



United National Office for Project Services (UNOPS)

**Afghanistan Community Resilience and Livelihoods
Project**

STAKEHOLDER ENGAGEMENT PLAN (SEP)

**18 March 2022, amended on 4 December 2023 to include Additional
Financing (AF)**



Table of Content

TABLE OF CONTENT	2
FIGURES	3
TABLES	3
ACRONYMS AND ABBREVIATIONS	4
INTRODUCTION	5
Project Background	5
Project Management Structure	6
Key Social and Environmental Risk Mitigation Instruments	8
Policy Requirements	8
Purpose of the Stakeholder Engagement Plan (SEP)	8
STAKEHOLDER MAPPING AND ANALYSIS	12
Stakeholder Mapping and Analysis	12
Positively and Adversely-Affected Parties	12
Other Interested Parties	14
Disadvantaged / Vulnerable Individuals and Groups	14
Summary of Project Stakeholder Needs	16
STAKEHOLDER ENGAGEMENT PLAN	21
Purpose and Timing of Stakeholder Engagement Plan	21
Plan for Information Disclosure	21
Plan for Consultations	23
Proposed Strategy to Incorporate the View of Vulnerable Groups	25
Timelines	25
Review of Comments	26
IMPLEMENTATION ARRANGEMENTS FOR STAKEHOLDER ENGAGEMENT	27
Implementation Arrangements	27
GRIEVANCE REDRESS MECHANISM	28
MONITORING AND REPORTING	32
Involvement of Stakeholders in Monitoring Activities	32
Reporting Back to Stakeholder Groups	32
Reporting to the World Bank	32
ESTIMATED BUDGET	33

Figures

Figure 1 Institutional Arrangements	9
-------------------------------------	---

Tables

Table 1 Estimated Number of Beneficiaries of Livelihoods and Basic Services	7
Table 2 Project Stakeholder Needs	14
Table 3 Plan for Information Disclosure	19
Table 4 Plan for Consultations	20
Table 5 Grievance log	26
Table 6 GRM responses	28
Table 7 Categories of Grievances	30
Table 8 Estimated Budget for SEP implementation	33

Acronyms and Abbreviations

ARTF	Afghanistan Reconstruction Trust Fund
CCAP	Citizens' Charter Afghanistan Project
CDC	Community Development Council
CIP	Cities Investment Program
CSO	Civil Society Organization
E&S	Environmental & Social
ESCP	Environmental & Social Commitment Plan
ESIA	Environmental and Social Impact Assessment
ESMF	Environmental and Social Management Framework
ESMP	Environmental and Social Management Plan
ESS	Environmental and Social Standard
GBV	Gender Based Violence
GIS	Geographical Information System
GRM	Grievance Redress Mechanism
HH	Household
IP	Implementing Partner
IDP	Internally Displaced Person
ITA	Interim Taliban Administration
LIW	Labor-Intensive Works
M&E	Monitoring & Evaluation
MIS	Management Information System
NGO	Non-Governmental Organization
EHS/OHS	Environmental Health and Safety/Occupational Health and Safety
PIU	Project Implementation Unit
PDO	Project Development Objective
PWD	Person with Disabilities
RAP	Resettlement Action Plan
REACH	Covid-19 Relief Effort for Afghanistan Communities and Households
SEA	Sexual Exploitation and Assault
SEP	Stakeholder Engagement Plan
SH	Sexual Harassment
TPMA	Third-Party Monitoring Agent
TPMP	Third-Party Monitoring Program
UN	United Nations
UNDP	United Nations Development Programme
UNICEF	United Nations Fund for Children
UNOPS	United Nations Office for Project Services
US	United States
WB	World Bank

INTRODUCTION

Project Background

The Afghanistan Community Resilience and Livelihoods Project (CRLP) provides short-term livelihood opportunities and delivers urgent essential services in rural and urban areas. This includes the provision of short-term employment and income to millions of Afghans while also improving access to basic services, such as clean water and sanitation. The Project will focus specifically on assistance to women and vulnerable groups, such as IDPs and persons with disabilities (PWDs). In addition, community-level systems and institutions for long-term resilience, sustainability and inclusive development will be supported in order to promote citizen engagement and a more accountable, transparent recovery in Afghanistan. This is based on experience that shows the criticality of maintaining livelihood opportunities among rural and urban communities, while also investing in basic services and non-government local institutions and systems. This will help to preserve core development gains that have been made in Afghanistan in the last two decades. Through the intended investments, the Project aims to build community resilience and assist the country throughout the emergency to recovery, in order to reach a more sustainable development environment.

The proposed Additional Financing (AF) for the Afghanistan Community Resilience and Livelihoods Project (CRLP) will continue to provide short-term livelihood opportunities and deliver urgent essential services in rural and urban areas. Four main design changes are proposed in the AF based upon the experience of the past 18 months with the parent project: (i) geographical scale-up in rural and urban areas; (ii) increased livelihood opportunities for Afghan women through a new Women's Economic activities sub-component; (iii) heightened focus on climate resilience activities by increasing community awareness of climate risk mitigation and adaptation, and incentivizing the climate resilience-focused subprojects in urban areas; and (iv) support for the recent influx of returnees from Pakistan so that they may participate in project activities and receive necessary assistance in terms of job opportunities and services in their areas of return.

The AF will extend the closing date until June 2025. The afore mentioned design changes are integrated into the existing project components as follows:

Component 1: Emergency Livelihoods Support and Services in Rural Areas. CRLP currently covers six regions, 26 provinces, 67 districts and 6,220 communities in rural areas, which total only 18 percent of the rural districts in the country. The AF will expand the rural coverage and add three new underserved provinces (Kunduz, Zabul, and Farah). For both tranches under the AF, a total of six regions, 19 provinces, 27 districts with 2,600 communities will receive assistance. It is estimated that an additional 372,000 HHs will receive jobs through cash-for-work activities by creating over 13 million labor days, and 3.2 million people in these areas will receive services such as the rehabilitation of small-scale community assets (e.g., improved roads, protection walls, community drainage and water canals, agroforestry, and climate resilient infrastructure).

Component 2: Emergency Livelihoods Support and Services in Urban Areas. This component will provide livelihood opportunities for unskilled and semi-skilled labor and respond to urgent service delivery needs in urban areas through small-scale labor-intensive works (LIWs). A total of seven cities will be targeted

through the AF. CRLP will continue to operate in Kabul, Kandahar, Herat, Jalalabad and Mazar-e-sharif by expanding to neighborhoods in these cities that have not been previously covered under CRLP. In addition, two new provincial capital cities will be included: Gardiz in Paktia province and Ghazni in Ghazni province. The AF will directly benefit approximately 62,000 HHs by creating 2.8 million labor days. Approximately 1.9 million urban residents will benefit from improved services under LIW.

Component 3: Social Grants for Women and the Most Vulnerable in Rural and Urban Areas. This component will continue to provide communities with cash transfers and social in-kind grants to assist the most vulnerable groups and households who are not able to participate in physical works (Components 1 and 2) Beneficiaries would include female heads-of-households and persons with disabilities. An additional sub-component will be included for women's economic activities.

For both rural and urban areas, a “whole of community” approach will be taken to assist host communities as well as recent returnees from Pakistan.

Component 4: Strengthening community institutions for inclusive service delivery especially for women. This component builds the capacity of Community Development Councils and local communities for long-term sustainability and social resilience. It will continue to support Facilitating Partners’ costs for activities related to community planning, implementation, monitoring and training on a variety of topics such as community mobilization, development planning, women’s solidarity, and health awareness (through the WB/ARTF-supported health project). Importantly, communities will continue to be trained on disaster risk management and climate adaptation.

Component 5: Implementation Support. This component will continue to support the costs of the UN implementing partner, UNOPS, to manage and oversee the program including technical support, training, financial management, procurement, environment and social monitoring, and reporting results.

Project Management Structure

The Project management structure remains the same as the parent project. The parent project has been implemented completely through non-government actors. UNOPS is the primary implementing entity. UNOPS finances select NGOs and local urban contractors to deliver assistance to communities. Building on longstanding community development and urban operations in Afghanistan, the network of international and local NGOs as well as urban contractors that have prior Bank experience and recognized capacities on the ground (notably in community organization, planning and implementation of activities) is well known. This network of local NGOs and contractors have built trust with community elders and non-governmental actors over decades. This network of well-established NGOs and local contractors has been essential to delivering services quickly during this emergency. The AF activities will be based on this experience and will continue to be channeled through non-governmental institutions.

UNOPS has been responsible for overall coordination, procurement arrangements with local organizations and contractors; engagement with communities; fiduciary and environmental and social safeguards management; quality assurance; monitoring and reporting; and managing technical assistance activities of the parent project and will continue to do the same under the AF.

UNOPS has been implementing component 1 through the network of NGOs, building on lessons learned over the longstanding engagement in Afghanistan. Component 2 has been implemented by a private contractor. Previous experience has shown that there is good contractor capacity at the local level. The local community and CDCs have been involved in the selection of interventions and oversight under the parent project. The same modalities will be used for the AF.

UNOPS has been housing the Project Implementation Unit (PIU), which includes staff supporting several key functions: program and contract management, financial management, procurement, social mobilization and training, engineering, reporting, monitoring and evaluation, regional coordination, gender, grievance redress, and environmental and social risk management. The E&S staff will be expanded through the recruitment of an additional 2 Environmental Specialists and 2 Social Specialists to cover the AF.

The WB has been providing implementation support and supervision to ensure that the technical design is sound, activities are proceeding according to plan, and there is close coordination with other development partners. A coordinated approach is critical across the different actors and service providers so that basic services and livelihoods assistance reach those most in need quickly and effectively.

A Third-Party Monitoring Agent (TPMA) has been helping with the supervision of activities and has ensured that funds reach the intended beneficiaries and activities remain independent of ITA control. The WB has set up its largest TPMA in Afghanistan, covering fiduciary controls and project oversight as well as close monitoring on the ground. The existing TPMA uses digital platforms to enhance transparency and accountability. The TPMA will also cover the activities under the AF.

The UNOPS PIU has been responsible for monitoring the activities implemented by the NGOs and contractors and reporting upon progress. UNOPS ensures that NGOs and contractors are properly trained on implementation arrangements, working closely with CDCs and communities. An Operations Manual sets the operating principles and procedures to be monitored and reported upon. The Manual will be expanded to cover the AF.

CDCs have been helping with community monitoring, local accountability mechanisms and grievance redress. CDCs have appointed monitoring and grievance focal persons who provide regular reports about progress and citizens' feedback. CDCs will remain engaged in activities under the AF.

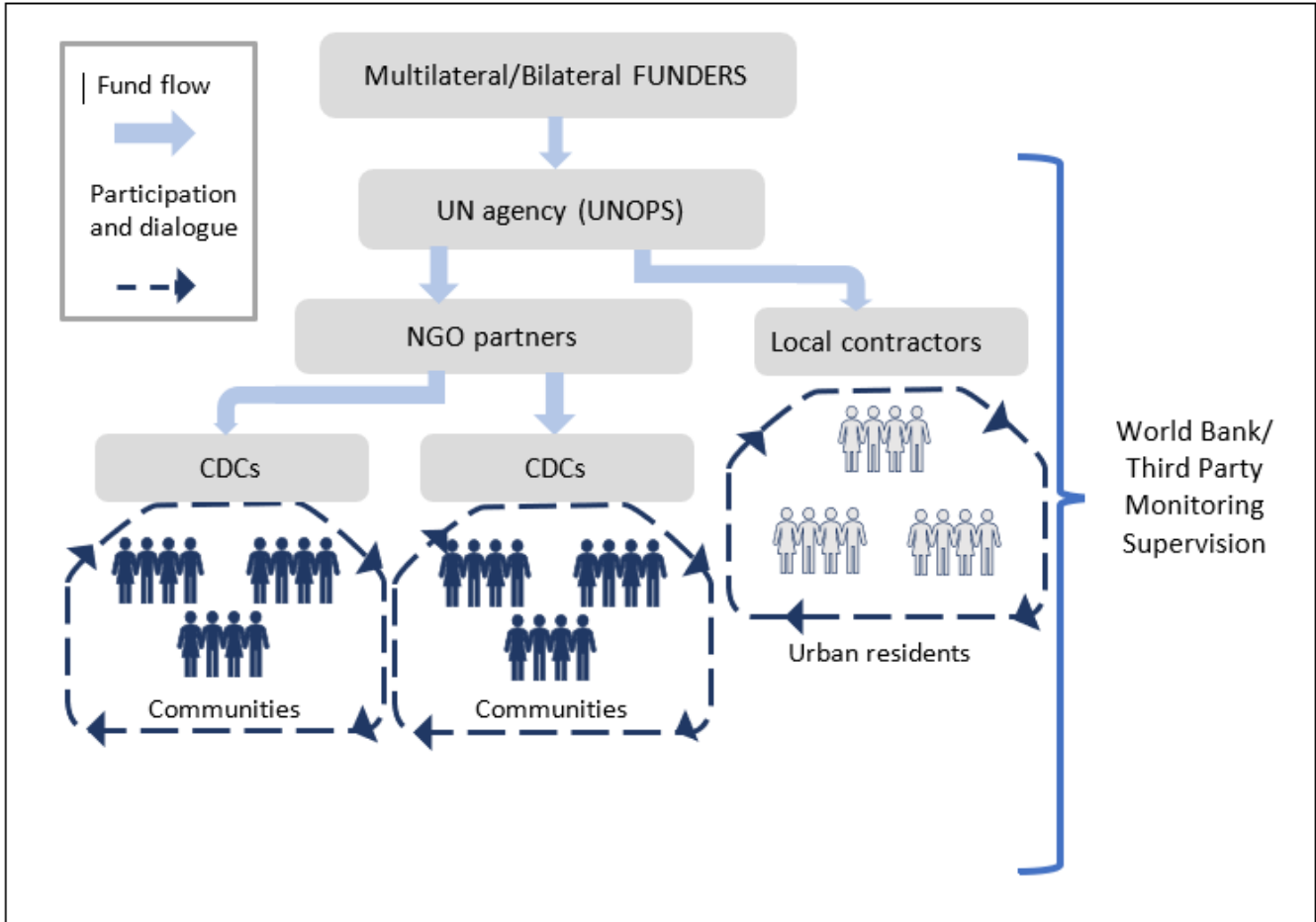


Figure 1 Institutional Arrangements

Key Social and Environmental Risk Mitigation Instruments

The parent project entails several environmental and social (E&S) risks and potential adverse impacts. All risk mitigation measures are detailed in the Environmental and Social Management Framework (ESMF). The ESMF from the parent project will be updated for the AF. As outlined in the updated Environmental and Social Commitment Plan (ESCP), the updated ESMF will include Simplified Labor Management Procedures, Security Protocols as well as procedures for screening activities for E&S risks e.g., OHS/EHS (Environmental Health and Safety/Occupational Health and Safety) together with a template ESMP for construction activities, and will cover all activities of the parent project and the AF. A separate Gender-Based Violence (GBV)/Sexual Exploitation and Abuse (SEA)/Sexual Harassment (SH) Action Plan was prepared.

Policy Requirements

The World Bank’s Environment and Social Standard 10 (ESS10) sets out that a Borrower has 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 have to be meaningful and be

based on stakeholder identification and analysis, plans on how to engage stakeholders, disclosure of information, actual consultations, as well as responses to stakeholder grievances, and reporting back to stakeholders.¹

Purpose of the Stakeholder Engagement Plan (SEP)

This updated SEP defines a structured, purposeful and culturally appropriate approach to consultation and disclosure of information, in accordance with ESS10. UNOPS recognizes the diverse and varied interests and expectations of project stakeholders and seeks to develop an approach for reaching each of the stakeholders in the different capacities at which they interface with the Project. The aim is to create an atmosphere of understanding that actively involves project-affected people and other stakeholders leading to improved decision making.

Overall, this SEP serves the following purposes, building upon what has been learned over the past 18 months from the parent project:

- Define a plan for stakeholder engagement, including information disclosure and consultation, throughout the project lifespan.
- Stakeholder identification and analysis.
- Planning engagement modalities through effective communication, consultations and disclosure.
- Provide enabling platforms for influencing decisions.
- Define roles and responsibilities for the implementation of the SEP.
- Define reporting and monitoring measures to ensure the effectiveness of the SEP and periodical reviews of the SEP based on findings.
- Elaborate on the Project Grievance Redress Mechanism (GRM).

Brief Summary of Previous Stakeholder Engagement Activities

During the implementation of the parent project, activities have been prepared through and accompanied by stakeholder engagement. All implementers and informal community structures/CDCs and members of vulnerable groups from project-affected communities were informed and consulted on project activities. Information was disclosed in Pashto/Dari, English, and other respective local languages. Women, persons with disabilities (PWDs), elderly, female-headed households, IDPs, ethnic minorities and other members of the vulnerable groups participated effectively and meaningfully in the consultative processes.

Key events, approaches and methods used for information disclosure included community meetings in coordination with local leaders and CDC members, phone communication (SMS) - particularly for the female stakeholders, notice boards and social media such as the CRLP Website and Facebook Page, UNOPS Website and AFCD X/Twitter. Consultations were held in 6,000 rural communities and in 8 cities. A total of 51,802 community consultations and spot checks have been conducted or are ongoing under Components 1, 2, 3 & 4 by all Facilitating Partners in rural and urban project areas. For example, for Component 2, 554 community consultations were conducted in the cities of Kabul, Kandahar, Herat,

¹ World Bank, Environmental and Social Framework. Setting Environmental and Social Standards for Investment Project Financing, August 2016.

Jalalabad, Mazar-e-sharif, Kunduz, Bamyan, and Khost.

Community consultation results included the following points:

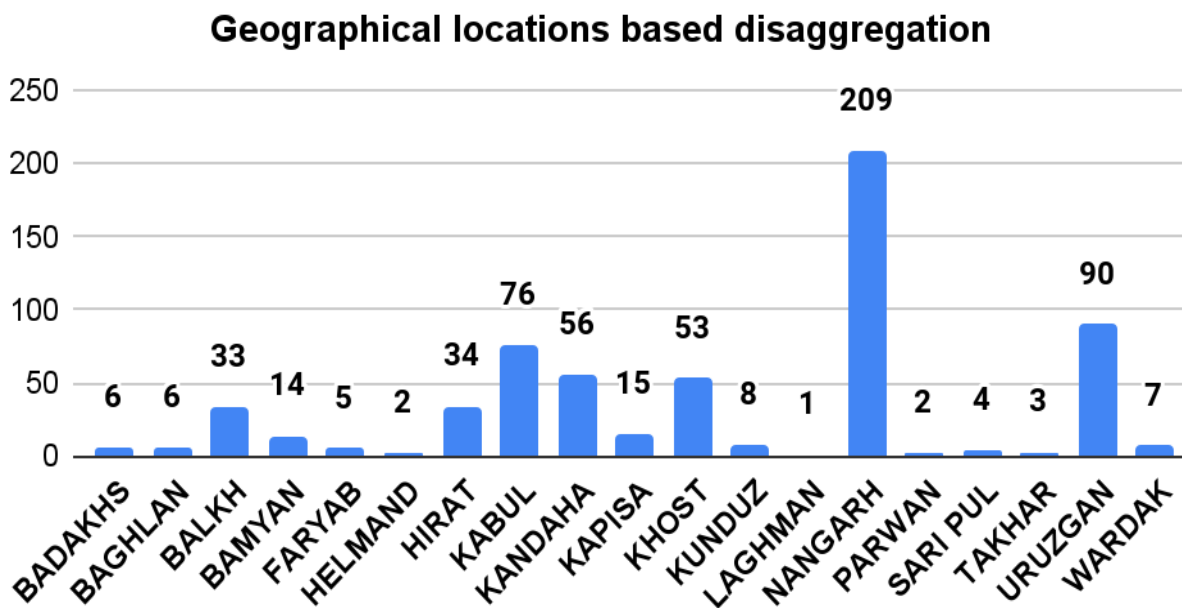
1. The communities appreciated and were grateful for the implementation of the LIW and CFW projects. They are requesting the expansion of the Project and the coverage of more areas.
2. Under Component 1, the communities requested that the duration of the sub-projects should be expanded from 28 days to at least 3-6 months to create more job opportunities for the laborers in rural communities. Based on the feedback, under the AF the days will be increased to 35 days per HH.
3. The community members appreciated the implementation of activities under Component 2 but requested that in the future such activities shall be implemented through the CDCs. They further stated that the labor-intensive projects do not need heavy machinery and that the CDC members have sufficient experience in small infrastructure project implementation.
4. Women were interested to participate in the community consultation meetings and take an active part in the decision-making, in the Gozar and at the CDC level. Under the AF, therefore, the rural expansion of activities will therefore focus again on areas that allow women's participation in the CDCs.
5. Female participants suggested that the Project should create job opportunities for women as most of them are college graduates and currently have no job opportunities after the government collapse. And they requested literacy courses and capacity-building courses for girls who cannot go to school. Vocational training or sustainable projects for women were requested as they really need it because most of them are breadwinners of their families. Women in some areas suggested women's engagement in monitoring, surveying, and GRM. Under the AF a new subcomponent will be added to foster women's economic empowerment.
6. Most of the CDCs requested rehabilitation/construction of their irrigation canals. All CDCs requested water supply projects and long-term projects for their communities because climate change and drought have severely affected them and now, they are faced with a shortage of drinking water as well as agricultural water. The AF activities will therefore focus on climate change risk management and climate resilience.
7. All CDCs requested power supply projects for their villages.
8. The community requested for additional projects such as electricity, gabion walls, bridge construction, irrigation canals, school building and drinking water.
9. According to community members, there are more eligible families for social grants, but due to limited budget all the eligible families are not covered. Under the AF the social grants will be further rolled out.

Lessons learned from the implementation of the parent project have shown that Facilitating Partners require an increased budget for the implementation of environmental and social risk management, including stakeholder engagement. Similarly, Facilitating Partners require more frequent capacity building in E&S tasks. This will be included in the AF activities. In view of stakeholder engagement, under the

parent project the Facilitating Partners indicated difficulties in maintaining records of all stakeholder engagements due to the high number. Going forward, the Project team will assist Facilitating Partners in improving their record keeping.

In view of the implementation of the grievance mechanism, a total of 624 cases have been received, and nearly 96 percent of these cases were resolved within the designated time frame of 10 days. The remaining (4 percent) cases are open and are referred to the relevant team members for follow-up and are currently under process. Out of a total of 624 grievances, 447 are from Component 2 LIW), 143 from Component 1 (CFW) And 34 from Component 3 (Social Grants).

The below Table indicates the distribution of received cases from across the different project locations.



The main issues reported by both males and females are labor and wages payments and their contract durations which is minimally for one month and maximumly for two months.

The Project manages 6 different uptake channels through which grievances are reported. The highest number of grievances, 261, were received through petitions² due to the easy accessibility of UNOPS team members in the field. On the other hand, 206 grievances were received through the hotline number (410) from AWAAZ. The reason for having the highest number of grievances through AWAAZ is due to the fact that it's a toll-free number and accessible all over the country with multilingual services in the AWAAZ. The remaining grievances are received through other channels. These include 122 grievances reported verbally, 11 through SMS, 11 through the project's social media/Facebook page, and 9 through the email crl.shakyat.

Out of the total of 624 cases, 468 of them pertain to grievances focused on various issues. Additionally,

² A formal written request, signed by many people asking for something.

there are 89 cases classified as suggestions, 29 cases categorized as inquiries, and 38 cases listed as other complaints which fall outside of the project scope. Based on the content of grievances, 468 grievances have been classified into various categories. The highest number of complaints, totaling 230, are related to labor and wage issues such as delays in payments. There are also 84 environmental reported cases, predominantly focusing on safety tools. Additionally, there were 85 grievances concerning project implementation, addressing different issues such as the quality of materials and services on the ground. Subproject design accounts for 21 grievances, recruitment and staffing for 17, social issues for 14, stakeholder consultation for 1, financial management for 10, and misbehavior of staff for 5. Lastly, there is 1 grievance related to gender that is not considered sensitive.

STAKEHOLDER MAPPING AND ANALYSIS

Stakeholder Mapping and Analysis

Stakeholder engagement is the interaction with, and influence of project stakeholders to the overall benefit of the project and its advocates. ESS 10 recognizes two broad categories of stakeholders: 1) those likely to be affected by the Project because of actual impacts or potential risks to their physical environment, health, security, cultural practices, well-being, or livelihoods (project affected parties), and 2) other interested parties.

In view of the Project, ‘affected parties’ have been key beneficiaries, including poor and ultra-poor households in rural areas, women, female-headed households, IDPs, elderly people and PWDs, as well as CDC members and other community members and leaders. Affected parties in urban areas include poor and ultra-poor households, women, IDPs, host communities, PWDs, female headed households, NGOs and CSOs, UN agencies, construction companies in Kabul, Herat, Kandahar, Gardiz, Mazar-e-Sharif, Jalalabad, r and Ghazni. For the AF activities ‘affected parties’ are similar with a few additional groups, such as returnees from Pakistan, NGOs or CSOs engaged in climate risk mitigation, and NGOs, CSOs or CBOs fostering women’s economic empowerment. Important to note is that these ‘parties’ are mostly vulnerable, and they are beneficiaries of the Project, rather than being negatively affected by the Project. While not every affected party is also a beneficiary, it is crucial to disseminate information and continue to engage with all stakeholders on project modalities as well as on the selection criteria of beneficiaries in the affected areas.

Positively and Adversely-Affected Parties

Effective consultations and other stakeholder engagements with the project-affected communities has been conducted by UNOPS and Facilitating Partners throughout the last 18 months and will continue including for AF activities throughout the life cycle of the parent project and the AF.

Stakeholder	Description
Rural community members and leaders	Rural community members are consulted about proposed project activities, selection of subproject activities, and eligible beneficiaries. The community undertakes several orientation meetings and mapping exercises to determine who are the poorest and most vulnerable in need of jobs and social grants. The elected member/s of a community under

	the existing CDC which is headed by CDC chairs and office-bearers. They are democratically elected by all village residents.
Urban community members and leaders	Currently, the Communities in urban centers, including Kabul, Herat, Kandahar, Khost, Mazar-e-Sharif, Jalalabad, Bamyan and Kunduz A total of seven cities will be targeted through the AF. CRLP will continue to operate in Kabul, Kandahar, Herat, Jalalabad and Mazar-e-sharif by expanding to neighborhoods in these cities that have not been previously covered under CRLP. In addition, two new provincial capital cities will be included: Gardiz in Paktia province and Ghazni in Ghazni province.
Poor households and ultra-poor households in rural communities	Almost 70 percent of the rural population depends on agriculture. Crops are mainly rain-fed, which makes agriculture a vulnerable livelihood. Livestock levels have fluctuated due to droughts. Generally, droughts as well as flooding, and years of protracted conflict has resulted in high levels of poverty of rural households. These HH include returnees and earthquake-affected communities.
CDCs	CDCs are community-based organizations, composed equally of men and women democratically elected by their communities. These non-governmental bodies have been operating in Afghanistan for over 18 years. There are over 35,000 CDCs established in 361 districts in all of Afghanistan’s 34 provinces, providing the main participatory platform for service delivery in an estimated 90 percent of villages in rural Afghanistan and most major urban cities. CDCs could serve as useful entry points for creating safe spaces for women. CDCs have been found to effectively engage women to address their concerns and priorities in rural communities. Women have received essential livelihoods assistance and improved education, health and nutrition services through their participation in CDC subcommittees.
Urban host communities	Often tension is reported between IDPs and their host communities. In most urban locations, IDPs meet host communities. It is therefore important to also attend to the needs of host communities.
Afghan returnees from Pakistan	In October 2023, the Government of Pakistan announced its decree “Illegal Foreigners’ Repatriation Plan” starting the deportation of undocumented Afghans in Pakistan to their country of origin. It is estimated that between 1.1 and 1.3 million undocumented Afghans presently residing in Pakistan are targeted. Between 15 September 2023 and 11 November 2023, the International Organization of Migration (IOM) reports that 327,400 individuals have already returned.
Poor households in urban communities	Urban growth has significantly increased in Afghanistan over the last couple of decades. In 2020, the WB recorded 3.4 percent of urban growth. The urban population accounted for over 10 million people in the country. This has come along with increased poverty, many urban poor households living in slums due to disorganized urban growth.
IDPs	Suffering from protracted conflict, Afghanistan has been subject to an acute internal displacement crisis. Since the US withdrawal from the country, more than 240,000 Afghans have been internally displaced. An estimated 3.5 million are displaced in total. IDPs often constitute the most vulnerable

	populations in urban as well as rural environments, given their lack of access to livelihoods, loss of homes, and lack of a social infrastructure.
Women in rural and urban areas	There is gender-specific protection and inclusion concerns particularly among rural and urban populations. In terms of livelihoods, women dominate in many aspects. Although women play a critical role in the maintenance of household livelihoods, they generally have less access to productive resources, services and employment opportunities, contributing to a significant gap between men and women’s productivity. Given the protracted conflict situation, there are serious GBV concerns across Afghanistan.
Vulnerable households lacking able bodied members in urban areas	The most vulnerable households lack any able-bodied members that could potentially participate in cash for work schemes. These include, for example, female-headed households, children-headed households, or households only consisting of elderly people.
Female-headed households	Given many men have died in the decades of conflict, a continuous increase in female-headed households has been recorded. This has resulted in changes of the intra-household roles. Female-headed households are more likely to be vulnerable.
Elderly people	Afghanistan has been named the worst country for elderly people to live in for several years. ³ Elderly people have little access to economic resources, no pensions, and little access to services. Where communities cannot cater for elderly people, they belong to the poor societal groups.
Persons with Disabilities (PWDs)	PWD are particularly marginalized in Afghanistan. PWD are more likely to be excluded from participation and benefitting from public services.

Other Interested Parties

Stakeholder	Description
Community leaders	With formal administration systems in question under the present circumstances, community leaders including clan and religious leaders play a vital role in community entry and the attainment and social license to operate
UN agencies	A variety of UN agencies has continued to operate in Afghanistan and is engaged in humanitarian assistance as well as continuation of development activities. Agencies in the fields relevant for this Project include UNDP, UNICEF, UN Women, UN Habitat, UNFPA, and IOM.
NGOs and CSOs (including those working on climate resilience and women’s economic empowerment)	A variety of NGOs and CSOs exist throughout the country at national, regional and local levels. Many of them engage in sector work relevant for this Project. For example, there are a variety of NGOs and CSOs concerned with issues of women empowerment and gender equality. NGOs and CSOs will play a crucial part in the implementation of the Project activities.

³ See HelpAge International’s Global Age Watch Index: <https://www.reuters.com/article/us-foundation-elderly-index-idINKCN0HP2MC20140930>

De Facto Authorities under the ITA	There are line ministries, urban municipalities and provincial directorates that need to be engaged for smooth implementation.
---	--

Disadvantaged / Vulnerable Individuals and Groups

The parent project has been targeting disadvantaged and vulnerable individuals and groups. Components 3 and 4 make concerted efforts to reach women and vulnerable groups, while Components 1 and 2 include ultra-poor households. It is anticipated that the key disadvantaged and vulnerable individuals and groups include poor and ultra-poor households in urban and rural settings, women, female-headed households, elderly people, IDPs, and PWDs. However, vulnerability also depends on the specific context of a particular location, and is assessed based on particular activities as well. It therefore includes individuals that are war victims, nomadic communities, unemployed persons, illiterate individuals and others. Intersectionalities can particularly contribute to vulnerability, for example where IDPs or PWDs are female and heading a household. Special attention is paid on a case-by-case basis on such intersectionality. The AF activities will target additional disadvantaged and vulnerable groups, such as Afghan returnees from Pakistan and it will increase the focus of the Project on women.

Disadvantaged and vulnerable individuals and groups will be particularly catered for by stakeholder engagement modalities to ensure that information reaches those most disadvantaged, and that they are also consulted on project activities, risks and impacts. This is particularly important, as the disadvantaged and vulnerable form a key beneficiary group of this Project. Women in Afghanistan are a distinct vulnerable group. In community consultations they have expressed a strong desire to work. While they were included in activities under the parent project, such as CfW and LiW activities, the proposed AF will provide greater opportunities for women to receive vocational training and undertake home production activities including kitchen gardens, poultry-raising, and other food processing activities.

Summary of Project Stakeholder Needs

Table 2 Project Stakeholder Needs

Community	Stakeholder Group	Key Characteristics	Language needs	Preferred notification means (email, radio, phone, letter)	Specific needs (accessibility, large print, child care, daytime meetings etc.)
Rural Communities	Community leaders and members	Their authority will depend on the presence and strength of community leaders of other groups; leaders can have significant influence in the communities	Pashto/Dari and/or regional languages	Community meetings, individual meetings, notice boards, social media, community radio, TV	They can also be used as a means to reach the broader public
	Poor and ultra poor households	Depending on vulnerable livelihoods	Pashto/Dari and/or regional languages	Community radio, community meetings, notice boards	
	CDC members	Experience in prioritization exercised and consultations	Pashto/Dari and/or regional languages	Community radio, telephone, community meetings, individual meetings, social media	
	Women	Often not part of decision-making structure, lower literacy rates	Pashto/Dari and/or regional languages	Community radio, telephone, women group meetings, notice boards	May require communication means that are independent of locality (e.g. mobile phone or radio) Gender disaggregated consultations, Inclusion in project benefits and access to GBV services as required
	Elderly people	Vulnerable and little access to assistance	Pashto/Dari and/or regional languages	Community radio, community meetings, notice boards,	May require special assistance to attend community meetings,

				community mobilizers to reach out	may not have access to electronic means
	PWDs	Often not included in decision-making processes, and more likely to be excluded from public services and participation.	Pashto/Dari and/or regional languages	Community radio, community meetings, other social media, depending on accessibility needs, community mobilizers to reach out	Consider working with NGOs focusing on disabilities to ensure full reach of PWDs, including through use of media (e.g. Braille, sign language, etc.) and locations that are accessible and appropriate to ensure their participation
	NGOs and CSOs		Pashto/Dari and/or regional languages	Community radio, social media, mobile phone, email	
	Female-headed households	Often not integrated in communal decision-making processes, lower literacy rates	Pashto/Dari and/or regional languages	Mobile phone, radio, community mobilizers to reach out	Gender disaggregated consultations, inclusion in project benefits and access to GBV services as required
Urban Communities	Urban community leaders and members	Deal with all concerns of the communities	Pashto/Dari and/or regional languages	Individual meetings, community meetings, newspapers, emails, mobile phones	Roles and responsibilities including support in stakeholder engagements, information dissemination and grievance redress
	CDCs	Experience in prioritization and community engagements and consultations	Pashto/Dari and/or regional languages	Individual meetings, email, mobile phone	Roles and responsibilities including support in stakeholder engagements, information dissemination and grievance redress
	Urban host communities	Can originate from different backgrounds	Pashto/Dari and/or regional languages	Community meetings, mobile phone, internet / email, newspapers,	

Poor and ultra poor households	Potentially low literacy rate	Pashto/Dari and/or regional languages	Community meetings, radio, mobile phone	Cater for low literacy through radio communication
IDPs and returnees	Lack of social cohesion / leadership	Pashto/Dari and/or regional languages	Community meetings, radio, notice boards	
Women	Lack of decision-making power, lower literacy levels	Pashto/Dari and/or regional languages	Community meetings with women's groups specifically, radio, mobile phone	Cater for low literacy through radio communication. Hold meetings at times when women are not engaged in duties
Vulnerable households lacking abled bodied members in urban areas	Lack of decision-making power, lower literacy levels	Pashto/Dari and/or regional languages	Community meetings, community mobilizers to assist, radio	Cater for low literacy through radio communication.
Female-headed households	Lack of decision-making power, lower literacy levels	Pashto/Dari and/or regional languages	Community meetings, community mobilizers to assist, radio	Cater for low literacy through radio communication.
Elderly people	Unable to work, lower literacy levels	Pashto/Dari and/or regional languages	Community meetings, community mobilizers to assist, radio	Cater for low literacy through radio communication.
PWDs	Unable to work, lower literacy levels	Pashto/Dari and/or regional languages	Community meetings, community mobilizers to assist, radio	Cater for low literacy through radio communication.
NGOs and CSOs	Understand community voices, represent associations formed around community issues	Pashto/Dari and/or regional languages	Email, internet, radio, mobile phone, social media	Ensure that NGOs and CSOs from different backgrounds are considered for engagement

	Construction Companies	Good capacity	Pashto/Dari and/or regional languages, English	Email, internet, radio, mobile phone, social media	Ensure that companies from different backgrounds are considered for engagement
National Level	UN agencies, international NGOs, bilateral donors		English	Internet/email	Preparation and implementation support as well as training and capacity building
	National CSOs, NGOs	Good capacity	English	Internet/email, individual meetings, telephone	Preparation and implementation support as well as training and capacity building
ITA	Ministry of Rural Rehabilitation	Good capacity	Pashto/Dari and/or regional languages, English	Internet/email, individual meetings, telephone and exchange of letters	To ensure the project is implemented based on the NGOs framework
	Ministry of Finance	Good capacity	Pashto/Dari and/or regional languages, English	Internet/email, individual meetings, telephone and exchange of letters	To ensure the project is implemented based on the NGOs framework
	Ministry of Economy	Good capacity	Pashto/Dari and/or regional languages, English	Internet/email, individual meetings, telephone and exchange of letters	To ensure the project is implemented based on the NGOs framework
	Kabul Municipality	Good capacity	Pashto/Dari and/or regional languages, English	Internet/email, individual meetings, telephone and exchange of letters	Supervision of the construction works
	General Directorate of Municipalities	Good capacity	Pashto/Dari and/or regional languages, English	Internet/email, individual meetings, telephone and exchange of letters	to ensure support and facilitation through the provincial municipalities
	Provincial Governor's Office	Good capacity	Pashto/Dari and/or regional languages, English	Internet/email, individual meetings, telephone	Supervision of the construction works
	Provincial Municipalities	Good capacity	Pashto/Dari and/or regional languages, English	Internet/email, individual meetings, telephone	Supervision of the construction works

	Provincial Directorate of Rural Rehabilitation	Good capacity	Pashto/Dari and/or regional languages, English	Internet/email, individual meetings, telephone	Supervision of the construction works
	Provincial Directorate of Economy	Good capacity	Pashto/Dari and/or regional languages, English	Internet/email, individual meetings, telephone	Supervision of the construction works

STAKEHOLDER ENGAGEMENT PLAN

Purpose and Timing of Stakeholder Engagement Plan

The four purposes of consultations and information dissemination in the CRLP and the AF are: (a) understanding of the needs of the affected populations; (b) ensuring of coordination between all implementers and informal community authority structures / CDCs; (c) reception of feedback and comments as well as grievances from all stakeholders on project design and implementation; (d) provision of transparent and accountable mechanisms on all aspects of Project design and implementation; and (e) ensuring that members of vulnerable groups from project affected communities are able to participate fully in the consultation process and enjoy project benefits. To ensure this, a GRM is included below, which has been rolled out in all Project locations under the parent project, and which will continue under the AF activities. A national Hotline number and information material for the Hotline is made available. It allows affected individuals and groups to report on project-related grievances or can provide comments and feedback.

Representatives of particular community groups have been consulted under the parent project and will continue to be consulted for the AF activities. Strategies are employed to include smaller meetings, small FGDs to be conducted as appropriate taking full precautions on staff and community safety. Where meetings are not permitted, traditional channels of communications such as radios and public announcements are implemented. Other strategies include one on one meetings through phones for community representatives, CDC members, NGOs/CSOs and other interests' groups.

Given the current political context, stakeholder engagements with the interim Taliban administration (ITA) have been avoided to the extent possible. Engagements have been undertaken directly by the above listed implementers (UNOPS and FPs). Implementers focus on the CDCs as a key vehicle for information dissemination and consultations at the community level. Consultations with higher level partners have been undertaken directly by UNOPS and national NGO partners. This modality will also be applied for AF activities.

Plan for Information Disclosure

Information disclosure to the affected populations and beneficiaries has been relying on the following key methods: community meetings in coordination with local leaders and CDC members, phone communication (SMS), CRL Project Website, Facebook Page and notice boards. Community mobilizers ensure the inclusion of those with special needs for participation or communication. At the national level information has been disclosed mainly by email and through social media. Information is disclosed in Pashto/Dari, English or respective local languages. Local leaders and CDC members have been requested to inform communities in community meetings and through disclosure on social media – depending on whether the target locations are rural or urban. These modalities will be continued under the AF.

Table 3 Plan for Information Disclosure

Project Stage	List of information to be disclosed	Methods proposed	Timelines: locations / dates	Target Stakeholders		Responsibilities	
Project Design	SEP, ESMF (including GRM), RPF	Community meetings / telephone / notice boards	(Amended instruments: October 2023 - January 2024)	Rural and urban level		PIU	
		Email	(Amended instruments: October 2023 - January 2024)	Urban level		PIU	
		websites	(Amended instruments: October 2023 - January 2024)	Urban and national level		PIU	
	Other relevant project documents and information	community meetings / telephone / notice boards	(Amended instruments: October 2023 - January 2024)	Rural and urban level		PIU	
		email	(Amended instruments: October 2023 - January 2024)	Urban and national level		PIU	
		websites	(Amended instruments: October 2023 - January 2024)	Urban and national level		PIU	
	Project Implementation	Activity – or site specific ESMPs / RAPs, LMP etc.	community meetings / telephone / notice boards	Continuous	Rural and urban level		PIU and FPs
			email	Continuous	Urban and national level		PIU and FPs
			website	Continuous	Urban and national level		PIU and FPs
Radio			Continuous	Rural and urban level		PIU and FPs	
	Any project-related information (on activities, beneficiary selection etc.)	Community meetings / telephone / notice boards	Continuous	Rural and urban level		FPs	
		Facebook page	Continuous	Rural and urban level		FP	

		Mobile phone	Continuous	Rural and urban level		FP
		Email/website	Continuous	Urban and national level		PIU and FPs
	GRM	community meetings / notice boards	Continuous	Rural and urban level		PIU and FPs
		Facebook Page/email	Continuous	Rural and urban level		PIU and FPs
		Mobile phone	Continuous	Rural and urban level		PIU and FPs
		website	Continuous	Urban and national level		FP / PIU

Plan for Consultations

This plan lays out the overall consultative processes of the parent project and the AF with its different stakeholders. In principle, the PIU and all FPs implementing sub-component activities, will continue to follow their existing participatory engagement and consultation methods, especially with affected communities and beneficiaries. These follow specific tools and methods of community consultations that partners have developed in their sectoral fields (e.g., in health, agriculture, cash for work, WASH etc.). However, throughout the procurement/bidding process, SEP-related activities are included, and FPs are called upon to budget for SEP-related activities that are under their responsibility.

The GRM will continue as another means of consultation, as complaints received are filed, assessed and responded to (see below).

Table 4 Plan for Consultations

Project stage	Topic of consultation	Suggested Method (by FP)	Target stakeholders	Responsibilities
Project Design	Overall Project activities and E&S risks and impacts	Community meetings, community mobilizers assistance, email, social media	Rural and urban level stakeholders	PIU and FPs
		Stakeholder meetings, email	National level stakeholders (UN agencies, NGOs/CSOs)	PIU and FPs
		Email	National level stakeholders	PIU
Project Initiation and Implementation	Cash transfers	Community meetings, selected group meetings for cash transfers, mobile phone	Rural and urban level stakeholder	FPs
	Community infrastructure work plans,	Community meetings, community mobilizers assistance, email, social media	Rural and urban level stakeholder	FPs

	prioritization exercises,	Stakeholder meetings, email	Urban and national level stakeholders	FPs
	Sub-Project Specific ESMPs / ESIAs / RAPs	Community meetings, community mobilizers assistance, email, social media	Rural and urban level stakeholders	FPs
	E&S risks and impacts and mitigation measures	Stakeholder meetings, email	Urban and national level stakeholders	FPs

Proposed Strategy to Incorporate the View of Vulnerable Groups

The PIU and FPs ensure that women, PWDs, elderly, ethnic minorities, returnees and other members of vulnerable groups participate effectively and meaningfully in consultative processes and that their voices are not ignored. Project implementation has shown that this requires specific measures and assistance to afford opportunities for meetings with vulnerable groups in addition to general community consultations. For example, women are often more outspoken in women-only consultation meetings than in general community meetings. Similarly, separate meetings are held with young people, PWDs, returnees or minority groups. Further, it is important to rely on other consultation methods as well, which do not require physical participation in meetings, such as social media, email or SMS, to ensure that groups that cannot physically be present at meetings can participate.

Most importantly, community mobilizers have been deployed, they are mostly recruited from the target communities. They have been providing special encouragement and assistance where necessary to vulnerable individuals and groups and with that ensure that information reaches them and that they can participate meaningfully in consultations. The Community Mobilizers work closely with the CDC members in identifying vulnerable individuals and groups. Community Mobilizers will be rolled out in AF activity areas as well.

In view of promoting gender equality, especially for rolling out the new sub-component on women's empowerment under the AF activities, it is most important to engage women's groups on an ongoing basis throughout the lifetime of the project. Women voicing their concerns and contributing in the decision-making process on issues such as community infrastructure will continue to be encouraged, especially in various fora that predominantly consist of men. Community Mobilizers and CDC members (also consisting of female members) have proven to be an important asset in ensuring women's active participation. FPs have been similarly encouraged to deploy female staff, in particular where staff interfaces with community members.

GRMs are 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.

Timelines

The CRLP was initially planned for a duration of 2.5 years. It will be extended for another ten months to allow the implementation of the AF. Information disclosure and consultations have been relevant throughout the implementation of the parent project so far and will continue throughout the entire life cycle of the Project.

Project design of the AF is based on national-level and urban and rural-level consultations of project-affected parties. Activities under each sub-component of the parent project and the AF will continue to include consultations prior to commencement. This ensures a broadly inclusive selection of beneficiaries, transparency and accountability on project modalities, and allows community voices to form the basis for the concrete design of every intervention; consultations continue throughout the project cycle. Consultations for the AF activities have been held during the design and preparation phase of the AF since October 2023.

Review of Comments

Under the parent project, the UNOPS and FPs implementing different sub-components of the Project have been gathering all comments and inputs originating from community meetings, GRM outcomes, SMS, emails and other communication modalities. The information gathered is submitted to the Social Specialists in the UNOPS PIU, to ensure that the Project has general information on the perception of communities, and that it remains on target. It is the responsibility of the UNOPS PIU and the different FPs to respond to comments and inputs, and to keep open a feedback line to the communities. For the AF, these modalities will continue. Under the parent project, training on environmental and social standards had been facilitated by WB. Renewed training will be provided upon the commencement of the AF activities. The PIU will further roll out training to FPs and communities as per the ESFM capacity building schedule.

This SEP has been providing the overarching guidelines for the rolling out of stakeholder engagements under the parent project. The UNOPS PIU has been monitoring the capacity of the E&S staff of the different FPs, and has recommended and implemented appropriate actions, e.g., refresher training. This will continue under the AF.

IMPLEMENTATION ARRANGEMENTS FOR STAKEHOLDER ENGAGEMENT

Implementation Arrangements

Similar to the parent project, the overall responsibility for the implementation of the SEP lies with the Project Manager in UNOPS through the PIU. The Project Manager will be overseeing two Environmental and two Social Specialists, who are part of the UNOPS staff. They form part of the Risk Management Unit inside the UNOPS PIU. The team is further supported by GRM Specialists, HSSE Specialists, a GBV Specialist, and a Stakeholder Engagement Specialist.

The Social and Environmental Specialists maintain a stakeholder database for the overall project and lead a commitment register. However, while the PIU oversees all coordination and disclosure-related consultations, the FPs implement the SEP at the rural and urban levels in their respective project sites and report on their activities to the PIU Social Specialists on a monthly basis. Where UNOPS implements activities directly or through construction companies, UNOPS is responsible for all local stakeholder engagement. The PIU Social Specialists undertake field verification activities jointly with the IPs – at least every other month, or during planned events.

Each FP identifies dedicated staff responsible for the implementation of the SEP within the organization. Staff names are submitted to the PIU Social Specialists. Selected staff must have ample qualifications to implement the SEP, as stipulated by the terms of reference for the position in the FPs' HR system. FPs also commit to communicate the stakeholder engagement strategies for their respective sub-components internally.

FPs who contract local companies for construction work, or local NGOs or CSOs for the implementation of their activities submit plans to the Social and Environmental Specialists at the PIU. The Specialists verify the implementation of those plans during field visits.

The designated Environmental and Social Specialists have clear ToR for day-to-day E&S management. The assigned Specialists conduct periodic site visits to ensure compliance and report to the higher management.

GRIEVANCE REDRESS MECHANISM

Objective

The objective of a Grievance Redress Mechanism (GRM) has been to assist in resolving complaints in a timely, effective and efficient manner. Project-level GRMs provide the most effective way for stakeholders to raise issues and concerns about the project that affect them. The GRM provides a transparent and credible process for fair, effective and lasting outcomes. It also builds trust and cooperation as an integral component of broader stakeholder engagement, that facilitates corrective actions and helps the community to have ownership of the project. The GRM for the parent project was designed in accordance with World Bank's ESS10 for the benefit of all project-affected persons, including a separate platform for labor related complaints. . The GRM also provides for handling of grievances related to SEA/SH. The GRM will be continued under the AF and will be rolled out to the new areas of implementation.

Principles

The project-level GRM is designed in a culturally appropriate way so as to effectively respond to the needs and concerns of all affected parties.

- The GRM is well-publicized and known to all affected populations and communities covered by the CRL Project. UNOPS ensures that the GRM is widely publicized and will also conduct awareness campaigns in this regard among the affected communities. UNOPS briefs targeted stakeholders about the scope of the mechanisms, the safety of the complainant, time of response, the referral and appeal processes.
- Accessibility - The GRM system is clear, accessible to all segments of affected communities living within the vicinity of the project and subprojects sites or location.
- The Mechanism allows for multiple avenues of uptake of grievances, such as the AWAAZ hotline number (410), the project website, the Facebook page, the email address, the 7575 SMS platform implemented by UNICEF and the sub-project Grievance Redress Committees (GRCs).
- The system is sensitive to women, men, boys and girls, as well as vulnerable populations, such as persons with disabilities, elderly, displaced persons and other marginalized groups.
- Confidentiality and prevention against retaliation.
- The GRM is designed to protect beneficiaries and stakeholder rights to comment and complain, and even raise their complaints to higher management if they are not satisfied with services or receive insufficient solutions. The mechanism facilitates their sharing of concerns freely with understanding that no retribution will be exacted for their participation. To create a safe space, anonymous complaints are also allowed.
- The GRM provides for relaying regular information and feedback regarding the redressal of the grievance to the aggrieved.
- The Mechanism is responsive in redressal of grievances by facilitating resolution with the concerned actor in the implementing chain.
- The GRM is based on transparency and accountability. All complainants are heard, taken seriously, and treated fairly. The community and stakeholders are aware of the expectation from the project; the GRM procedures; understand its purpose, have sufficient information on how to access it.

- The GRM has provisions to appeal if the grievances are not resolved satisfactorily.
- The GRM does not prevent access to judicial and administrative remedies.
- The Mechanism provides for prompt time-bound redressal of grievances.
- For SEA/SH cases, three guiding principles of confidentiality, survivor centricity and survivor safety are to be applied to specific cases of SEA/SH cases as per the World Bank's guidance. Reporting mechanisms enable complainant to report SEA/SH cases without being publicly identified given the risk of stigma, reprisals, and rejection associated with sexual exploitation and abuse and sexual harassment.

Description of GRM

The United Nations in Afghanistan has a well-established Grievance Mechanism in place, Awaaz Afghanistan (Awaaz), which is implemented by UNOPS on behalf of various UN and humanitarian response agencies. Awaaz is a collective accountability and community engagement initiative that functions as a toll-free, countrywide hotline number (410) that affected populations can dial to access information and register feedback on humanitarian assistance programs. As a two-way communication channel, needs and priorities as reported on the ground are circulated to partners to help improve the quality of programming in Afghanistan. Awaaz is based on common principles, has processes and policies for receiving and handling complaints and feedback, as well as for data protection; and includes inter-agency referral mechanisms. It is designed to be accessible, collaborative, expeditious, and effective in resolving concerns. Awaaz has ten multilingual operators (50% of which are women) and has handled more than 201,412 calls since Awaaz took its first call in May 2018. Awaaz agents speak Dari, Pashto, Urdu, English and more. Establishing referral pathways with clusters and partners, cases requiring attention are shared (in agreement with the affected person) in a timely manner, helping the humanitarian response to swiftly align its delivery to actual needs. More information about Awaaz can be found at Awaaz Afghanistan (<https://awaazaf.org>).

Based on the results of community consultations, three-tiered Grievance Redressal Committees have been established. The first tier is the GRC at the community level, the second tier is at the facilitating partners, and the third tier is a national level GRC which would operate through UNOPS' mechanisms. There is a provision for appeals and any aggrieved party is able to directly approach the national level GRC as well. The formation of the GRCs was done prior to the commencement of project activities based on consultations.

While the Awaz and other existing mechanisms were leveraged for this project, in order to address other requirements of ESS10, the system was augmented for the purposes of this project in accordance with the principles given above and the following steps:

- **Step 1: Uptake** – Project stakeholders are able to provide feedback and report complaints through several channels. The aggrieved party is able to select the most efficient institution, the most accessible means of filing a grievance, and is able to circumvent partial stakeholders in the Project, which may be implicated in the complaint. He or she is able to bypass some grievance channels that are perceived as potentially not responsive or biased. The means to file a grievance include a toll-free hotline, SMS, email, filling up grievance forms, verbally, sending a letter, to implementing agencies, via the implementing institutions' websites, helpdesks and collection boxes stipulated for walk-ins at the sites of project activities. Anonymous grievances can also be raised. All uptake channels should permit for grievances in Dari and Pashto as well.

A help desk has been set up by the respective facilitating partners during the implementation of sub-project activities in an area manned proportionate to the nature of the activity. At the help desk, aggrieved parties can inquire about project activities, or they can file a grievance directly with the person manning the desk. Grievances can be filed in writing or verbally at the Help Desk.

Relevant assigned CDC members are available in each sub-project site. They are requested to accept formal grievances and ensure that avenues for lodging grievances are accessible to the public. The first point of contact for all potential grievances from community members is the CDC member. The CDC member is required to accept formal grievances; or they can guide aggrieved persons to the Hotline Operator's number, the Help Desk or Suggestion Box.

The staff manning help desks, CDC members and those operating the toll-free hotline number is trained by the PIU for (a) the registration of a grievance; (b) the interaction with complainants; (c) appropriate responses to SEA/SH issues; (d) grievances of workers; and (e) Project components and Facilitating Partners (FP).

- **Step 2: Sorting and processing** – All grievances received are transferred to the GRM Focal Point at the respective implementation partner at local or national level and the PIU. The GRM focal point categorizes the complaint and forwards it to the responsible unit. The GRM focal point also records the grievance in the same format as used at the PIU.
- **Step 3: Acknowledgement and follow-up** – Within three (3) days of the date a grievance is submitted, the GRM focal point communicates with the aggrieved and provides information on the likely course of action and the anticipated timeframe for resolution of the grievance. The information provided to aggrieved also includes, if required, the likely procedure if the grievance had to be escalated outside the unit and the estimated timeline for each stage.
- **Step 4: Verification, investigation, action and documentation** – This step involves gathering information about the grievance to determine the facts surrounding the issue and verifying the validity of the grievance, and then developing a proposed resolution. Many or most grievances are resolved at this stage. All activities taken during this and the other steps are fully documented, and any resolution logged in the register. In case the grievance is not resolved at this stage, it is escalated to the next tier.
- **Step 5: Monitoring, Evaluation and Reporting** – Monitoring refers to the process of tracking grievances and assessing the progression toward resolution. Each implementing agency maintains a grievance register and records all steps taken to resolve grievances or otherwise responds to feedback and questions. GRM data is collated and reported monthly at all levels.

The TPMA provides independent operational review of overall project implementation and project results, including the implementation of the SEP and GRM. The PIU synthesizes all reporting by TPMA and IPs, as well as its own findings, and produces an overall environment and social progress report with a distinct section on stakeholder engagement in line with a template to be provided. The project provides for quarterly reporting.

- **Step 6: Providing Feedback** – This step involves informing those who have raised complaints, concerns or grievances the resolutions to the issues they have raised. Whenever possible,

complainants are informed of the proposed resolution in person, which gives them the opportunity to ask follow-up questions. If the complainant is not satisfied with the resolution, he or she is informed of further options. The GRM does not prevent access to judicial and administrative remedies. Each complaint must be closed within thirty (30) days of receipt - either resolved, withdrawn or escalated.

GRM for SEA/SH grievances

SEA/SH related grievances are handled through a survivor-centered approach. All grievance uptake channels can be used to report on SEA/SH issues. No grievance uptake mechanism can reject such grievances, and all personnel directly receiving grievances will be trained in the handling and processing of SEA/SH-related grievances. The Awaaz call center also includes support for safe and confidential reporting for incidents of sexual exploitation and abuse (SEA). Any recipients of the grievance should, with the survivor's informed consent, report the case to one of the Project's formal grievance recipients. A survivor can ask someone else to act as a survivor advocate and report on her/his behalf.

Absolute confidentiality is maintained for all grievances related to SEA/SH issues. This means that no information shall be disclosed at any time to any party without the informed consent of the person concerned. The survivor's consent is also sought for undertaking any action on the grievance. Under no circumstances should the survivor be pressured to consent to any conversation, assessment, investigation or other intervention with which they do not feel comfortable. A survivor can withdraw such consent at any time as well. If a survivor does not consent to sharing information, then only non-identifying information can be released or reported on. In the case of children, informed consent is normally requested from a parent or legal guardian and the children.

Data on GBV cases recorded will only include the nature of the complaint (what the complainant says in her/his own words), whether the complainant believes the perpetrator was related to the project and additional demographic data, such as age and gender, will be collected and reported, with informed consent from the survivor. The GRM provides the survivor referral to pre-identified GBV Service Providers in the area. Services can include health, psycho-social, security and protection, legal/justice, and economic reintegration support. This would be offered even if the survivor does not wish to file a formal complaint or if the complaint is not related to the project before closing the case. The SEA/SH Action Plan will list referral services in the different Project areas.

Where SEA/SH grievances have been allegedly committed by a Project worker, the grievance will also be reported to the respective employing agency. The PIU Social Specialist follows up and determines jointly with the GRM Focal Point of the respective partner the likelihood that the allegation is related to the Project. The GBV Specialist follows up and ensures that the violation of the Code of Conduct is handled appropriately. The responsibility to implement any disciplinary action lies with the employer of the perpetrator, in accordance with local labor legislation, the employment contract, and the code of conduct. The GRM focal point will report back to the survivor on any steps undertaken and the results.

All SEA/SH incidents are reported to the World Bank in accordance with the informed agreement by the survivor within 48 hours.

MONITORING AND REPORTING

Involvement of Stakeholders in Monitoring Activities

The parent project has been involving project stakeholders in the monitoring of project activities, including project performance as well as environmental and social risks and impacts. This will be continued under the AF. The CDCs, which have been established at the community level by previous projects are the key stakeholder serving in a monitoring function. Representing the community, the CDC members are able to represent the voices of the community on project performance and impacts from a local perspective through regular consultation meetings with the Project implementers (UNOPS and NGO/CSO partners) at the local level (using methods described above).

The Third-Party Monitoring Agency (TPMA) will continue to monitor project performance and E&S risks and impacts at all levels, including those of the AF activities. The TPMA submits monitoring reports directly to the UNOPS PIU and the World Bank.

Reporting Back to Stakeholder Groups

The above listed plan for information dissemination to the project-affected parties also includes the information dissemination and disclosure of Project monitoring results. As under the parent project, for the AF activities, the PIU at UNOPS, in close coordination with the other FPs, ensures that monitoring results on Project performance as well as E&S risks and impacts and implemented mitigation measures are made available to the above identified stakeholders at the local and national level. The implementation of the stakeholder consultation plan (see above), in turn, allows project-affected parties to react and voice their feedback with regards to the monitoring results. Information dissemination always includes information on the available Project GRM and its different channels to file a grievance or provide feedback.

Reporting to the World Bank

The UNOPS PIU will continue to provide quarterly Project Progress Reports to the World Bank, including AF activities. These Quarterly Reports consist of project performance and results as per Project Component; financial and procurement information; E&S risks and impacts as well as mitigation measures applied, and additional E&S instruments prepared and implemented. The UNOPS PIU receives monthly and quarterly inputs from its FPs prior to the preparation of the Quarterly Report and includes those inputs in the Quarterly Report. The Quarterly Report further contains a section on stakeholder engagement initiatives undertaken in the Quarter, as per this SEP, as well as a section reflecting on the results of stakeholder consultations. A synthesis report and analysis of grievances filed under the Project GRM and the workers' GRM are included.

Estimated Budget

It should be noted that FPs' budgets include the costs of SEP implementation, in view of activity specific stakeholder consultations and information dissemination. The Project level budget for the implementation of the SEP through the PIU is included in the overall Project budget. The source of funding is the PIU Project budget.

Table 8 Estimated Budget for SEP implementation under the parent project and AF

Stakeholder Engagement Activities	Q-ty	Unit Cost, USD	# of months	Total cost (USD)
Social Safeguards Associates	4	USD 3,000	14	USD 168,000 included in HR staff costs
Health, Safety, Social and Environmental Associates	5	USD 3,000	14	USD 200,000 Included in HR staff costs
GRM Associates	2	USD 3,000	14	USD 84,000 included in the HR staff costs
GRM, M&E case management process, database (Including running of hotline, record keeping etc.)		USD 70,000	14	70,000 for duration of Project
Operational Costs (Travel, Logistic Support, Security, Transportation & Accommodation).			14	included in ESMF staff travel costs
Communication materials (leaflets, posters,)	14	USD1,000.00 Per month	14	14,000.00
Trainings (Social issues, outreach, GRM, etc.) for PIU, Ips	14	USD 1,000 per month	14	14,000.00
Total				USD 550,000