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GPSA Caribbean—Collaborative Social  
Accountability for Improved Governance in  
Protecting Biodiversity Hotspots Project  
(P173017)

Instituto Tecnológico de Santo Domingo  
(INTEC) and Integrated Health Outreach  
(IHO) Stakeholder Engagement Plan (SEP)  
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Outreach (IHO) Stakeholder Engagement Plan (SEP)

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Stakeholder Engagement Plan (SEP)

**1.0. Introduction/Project Description**

The project is conceived of as part of a broader set of inter-connected interventions - alongside the Critical Ecosystem Partnership Fund (CEPF)—aimed at improving the conservation of biodiversity in the Caribbean. The World Bank Critical Ecosystem Partnership Fund—Caribbean Hotspot Project seeks to improve the capacity of civil society organizations in the conservation and management of globally important biodiversity in selected Key Biodiversity Areas in the Caribbean Biodiversity Hotspots. Specifically, the GPSA project will complement these interventions by utilizing social accountability mechanisms and tools to address challenges across the biodiversity conservation delivery chain. The project is set to start in May 2020 until May 2024.

Public input will be sought through collaborative social accountability mechanisms between governments, citizens and civil society organizations (CSOs).

The project will be located in four Caribbean countries: Dominican Republic (DR), Antigua and Barbuda (A/B) with adaptive replication in Jamaica (JA) and Saint Lucia (SLU). In the Dominican Republic, a preliminary assessment suggests that a potential geographical area for local action are communities in the territory of the Jaragua-Bahoruco-Enriquillo Biosphere Reserve. This reserve is considered the richest area in the country in terms of biodiversity and ecosystems. It is considered as a center of endemism of unique plant and animal species at national, regional and global levels. Protection categories correspond to National Parks that constitute the three core zones of the reserve: Jaragua National Parks, Bahoruco Mountain Range and Enriquillo Lake. The Jaragua-Bahoruco-Enriquillo Reserve has a geographical area of 577,000 hectares and covers part of four provinces and 10 municipalities. The estimated population living in this area is 360,000 inhabitants. The project will conduct a stakeholder and context mapping during the inception phase to define the specific intervention areas based on clearly defined criteria, including overlaps with previous CEPF-funded projects, presence of CBOs and links to CSOs based in the capital city, among others.

In *Antigua and Barbuda*, the project will cover the biodiversity challenges that threaten the combined total mass of 440 Km<sup>2</sup> (170 sq. miles) and the current population of 103,946 that make up the state of Antigua and Barbuda. Antigua and Barbuda have extensive marine ecosystems, and one of the most extensive mangrove wetlands in the Eastern Caribbean. Given the small size of the country and population, the geographic scope will be national with a focus on poor and marginalized communities and populations most vulnerable to biodiversity degradation. Target communities will be identified together with local stakeholders and public sector institutions. Prior CEPF intervention areas will also be taken into consideration when defining targeting criteria during the project's initial phase.

It is expected that the same targeting approach will be followed in *Saint Lucia*, which has a total area of 617 km<sup>2</sup> (238 sq mi) and a population of 180,000.

The small geographic scope and population will ease access to project sites as well as coordination with public-sector institutions in the capital cities in Antigua and Barbuda and Saint Lucia. The targeting approach in *Jamaica* will be defined once the project has carried out consultations with local stakeholders as well as CEPF, and after piloting mechanisms in the Dominican Republic and Antigua and Barbuda as explained.

## 2.0. Brief Summary of Previous Stakeholder Engagement Activities

At the local level, three meetings have been held with the main local non-governmental organizations, such as: the Diocese of the Catholic Church of Barahona and Non-Governmental Organizations: LEMBA Peasant Association, the Ecological Society of Barahona, the Research Center and Popular Education, World Vision, Jaragua Group and the Foundation for the Development of the South (FUNDASUR).

There have also been three meetings with the Coordinating Team of the Management Unit of the Jaragua Bahoruco-Enriquillo Reserve. This entity is collegiate and is composed of technicians from the Ministry of Environment and Natural Resources, from the main local and peasant organizations.

Aspects of the Reserve Management Plan, the main needs and barriers for the conservation of biodiversity associated with it have been discussed with the committee. Also, on the composition of the main population centers within the Reserve.

Three meetings have been held with the Managing Committee of the Dominican Forum on Climate Change, composed of the South Future Foundation, Citizen Participation (chapter in the Dominican Republic of International Transparency) and the Institute of Santo Domingo.

These meetings have allowed input on the activities to be developed by the project.

In Antigua and Barbuda, preliminary stakeholder meetings have been held with various public-sector institutions listed in section 3.0, community groups, CSOs and NGOs.

## 3.0. Stakeholder identification and analysis

Key stakeholders will be government ministries and public sector institutions (PSIs), civil society groups and environmental CSOs, and media.

### 3.1. Government and Public-Sector Institutions

#### **Dominican Republic**

1. Environmental and Natural Resources Ministry.
2. Climate Change and Clean Development Counselor (CNCCMDL)
3. Agricultural Ministry.
4. Economy, Planning and Development Ministry.
5. Public Health Ministry.
6. Ministry of Tourism.

#### **Antigua and Barbuda**

1. Antigua and Barbuda National Parks Authority

2. Antigua and Barbuda Ministry of Social Transformation and Human Resource Development
3. Ministry of Health and the Environment, Antigua and Barbuda
4. The Ministry of Agriculture, Lands, Fisheries and Barbuda Affairs.
5. Antigua and Barbuda Ministry of Tourism.

## **Jamaica and Saint Lucia**

The Government and Public-Sector Institutions will be determined in Year 2 of the project.

### **3.2. Affected parties**

#### **Dominican Republic**

The project, at the local level, will work with communities and local actors. The impacts will be positive. It will train and empower local NGOs and community organizations in social accountability tools for biodiversity protection. The project will work technically with organizations and professionals in the four communities of the four provinces of the Biosphere Reserve.

- Duvergé, Provincia Independencia
- Polo, Provincia Barahona
- La Descubierta, Provincia Jimaní
- Villa Jaragua, provinc Bahoruco

In these communities, the project will impact 100 technicians, staff of local organizations and teachers, 300 high school and 500 university students. In addition, the project will impact approximately ten thousand families living in the communities of the Reserve.

Work with civil society organizations is of great importance in the four provinces of the Biosphere Reserve: LEMBA, the Ecological Society of Barahona, the Center for Popular Research and Education, World Vision and the Foundation for the Development of the South (FUNDASUR). The latter will be the local organization that will collaborate with the implementation of the Project.

At the national level, the project will work with 30 organizations that make up the Dominican Climate Change Forum, representing all sectors of national life. These organizations will be trained in the tools of social accountability, to be able to follow up on biodiversity monitoring and government transparency to increase compliance with climate policies.

#### **Antigua and Barbuda**

The Project will be national in Antigua and Barbuda given its small size. It will work with communities and local actors and the impacts will be positive. It will train and empower local NGOs and community organizations in social accountability tools for biodiversity protection. Work with groups will include up to 15 CSOs. The Project will provide technical assistance and mentoring to central and local level CSOs and government counterparts for adjusting and iterating the use of social accountability mechanisms throughout the project's lifetime. It is expected that up 10,000 people will be impacted in the twin-island state.

## **Jamaica and Saint Lucia**

The project will design and implement a capacity development program tailored to the needs and contexts of target partners and communities in Jamaica and Saint Lucia drawing on the lessons learned by the end of year one.

### **3.3. Other interested parties**

Other stakeholders will be civil society groups and environmental CSOs. Public sector stakeholders will collaborate with civil society groups and environmental CSOs in setting priorities, planning policies, designing programs, and/or managing or delivering biodiversity conservation and hotspot monitoring corrective measures, policies, plans, programs, mechanisms and systems for conservation corrective measures, policies, and plans. Since the project will work in collaboration with the CEPF-Caribbean Hotspot project, the CSO beneficiaries will be identified during project implementation of both projects.

### **3.4. Disadvantaged / vulnerable individuals or groups**

The Project is inclusive of vulnerable groups especially women, youth, the disabled and ethnic minorities, that are particularly vulnerable to the deleterious impact of biodiversity degradation and climate change resilience. The structure of the Project was designed and developed to reach them and address their needs. Meetings were held with local organizations representing vulnerable groups, so there is basic information for the design of its activities and work plan have been part of the Project from first stages of development. There will be a diagnostic survey of their situation, opinions and needs at the initial phase of the Project.

In the case of the Dominican Republic, their Forum provides a large representative participation of vulnerable sectors of society. In the case of the Antigua and Barbuda, community groups are very active and can reach the most vulnerable and marginalised persons; for example, physically challenged, farmers, women and youth. Women and youth will be of particular focus. All efforts to include them will be provided. Barriers have been and will be considered with solutions in place to mitigate obstacles such as transportation.

The Project has ongoing engagement with vulnerable stakeholders, with a specific focus on women and youth and the representatives. Any additional vulnerable groups will be identified during project implementation

### **3.5. Summary of project stakeholder needs**

**Table 3.5** summarizes the needs of the different stakeholder groups to be engaged throughout the project cycle. These needs will be revisited and finalized upon establishment and staffing. Overall, a combination of face-to-face, online, and telephonic mediums will be used to engage with the various stakeholder groups impacted by the project.

**Table 3.5: Summary of project stakeholder needs**

Community	Stakeholder Group	Key Characteristics	Language needs	Preferred notification means (email, phone, radio, letter)	Specific needs (accessibility, large print, child care, daytime, meetings)
Duvergé	Teachers Government personnel NGOs personnel Students Farmers	Approximately 20 teachers, 20 NGO and 20 Government personnel, 100 students (women and young people) 25 farmers	Local Language	Email/phone/radio/local visits/social media	Local transportation, morning meetings
Pedernales	Teachers Government personnel NGOs personnel Women Young people Students Farmers/Fishers	Approximately 20 teachers, 20 NGO and 20 Government personnel, 100 students (women and young people) 25 farmers	Local Language	Email/phone/radio/local visits/social media	Local transportation, morning meetings
Polo	Teachers Government personnel NGOs personnel Women Young people Students Farmers	Approximately 20 teachers, 20 NGO and 20 Government personnel, 100 students (women and young people) 25 farmers	Local Language	Email/phone/radio/local visits/social media	Local transportation, morning meetings
La Descubierta	Teachers Government personnel NGOs personnel Women Young people Students Farmers/Fishers	Approximately 20 teachers, 20 NGO and 20 Government personnel, 100 students (women and young people) 25 farmers/fishers	Local Language	Email/phone/radio/local visits/social media	Local transportation, morning meetings
Jimaní	Teachers Government personnel NGOs personnel Women Young people Students Farmers	Approximately 20 teachers, 20 NGO and 20 Government personnel, 100 students (women and young people) 25 farmers	Local Language	Email/phone/radio/local visits/social media	Local transportation, morning meetings
Santo Domingo	Teachers Climate Change Forum Organizations	100 teachers,	Local Language	Email/phone/	Schedule meetings in advance



	Young people Students	400 students (women and young people), 33 Climate Change Forum organizations.		local visits to universities/social media	
Antigua and Barbuda	Teachers Community Groups Government personnel NGOs personnel Women Young people Students Farmers	100 teachers, 500 students (women and young people), 15 Climate Change organizations.	Local Language	Email/phone/ radio/television/local visits/social media	Schedule meetings in advance
Jamaica	Teachers Community Groups Government personnel NGOs personnel Women Young people Students Farmers	100 teachers, 500 students (women and young people), 8 Climate Change organizations.	Local Language	Email/phone/ radio/television/local visits/social media	Schedule meetings in advance
Saint Lucia	Teachers Community Groups Government personnel NGOs personnel Women Young people Students Farmers	100 teachers, 500 students (women and young people), 8 Climate Change organizations.	Local Language	Email/phone/ radio/television/local visits/social media	Schedule meetings in advance

## 4.0 Stakeholder Engagement Program

### 4.1. Purpose and timing of stakeholder engagement program

The main objectives of stakeholder participation are the following:

- Strengthen stakeholder participation in the protection of biodiversity in the Caribbean through social accountability tools.
- Establish lines of effective communication for information that allows monitoring the conservation of biodiversity in the Caribbean, for citizens.

The project will conduct a stakeholder and context mapping during the inception phase to define the specific intervention areas based on clearly defined criteria, including overlaps with previous CEPF-funded projects, presence of CBOs and links to CSOs based in the capital city, among others. Relevant community-based organizations (CBOs) in the project's target communities and selected CSOs in capital cities in the Dominican Republic, Antigua and Barbuda, Jamaica and St Lucia which will be identified through a stakeholder mapping at the project's outset. Target communities will be identified together with local stakeholders and public sector institutions. Prior CEPF intervention areas will also be taken into consideration when defining targeting criteria during the project's initial phase.

It is expected that the same targeting approach will be followed in *Saint Lucia*, which has a total area of 617 km<sup>2</sup> (238 sq mi) and a population of 180,000. The targeting approach in *Jamaica* will be defined once the project has carried out consultations with local stakeholders as well as CEPF, and after piloting mechanisms in the Dominican Republic and Antigua and Barbuda as explained.

Throughout the duration of the Project, stakeholders will be engaged in a continuous collaborative process whereby social accountability mechanisms will take into consideration both civil society and public sector actors' capacities, resources and their ability to sustain such mechanisms overtime.

Reports will be available annually and at the end of the project.

The Dominican Republic is working with the calendar of activities, which will be discussed with the municipal authorities that will be elected on March 15. Once they take over in April, the final work schedules will be established in the municipalities of the project.

Likewise, INTEC has approved a Research Project for the Total Economic Valuation of Ecosystem Services provided by the Jaragua-Bahoruco-Enriquillo Biosphere Reserve that begins in April. With this initiative, it will also be arranged for the first phase of the project and baseline of biodiversity.

INTEC/IHO will also create a monitoring dashboard to track progress in priority actions as well as to share and exchange information about problem-solving and solutions within and across countries. The dashboard will be tested internally with government counterparts first, and then made publicly available. The dashboard proposed will be designed to set up a participatory tracking process where citizens—through an online website and as well as in-person meetings—contribute ideas for improving their communities and influencing which programmes they would like to see implemented. When these programmes are implemented, the project updates will be displayed on the website and distributed through the community organization networks to keep the community informed. The engagement with public sector stakeholders allows for the creation of a closed feedback-loop between citizens and their elected representatives. Communities most at-risk to the negative impacts of climate change and biodiversity degradation would be the main beneficiaries.

#### 4.2. Proposed strategy for information disclosure

A variety of methods will be utilized to disclose information to project stakeholders. Disclosed information will allow stakeholders to understand the risks and impacts of the project, and potential opportunities. They will also provide stakeholders with access to information, (a) The purpose, nature and scale of the project; (b) the duration of proposed project activities; (c) potential risks and impacts of the project on local communities, and the proposals for mitigating these; (d) the proposed stakeholder engagement process highlighting the ways in which stakeholders can participate; (e) the time and venue of any proposed public consultation meetings, and the process by which meetings will be notified, summarized, and reported; and (f) the process and means by which grievances can be raised and will be addressed. The information will be disclosed in a variety of ways taking into account any specific needs of groups that may be differentially or disproportionately affected by the project or groups of the population with specific information needs (such as, disability, literacy, gender, mobility, differences in language or accessibility) (**Table 4.2**).

**Table 4.2: Proposed strategy for information disclosure**

Project stage	List of information disclosed	Methods proposed	Timetable: Locations/ dates	Target stakeholders	Percentage reached	Responsibilities
Beginning	Information of the Project  Importance of Biodiversity  Social Accountability Tools	INTEC Radio and Radio Enriquillo  ABS TV/Radio, Observer Radio, ZDK  Posters  Bulletins  Observatory Web Page  Emails lists  Social Media  Newspaper	Daily  In communities and activities of the project.  Quarterly  Online	Teachers  Students  NGOs  Communities  PSIs	<b><u>DR</u></b> 70% of the communities (including women and young)  40% of the Student population  50% of the NGO and Governmental Technicians  60% Climate Change Forum Organizations.  <b><u>A/B</u></b> 25-50% of population  50% of the NGO and Governmental Technicians  80% Climate Change groups  <b><u>JA</u></b> 25% of population  25% of the NGO and Governmental Technicians  50% Climate Change groups  <b><u>SLU</u></b> 25% of population  25% of the NGO and Governmental Technicians  50% Climate Change groups	Climate change and natural resources specialist.  INTEC Digital Communication Career Interns  IHO Communications

Project development	<p>Training Schedule</p> <p>Importance of Biodiversity Social Accountability Tools</p> <p>Project Activities</p>	<p>INTEC Radio and Radio Enriquillo</p> <p>ABS TV/Radio, Observer Radio, ZDK</p> <p>Bulletins</p> <p>Observatory Web Page</p> <p>Emails lists</p> <p>Social Network of the project</p> <p>Social Media</p>	<p>Daily</p> <p>In communities and activities of the project.</p> <p>Quarterly</p> <p>Online</p>	<p>Teachers</p> <p>Students</p> <p>NGOs</p> <p>Communities</p> <p>Academic Sector</p> <p>PSIs</p>	<p><b><u>DR</u></b> 70% of the communities (including women and young)</p> <p>40% of the Student population</p> <p>50% of the NGO and Governmental Technicians</p> <p>60% Climate Change Forum Organizations.</p> <p><b><u>A/B</u></b> 25-50% of population</p> <p>25-50% of population</p> <p>50% of the NGO and Governmental Technicians</p> <p>80% Climate Change groups</p> <p><b><u>JA</u></b> 25% of population</p> <p>25% of the NGO and Governmental Technicians</p> <p>50% Climate Change groups</p> <p><b><u>SLU</u></b> 25% of population</p> <p>25% of the NGO and Governmental Technicians</p> <p>50% Climate Change groups</p>	<p>Climate change and natural resources specialist.</p> <p>INTEC Digital Communication Career Interns</p> <p>Local influencers</p> <p>Environmental Pages and media</p> <p>IHO Communications</p>
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Final Stage of the Project	Project Results  Project publications	INTEC Radio and Radio Enriquillo  ABS TV/Radio, Observer Radio, ZDK  Policy Brief  Observatory Web Page  Emails lists  Social Network of the project  Social Media	Special Program  Special edition  Online	Teachers  Students  NGOs  Communities  Academic sector	<p><b>DR</b> 80% of the communities (including women and young)</p> <p>60% of the Student population</p> <p>60% of the NGO and Governmental Technicians</p> <p>60% Academic Sector</p> <p>90% Climate Change Forum Organizations.</p> <p><b>A/B</b> 25-50% of population</p> <p>25-50% of population</p> <p>50% of the NGO and Governmental Technicians</p> <p>80% Climate Change groups</p> <p><b>JA</b> 25% of population</p> <p>25% of the NGO and Governmental Technicians</p> <p>50% Climate Change groups</p> <p><b>SLU</b> 25% of population</p> <p>25% of the NGO and Governmental Technicians</p>	Communication Department INTEC  Climate change and natural resources specialist.  INTEC Digital Communication Career Interns  Regional influencers  Regional Environmental Pages and media  IHO Communications
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					50% Climate Change groups.	
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#### 4.3. Proposed strategy for consultation

Each of the identified stakeholder groups will be consulted on about various aspects of the project throughout the project life cycle. Methods of consultation will vary depending on the target audience and may include public meetings other and participatory methods. **Table 4.3** outlines the proposed consultation strategy.

**Table 4.3: Proposed strategy for consultation**

Project stage	Topic of Consultation	Methods used	Timetable: Locations/ dates	Target stakeholders	Percentage reached	Responsibilities
Beginning	Local Non-Governmental Organizations mapping  Consult on the Project with local authorities  Consult with Governmental Institution  Design training modules	Workshops	Pedernales	Teachers	70% of the local Governmental identify	Vulnerability groups specialist.
		Focus groups	La Descubierta	Students	90% local authorities consulted	INTEC Students
		Stakeholder analysis	Polo	NGOs	90% Governmental organizations mapped	FUNDASUR
			Villa Jaragua	Communities		INTEC/IHO
			Santo Domingo	Governmental organizations		Jamaica consultant (TBD)
			Antigua/Barbuda nationally			Saint Lucia consultant (TBD)
Jamaica to be determined (TBD)						
Saint Lucia TBD						
Project development	Communities Base line  Academic baseline  Develop Training modules  Training	Household Survey	Pedernales	Teachers	70% of the communities (including women and young)	Vulnerability groups specialist.
		Universities survey	La Descubierta	Students	80% of the student population	FUNDASUR
			Polo	NGOs	50% Governmental Technicians	INTEC Teachers
			Villa Jaragua	Communities	50% Non-Governmental	INTEC/IHO
			Santo Domingo	Academic Sector	30% Academic Sector	Jamaica consultant (TBD)
			Antigua/Barbuda nationally	PSIs	70% Climate Change Forum Organizations/Climate change groups.	Saint Lucia consultant (TBD)
Jamaica TBD						
Saint Lucia TBD						
Final Stage of the Project	Project Results Workshops	Local National and International Workshops	Pedernales	Teachers	80% of the communities (including women and young)	Communication Department INTEC
			La Descubierta	Students		Project team
			Polo	NGOs	60% of the student population	INTEC Digital Communication Career Interns
			Villa Jaragua	Communities		
			Santo Domingo			

			Antigua/Barbuda nationally	Academic sector	60% of the NGO and Governmental Technicians	Regional influencers
			Jamaica TBD	Public sector	60% Academic Sector	Regional Environmental Pages and media
			Saint Lucia TBD	PSIs	90% Climate Change Forum Organizations/Climate change groups.	Jamaica consultant (TBD) Saint Lucia consultant (TBD)

#### 4.4. Covid-19 considerations

Considering current COVID-19 situation, the following methods will also be considered for future consultations:

1. Make a short video (that can be transmitted by WhatsApp) the video should present the objectives of the project and the main risks and benefits.
2. Share the link from where the documents are available on the Client website.
3. Distribute a feedback form on participants' opinions on the main risks and benefits - from the perspective of the stakeholders. [Copy of the Transcript of the short video can be shared]
4. Conduct feedback collection directly over the phone - especially for people who do not have Internet access.
5. Secure feedback from representative organizations (NGOs, CSOs) and key informants by telephone or email.
6. Prepare the summary of the comments received and actions taken to address the comments to include in the SEP.
7. Prepare a Q and A to be posted on the website and/or communicated through various social medial in preparation and during implementation

#### 4.5. Proposed strategy to incorporate the view of vulnerable groups

From the previous phase of the project, meetings were held with local organizations representing vulnerable groups, so there is basic information for the design of its activities and work plan.

The different actors will be consulted emphasizing vulnerable groups. In this way, in addition to having a baseline of the social and economic situation, there will be a vision of these groups.

In the initial phase of the project, there will be a diagnostic survey of their situation, their opinions and needs. This will help to establish which social accountability tools can be effective to improve the conservation of vital ecosystems and the human well-being of the communities.

In the case of the Forum, the representative participation of vulnerable sectors of society will be guaranteed.

While some vulnerable groups have been proposed in the SEP, any additional groups will be identified throughout the consultation process. The project will include methods to remove obstacles to their participation; e.g., having consultations in areas that are easily accessible to them and ensuring that they can access the project benefits, separate meetings, one-on-one interviews, etc.

#### 4.6. Stakeholder Feedback

Feedback from stakeholders will be solicited at every stage of the project life cycle. For public meetings, workshops, focus groups, comments will be recorded through detailed meeting minutes. Mechanisms will combine inter-connected feedback-gathering, problem-solving, follow-up and response channels to collect stakeholder feedback. Mechanisms may include, but not be limited to, periodic community meetings, systematic feedback gathering through community scorecards, social audits, and public hearings, among others, as well as protocols for coordination across local and central levels. Feedback-gathering, systematization and channeling tools and mechanisms will be tailored to each country's context and existing initiatives, as applicable.

The Social Specialists in the Dominican Republic and Antigua and Barbuda and the Project Coordinators in Jamaica and Saint Lucia will be responsible for receiving and recording any queries, concerns or complaints against the project. Comments and decisions made on comments will be collated and reported back to stakeholders once the final decision on the course of action related to the comments has been made. Records will also be maintained on the methods used to inform stakeholders on dates and/or locations where they can gather project information and provide feedback.

In addition, stakeholders will be allowed to file complaints against the project through the Grievance Redress Mechanism (GRM) detailed in Section 6.0 of the SEP. All records relating to this mechanism including, grievance forms, grievance log, notes, interviews, meeting minutes, release forms etc. will be also be stored.

#### 4.7. Timelines

##### COMPONENT 1: Capacity-building for collaborative social accountability

- By end of Year 1, initial piloting of the tools and mechanisms and delivery of first phase of capacity building program; Ends of Years 2 and 3, capacity-building/mentoring approaches adjusted and iterated based on context and experience.
- A participatory process has been completed as evidenced by end of Years 1, 2 & 3 including adjustments made to improve methodology and follow-up, based on experience and as reflected in adjustments to project's operational plan.

There will be no deadline for comments

##### COMPONENT 2: Implementing collaborative social accountability mechanisms for biodiversity conservation and hotspot monitoring

- By end of Year 1 Action Plans for environmental CSOs/CS Groups have been agreed upon and rolled out; ends of Years 2 and 3, action plans and follow-up/monitoring mechanisms adjusted based on contexts and experience.
- By end of year 1: Project-supported participatory mechanism is functioning as evidenced by systematic data generated and reported back through agreed upon channels with Public Sector Institutions (PSIs) / By end of Years 2 and 3: Citizen groups are functioning independently (i.e. using the skills acquired through the project and without direct project support) in targeted facilities or geographic areas.



- By end of Year 1: Monitoring dashboard and other feedback channels from local to central set-up and running; By end of Years 2 and 3: evidence of feedback being used by PSIs and of measures taken to respond to issues elevated by local civil society groups.

There will be no deadline for comments

*COMPONENT 3: Improving knowledge and learning on social accountability in the Caribbean biodiversity conservation sector and project management*

- Years 1-3: Project rolls out and adjust media and communications plans based on results and experience
- MEL system set up and running: 1) end of year 1 - Baseline and MEL system functioning; 2) end of year 2 - midterm assessment completed and adjustments to strategy and plan introduced; 3) end of year 3: Final evaluation outline submitted as condition for final disbursement
- By end of Year 1: Project has introduced mechanisms for internal adaptive management and learning as reflected in its Technical Progress Reports; By end of Years 2 and 3: Project is producing operationally useful learning to improve and adjust its operations and to share learning with other stakeholders through K&L products and events tailored to key audiences

There will be no deadline for comments.

#### 4.8. Review of Comments

Written and oral comments will be taken into account in all project processes, with participatory methodologies. We are committed to sharing the results and lessons learned in the project with all sectors.

#### 4.9. Future Phases of Project

The objective of the knowledge and learning component of this Project is to establish an internal adaptive knowledge and learning process to regularly adjust project implementation based on experience and contextual circumstances, and to generate knowledge and learning for targeted external dissemination amongst key stakeholders that may take up lessons from the project to apply, sustain or scale collaborative social accountability and/or inform substantive decisions. Stakeholders will be informed in the following way:

- The Project's independent evaluator will conduct the project's evaluation (including baseline, midterm and final evaluation) and inform quality bi-annual technical reports that will be presented to stakeholders.
- Through the media and communications plan for disseminating the project's knowledge and learning products that is developed, the key target audiences of the Project will be informed of developments and reports.
- National-level workshops/conferences on social accountability and biodiversity conservation, as well as regional meetings and events to nurture a regional community of practice among CSOs and governments will be put in place.

## 5.0. Resources and Responsibilities for implementing stakeholder engagement activities

### 5.1. Roles and responsibilities

The project process will be participatory with both local communities and organizations at each level. The INTEC-IHO consortium team will be in charge of the SEP. Resources have been allocated from the project budget to ensure effective stakeholder participation. The Project Managers and Climate Change/Social Specialists in the Dominican Republic and Antigua and Barbuda will be responsible for stakeholder engagement and GRM management. The Project Coordinator in Jamaica will share stakeholder engagement responsibilities with the Dominican Republic's Project Manager and The Project Coordinator in Saint Lucia will share responsibilities with Antigua and Barbuda's Project Manager. Jamaica and Saint Lucia's Project Coordinators will be responsible for GRM management in their countries.

In all the documents of the project, and the information sheet of the same, the contact information will be established, including names of the contacts, telephone numbers, emails and web page where the documents, newsletters and project reports can be found. **Table 5.1** provides details on the roles and responsibilities for the Stakeholder Engagement Plan.

**Table 5.1: SEP roles and responsibilities**

Role/Position Title	Responsibilities
<ul style="list-style-type: none"> <li>Project Managers/Project Coordinators</li> <li>Climate Change/Social Specialists</li> </ul>	<ul style="list-style-type: none"> <li>Manage and implement the Stakeholder Engagement Plan (SEP)</li> <li>Dissemination of project information</li> </ul>
<ul style="list-style-type: none"> <li>Climate Change/Social Specialists</li> </ul>	<ul style="list-style-type: none"> <li>Interface with stakeholders and respond to comments or questions about the project or consultation process.</li> <li>Provide contact information if stakeholders have questions or comments about the project or consultation process.</li> <li>Document any interactions with external stakeholders.</li> <li>Maintain database, records for SEP</li> <li>Coordinating public meetings, workshops, focus groups etc.</li> <li>Makes sure the SEP is being adhered to and followed correctly.</li> <li>Raise awareness of the SEP among project implementation unit, employees contracted firms and relevant external stakeholders.</li> </ul>

### 5.2. Resources

The budget for the implementation of the SEP will be Funded as part of overall project management costs. **Table 5.2** presents an indicative budget for the implementation of the Stakeholder Engagement Plan.

**Table 5.2: Budget for SEP and GRM implementation**

#	Concept	Dominican Republic	Antigua	Jamaica	St. Lucia	Total
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		USD				
1	20% of Project Manager's Time	12,000.00	12,000.00			24,000.00
2	20% of Climate Change/Social Specialist's Time	11,400.00	11,400.00			22,800.00
3	20% of Project Coordinator's Time			5,700.00	2,800.00	8,500.00
4	Transportation and Travel	10,000.00	7,000.00			17,000.00
5	Information Production & Dissemination	5,000.00	5,000.00	5,000.00	5,000.00	20,000.00
6	<b>Total</b>	<b>46,000.00</b>	<b>46,000.00</b>	<b>46,000.00</b>	<b>46,000.00</b>	<b>92,300.00</b>

### 5.3. Management functions and responsibilities

Participation activities and consultations with those involved will be part of the input information for project activities.

For the work with the communities, the Climate Change/Social Specialists in INTEC and IHO's team and Project Coordinators in Jamaica and Saint Lucia will be responsible for carrying out the participation activities. Project management will coordinate the set of activities to ensure that the participatory process supports the fulfillment of the project objectives.

All activities will be systematized and documented. Some means of verification will be the participation lists of the activities, activity agendas, training contents, photographs, videos, and reports, among others. The project includes quarterly and annual reports. The reports will be made by country of implementation and consolidated by the entire project.

**Table 5.3: Project contact personnel**

Name	Title	Responsibilities	Contact	Country
Alain Astacio	Project Manager—INTEC	Day-to-day project implementation and monitoring through the provision of administrative and operational support, consultant and training services, project audits, stakeholder engagements.	(O) 809-567-9271 x396 (C) 809-723-6113 Email: <a href="mailto:Alain.astacio@intec.edu.do">Alain.astacio@intec.edu.do</a>	Dominican Republic
Solhanlle Bonilla	Social and Climate Change Specialist—INTEC	Training, advocacy, community organizing, and research.	(O)809-567-9271 x581 (C) 829-986-5112 Email: <a href="mailto:solhanlle.bonilla@intec.edu.do">solhanlle.bonilla@intec.edu.do</a>	Dominican Republic

Nicola Bird, PhD	Project Manager	Day-to-day project implementation and monitoring through the provision of administrative and operational support, consultant and training services, project audits, stakeholder engagements.	(C) 268-724-4842 Email: <a href="mailto:nicolabird@gmail.com">nicolabird@gmail.com</a>	Antigua and Barbuda
Ruth Spencer	Social and Climate Change Specialist	Training, advocacy, community organizing, and research.	(C) 268-783-7286 Email: <a href="mailto:ruthspencer5@gmail.com">ruthspencer5@gmail.com</a>	Antigua and Barbuda
TBD	National coordinator	Training, advocacy, outreach, community organising.	TBD	Jamaica
TBD	National coordinator	Training, advocacy, outreach, community organising.	TBD	Saint Lucia

## 6.0. Grievance Mechanism

In order to ensure the implementation of the Project in a timely manner and effectively address any anticipated and unanticipated risks that would be encountered during implementation, including the development of the necessary actions of mitigation and avoidance, a Grievance Redressal Mechanism (GRM) was developed (Please see **Annexes 1-5**). The GRM will enable the Project Authorities to address any grievances against the Project. It must be noted that this GRM covers grievances that relate to the impacts that the project may have on people.

Grievances that relate to project workers will be handled by a separate mechanism which is included as part of the project's Labour Management Procedures (LMP).

### 6.1. Grievance Mechanisms Steps

The Project Manager and Social Specialists will be the point of contact for all Grievances. Contact information (Table 6.1) will be provided to workers upon signing of contract.

Upon receipt of Grievances (not channeled through the project manager,) the staff will notify the Project Manager and/or Social Specialist within 24 hours of receiving complaint. In the case of issues with project

management staff, the Project Manager may be required to exclude her or himself if the complaint directly involves him or her.

All received grievances will be recorded in a grievance register within 24 hours of receipt by the Project Manager/ or Social Specialist. The Project Manager or Social Specialist will attempt to address and resolve the grievance within the established time frame of three-weeks upon receipt. In cases of matters which require more urgent attention, a period of a minimum of twenty-four hours and a maximum of fifteen days will be allotted for addressing and resolving the grievance. Grievances can be made in person, by telephone call, or in writing. Grievances can be made anonymously. A dedicated email and telephone number will be provided for all Grievances. For grievances made via telephone or in person, grievances will be recorded at a later date and the complainant asked to sign same.

All workers will be made aware on employment contracts of the grievance mechanisms that are in place and what those consist of. Workers will have access to the following grievance information:

- The option of either verbal or written grievance complaint.
- Contact information for grievance submission
- Timelines for grievance response: minimum 24-hours, maximum 3-weeks.
- Grievance forms will be simple and easily available: the workers describe the actual grievance, allow the organization to track the investigation, conciliation and remediation steps, and be available to all workers.
- The possibility to hold an open and constructive meeting about a grievance with their immediate manager/supervisor.
- The right to appeal to another manager/supervisor against a decision made by their manager.
- The workers’ right to be accompanied by a fellow worker or support of her/his own choice when attending the meeting to discuss a grievance.

The complainant will be informed in writing of the measures taken to address the grievance by the Project Manager or the Social Specialist of the complaint is against the project manager.

If issues cannot be resolved, the issue will be referred to the Ministry of Labour of the respective country for their action and pronouncement. The Ministry of Labour’s ruling would be the final tier of the grievance mechanism.

If unresolved, either party may seek redress in the courts of the Country. Parties involved will be advised that they can directly contact the Project Office Ministry.

**All received grievances received by the project shall be logged and filed.**

Table 6.1. Contact names for grievance complaints

Name	Title	Phone	Email	Country
Alain Astacio	Project Manager	(O) 809-567-9271 x396 (C) 809-723-6113	<a href="mailto:Alain.astacio@intec.edu.do">Alain.astacio@intec.edu.do</a>	Dominican Republic

Nicola Bird	Project Manager	(C) 268-724-4842	<a href="mailto:nicolabird@gmail.com">nicolabird@gmail.com</a>	Antigua and Barbuda
Solhanlle Bonilla	Social and Climate Change Specialist	(O)809-567-9271x581 (C) 829-986-5112	<a href="mailto:solhanlle.bonilla@intec.edu.do">solhanlle.bonilla@intec.edu.do</a>	Dominican Republic
Ruth Spencer	Social and Climate Change Specialist	(C) 268-783-7286	<a href="mailto:ruthspencer5@gmail.com">ruthspencer5@gmail.com</a>	Antigua and Barbuda

6.2. World Bank Grievance Redressal Service (GRS)

The complainant has the option of approaching the World Bank, if they find the established GRM cannot resolve the issue. **It must be noted that this GRS should ideally only be accessed once the project’s grievance mechanism has first been utilized without an acceptable resolution.** World Bank Procedures requires the complainant to express their grievances in writing to World Bank office in Washington DC by completing the bank’s [GRS complaint form](http://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service#5) which can be found at the following URL link: <http://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service#5> . Completed forms will be accepted by email, fax, letter, and by hand delivery to the GRS at the World Bank Headquarters in Washington or World Bank Country Offices.

**Email:** [grievances@worldbank.org](mailto:grievances@worldbank.org)  
**Fax:** +1-202-614-7313  
**By letter:** The World Bank  
**Grievance Redress Service (GRS)**  
**MSN MC 10-1018 NW,**  
**Washington, DC 20433, USA**

6.3. Addressing Gender-Based Violence

The GRM will specify an individual who will be responsible for dealing with any gender-based violence (GBV) issues, should they arise. A list of GBV service providers will be kept available by the project. The GRM should assist GBV survivors by referring them to GBV Services Provider(s) for support immediately after receiving a complaint directly from a survivor.

If a GBV related incident occurs, it will be reported through the GRM, as appropriate and keeping the survivor information confidential. Specifically, the GRM will only record the following information related to the GBV complaint:

- The nature of the complaint (what the complainant says in her/his own words without direct questioning);
- If, to the best of their knowledge, the perpetrator was associated with the project; and,
- If possible, the age and sex of the survivor.

Any cases of GBV brought through the GRM will be documented but remain closed/sealed to maintain the confidentiality of the survivor. Here, the GRM will primarily serve to:

- Refer complainants to the GBV Services Provider; and
- Record the resolution of the complaint

The GRM will also immediately notify both the Implementing Agency and the World Bank of any GBV complaints **WITH THE CONSENT OF THE SURVIVOR**.

#### 6.4. Building Grievance Redress Mechanism Awareness

The Project Manager or Social Specialist will initially brief all project staff, including consultants the Grievance Redressal Mechanism of the Project and explain to them the procedures and formats to be used including the reporting procedures.

The Project Manager or Social Specialist will brief all project stakeholders on the GRM of the project and explain the procedures and formats to be used, including reporting procedures. Awareness campaigns would be conducted targeting project stakeholders to inform them on the availability of the mechanism; various mediums will be used- as detailed in previous sections of the SEP. The GRM will also be published on the INTEC/IHO websites and/or Facebook page if available. Contact information for the GRM will be posted/disseminated within beneficiary communities. The GRM will be translated into local and colloquial expressions if determined to be needed.

### 7.0 Monitoring and Reporting

#### 7.1. Involvement of stakeholders in monitoring activities

INTEC will develop a monitoring and evaluation system following GPSA's and INTEC's quality standards. Progress will be monitored against a baseline collected at the start of the project that will be designed with an independent evaluator, who will conduct a mid-term and final evaluation. The M&E system will incorporate adaptive learning and management tools to ensure the timely adjustment of the project's operations. The Project Managers or Coordinators and/or Climate Change/Social Specialists will prepare the Monthly and Quarterly Reports on the Grievance Redress issues of the project.

#### 7.2. Reporting back to stakeholder groups

The information of the results of the participation activities will be available and will be shared with the interested parties in different ways:

- Project Information Sheet
- Quarterly bulletins of the activities and results of the Project.
- Information products through the project's social media networks
- Quarterly reports of project activities which will include the GRM report
- Monitoring dashboard

These informative products will be distributed by different means: email to established lists of interested parties, quarterly information activities in the communities, social media networks of the Project, press releases with the milestones of the Project (which will be sent to all local media and international), periodic radio caps and interviews with stakeholders on INTEC radio and local radio and television stations.

On the web page of the INTEC climate change observatory, a tab will be enabled to publish the project information. IHO will also post on its website.



**Annex 1: Grievance Information Form**

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

<b>How would you like to see issue resolved?</b>	
<b>Attachments to the grievance/complaint:</b> (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 Staff use only:**

**Grievance No:** \_\_\_\_\_

**Grievance Category:**

- Problems with presentation
- Problems with delivery
- Problems with information
- Problem with project staff
- Other (specify): \_\_\_\_\_

**Grievance Owner/ Department:** \_\_\_\_\_

**Annex 2: Grievance Acknowledgement Form (GAF)**

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

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

**Annex 3: Grievance Redressal Registration Monitoring Sheet**

<b>No.</b>	<b>Name of Grievant/Complainant</b>	<b>Date Received</b>	<b>Grievance Description</b>	<b>Name of Grievant Owner</b>	<b>Requires Further Intervention</b>	<b>Action(s) to be taken by staff</b>	<b>Resolution Accepted or Not Accepted and Date of Acceptance/Nonacceptance</b>
1.							
2.							
3.							
4.							

**Annex 4: Meeting Record Form**

**Date of the Meeting:** ..... **Grievance No:** .....

**Venue of meeting:** .....

**Details of Participants:**

Complainant	Group/Government/Private Citizen

**Summary of Grievance**.....  
.....  
.....  
.....

**Meeting Notes:** .....  
.....  
.....  
.....

**Decisions taken in the meeting/Recommendations of GRC**.....  
.....  
.....  
.....

**Issue Resolved/Unresolved:** .....

**Signature of Chairperson of the meeting:** .....

**Name of Chairperson:** ..... **Date (DD/MM/YYYY):** .....

**ESS10: INTEC/IHO Stakeholder Engagement and Information Disclosure  
Stakeholder Engagement Plan and Stakeholder Engagement Framework**

**Annex 5: Disclosure/Release Form**

**Result of Grievance Redressal**

<b>Grievance No:</b>	
<b>Name of Grievant/Complainant:</b>	
<b>Date of Complaint:</b>	
<b>Summary of Complaint:</b>	
<b>Summary of Resolution:</b>	
<b>Resolved at:</b>	<input type="checkbox"/> First Level <input type="checkbox"/> Second Level <input type="checkbox"/> Third Level
<b>Date of grievance resolution (DD/MM/YYYY):</b>	

**Signature of Complainant in acceptance of the suggested grievance resolution:**

.....

**Name:** .....

**ID number:** ..... **Type of ID:** .....

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

**Signature of Climate Change/Social Specialist, Project Manager, and Project Coordinator:**

1..... 2.....

**1. Name:**.....

**Place:**.....

**Date: (dd –mm – yyyy):** .....

***ESS10: INTEC/IHO Stakeholder Engagement and Information Disclosure  
Stakeholder Engagement Plan and Stakeholder Engagement Framework***

**2.Name:**.....

**Place:**.....

**Date: (dd –mm – yyyy):** .....