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MINISTRY OF POSTS AND
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PROJECT IMPLEMENTATION UNIT

Republic of Cameroon
Acceleration of the Digital Transformation of Cameroon Project (P173240)

Project Preparation Advance (PPA) No. IDA_V2250-CM

Stakeholder Engagement Plan

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Acronyms

ANTIC	National Agency for Information and Communication Technology
CAMTEL	Cameroon Telecommunications
CEFEPROD	Women's Center for Development Promotion
CTD	Local municipalities
CYEED	Center for Youth Education and Economic Development
COPIL	Steering Committee
CNNCA	National Digital Center for Agricultural Knowledge
DAT	Disruptive Agricultural Technologies
ENSP	National Advanced School of Engineering
E&S	Environmental and Social
ESCP	Environmental and Social Commitment Plan
ESF	Environment and Social Framework
ESMF	Environmental and Social Management Framework
ESS	Environmental and Social Standard
FAO	Food and Agricultural Organisation
GAF	Grievance Acknowledgement Form
GBV	Gender Based Violence
GIF	Grievance Information Form
GRC	Grievance Redress Committee
GRM	Grievance Redress Mechanism
GRRMS	Grievance Redressal Registration and Monitoring Sheet
GRS	Grievance Redress Service
ICT	Information and Communication Technologies
IITA	International Institute for Tropical Agriculture
IPPF	Indigenous Peoples Planning Framework
IRAD	Institute of Agricultural Research for Development
ISMM	Higher Institute of Management of Manengouba
ISP	Internet Service Providers
LMP	Labour Management Procedures
MINADER	Ministry of Agriculture and Rural Development
MINAS	Ministry of Social Affairs (MINAS)
MINCOM	Ministry of Communication
MINEFOP	Ministry of Employment and Vocational Training
MINEPAT	Ministry of Economy, Planning and Land Management
MINEPIA	Ministry of Livestock, Fisheries and Animal Industries
MINESUP	Ministry of Higher Education
MINPOSTEL	Ministry of Posts and Telecommunications
MINPROFF	Ministry of Women Empowerment and the Family
NGO	Non-Governmental Organization
PAI	Project Area of Influence
PAP	Project's Affected Parties
PATNUC	Program for the Acceleration of the Digital Transformation of Cameroon
PIDMA	Agricultural Investment and Market Development Program
PIU	Project Implementation Unit
PPP	Public-Private-Partnerships
REPTIC	Professional network of the ICT and Digital sector
PRODEL	Livestock Development Project
RPF	Resettlement Policy Framework
RAP	Resettlement Action Plans
ROW	Rights of Way
SEAH	Sexual Exploitation and Abuse and Sexual Harassment
SEP	Stakeholder Engagement Plan
SUP'PTIC	National Advanced School of Posts and Telecommunications
ToR	Terms of Reference
TREANSFAGRI	Integrated Program for the Valorization and Transformation of Agricultural and Agri-food Products
VAS	Value-Added Services
WB	World Bank
WBG	World Bank Group

1- Introduction and Project Description

The Republic of Cameroon (hereinafter the Recipient) is planning to implement the proposed Acceleration of the Digital Transformation of Cameroon Project (the "Project") for which it has requested a Project Preparation Advance (PPA). The International Development Association (World Bank) has agreed to finance activities (the "Activities") related to the preparation of the Project.

This document outlines the Stakeholder Engagement Plan for the Activities (hereinafter PPA SEP) and it is integral part of the Project's SEP. In line with the Environmental and Social Standard 10. Stakeholder Engagement and Information Disclosure of the Environmental and Social Framework of the World Bank (WB) requirements, the PPA SEP is developed to effectively engage with all stakeholders who may be affected by the project or have an interest in it during project preparation.

Moreover, the PPA SEP describes the target groups and the methods of engagement related to the PPA activities. The PPA SEP also outlines the institutional arrangements, including responsibilities for the of implementation of the PPA SEP. The SEP for the implementation phase has been outlined in a separate document.

Potential social and environmental risks and impacts of the PPA's activities are related to the potential downstream use and implications of the implementation of their outcomes. PPA activities are various technical studies about demand and supply of telecommunications and ICT services, creation of an enabling regulatory and institutional environment, and environmental and social safeguards. Such studies need to ensure considering relevant stakeholders' feedback throughout their development and final outputs. The PPA also offers good opportunities to engage with citizens, civil society, and communities with activities such as developing a framework for the management of users' complaints related to ICT. Some contextual factors – such as digital divide and illiteracy – may hamper the inclusion and participation of the most disadvantaged and vulnerable people in the planning process.

The PPA will not support any specific subsequent implementation of the studies. They will be financed by the Project, whose potential environmental and social risks and impacts identification, management and monitoring are foreseen in the environmental and social instruments of the Project, including the Project's SEP.

1.1. The Acceleration of the Digital Transformation of Cameroon Project Overview

The Project aims to pursue reforms and policies in the Information and Communication Technologies (ICTs) sector, improve the digital skills of citizens, promote the development of digital applications and services, and increase the reach and use of digital services to stimulate employment and entrepreneurship in Cameroon.

The Project, which was approved by the World Bank on 28 September 2021, will be implemented by the Project Implementation Unit (PIU) under the overall guidance of the Ministry of Posts and Telecommunications (MINPOSTEL). The Ministry of Agriculture and Rural Development (MINADER), the Ministry of Livestock, Fisheries and Animal Industries (MINEPIA) and the Ministry of Economy, Planning and Regional Development will be

involved in the project's implementation process as joint implementers for specific activities under their mandate. Other agencies such as the Telecommunications Regulatory Board (ART) and the National Agency for Information and Communications Technology (ANTIC), as well as concessional operators (MTN, CAMTEL, ORANGE and VIETTEL), are expected to take part in certain activities relating to the supply of digital communication services.

Expected benefits of the Project include improved access to information and social connections to family and friends in other locations; improved access to educational resources, banking services and opportunities for increased economic participation; access to government services (including the health system); increased use of internet for meetings; and enhancement of the agricultural value chain through the adoption of data-driven technologies to inform crop production, fish and animal farming and improved land use.

The objectives of the Project are to pursue reforms and policies in the ICT sector; improve the digital skills of citizens; promote the development of digital applications and services; and increase the reach and use of digital services to stimulate employment and entrepreneurship in Cameroon.

1.2. The Project has five components:

- **Component 1:** The first component will support the improvement of the strategic, policy, and regulatory environment for the emergence of a vibrant, safe, and inclusive digital economy in Cameroon.
- **Component 2:** The second component will focus on reducing the geographic and societal digital divides through a comprehensive strategy that relies on the Maximizing Finance for Development (MFD) approach to extend digital connectivity to rural areas.
- **Component 3:** The third component will facilitate the implementation of data-driven solutions in agriculture, allowing Cameroon to expand the development of its digital offerings and to boost innovation in a strategic economic sector.
- **Component 4:** The fourth component will foster citizen engagement and will finance project management and monitoring and evaluation.
- **Component 5:** The fifth component is a Contingent Emergency Response Component (CERC).

2- Brief Summary of Previous Stakeholder Engagement Activities during the preparatory phase of the PPA

Prior surveys and consultations were conducted to better understand the views of different stakeholders (key government agencies), as well as the needs and expectations of local communities. The results of stakeholder consultations and surveys are described in Table 1 below.

Table 1. Summary of prior stakeholder engagement activities

Date & Location	Stakeholders	Format and Objectives	Outcome
December 2018 at Ebolowa	• MINPOSTEL • MINEPAT • MINCOM	**1st Workshop (03-07 December 2018), Formal Meetings**	This enabled the PIU and all identified stakeholders to validate

Date & Location	Stakeholders	Format and Objectives	Outcome
	• MINESUP • ART • ANTIC • CNNCA • Orange Cameroun • MTN Cameroun • Viettel Cameroun • Matrix Télécoms • Yoomee • REPTIC • CYEED • CEFEPROD • CAYST • Mobile Exchange	To ensure the views of the user ministries are consolidated into the project design	the ToR of all the activities, including studies embedded in the PPA
June 2019, Ebolowa	• MINPOSTEL • MINEPAT • MINCOM • MINESUP • MINADER • MINEPIA • MINEFOP • ART • ANTIC • SUP'PTIC (Yaoundé et Buéa) • ENSP • CNCA • CYEED • AJURIS.TIC • Mobile Exchange.	**2nd Workshop (03-07 June 2019), Formal Meetings**	This enabled the PIU and all identified stakeholders to validate the ToR of all studies of the PPA.
November and December 2020 Virtual mission	• Government Ministries (MINPOSTEL, MINEPAT, MINEPIA, MINADER) • Prodel	**One-week virtual mission and online meetings** To ensure the views of the user ministries are consolidated into the project design	This enabled the World Bank Team, the PIU and the user ministries to finetune the first three components of the Project.
Oct2020 – Jan 2021	• Farmer groups (please see details in **Annex 6)**	Survey intended to capture electronic communication needs and the extent of their integration into the production value chain. To achieve this, PATNUC developed a questionnaire which was completed by 28/50 cooperatives contacted from the PIDMA network. Based on the results obtained, ICT needs have been identified to	The following needs were identified: -Improve access and coverage of the internet network (public Wi-Fi) and mobile phones; - Train and support users (farmers) to appropriately use the tools, telephone and internet services in their activities; - Make management software available to cooperatives to improve the quality of service;

Date & Location	Stakeholders	Format and Objectives	Outcome
		be taken care of within the PATNUC framework	- Provide and train technicians in the maintenance of IT tools; - Create remote assistance call centers to provide quality advice to farmers and in real time; - Establish payment systems and financial services to offer farmers the possibility of exchanging capital; - Donate equipment (Wi-Fi modem) and subsidize bandwidth cost; - Strengthen renewable energy systems.
January 2021	• Telecom operators Internet Service Providers (ISPs)	In a bid to associate key sector stakeholders, videoconferences and written feedback with concessional operators (MTN, Orange, Viettel) were organized, including meeting with CAMTEL and ISPs.	Obtained pertinent insights into the supply and demand of communication services (component 2) while exploring strategies of putting in place Public Private Partnerships (PPP) with regards to broadband deployment in rural and commercially non-viable areas of Cameroon. It will also help in determining some of the project intervention areas.
May/June 2021 ONLINE PUBLIC SEMINAR	• MINPOSTEL • MINEPIA • MINADER • MINEPIA • FSEG University of YDE2 • Farmer groups • PRODEL • University of BUEA • University of DSCHANG • WORLD BANK GROUP • Food and Agricultural Organisation (FAO) • CGIAR • Entreprise, Microfinance & Centre international de formation de l'OIT • GIZ	**Public workshop** The online public workshop had the following three main objectives: (i) promote agriculture as an ideal economic sector for proving the concept of the digital economy in Cameroon; (ii) demonstration of digital and data-driven agriculture potential in Cameroon; and (iii) discuss, engage, and collaborate with different stakeholders of the project	Deepen the understanding of the PATNUC project and more specifically of Component 3 amongst all stakeholders as well as development partners and the private sector

Date & Location	Stakeholders	Format and Objectives	Outcome
	• AFD • International Institute for Tropical Agriculture (IITA) • Institut de Recherche Agricole pour le Développement (IRAD) • CIRAD • EMLD • Nlonako Valley • Institut Supérieur de Management du Manengouba (ISMAM) • JANGOLO • Agribizz • MTN • ORANGE • VIETTEL • CAMTEL • DigitAg • Programme Intégré de Valorisation et de Transformation des Produits Agricoles et Agroalimentaire (TREANSFAGRI) • IPAVIC • JMN Consulting • DigiCow • Kenya Agricultural & livestock Research Organization		
June/July 2021 at Ebolowa	• MINPOSTEL • MINEPAT • MINADER • MINEPIA • WORLD BANK Consultant • JMN Consultant Sarl • PNDP • PIDMA • PRODEL • SUP'PTIC Buea • FATICs • CYEED	**3rd Workshop (28 june – 03 july 2021), Formal Meetings** To ensure the views of the user ministries are consolidated into the project design	This enabled the PIU and all identified stakeholders to validate the ToR of all the subprojects and studies embedded in the PPA for the third component on agriculture of the project

3- Stakeholder Identification and Analysis

Key stakeholders who will be informed and consulted about the Project's PPA activities, including individuals, groups, or communities are:

3.1   Affected Parties and Other Interested parties

Parties that are impacted or likely to be impacted directly or indirectly, positively, or adversely, by the PPA activities' outcomes when they are implemented. These are persons, groups and other entities within the preparatory phase of the project that could directly been affected by the project; have been identified as most susceptible to change associated with the project; and who need to be closely consulted during the design phase of the project and fully engaged during implementation. The main affected persons during the PPA phase are:

- Civil servants, government employees of public services of the PPA technical studies with regards to demand and supply of telecommunications and ICT services and environmental and social safeguards activities of the PPA, including State agencies: Ministries MINPOSTEL, MINADER, MINEPIA, MINEPAT, among others.

- Services users to be digitalized, including individuals and communities' members who may be positively and negatively affected for the downstream impacts of the outcomes of the PPA activities when implemented. Among the negative impacts are risks of for example not fully considering during the discussions of the PPA activities the changes that their outcomes such as new legal framework of the sector could cause to people's life/livelihood/habits. Negative impacts could also include the digital divide that stems from not fully enabling the most vulnerable people to access to the benefits of the outcomes of the PPA's activities.

3.2.   Other Interested Parties

Interested parties are individuals, groups, and entities that may not experience direct impacts from the PPA's activities/outcomes but could have an interest in them and could have the potential to influence their implementation and outcomes in any way.

Since the PPA's activities are mostly studies, capacity buildings, which outcomes will be implemented by the Project, thus interested parties will include representatives of organizations that can voice their concerns and suggestions at the level of studies. These will include representatives of local government, civil society organizations, community leaders, social organizations who work with or in the area of potential environmental and social risks and impacts, the press, practitioners of the sectors related to the studies, and the general public.

3.3 Disadvantaged / Vulnerable Individuals or Groups

Disadvantaged and Vulnerable Groups – Individual persons or groups who may not be able to participate of the PPA's activities development or their outcomes implementation. Consultations are related to the first group of risks. All risks related to the studies' outcomes' implementation are in the environmental and social instruments, including the Project's SEP.

Disadvantaged individuals or groups that because of their age, ethnic, location, language difference, lack of transportation to events, accessibility of venues, disability, lack of understanding of the consultation process or any other factor of limiting them in participating in the consultations will be addressed by this SEP as explained in Tables 3 of this document. These people include women, youths, elderly and internally displaced persons and refugees including persons with disabilities, and Indigenous People. Their needs would be considered, and the needed accommodations would be carried out.

Since the PPA's activities are mostly studies and capacity building, whose outcomes will be implemented by the Project, the PPA SEP will aim to reach disadvantaged and vulnerable peoples through their representative of organizations that can voice their concerns and suggestions at the level of those activities.   Representatives will include civil society organizations and social organizations that work with disadvantaged and vulnerable peoples, as well as community leaders.

The PIU will look to involve representatives of these vulnerable groups in the preparation of any consultation that will be carried out. They are expected to provide helpful insights into the local settings and act as main conduits for dissemination of project-related information and as a primary communication/liaison link between the PPA and these people. Verification of the legitimacy of these representatives will be done by speaking informally to a random sample of community members and consulting official documents.

3.3.   Methodology

The following stakeholder engagement techniques in line with current best practice approaches deployed across the world will be employed for the PPA:

- **Openness and project lifecycle-based approach:** public consultations for the PPA activities will be arranged during the whole lifecycle, carried out in an open manner, free of external manipulation, interference, coercion, or intimidation;
- **Informed participation and feedback:** information will be provided to and widely distributed among all stakeholders in an appropriate format; opportunities are provided for communicating stakeholders' feedback, for analyzing and addressing comments and concerns;
- **Inclusiveness and sensitivity:** stakeholder identification will be undertaken to support better communications and build effective relationships. The participation process for the

subprojects is inclusive. All stakeholders are encouraged to be involved in the consultation process and 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, in particular women, youth, elderly, persons with disabilities and internally displaced persons.

3.4   Summary of Project Stakeholders' Needs

Table 3. Summary of project stakeholders' needs at PPA

Stakeholder Group	Key characteristics	Language Needs	Preferred Notification means	Specific needs
State agencies: Ministries (MINPOSTEL, MINADER, MINEPIA, MINEPAT, etc.)	Participate in design and oversee implementation to ensure project objectives are being met,	English and French	Information submitted by mail, telephone, orally via websites and via Facebook	Disclosure of relevant information on the PPA activities, sensitize meetings, workshops for information sharing, reflection, sharing of experiences, training and capacity building on the institutional and legal frameworks proposed changes Working-hours times will be considered for the meetings.
Basic communities of the localities concerned	Approximately 200 localities concerned	English, French, and local languages	Information transmitted in writing, and explained orally or via traditional media, or via social media platforms (mainly WhatsApp & Facebook)	Illustrated messages Sustained awareness-raising actions, of digital services during all the processes Community meetings, Sensitize on the benefits of the project and raise needs in the adoption of digital services for increased productivity, Education on the dangers of going online. Preferred timing for meetings will be considered; coverage of transportation for consultations as needed.

Stakeholder Group	Key characteristics	Language Needs	Preferred Notification means	Specific needs
Private / farmers and micro-businesses in remote and rural areas		English, French, and local languages	information's transmitted by mail, mobile phone, online, via the websites and via social media platforms (mainly WhatsApp & Facebook)	Disclosure of relevant information on the PPA activities, visual and friendly communication materials, and meetings to sensitize on the benefits of the project to raise needs in the access and adoption to DAT technologies Subsidized bandwidth and access devices, Preferred timing for meetings will be considered.
People with disabilities, Internally displaced persons, refugees, young girls	Approximate number to be defined after the effective start of the project	English, French, and local languages	TV, radio, Information explained orally or schematically via social media platforms (mainly WhatsApp & Facebook) or door-to-door	Disclosure of relevant information on the PPA activities, visual and friendly communication materials on the adoption of digital services incorporating people with disabilities needs. Choosing accessible venues for events; sign language as needed and possible, focused meetings these stakeholders would be more comfortable asking questions or raising concerns.
Indigenous People	Approximate number to be defined after the effective start of the PPA	French, and local languages	Information explained orally and through radio programs in IP language and French.	Disclosure of relevant information on the PPA activities, visual and friendly communication materials on the adoption of digital. Preferred timing for meetings will be considered, small, tailored meetings, arrangements with community leaders; providing transportation for people in remote areas to the nearest meeting; translators to manage language

4- Stakeholder Engagement Program

4.1   Purpose and Timing of Stakeholder Engagement Program

The main goal of stakeholder Engagement program is to facilitate the relevant access to information related to the PPA activities so informed and meaningful consultations could be held with the relevant stakeholders to enhance understanding about the PPA and incorporating their perspectives about the activities, potential environmental and social risks and impacts of the implementation of their outcomes, opportunities for benefits of them.

Timely channeling views and propositions of relevant stakeholders would proactively address concerns, gain adherence and support to the PPA and will help ameliorate the outcomes of both the PPA and the Project. Additionally, the PPA will provide resources for an accessible and responsive Grievance Redress Mechanism (GRM) so that stakeholders can raise their concerns and suggestions.

The project's Environmental and Social specialists at the PIU of the PPA, hosted at the Ministry of Posts and Telecommunications (MINPOSTEL), will oversee the implementation of this SEP. They will be in charge of disseminating the relevant information, organizing consultations, and ensuring the functioning of the PPA's GRM at all levels as foreseen in this PPA SEP and the Project's SEP as appropriate.

Methods of engagement with the stakeholders will include among others, household-outreach through SMS, telephone calls, social media etc., depending on the social distancing requirements, in English, French and local languages. Furthermore, while country-wide awareness campaigns will be established through radio stations and television networks, specific communications in every region will be timed according to the need and adjusted to the specific local circumstances of the region.

Consultations may be carried out for both the terms of reference and intermediate outputs of the studies. All public consultations will be documented, and records will be kept in the PIU of the PPA, at MINPOSTEL office.

The project's Environmental and Social specialists of the PIU of the PPA, hosted at MINPOSTEL, will ensure that the different activities for stakeholder engagement are inclusive and culturally sensitive. Measures will also be taken to ensure that vulnerable groups will have the chance to participate and benefit from project activities. This will include among others, household-outreach through SMS, telephone calls, social media etc., depending on the social distancing requirements, in English, French and local languages. Furthermore, while country-wide awareness campaigns will be established through radio stations and television networks, specific communications in every region will be timed according to the need, and adjusted to the specific local circumstances of the region.

The various stakeholder engagement activities, at what stages throughout the project's life they will take place, with what periodicity, and what decision will be undertaken on which people's comments and concerns are described in the following points.

4.2   Proposed Strategy for Information Disclosure

A variety of methods of information disclosure will be used to reach most relevant stakeholders. They might range from official correspondence, technical summary documents, reports, and meetings with the public agencies, and include brochures, leaflets, posters, nontechnical summary documents to non-governmental agencies. Information may also be published through website, social media as appropriate. Outreach to targeted stakeholders will be directed through channels including phone, email, and web-platforms, webinars, and social media platforms. Table 4 describes what information will be disclosed, in what formats and the methods that will be used to communicate the information to each of the stakeholder groups.

Table 4. Proposed strategy for information disclosure of the PPA

Phase of the project	Target stakeholders	Topic(s) of engagement	Method proposed	Location/frequency	Responsibility
Inception/Preparation	Ministries MINPOSTEL, MINCOM, MINADER, MINEPIA, MINFI, MINDDEVEL) MINESUP, MINPROFF, other Public and private institutions (ART, and ANTIC and others) *Target: 100%*	Government ministries, departments and agencies are integral to the overall success of the project throughout the project cycle. They are critical to the establishment of the physical, technical, legal and regulatory framework of the project amongst other things. Project information incl. E&S instruments, benefits of the project, Grievance	Technical documents, reports sharing through the project steering committee (COPIL) which regroups key stakeholder ministries and agencies. Information meetings, Outreach via email, phone;	At PATNUC offices or direct outreach to the targeted stakeholders as often as possible throughout the Project preparation. Channels for continuous feedback will also be in place (information desks, phone, email, web-platform).	PIU at MINPOSTEL

Phase of the project	Target stakeholders	Topic(s) of engagement	Method proposed	Location/frequency	Responsibility
		Redress Mechanism, Feedback			
Inception/ Preparation	Individuals and businesses in rural areas where PATNUC intervenes. *Target: 10% of individuals, 20% of businesses representative sample*	Project information including E&S instruments, project progress, benefits of the project, Grievance Redress Mechanism, Feedback	Information meetings, information desks, Project Website or Newspaper publications, Local radio and television.	Within the respective municipalities at least once by the end of Project preparation. Channels for continuous feedback will also be in place (information desks, phone, email, web-platform)	PIU at MINPOSTEL /Consultants
Inception/ Preparation	Mobile concessional operators (MTN, Orange, CAMTEL, neXttel), Internet Service Providers, VAS providers and other Media channels operators telecom operators and internet service providers, local agritech entrepreneurs, farmer groups, academia, and local governments *Target: 100% concessional operators, 20% representative sample of VAS & other media channel operators*	Project progress, project information, benefits of the project, transparency of the project	Information meetings, Project Website and Newspaper publications	Face-to-face meetings at the Ministry of Posts and Telecommunications, at the providers office, at the Regulators office and at PATNUC offices. Video conferencing as needed.	PIU at MINPOSTEL

Phase of the project	Target stakeholders	Topic(s) of engagement	Method proposed	Location/frequency	Responsibility
Inception/ Preparation	Village/rural and Regional Authorities *Target: 10% Village/rural authorities, 20% Regional Authorities representative sample*	Project progress, project information, benefits of the project, Grievance Redress Mechanism, Feedback	Information meetings (face to face), , phone; Local radio, telephone, letters	Within the respective localities and where possible, via videoconferencing by the of project preparation. Channels for continuous feedback will also be in place (information desks, phone, email, web-platform)	PIU at MINPOSTEL
Inception/ Preparation	Civil society organizations *Target: 20% representative sample*	Project progress, project information, benefits of the project, partnerships and joint programs, Feedback	Information meetings (in person and online), Local radio, letters, information desks.	At PATNUC offices or direct outreach to the targeted stakeholders at least once during the Project preparation. Channels for continuous feedback will also be in place (information desks, phone, email, web-platform Webinars and videoconferencing as needed.	PIU at MINPOSTEL
Inception/ Preparation	Potential investors *Target: 50% representative sample*	Project progress, project information, benefits of the project, Grievance Redress Mechanism, Feedback	Information meetings, Online presentations, information desks, project website and newspaper publications, Radio and Televisions broadcasts, social media platforms.	Investor and/or PIU at MINPOSTEL offices as often as necessary during the project preparation Webinars and videoconferencing as needed	PIU at MINPOSTEL
Inception/ Preparation	Educational Institutions, Schools, Universities	Improvement of Education, new possibilities, Involvement of educational institutions in the program,	Information meetings, Online presentations, information desks, workshops, project website and newspaper publications.	In each sampled institution as part of demand assessment studies and project related surveys	PIU at MINPOSTEL

Phase of the project	Target stakeholders	Topic(s) of engagement	Method proposed	Location/frequency	Responsibility
	Target: 20% representative sample	ensuring connectivity and remote education in rural areas, Enhancement of e-education as fight against COVID-19		Webinars and videoconferencing as needed	
Inception/ Preparation	Vulnerable groups (Women and women-headed households; elderly; persons with disabilities and their caregivers; ethnic minorities, refugees, IDPs, IPs) *Target: 20% representative sample*	Included in all consultation activities,	information meetings, community information meetings, presentations, workshops Local radio, letters	In each sampled intervention locality as part of demand assessment studies and project related surveys;	PIU at MINPOSTEL
Inception/ Preparation	Press and media. *Target: 100% representative sample*	Inform residents in the project area and the wider public about planed Project activities	Information meetings, press conferences, project website and newspaper publications., social media platforms	Press briefing, Press releases, Webinars and videoconferencing as needed	PIU at MINPOSTEL
Inception/ Preparation	Other interested parties including Job seekers. *Target: 20% representative sample*	Project progress, project information, benefits of the project, Grievance Redress Mechanism, Feedback	Information meeting including community information meetings, Information meetings, information desks, project website and newspaper publications, Local radio and television, social media platforms (Facebook)	PATNUC offices and within sampled localities at least once Webinars and videoconferencing as needed	PIU at MINPOSTEL

4.3. Proposed Strategy for Consultation

Consultation for the PPA will be a tool and a two-way process between the PPA and relevant stakeholders, particularly the affected parties as previously described. PPA activities consultations will include affected parties (civil servants and government employees of line Ministries related to the digital sector) and other Interested Parties (line Ministries, public agencies of other relevant sectors, civil society, social and community organizations).

Consultations will aim at bringing these relevant stakeholders' opinions and knowledge related to the activities and outcomes to help they deliver better benefits and achieve greater positive impacts. Consultations will also provide specific opportunities for stakeholders to raise their questions, including those issues that could impact their lives. Consultations will take place through face-to-face meetings as possible and in accordance with ongoing social distancing measures imposed by the government to limit the spread of the COVID19 pandemic at PATNUC offices and at the targeted localities.

Consultations will also be carried out through small face-to-face dialogue, including virtual means as pertinent, with members of vulnerable groups such as indigenous people (IP), women, teenagers, people affected by the project's construction works, and other stakeholders.

Consultations will be systematically documented including the feedback to the consultees. Documentation will include the record of activities prior to the consultation, those carried out during the consultation and considerations of the feedback received and/or referrals, as the case may be.

The document must incorporate the following elements: (i) date and place of consultation, with a copy of the call to interested parties, including a summary of the call activities and materials distributed; purpose of the query; (ii) consultation format (i.e. face-to-face meetings such as debates or workshops, focus groups, written consultations, online consultations); (iii) brief summary of previous related consultations, if applicable; (iv) number and description of consultation participants, noting their relationship to invited parties and attendance list observing the privacy of data policy of the country; (iv) summary of issues raised and comments received, as well as a succinct explanation of how they will be considered and incorporated into the draft and resolution of the issue to be consulted, or the reasons why they would not be, and subsequent steps forward; (v) summary of next steps; and (vi) attachments: photograph, attendance list, presentations, and other materials from the call for consultation process.

Part or total of the consultation documentation will be made available to those that participated of the consultation so that they can be informed on how their feedback was considered.

Table 5: Proposed strategy for consultation

PPA core activity	Information to be disclosed / Topic of Consultation	Methods proposed	Timetable: Locations/ dates	Target stakeholders	Responsibility
Project Preparation Studies	- Overview of proposed activities -Summary of stakeholder Engagement Plan	-Individual meetings (as relevant) -Key informant interviews with stakeholders and relevant organizations - Focus groups on specific topic - Public consultation workshops - phone, email, and web-platforms, webinars, and social media platforms - Surveys, polls, and questionnaires -Participatory methods and Other traditional mechanisms for consultation and decision making.	- All municipalities and community event centers including online platforms.	- Government institutions and Ministries at national and municipal level - Telecommunication operators and service providers -Sector regulators (ART, ANTIC) – Communities / General Public - Local Leaders - NGOs - Representatives of Vulnerable Groups - Private sector - Other interested parties	MINPOSTEL
Capacity Building	-Governing key regulations and Policies - Overview of proposed activities -Summary of stakeholder Engagement Plan	-Individual meetings (as relevant) -Key informant interviews with stakeholders and relevant organizations - Public consultation workshops	-PATNUC offices and rented locations, - online platforms.	MINPOSTEL, ART, ANTIC	MINPOSTEL
Implementation of Project GRM	Information on the Grievance Redress Mechanism and how the public can access it, and	-Multiple community consultation workshops - Small group discussions with the	All municipalities and community event centers including	Government institutions and Ministries at national and	PATNUC

PPA core activity	Information to be disclosed / Topic of Consultation	Methods proposed	Timetable: Locations/ dates	Target stakeholders	Responsibility
	steps involved in resolution.	communities and other stakeholders -social media platforms -meetings with respective stakeholder groups.	online platforms.	municipal level - Telecommu nication operators and service providers -Sector regulators (ART, ANTIC) - Communit ies / General Public - Local Leaders - NGOs - Representatives of Vulnerable Groups - Private sector - Other interested parties	
PPA activities related to setting up Institutional Arrangements and fostering collaboration	-Opportunities to Collaborate on Project Implementation -- Overview of proposed activities -Summary of stakeholder Engagement Plan	Meetings, E-mails, social media platforms (Facebook, WhatsApp, etc) phone, email, and web-platforms, webinars.	All municipalities and community event centres including online platforms.	- Project managers involved in connectivity projects (private or public) - Other potentially related	MINPOSTEL

4.4 Proposed Strategy to Incorporate the Views of Vulnerable Groups

As stated in previous sections of this document, since the PPA activities are mostly studies whose outcomes will be implemented by the Project, the PPA SEP through the PIU will continue involving participation of disadvantaged and vulnerable people as relevant at the stage of studies.

Whenever relevant, the PIU in close collaboration with local authorities, civil society organizations, and leaders and representatives will plan and deliver tailored consultations to disadvantageous and vulnerable groups, particularly women, youth, persons with disabilities, indigenous people, people with low digital skills and other groups as appropriate, such as refugees, internally displaced persons, will be organized. Consultations could take small face-to-face consultations coordinated by PATNUC offices in project target localities.

The PIU will consider the obstacles to participation and will apply measures to remove them. They may include separate mechanisms for consultation and grievances as presented in Tables 3, 4 and 5 related to the needs of relevant stakeholders.

4.5   Timelines

This PPA SEP covers the first phase of the timeline that have been outlined for the Project in Table 6 below. The other phases of the Project are covered by the Project's SEP.

Table 6: Timelines and Project phases, including the PPA

Project Stage	Estimated Timeline/Date
Preparation phase (PPA)	2022
World Bank Loan approval and signature (Project)	28 September 2021
Execution phase of the Project	2021 - 2027

- The preparation phase: During this phase, various technical studies with regards to demand and supply of telecommunications and ICT services, creation of an enabling regulatory and institutional environment, environmental and social safeguards will be carried out. This phase will culminate with the implementation of the World Bank financed project.
- World Bank Loan approval and signature (Project): Signing of the loan agreement between the State of Cameroon and the World Bank will be after the WB Board approval. The process will be initiated by MINEPAT and validated by the Prime Minister's office prior to submission to the President of the Republic for signature.
- The execution phase of the Project: Represents the implementation phase of the project in accordance with project documents.
- This PPA SEP will be disclosed in local language in-country, in project areas accessible to beneficiaries and on the world bank external website

4.6   Review of Comments

To close the consultation loop, the PPA, through the PIU/environmental and social specialists, will send feedback to the consultees. This feedback will include reporting on how the views and

concerns will be considered and how they will impact the consulted activity. The feedback will cover the explanation of those questions that cannot be answered and the referrals they will have, either because they need further analysis or are outside the scope of the consultation or the PPA and Project.

In addition, all comments (written and oral) relating to the PPA activities and outputs will be gathered and reviewed by the relevant part of the PPA. Once reviewed, feedback will be provided directly to those who may have made the comments as well as to those that may have been affected by the comments. Moreover, the consolidated reports will be made available to the respective stakeholders in line with the information disclosure strategy.

To ensure that this reporting procedure is given due attention, it will be placed under the direct responsibility of the project coordinator assisted by the Communication Specialists and the Environmental and Social specialists.

4.7   Future Phases of Project

Stakeholders will be kept informed as the Project develops, including reporting on project environmental and social performance and implementation of the stakeholder engagement plan and grievance mechanism. The Project will report at least annually to stakeholders during COPIL meetings, but often will report more frequently during particularly active periods, when the public may experience more impacts or when phases are changing (for example, quarterly reports during construction, then annual reports during implementation). This reporting will be placed under the direct responsibility of the project coordinator assisted by the Communication Specialists and the Environmental and Social specialists.

5- Resources and Responsibilities for Implementing Stakeholder Engagement Activities

5.1   Resources

The communication resources that MINPOSTEL will mobilize to reach specific stakeholder according to their needs are (i) dedicated web-platform on the MINPOSTEL website through which the relevant project information will be disclosed; (ii) a Facebook page; (iii) WhatsApp groups for the project; (iv) printed documents (manuals, brochures, posters, etc.); (ii) an electronic grievance database; (iii) a stakeholder list and engagement register.

5.2   Implementation of the PPA SEP and GRM, Functions and Responsibilities

MINPOSTEL will mobilize human and material resources to implement the SEP and manage the Grievance Resolution Mechanism (GRM).

Implementation and monitoring of this PPA SEP will be the responsibility of the Project Implementation Unit (PIU) at the Ministry of Posts and Telecommunications (MINPOSTEL).

SEP activities, including the GRM, will be the under the Coordinator of the PIU at MINPOSTEL overall responsibility.

The PIU at MINPOSTEL will recruit an Environmental Specialist and a Social Specialist on a full-time basis to support the implementation of this SEP, including the GRM.

The SEP and GRM implementation will be led by the Social specialist, in coordination with the Environmental Specialist, and a as relevant, by the focal points of the PPA contractors and sub-contractors and the other public agencies involved in the implementation of the PPA. A communication specialist will also assist in the SEP's implementation.

The project will mobilize part-time and full-time consultants should additional technical assistance be required to effectively engage specific stakeholder groups.

The stakeholder engagement activities will be documented by the Social Specialist through quarterly progress reports, to be shared with the World Bank.

Details of the roles and responsibilities for this PPA SEP at the PIU are in the below table 7.

Table 7: SEP roles and responsibilities of the PIU at the Ministry of Posts and Telecommunications (MINPOSTEL)

Role/Position Title	Responsibilities (they can be expanded, detailed in the TOR for each position)
Project Coordinator	• Provide general oversight for all aspects relating to the implementation of the SEP and GRM across the entire PPA and over its lifecycle
Environmental and Social Specialists	• Manage and implement the SEP • Disseminate project information and ensure information disclosure • Interface with stakeholders and respond to comments or questions about the project or consultation process. • Document interactions with external stakeholders. • Maintain stakeholder database and engagement records for SEP

Role/Position Title	Responsibilities (they can be expanded, detailed in the TOR for each position)
	• Coordinate public meetings, workshops, focus groups etc. • Makes sure the SEP is being adhered to and followed correctly. • Raise awareness of the SEP among project implementation unit, employees, contracted firms and relevant external stakeholders.
User Ministries, MINPOSTEL, MINADER and MINEPIA, MINEPAT, Ministry of the Environment and Forests, Ministry of Urban Development and any other to be identified public agencies and NGOs	• Make available the information on the environmental and social aspects of the PPA activities. • Facilitate the engagement of the stakeholders • Participate in the implementation of SEP activities

5.3   Budget

A tentative budget for implementing the PPA SEP is included over two years (2021 – 2022) is shown in Table 8 below. MINPOSTEL will review this budget plan every six months to determine if any changes are required. If so, the budget will be updated. Costs related to the implementation of the SEP will be integrated into the project operating budget.

Table 8. Estimated SEP Budget (2 years):

Stakeholder Engagement Activities	Q-ty (years)	Unit Cost, USD	Total cost (USD)
Environmental & Social Specialist (*USD 2000 per month*) x 12 months	02	36,000	72 000.00
Training on outreach and GRM for PIU staff, local authorities, other stakeholders over 3 years (*flat rate per year*)	02	15,000	30,000.00
Training for PIU staff and consultants, over five years (*flat rate per year*)	02	2,250	4,500.00
Training of major stakeholders and engagement , including consultation, with providers, government, and non-governmental organization (*flat rate per year*)	02	10,000	20,000.00
Communication materials (leaflets, posters, public relation kits including design, per locality and subproject)	02	15,000	30,000.00
Travel expenses of staff (cost for 3 years)	02	12,000	24,000.00
Subtotal			**180,000.00**
Contingency	02	7,500	15,000.00
Total			**195,000.00**

6- Grievance Redress Mechanism

The PPA will count on a Grievance Redress Mechanism (GRM) to ensure that the activities to adequately, and timely channel stakeholders concerns and grievances, and serve as reference for the necessary corrective actions to mitigate or avoid the environmental and social risks of the PPA activities.

The PPA GRM will be part of the Project's GRM, and will focus on addressing any concerns or grievances against the PPA activities. The PPA GRM will also cover GBV/SEA/SH complaint management until the Project's GRM is completely established. See point 6.4.

The Project GRM covers grievances related to project's environmental and social risks and impacts and will also be applicable to grievances arising from resettlement activities described in the Resettlement Policy Framework (RPF) and/or the Resettlement Action Plans (RAP), as well as those anticipated in the Indigenous Peoples Planning Framework (IPPF).

Grievances that relate to project workers will be handled by a separate mechanism described in the Project Labor Management Procedures (LMP). The workers' GRM will be detailed as soon as the project becomes effective.

6.1   Objectives of the Project Grievance Redress Mechanism

The objectives of the Project Grievance Redress Mechanism are as follows:

a) Ensure that the World Bank Environmental and Social Standards are adhered to in all subprojects and activities;
b) Address any negative environmental and social impacts of all sub-projects and activities;
c) Resolve all grievances emanating from the project activities in a timely manner;
d) Establish relationships of trust between project staff and stakeholders;
e) Create transparency among stakeholders including affected persons through an established communication system;
f) Bolster the relationship of trust amongst the project staff and the affected parties.
g) To establish referral pathways in the event of complaints associated with sexual exploitation and abuse and sexual harassment (SEAH) where reporting will be handled with a survivor centered approach and following the best international practices and principles of the World Bank's Good Practice.

6.2 Grievance Redress Process

The key stages in the project's grievance redress process are summarized in Table 9 and described in the sections that follow.

Table 09: Grievance Redress Process

Level One: PIU MINPOSTEL: Coordinator, Social Specialists assisted by the Environment Specialist and others (GRM)	Resolve claims at Level One
Level Two: Grievance Redress Committee (GRC)	Resolve claims not resolved at Level One
Level Three - Local Courts	Resolve claims not resolved at Level One and Two.
It is noted that the complainant can resort to legal recourse at any stage of his/her claim. While this is not a preferred option, but the complainant has the liberty to resort to legal recourse at any time.	

6.2.1 Level 1 of the GRM: at PIU MINPOSTEL

Modes of Receiving Grievances
Complaints will be able to be lodged in person, writing, verbally over the phone, by fax, emails or any other media. Anonymous complaints will also be accepted.

Acknowledge Grievance
All grievances will be acknowledged in writing by the Social Specialist or the Environmental Specialist using the **Grievance Acknowledgment Form (Annex2)** within 48 hours of receipt. The complainant will be informed of the approximate timeline for addressing the complaint, if it can't be addressed immediately.

If the complaint cannot be resolved at the Level 1: the PIU, then it will be escalated to Level 2: the Grievance Redress Committee.

Register/Log Grievance
After receiving and recording the grievance on the **Grievance Information Form (GIF),** it is registered on the Grievance Redressal Registration and Monitoring Sheet (GRRMS) (Annex 3).

The Environmental Specialist or the Social Specialist receiving the complaint shall endeavor to get as much relevant information as possible regarding the grievance and the complainant and will inform the Project coordinator on a weekly basis using the **Grievance Information Form (GIF)** as given in Annex 1, unless there is a highly sensitive case that needs to be informed immediately.

Screen

The Social Specialist in coordination with the relevant staff (for example, the environmental specialist, the contractor's focal point, etc.) reviews the complaint and assigns a grievance owner within the PIU or the relevant ministry or government agencies that can address the problem. For each grievance received, the Social Specialist will categorize and assign resolution deadlines before transmitting the complaint to the responsible parties (grievance owners).

The complaint will be forwarded to the grievance owner who will be responsible for investigating the claim.

The Project Coordinator will ensure that the World Bank is informed on complaints that are rated hypersensitive (such as those relating to death or partial or complete loss of a person's physical ability, loss of livelihood and SEA/SH) within 48 hours from the time they are reported.

Investigate

The grievance owner will investigate the complaint. This investigation will include, but is not limited to, meetings with the grievant/complainant, site visits, meetings/interviews with project staff and collection of relevant documentation and other forms of evidence. For meetings, the deliberations and decision will be recorded on the **Meeting Record Form included as (Annex 4).** Community representatives or representatives of the complainant will be requested to sit in these meetings as relevant.

Resolution

The resolution at level one should normally be completed within 15 working days of receipt of grievance and notified to the concerned party through the **Disclosure Form (Annex 5).** If the grievance is not resolved within this period, it can be referred to the next level of the Grievance Redressal System (level 2). However, once it is determined that progress is being made towards a resolution, the grievance will be retained at this level 1.

The complainant will be informed of this decision and an estimated time for the resolution of the matter will be given either verbally or in writing. If the issue cannot be resolved within 25 working days, it will be transferred to the next level. Once a resolution has been agreed and accepted, the complainant's acceptance will be obtained on the **Disclosure Form included as Annex 5**. If the proposed resolution is not accepted the grievance will be escalated to level 2.

The complainant may request that the issue be transferred to the next level if he or she does not feel that the grievance is being adequately addressed at Level 1.

6.2.2   Level 2 of GRM - Grievance Redress Committee (GRC)

A Grievance Redress Committee (GRC) will be formed in the PIU which consists of members of the Project Steering Committee (COPIL). The GRC will be called into place when a first level resolution

is not found. The GRC will meet on a quarterly basis to evaluate the performance of the project level GRM as a standing body.

This committee will be chaired by the representative of MINPOSTEL within the Project Steering Committee. The permanent secretaries of the participant ministries will assign their respective representative to the GRC. The chairman of the GRC or the coordinator of PATNUC can invite active NGOs to nominate a representative.

Terms of Reference of the GRC:

The function of the GRC is to resolve claims that cannot be solved in Level 1 of the GRM.

The Project Coordinator will coordinate the convening of the meetings of the GRC. He / She will also be responsible for briefing the GRC on the deliberations of the first level of Redressal and on the views of both parties. (Complainant and the Project).

The GRC will hold the necessary meetings with the affected party / complainant and the concerned officers and attempt to find a solution acceptable at all levels. GRC will record the minutes of the meeting in the format using the same format detailed in Annex 4. The decisions of the GRC will be communicated to the complainant formally and if she/he accepts the resolution, the complainant's acceptance will be obtained on the disclosure format as in Annex 5.

If the complainant does not accept the solution offered by the GRC, then the complaint is passed on to the next level / or the complainant can activate the next level. It is expected that the complaint will be resolved at this level within 35 working days of receipt of the original complaint. However, if both parties agree that meaningful progress is being made to resolve the matter may be retained at this level for a maximum of 60 working days.

6.2.2　Level 3 of GRM

If the affected party / complainant does not agree with the resolution at the 2nd level, or there is a time delay of more than 60 working days in resolving the issue, the complainant can opt to consider taking it to the third level. This level involves the complainant taking legal recourse within the local courts.

6.4　Addressing Gender-Based Violence in the PPA (GBV-GM)

A specific GBV grievances management system (GBV-GM) that will handle claims related to Sexual Exploitation/Abuse and Harassment will be elaborated and establish as part of the PPA GRM no later than 30 days month after the PPA's restructuring approval. The GBV-GM will help GVB survivors introduce their complaints safely and in confidence.

The GBV-GM will clearly identify who specifically (of the at least three key actors involved in handling SEA/SH allegations the GRM operator, the GBV service provider and the representative of the PIU, in this case at MINPOSTEL) will be responsible for handling the grievance: who will assess the nature of the complaint, the appropriate sanction to be applied to the perpetrator, confirmation that the survivor has received support, and that sanctions have been enacted, etc. The GBV-GM will also identify alternate channels for reporting, such as the GBV service provider. A list of GBV service providers will be kept by the PPA.

The process for addressing complaints would typically be along the following lines

1. The GBV-GM operator will keep SEA/SH allegation reports confidential and, unless the complaint was received through the GBV service provider or other identified reporting channels, refer the survivor immediately to the GBV service provider (Survivors of SEA/SH may need access to police, justice, health, psychosocial, safe shelter, and livelihood services to begin healing from their experience of violence. These can be arranged by the GBV service provider on their behalf in accordance with the survivors' wishes).

   Cases of GBV brought through to the GBV_GM will be documented but will remain closed/sealed to maintain the confidentiality of the survivor. Here, the GRM will primarily serve to:
   o Refer complainants to MINPOSTEL, the relevant GBV Services Providers or any other alternate channel for reporting; and
   o Record the resolution of the complaint.

2. If a case is first received by the GBV service provider or through other identified reporting channels, the report will be sent to the GBV-GM operator to ensure it is recorded in the GBV-GM system.
   The GBV-GM will only record the following information related to the GBV complaint:
   o The nature of the complaint (what the complainant says in her/his own words without direct questioning);
   o If, to the best of their knowledge, the perpetrator was associated with the project; and,
   o If possible, the age and sex of the survivor.

3. The GBV service provider provides the necessary support to the survivor until it is no longer needed.

4. If requested by the PIU, a survivor's representative/advocate from the GBV service provider will participate in the SEA/SH resolution mechanism, including referral to the police if necessary and requested by the survivor (the only exception being when countries have mandatory reporting laws). The survivor must give the representative from the GBV service provider consent to participate in the mechanism on her/his behalf.

5. As part of the established resolution mechanism SEA/SH allegations are considered and assessed, paying attention to due process for all involved. Agreement is reached on a plan for resolution as well as the appropriate disciplinary action for the perpetrator, all within the shortest timeframe possible to avoid further trauma to the survivor.

6. In consultation with the GBV service provider, the appropriate representative from the PIU is tasked with implementing the agreed-upon plan, which should always be in accordance with local legislation, the employment contract, and the Code of Conduct.

7. Through the GBV service provider, the SEA/SH resolution mechanism advises the GBV-GM operator that the case has been resolved, and it will then be closed in the GBV-GM.

8. The PIU and the World Bank will be notified that the case is closed

MINPOSTEL will immediately notify the World Bank of any GBV complaints WITH THE CONSENT OF THE SURVIVOR.

6.5   Grievance Redress Mechanism Budget

Table 11. Estimated GRM (including GBV-GM) Budget (2 years)

Grievance Redress Activities	Q-ty	Unit Cost, USD	Total cost (USD)
Communication materials (leaflets, posters, public relation kits including design of the GRM) over 02 years	02	19,500	39 000.00
GRM (including GBV-GM) guidebook/manual	01	5000	5,000.00
Training on GRM (including GBV-GM) staff, local authorities, other stakeholders including contractors and subcontractors as relevant)	02	12,000	24,000.00
Training of GRM committees	01	5,000	5,000.00
Deployment of a computerized GRM database	01	20,000	20,000.00
Travel expenses of staff (cost for 3 years)	02	9,000	18,000.00
Total			**111,000.00**

6.6   Building Grievance Redress Mechanism Awareness

The Environmental and Social Specialists will initially brief all staff of the PIU, the Project Steering Committee (COPIL), including consultants and contractors, on the Grievance Redressal Mechanism of the PPA. The Environmental and Social Specialists will explain the procedures and formats to be used including the reporting procedures.

The Environmental and Social Specialists will brief all project stakeholders on the Grievance Redressal Mechanism of the PPA and explain the procedures and formats to be used including the reporting procedures.

Awareness campaigns targeting project stakeholders will inform stakeholders on the availability of the mechanism and how to access it. The GRM will also be published on the PMINPOSTEL web site and its social media pages. A project site board will be erected on the sites of potential sub-projects indicating the existence of the mechanism and a phone number, email and address for further information. The GRM will be translated into local languages other than French, and English based on demand. However, local radio programs may communicate GRM information in local languages.

7- Monitoring and Reporting of the PPA SEP

Monitoring reports documenting the environmental and social performance of the PPA will be prepared by the Environmental & Social Specialist for submission to the coordinator of PATNUC to the World Bank. These reports will include a section regarding stakeholder engagement and grievance management. Table 12 proposes a comprehensive set of indicators related to SEP performance at this stage.

Table 12: SEP including GRM indicators to be documented in progress reports

Engagement with Project Affected Parties (PAP)
i. Number and location of formal meetings with PAP
ii. Number and location of informal meetings with PAP
iii. Number and location of community awareness raising or training meetings
iv. Number of men, women, and vulnerable groups such as IPs that attended each of the meetings above
v. Number, location, attendance, and documentation of the meetings held with the municipalities and communities or other stakeholders
vi. For each meeting, number and nature of comments received, actions agreed during these meetings, status of those actions, and how the comments were included in the relevant material under engagement.
vii. Minutes of meetings of formal meetings and summary note of informal meetings will be annexed to the report. They will summarize the view of attendees and distinguish between comments raised by men, women or IPs
Engagement with other stakeholders
i) Number and nature of engagement activities with other stakeholders, disaggregated by category of stakeholder (Governmental departments, municipalities, CTDs, NGOs)
ii) Issues raised by NGOs and other stakeholders, actions agreed with them and status of those actions,
iii) Minutes of meetings will be annexed to the six-monthly report
iv) Number and nature of Project documents publicly disclosed

v) Number and nature of updates of the Project website
vi) Number and categories of comments received on the website

Grievance Resolution Mechanism
i) Number of grievances received, in total and at the local level, at PATNUC OFFICES, on the website, disaggregated by complainant's gender and means of receipt (telephone, email, discussion),
ii) Number of grievances received from affected people, external stakeholders,
iii) Number of grievances which have been (i) opened, (ii) opened for more than 30 days, (iii) those which have been resolved, (iv) closed, and (v) number of responses that satisfied the complainants, during the reporting period disaggregated by category of grievance, gender, age and location of complainant,
iv) Average time of complaint's resolution process, disaggregated by gender of complainants and categories of complaints,
v) Number of local GRC meetings, and outputs of these meetings (minutes of meetings signed by the attendees, including the complainants to be annexed to the report)
vi) Trends in time and comparison of number, categories, and location of complaints with previous reporting periods

Workers Grievances
i) Number of grievances raised by workers, disaggregated by gender of workers and worksite,
ii) Number of workers grievances (i) opened, (ii) open during more than 30 days, (iii) resolved, (iv) closed, and (v) number of responses that satisfied the workers, during the reporting period disaggregated by category of grievance, gender, age of workers and worksite,
iii) Profile of those who lodge a grievance (gender, age, worksite), by category of grievances,
iv) Average time of complaint's resolution process, disaggregated by gender of complainants and categories of complaints,
v) Trend in time and comparison of number, categories, and location of complaints with previous reporting periods

7.1   Monitoring and Reporting

The Environmental & Social Specialist will prepare the Monthly and Quarterly Reports on the Grievance Redress issues of the PPA activities and will elevate to the relevant management

7.2   Periodic Review by Grievance Redress Committee

The Grievance Redressal Committee may review the nature of grievances that have been represented and if grievances are repeated, recommend suitable changes in implementation procedures, and forward these to the PIU at MINPOSTEL for implementation.

7.3   Reporting Back to Stakeholders

The Environmental and Social Specialists and designated staff members of the PIU at MINPOSTEL will report back to claimers. Feedback received through the GRM can be responded to in writing, but it will always be recorded in writing.

Text messages, emails and phone calls will be used to respond to stakeholders whose telephone numbers and e-mail addresses are available. Key Project updates will be posted on MINPOSTEL's website. Social media (primarily through the Project Facebook page and a WhatsApp group for PAPs and other stakeholders) will also be used to report back to different stakeholders.

8- List of Annexes

Annex 1- Grievance Information Form
Annex 2- Grievance Acknowledgement Form (GAF)
Annex 3- Grievance Redressal Registration Monitoring Sheet (GRRMS)
Annex 4- Meeting Record Form
Annex 5- Disclosure/Release Form

Annex 1- Grievance Information Form

Grievance Information Form		
Date/Time received:	Date: (dd-mm-yyyy) Time: □ am □ pm	
Name of Grievant:		□ You can use my name, but do not use it in public. □ You can use my name when talking about this concern in public. □ You cannot use my name at all.
Company (if applicable)		□ You can use my company name, but do not use it in public. □ You can use my company name when talking about this concern in public. □ You cannot use my company name at all
Contact Information:	**Phone:** **Email address:** **Address:** (Kindly indicate the preferred method of communication)	
Details of grievance: **(Who, what, when, where)**	□ One-time incident/complaint □ Happened more than once (indicate how many times): _____ □ Ongoing (a currently existing problem)	

Grievance Information Form	
How would you like to see issue resolved?	
Attachments to the grievance/complaint: **(e.g. pictures, reports etc.)**	List here:

_____   _____

Grievant/Complainant Signature (if applicable)   **Date (dd-mm-yyyy)**

_____   _____

Signature- Project personnel (to confirm receipt only)   **Date (dd-mm-yyyy)**

For PIU use only:

Grievance No: _____

Grievance Category:

□ Problems during material transport   □ Smell

□ Blocked road access   □ Problem with project staff

□ Dust   □ Other (specify): _____

□ Noise

Grievance Owner/ Department:
_____

Annex 2- Grievance Acknowledgement Form (GAF)

The project acknowledges receipt of your complaint and will contact you within 10 working days.

Date of grievance/complaint: **(dd/mm/yyyy)**	
Name of Grievant/Complainant:	
Complainant's Address and Contact Information:	
Summary of Grievance/Complaint: **(Who, what, when, where)**	
Name of Project Staff Acknowledging Grievance:	
Signature:	
Date: **(dd/mm/yyyy)**	

Annex 3- Grievance Redressal Registration Monitoring Sheet (GRRMS)

No.	Name of Grievant/Complainant	Date Received	Grievance Description	Name of Grievant Owner	Requires Further Intervention	Action(s) to be taken by PIU	Resolution Accepted or Not Accepted and Date of Acceptance/Non-acceptance
1.							
2.							
3.							
4.							

Annex 4- Meeting Record Form

Date of the Meeting: ……………………………………. **Grievance No:**
………………………………….
Venue of meeting:
………………………………………………………………………………………………….
Details of Participants:

Complainant	Subproject

**Summary of
Grievance…**……………………………………………………………………………
………………………………..………………………………………………………………
………………………………………………………………..
………………………………………………………………………………………………………
…………………………………….
Meeting Notes:
………………………………………………………………………………………………………
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……………………………..
**Decisions taken in the meeting / Recommendations of
GRC**………………………………………………………….
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………………………………..
………………………………………………………………………………………………………
…………………………………..
………………………………………………………………………………………………………
…………………………………….
Issue Resolved / Unresolved: ……………………………………………...
Signature of Chairperson of the meeting:
………………………………………………………………………………
Name of Chairperson: ………………………………………………… Date (DD/MM/YYYY):
……………..

Annex 5- Disclosure/Release Form

Result of Grievance Redressal

Grievance No:	
Name of Grievant/Complainant:	
Date of Complaint:	
Summary of Complaint:	
Summary of Resolution:	
Resolved at:	□ First Level □ Second Level □ Third Level
Date of grievance resolution (DD/MM/YYYY):	

Signature of Complainant in acceptance of the suggested grievance resolution:
…………………………………………………………………………………
Name: ……………………………………………………………………….
ID number: …………………………………………………. **Type of ID:**
…………………………………………………………………….

Date (DD/MM/YYYY): ………………………………………………………..

Signature of Social Development Specialist and Project Coordinator:
1.……………………………………………………………………….
2.………………………………………………………………………..

1.Name:……………………………………………………………….
Place:…………………………………………………………………..
Date:(dd –mm – yyyy): ……………………………………………….

2.Name:……………………………………………………………….
Place:…………………………………………………………………..
Date:(dd –mm – yyyy): ………………………………………………

Annex 6: Farmer groups involved in Prior Consultation

N°	Famer Group	Email	Phone
1.	SOCOOPROMAG CA DE GASCHIGA		
2.	FEPICAM COOP-CA		
3.	COOP-CA SOCOAPACE		
4.	SCOOPORC COOP/CA		
5.	COOP CA YELO		
6.	SOCAPAC COOP. CA		
7.	BARKA MAYO TIEL		
8.	EDING-AKON COOP-CA		
9.	COOPAAN COOP CA		
10.	SOCOPMAK COOP CA		
11.	CEREALIERE MBANDJOCK		
12.	SOPTA AGROTRANS COOP CA		
13.	HAIROU COOP-CA		
14.	SCOOP-CA PROMAB BARKA BENOUE		
15.	COOP-CA SOCOMANGA		
16.	COCENOUN COOP-CA		
17.	PROMANG COOP-CA <BUTALI NGONG>		
18.	SOCOOPAMEB COOP-CA		
19.	SOCOPROMADG (DJAMBOUTOU-GOUNA)		
20.	SOCOOPROMAN COOP-CA		
21.	SCAPROSEE COOP CA		
22.	AGRIDYNAMIC		
23.	AFMABA COOP CA		
24.	COOP CA PRoMAB		
25.	LABOMODE COOP CA		
26.	La CEREALIERE DE LA SANAGA		
27.	COFARCOOP BOD		
28.	SOCOCCEN COOP CA		