelihood Impact Assessments, PW and Livelihoods Review, GRM Reviews, PW outcome assessment, and GSD and nutrition (see Table 5).

Grievance Redress Mechanism

In compliance with the World Bank’s ESS10, a project- specific grievance mechanism is set up for the project to handle complaints and issues (see Chapter 8). Detailed communications materials (specifically a GRM brochure or pamphlet) will be developed to help PAPs become familiar with the

grievance redress channels and procedures. SEASN will also work to establish an MIS-based GRM to better enable FSCO to capture and track grievances from submission to resolution and communication with complainants. The initial effort to resolve grievances to the complainant's satisfaction will be undertaken by the KAC. The KACs will provide a listing of the grievances submitted and their resolution to the Kebele and Woreda Councils, who will then submit it to the Regional GRM focal person for final submission to the FSCO.

Progress Status: KACs are established and operational in all PSNP kebeles, serving as the primary point of contact for any grievances and appeals related to the project. Communication materials (posters and brochures) for GRM have been developed, printed, and disseminated to various regions (Refer table 3). Although the GRM module is incorporated into the MIS, it has not been rolled out yet. The MIS rollout extended to over 300 woredas across all regions to all MIS experts. Tailored training for GSD experts will be conducted in the next budget year.

Training, workshops

Trainings on a variety of topics and issues will be provided to FSCO and other relevant government service providers. Issues covered will include sensitization to targeting, PIM, environment and PW, livelihoods, FM, labor issues, gender, case management and linkage, and GRM.

PSNP clients will receive SBCC consultations to raise awareness about GSD and nutrition. PW clients who receive livelihood interventions will also participate in financial literacy and skills training.

Technical skills training courses will be designed and offered to woreda-level stakeholders (e.g., WoLSA/ WoWSA, EW desk, Finance Office etc.), in line with the activities they intend to carry out as part of the program.

Progress status: The following trainings have been conducted at the beginning of each FY including Targeting, PIM awareness, MIS, ESMF, GSD and nutrition, LASS, SBCC, Community Based Participatory Watershed Development, GIS/GPS, Livelihood, Financial Management, procurement, Monitoring and Evaluation,

Review

Program biannual review meetings will be organized to provide and collect periodic feedback on project implementation progress and identify and discuss new and emerging issues.

Progress status: Joint Rapid Response Mission (RRM) quarterly and Joint Review and Implementation Support (JRIS) mission biannually to review project implementation, collect feedback, and implementation issues on timely basis.

6 Information Disclosure for SEASN

Disclosing project information is essential for meaningful consultation on project design and for stakeholders to understand the potential opportunities of the project as well as its risks and impacts. To enable meaningful consultations with stakeholders, FSCO will disclose the following information:

- The purpose, nature and scale of the project
- The duration of proposed project activities
- Information from the environmental and social assessment process, regarding potential risks and impacts of the project on local communities, including:
 - Proposals for mitigating risks and impacts
 - Potential risks and impacts that might disproportionately affect vulnerable and disadvantaged groups
 - Description of differentiated measures taken to avoid and minimize disproportionate risks and impacts
- The proposed stakeholder engagement process, highlighting ways in which stakeholders can participate and contribute during project design and/or implementation
- The time and venue of proposed public consultation meetings, and the process by which meetings will be notified, summarized and reported
- The process and means by which grievances can be raised and addressed

To disclose project information widely, FSCO will continue to use the existing webpage on the Ministry of Agriculture's website. All future project-related social monitoring reports listed in the above sections will be disclosed on this webpage. An easy to understand guide to the terminology used in the social reports or documents will be provided on the website. All information brochures/fliers will be posted on the website. Contact details of the Stakeholder Engagement Focal Person will also be made available on the website.

Upon disclosure of project information, provision will be made for secure portals where the general public and concerned stakeholders may submit their comments, observations and questions regarding the project. For information disclosed through meetings, instant feedback will be collected through designated rapporteurs who will be available during the meetings. Participating stakeholders shall also be given freedom to take their own minutes of the proceedings and share a copy with the rapporteurs. After the deadline for submission has passed, comments placed in suggestion boxes will be collected from the sites for consolidation, analysis and inclusion into the project documents. A summary of how comments were taken into account will be made and shared with the stakeholders through project implementation inception meetings once concerned authorities make the final decision on the project.

Progress Status: The project has been employing various channels through posters, brochures, woreda information desks, and kebele notice boards to disseminate and disclose information including consultations, with relevant information about the project including targeting and annual update criteria, GRM resolution procedures, beneficiaries' entitlements, gender and social development provisions, roles and responsibilities of implementors and beneficiaries, and other components of the project. In addition, the project documents such as E&S, legal and financial agreements have been disclosed through the MoA website.

Table 9 provides information on other means of project disclosure.

Table 9: Information Disclosure for SEASN

	With Whom	Frequency and Timing	Channels of Engagement	Engagement Methods	Purpose
FSCO	All stakeholders	Once, beginning of implementation	National project launch meeting	Meetings	To launch project and disclose information to general public
FSCO	Regional stakeholders	Once, beginning of implementation	Project launch meeting	Meetings	To launch project and disclose information to general public
Woreda and Kebele FS offices	Community	Throughout implementation	Information table	Fliers, brochures, posters, GRM summary	To disclose information about SEASN and its GRM to local communities in relevant languages
KFSTF/ DAs/ KAC	PSNP clients/ Community	Annual throughout implementation	GRM	Community gathering/ Face to face meetings	To ensure clients are informed about the project level GRM.
FSCO	All stakeholders	During project implementation	Project website	Key project updates, information about GRM	To disclose information about SEASN to general public

7 Estimated Budget for Information Disclosure

The FSCO, through its Stakeholder Engagement Focal Person, will be responsible for planning and implementation of stakeholder engagement activities, as well as other relevant outreach and disclosure activities. In order to ensure successful SEP implementation, a series of capacity building activities are necessary for which the project has to provide adequate funding. The stakeholder engagement activities so far mentioned may be part of other project documents, so it is possible that they have also been budgeted for in other plans.

A tentative budget for the project's information disclosure is reflected in Table 10. This table will be updated to include all stakeholder activities, including workshops, trainings, and program review and monitoring activities.

Table 10: Information Disclosure Activities – Estimated Budget (TBD) (5 years)

Stakeholder Engagement Activities	Quantity	Unit Cost, USD	# of years	Total cost (USD)	Update
Stakeholder Engagement Focal Person	1	12,000	5	60,000	Assigned
Information Disclosure					
Project launch meeting at national level	1	5,000	1	5,000	Completed
Project launch meeting at regional level	8	3,000	1	24,000	Completed
Program wide community gatherings on project design and GRM (via cascading through government structures)	1	2M	1	2M	Completed
Information Desk and communications materials at woreda	487		5	10,000	Completed
Total				2,099,000	

8 Grievance Redress Mechanism

A grievance redress mechanism is currently in place for the PSNP, and modernizing this paper-based system through the establishment of an MIS is envisioned under Component 3 of the project: Enhanced Service Delivery. However, until the MIS supported GRM module becomes operational across all PSNP woredas by end of 2024, the current paper-based GRM will continue to serve as per the agreed standards.

FSCO is responsible for managing the GRM by assigning a Stakeholder Engagement Focal Person at the federal level. This focal person will communicate with the regional GRM focal persons assigned by the Regional BoA, who will receive listings of appeals and their resolution from the Woreda Food Security Desk, which in turn would have received it from the Woreda Council, Kebele Council, and KAC. Through this arrangement, FSCO should be able to address and report on grievances raised at the grassroots level.

1.1 Grievance Resolution Process

Information about the GRM will be shared during the community gatherings, and posters will be displayed in public spaces such as government offices and health posts. Information about the GRM will also be posted on FSCO's webpage under the MoA website.

Progress Update: During annual participatory PW plan approval and annual update the community is informed about the existence of the project GRM and KAC. A total of 165,640 posters and 534,960 brochures have been printed and distributed to regions.

The overall process for the GRM is comprised of five steps.

Step 1: Uptake. At the Kebele level, project stakeholders are able to provide feedback and submit complaints through the KAC, which is comprised of several members.⁶⁸ Kebele Manager; chair of the KAC, will be available at kebele office once a week to receive grievances in person resolve. Standardized intake forms for acknowledgement receipt and grievance listing is developed and distributed.

Step 2: Sorting and processing. Complaints and feedback is compiled by the Kebele Manager/DA and recorded in a register. Cases should be resolved within one month of being heard.

⁶⁸KAC is comprised of the following: 1 elected Kebele Council member (not the chairperson), 1 DA, 1 or 2 members of the Community Care Coalition (if existing in the kebele, 1 of whom should be female), 1 health extension worker, one social worker (if represented in the kebele and if available female), two elder representatives (one of whom should be female).

One Development Agent (DA). Aside from the DA and Kebele Council member, everyone else is a volunteer and may or may not be literate. To mitigate this, the project will establish a literate youth community facilitator as a member of the KAC to serve as its secretariat.

The project GRM manual was developed and Kebele level PIM translated into six regional working languages (Amharic, Afaan Oromo, Sidamu Affu, Afi Somali, Afar, and Tigrigna and soft copies of the documents have been disseminated to all stakeholders. Cases will initially be sorted and processed into the following four categories: i) appeals (disagreement with decisions passed by program implementers); ii) implementation concerns (dissatisfaction with the quality of implementation); iii) program design (procedures and parameters set by the National level or the Region that requires changes to the program); iv) transparency and right based (cases that filing and investigating must ensure greater delicacy and anonymity).

Step 3. Acknowledgement and follow up. Kebele Manager/DA will facilitate timelier and more proactive follow up of cases. Standardized intake forms for acknowledgement receipt and grievance listing will also be distributed.

Step 4. Verification, investigation and resolution. The KAC will be responsible for collecting additional information and investigating through field visits, consultation with community elders and residents and cross-checking documents (PIM, PSNP GRM Manual). When relevant, the KAC will reach out to confer with the social worker at WoLSA/WoWSA. A template document is provided to the KAC so that they can document their verification, investigation and resolution process.

The KAC will give resolution to the appeals and send a listing of the cases to the Kebele and Woreda Council, who in turn will validate the recommendation and forward the appeal to the Woreda Food Security Task Force for implementation.

Step 5. Feedback and Monitoring and Evaluation. The KAC will inform the grievant about the resolution of their appeal and their right to escalate the appeal if they are not satisfied with the decision. Within four weeks of the complaint being heard, the KAC will report and provide a listing of all the grievances heard and resolved to the Kebele Council, who in turn will share the list to the Woreda Council. In woredas where the MIS system is operational, the Woreda Food Security Desk will be responsible for inputting the grievances into the system. In woredas where the MIS is not yet operational, the Woreda Food Security Desk will forward the appeals listing to the regional GRM focal person, and they in turn will forward it to FSCO.

1.2 Grievance Logs

KACs will maintain grievance logs, and regularly submit copies to the Kebele and Woreda Councils, who will then distribute upwards. FSCO will maintain a master grievance log. The grievance logs will include the following information.

- Individual reference number
- Name of the person submitting the complaint, or other feedback, address and/or contact information (unless the complaint has been submitted anonymously)
- Details of the complaint or feedback
- Date of the complaint
- Name of committee person who registered the complaint (acknowledge to the complainant, investigate, propose resolutions, etc.)

- Details of proposed resolution, including person(s) or body (e.g., WFSTF) who will be responsible for authorizing and implementing any corrective actions that are part of the proposed resolution
- Date when proposed resolution was communicated to the complainant (unless anonymous)
- Date when the complainant acknowledged, in writing if possible, being informed of the proposed resolution
- Details of whether the complainant was satisfied with the resolution, and whether the complaint can be closed out
- Date when resolution is implemented (if any, whether successful or otherwise. If unsuccessful, reason it wasn't resolved).

9 Monitoring and Reporting

The Stakeholder Engagement Plan will be periodically revised and updated as necessary in the course of SEASN project implementation to ensure that the information presented herein is consistent, and that the identified methods of engagement remain appropriate and effective in relation to the project context. Any major changes to the project related activities and to its schedule will be duly reflected in the SEP.

Annual and quarterly internal reports on public grievances, enquiries, and related incidents, together with the status of implementation of associated corrective/preventative actions will be collated by responsible staff and referred to FSCO's senior management. The report 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.

Information on public engagement activities undertaken by the project during the year may be conveyed to stakeholders described as follows.

- **A number of Key Performance Indicators (KPIs) will be monitored by the project on a regular basis, including the following parameters:**
 - Number of public consultations held by woredas on beneficiary entitlements (annually)
 - Number of communications materials on beneficiary rights developed and disseminated to clients
 - Number of press materials published/broadcasted in the local, regional, and national media.

Central Point of Contact

The point of contact for the Stakeholder Engagement Program is: Name: [Wro Seida Kedir]

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