Food and Nutrition Security Enhancement Project- II (FANSEP-II)

Stakeholder Engagement Plan (SEP)

Ministry of Agriculture and Livestock Development (MOALD), Nepal

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Contents

Tables

Abbreviations and Acronyms

CSA	Climate Smart Agriculture
E&S	Environmental and Social
ESCP	Environmental and Social Commitment Plan
ESMF	Environmental and Social Management Framework
ESMP	Environmental and Social Management Plan
ESS	Environmental and Social Standard
FANSEP-II	Food and Nutrition Security Enhancement Project-II
FGD	Focused Group Discussion
GBV	Gender-Based Violence
GRM	Grievance Redress Mechanism
GRM	Grievance Redress Mechanism
INGOs	International Government Organizations
IP	Indigenous People
IPF	Investment Project Financing
LG	Local Government
LGBTI	Lesbian Gay Bisexual Transgender and Intersex
MoALD	Ministry of Agriculture and Livestock Development
NFDIN	National Federation for the Development of Indigenous Nationalities
NGOs	Non-Government Organizations
PCUs	Project Cluster Units
PMU	Project Management Unit
PTCC	Provincial Technical Coordination Committees
RM	Rural Municipality
SEA/SH	Sexual Exploitation and Abuse and Sexual Harassment
SEP	Stakeholder Engagement Plan
SMS	Short Message Service
TCC	Technical Coordination Committees
WB	World Bank

EXECUTIVE SUMMARY

The Food and Nutrition Security Enhancement Project II - (FANSEP II) aims to promote climate resilience and improve agricultural productivity and nutrition practices among the targeted smallholder farming communities. It covers additional eight rural municipalities of same eight districts from Gandaki, Bagmati and Madesh provinces where the ongoing FANSEP is being implemented. The FANSEP-II will retain the Project Development Objectives of the parent FANSEP project and will be implemented by the Ministry of Agriculture and Livestock Development (MoALD). A Project Management Unit (PMU), led by a Project Director, will be constituted at the center level, and take care of day-to-day project administration and management. At the provincial level, Provincial Technical Coordination Committees (PTCC) chaired by the secretary of the concerned Ministry will ensure cross-sectorial coordination. At the project level, there will be four Cluster Units, with each Cluster tasked with managing sub-projects in selected Rural Municipalities of two districts. The Food and Agriculture Organization (FAO) will provide technical assistance for the quality delivery of planned activities.

This Stakeholder Engagement Plan (SEP) is prepared in line with the World Bank's Environmental and Social Standard 10 (ESS10) to promote timely disclosure of relevant project information to Project stakeholders, guide consultation with local communities, facilitate constructive dialogue between the implementing agency, targeted beneficiaries, and relevant stakeholders. The SEP consolidates ongoing consultation activities and establishes a systematic approach to identify and engage project stakeholders and ensure meaningful consultation with the stakeholders in the design and implementation of the Project. For this purpose, the Project first identified the project stakeholders and categorized them into various groups (i.e., government agencies, municipalities, farmers' groups, and project-affected/beneficiary parties based on their interests and influence on the Project.

The SEP also makes provision for engaging Indigenous People (IPs) and vulnerable groups such as Dalits present in the project area and informing them about the project opportunities and possible impacts along with the mitigation measures. The SEP includes an analysis of these various stakeholders and proposes strategies for engaging them throughout the project life, mainly through periodic and meaningful stakeholder consultations and effective dissemination of project-related information.

In addition, the SEP also proposes a two-tiered grievance redress mechanism (GRM) with explicit provisions for receiving grievances, processing, finding resolution, and a reporting back mechanism in a timely and culturally appropriate manner. It also incorporated a sequential escalation procedure if the complainant seeks to appeal. The SEP includes an estimated budget to support the implementation of the consultation and information disclosure activities throughout the project lifecycle and lays out a monitoring and reporting mechanism.

Being a living document, the SEP, which will be publicly disclosed, can be updated, and revised whenever necessary, thus allowing the Project to take corrective measures if required.

1. Introduction

1.1 Project Description

The FANSEP-II aims to support the people in the Terai, hills, and mountain regions, who are flood and earth quack affected and food insecure. The project also aims to address supply chain disruptions as well as the food price inflation amid the impact of COVID 19 and present Russia Ukraine war crisis as well. The FANSEP-II will be implemented in the same eight districts of three provinces (Mahottari, Dhanusha, Siraha, and Sarlahi of Madesh Pradesh, Dhading, Sindhupalchowk and Dolakha of Bagmati Province, and Gorkha of Gandaki province), where the previous FANSEP (parent project) was implemented during the period 2018 to 2023. The FANSEP-II will be implemented in the new eight adjoining rural municipalities (one from each district) of parent rural municipalities and also 16 rural municipalities covered in parent project (FANEP). Hence in total project will implemented at twenty-four municipalities.

The FANSEP-II retains the project development objective of the parent FANSEP: To enhance climate resilience and improve agricultural productivity, and nutrition practices of targeted smallholder farming communities in selected areas of Nepal. The FANSEP-II, which is targeted to enhancing food and nutrition security for the pandemic and flood-affected, acute food insecure, small landholder, female-headed households, landless workers, and marginalized groups aims to directly benefit a total of 55000 and at least 65 percent of the targeted beneficiaries are expected to be female.

1.2 Project Components and Activities

The FANSEP-II has altogether four components.

i. Component A: Climate and Nutrition Smart Agriculture Technology Adaptation and Dissemination
ii. Component B: Income Generation and Diversification
iii. Component C: Improving Nutrition Security. and
iv. Component D: Project Management, Communication, Monitoring & Evaluation

There are several activities under each component that includes support for developing minor infrastructures such as small irrigation schemes, small-scale mechanization, climate-smart agriculture (CSA), and processing technologies for increased crop productivity and production. The project activities will also support productive partnerships (PPs) with farmers helping them with business numeracy through farm business school (FBS), matching grant support, and functional markets. Supports will also be provided for household-level nutrition by scaling up home nutrition gardens, nutrition field schools, small grant support for dietary diversity, and behavior change, targeting the pregnant, lactating women and children under 2 years of age. The project will also extend support for better project management, knowledge sharing, and feedback as well as better information management and reporting system.

1.3 Objectives of SEP

The main objective of this Stakeholder Engagement Plan (SEP) is to provide guidance on various activities related to stakeholder engagement in the FANSEP-II Project. The specific objectives of the plan are as follows.

- To identify the project's stakeholders of all categories, and assess and understand their interests and potential influence on the project
- To provide an indicative plan to engage stakeholders during project preparation and implementation that includes monitoring
- To provide effective, constructive, and inclusive means to engage with project-affected parties and other interested parties throughout the project lifecycle on issues that could potentially affect them and
- To prescribe a responsive and functioning Grievance Redress Mechanism (GRM) that is readily available for stakeholders to lodge project-related complaints and concerns and,
- To ensure that appropriate project information on E&S risks and impacts along with the mitigation measures is disclosed to stakeholders in a timely, accessible, and appropriate manner and format.

As a part of the preparation, the Project has identified key stakeholders that will be directly or indirectly affected by the project and carried out preliminary engagement with some of these stakeholders to inform them about the core project activities. The initial initiatives were aimed at kick starting the process to engage the project stakeholders in meaningful consultations so that they participate in the project preparation and implementation and, provide feedback on project activities. This SEP summarizes the findings of the analysis and describes the timing and methods of engagement with stakeholders throughout the life cycle of the project.

2. Summary of previous Stakeholder Engagement Activities

Two teams from the Project Monitoring Unit (PMU) of the parent FANSEP project conducted four stakeholder consultation programs at Dhanusa and Dolakha districts from 9 - 11 March 2023. The first team organized two separate stakeholder consultations in Baiteshwor and Tamakoshi Rural Municipalities of the Dolakha district. Similarly, the second team visited the Dhanusa district and Mahottari district and conducted stakeholder consultations in Aurahi Rural Municipality and Mahottari Rural Municipality respectively on March10, 2023. Through these engagements, the implementing agency disclosed early project concepts and objectives, and core activities and recorded their ideas, suggestions, and concerns which are being used to inform the project design. Table 1.1 below summarizes key engagements and issues discussed.

Table 2.1: Summary of consultations with project stakeholders

Date/Location	Participants	Major concerns/suggestions raised by stakeholders
Baiteshwor RM, Dolakha District 10 March 2023	Male = 41 Female = 23 Total = 64	Possible exclusion of poor, vulnerable, and marginalized groups, mainly the Dalits
		Fewer opportunities for families with low landholding size and low productive land
		Possible loss of local/indigenous crop varieties
		Shortage of workers due to outmigration of the working force, particularly young males
		Social/caste-based discrimination against the poor and voiceless people
		Lack of resources to control loss and/or damage of crops by monkeys and wild boars
		Lack of access to quality seeds, breeds, and other inputs such as irrigation and low-interest loans.
		Lack of soil testing services at the local level
Tamakoshi RM, Dolakha District 10 March 2023	M=45 F= 23 T= 68	Poor linkages between the production and marketing of agriculture and livestock products
		Support on shed management is working well, thus there is a need for more such technologies/learnings.
		Management of plastic waste is a concern and there is a need for proper guidance on the disposal of such waste.
		Stall-feeding technology has worked well in goats. Need to scale this up to improve the quality of the livestock
		Need to extend support to mother groups on health and nutrition issues to have positive impacts on productivity
Aurahi Rural Municipality, Dhanusa district 10 March 2023	Male = 45 Female = 40 Total = 85	There are floods in the Jamuni and Bahwa rivers every year causing inundation of the area
		Given the low resources allocated for the agriculture sector programs, the project will be helpful to locals
		The concept of group farming has worked well in the area so

		there is a need to strengthen it
		There is a need for programs focused on health issues related to agriculture, such as the safe use of pesticides and use of protective gears
		Locals expect the project to introduce new livestock technologies that can contribute to enhancing livelihood
		There is an urgent need to expand markets for milk and meat that locals produce
		Need to introduce climate change-resilient agricultural technologies
		There is also a need for better consultations and communication with the project stakeholders on project activities
		There should be close coordination between the municipalities and the project on activities
Mohottari Rural Municipality, Mohottari district 10 March 2023	Male = 38 Female = 27 Total = 65	There has to be a clear procedure on how the members are selected for the farmer group and the farmers' group is formed.
		There is water scarcity for irrigation, and how water scarcity will be managed in the project activities.
		The existing agriculture farming system at the local level is based on ad-hoc thoughts without technical knowledge. How can the project contribute to change the course?
		Wild animals are coming to farmland due to the degradation of Chure range forests. How the project plans to deal with the challenge?
		The farmer's school has been a good platform to learn new things, thus school should be expanded by including knowledge on the marketing of agro-products
		The farmer's school should be also focused on using modern seeds, harvesting time, soil quality along with practical knowledge.

3. Stakeholder Identification and Analysis

As per the WB ESF: ESS 10, stakeholders refer to project-affected parties and other interested parties:

- **Project-affected parties:** those who are or are likely to be affected directly or indirectly, positively or adversely by the project, and
- **Other interested parties:** those who may have an interest in the project and who could, for example, can influence the opinions of the affected parties either positively or negatively, or affect the implementation process or the sustainability of the project's outcomes.

The following sub-sections describe these stakeholders for the DNA project

3.1 project-affected parties

They include individuals, groups, and entities within the project's Area of Influence that may be directly or indirectly, positively, or adversely impacted by the project activities and/or have been identified as most susceptible to the change associated with the project, and who need to be closely engaged in identifying impacts, as well as in decision-making on mitigation and management measures. In FANSEP-II, the following individuals and groups belong to this category:

- Poor and small landholding farmers, farmer or producer groups/cooperatives, female-headed households, women groups, Dalits and marginalized indigenous communities whose livelihood is primarily based on farming; and pregnant women, lactating mothers, children under 2 years of age who will be directly affected by project activities, both positively and negatively
- Farmers/producers of all categories as well as other people who may face temporary restriction on their normal activities or those affected adversely on their income and livelihoods due to project related activities
- Government and private sector service providers mainly the agro-inputs suppliers, traders, processors or service providers etc;
- Residents and communities within the project area that can benefit from increased economic opportunities, employment, and training opportunities stemming from the project;
- Service agencies that are directly involved in providing various support services like credit, finance, insurance etc. for activities like production, processing, marketing of agricultural and livestock products; and
- Workers/wage earners, vendors, or contractors, among others, who will be involved in project activities.

3.2 Other Interested Parties

The project stakeholders also include parties other than the directly affected people or communities, including:

- Officials of government agencies directly or indirectly linked with the project at federal, provincial and local level, such as the MoALD, Provincial Ministry of Agriculture, District based Agriculture Knowledge Centre and Livestock Expert Centre, LGs based Agriculture and Livestock Offices and staff.

- Elected representatives, local leaders, and politicians of project areas i.e. Rural Municipality and local communities
- NGOs and CBOs at provincial, and local levels on the welfare and rights of indigenous people and vulnerable groups such as Dalits and other minorities, gender/GBV issues
- Other national and international organizations involved in the agricultural sector in Nepal
- Business owners, traders, and suppliers of agricultural products and inputs.`
- Leaders of informal or traditional community institutions such as women groups, Dalits Samaj, consumer groups, village councils, etc.
- Businesses and service providers in the agricultural sector
- National and local media

3.3 Disadvantaged or Vulnerable Individuals or Groups

The disadvantaged vulnerable individuals or groups are the ones who may be disproportionally impacted or further disadvantaged by the project related activities as compared with any other groups due to their vulnerable status, and they may require special arrangement to ensure their participation in the consultation and decision-making process in relation to the project. They often do not have a voice to express their concerns or understand the project's impacts or lack ability to take advantage of a project's benefits from the project. The vulnerabilities often stem from the person's origin, gender, age, education level, health condition, economic deficiency and financial insecurity, disadvantaged status in the community, such as minorities or fringe groups, and dependence on other individuals or natural resources, among others. Given that disadvantaged or vulnerable individuals/groups are also more likely to be excluded from or unable to participate fully in the mainstream consultation process, they often require specific measures and assistance aimed at ensuring their participation in the project-related decision-making so that they can access benefits from the project activities at par with other beneficiaries.

In FANSEP-II, the vulnerable or disadvantaged groups may include, however, not limited to the following individuals or groups:
- All the smallholder farmers from the marginalized and indigenous communities, Dalits, and ethnic and religious minorities who cannot express their interests or voices due to various economic as well as social constraints.
- Women-headed households and women farmers, mainly in terai districts who are often the victims of discrimination in the households and communities and confined within the household works;
- Poor farmers and women farmers from marginalized communities who may not have easy access to formal institutions, such as input suppliers, extension services providers, financial services.
- Small landholding farmers of both gender who face language barrier due to their mother tongues (Maithili, Bhojpuri, Urdu etc.) other than Nepali;
- Children, pregnant women and lactating mothers and children under 2 years of age needing nutritious foods;

- Poor household including homeless and landless
- Disabled farmers with chronic diseases and pre-existing medical conditions; and
- Farming communities in remote and inaccessible pockets within the project area.

Vulnerable individuals/groups within the communities affected by the project interventions will be further verified, confirmed and consulted through dedicated means, as appropriate. The methods of engagement that will be undertaken by the project are described in the following sections.

Table 3.1: Summary of project stakeholder needs

Community	Stakeholder group Key Characteristic	Language needs	Additional Resources Required
• Residents of Madesh province, mainly Dhanush and Mahottrai districts	• Poor and small landholding farmers • Farmers from the marginalized and indigenous communities • Farmers from Dalits & religious minorities • Women-headed households and women farmers • Disabled farmers with chronic diseases • Farmers residing in remote pockets of the project areas	• Local language, mainly Maithali and Hindi • National language Nepali	• Provisions to avoid organizing consultations in the peak farming seasons and daytime when farmers will be in the field • Make sure that the consultations with the communities are conducted in local language or arrangements are made for interpretation in case interactions/presentations are made in Nepali. • Use of visuals and graphics in materials to be developed to educate or disseminate project information to the locals consultations in culturally appropriate manners • Provision of using community radio and disseminating information through noticeboards for those residing in remote areas

Community	Stakeholder group Key Characteristic	Language needs	Additional Resources Required
Residents of Bagmati province (Dholakah district)	- Poor and small landholding farmers - Farmers from the marginalized and indigenous communities - Farmers from Dalits & religious minorities - Women-headed households and women farmers - Disabled farmers with chronic diseases - Farmers residing in remote pockets of the project areas	National Nepali language but in a simplest form	- Provisions to avoid organizing consultations in the peak farming seasons and daytime when farmers will be in the farm field - Make sure that the consultations with the communities are conducted in simplest possible Nepali language. - Use of visuals and graphics in materials to be developed to educate or disseminate project information to the locals consultations in culturally appropriate manners - Provision of using community radio and disseminating information through noticeboards for those residing in remote areas

4. Stakeholder Engagement Program

4.1 Purpose of stakeholder engagement program

The stakeholder engagement program is designed to establish an effective platform for productive interaction with potentially affected parties and others with an interest in the preparation and implementation of the project. Meaningful stakeholder engagement throughout the project cycle is an essential aspect of good project management and provides opportunities for the project to:

- Inform the stakeholders about the project-related, especially those issues that could potentially affect them in a timely, accessible, and appropriate manner and format,
- Assess the level of stakeholders' interest and support for the project to enable stakeholders' views to be considered in project design and E&S performance,
- Building and maintaining a constructive relationship with various stakeholders that have been identified,
- Provide project-affected persons with accessible and inclusive means to raise issues and grievances and allow the project to respond to and manage such grievances.

4.2 Principles of meaningful consultation

To meet the overall objectives of the SEP, the MoALD through PMU and PCUs aim to apply the following principles to ensure meaningful engagement with stakeholders:

- **Openness and life-cycle approach:** Stakeholder engagement, public consultations, and disclosure of project-related information will be conducted throughout the project lifecycle in a transparent manner, free of external manipulation, interference, coercion, or intimidation

- **Informed participation and feedback:** Information will be provided to and widely disseminated among all stakeholders through appropriate means and format. Opportunities will be provided to stakeholders for their feedback and comments on information related to the project, and appropriate mechanisms will be put in place to address appropriate comments and concerns

- **Inclusiveness and sensitivity**: Stakeholder identification is undertaken to support better communications and build effective relationships. The project will ensure that the participation process would be inclusive, and all the stakeholders are encouraged to be involved in the consultation process. Equal access to information is provided to all stakeholders. Special attention is given to indigenous people, vulnerable groups especially children/students of both gender, women, Dalits, and the elderly, and to the cultural sensitivities of diverse ethnic and caste groups.

Table 4.1 presents an outline of key stakeholder engagement activities to be implemented throughout the project life: preparation to implementation and closure.

Table 4.1: Plan for Stakeholder Engagement

List of information to be disclosed	Methods, locations, and timing proposed	Target stakeholders	Responsibilities
Project phase: Planning and Preparation			
• Objectives and the planned activities of the project • E&S principles policies and scopes • The ESMF and potential E&S risk and impacts • The ESMP/updated ESMF • Stakeholder consultations and information disclosure • Grievance Redress mechanisms (GRM) • Citizen Engagement Activities • GBV and SHE/SH risks assessment, including the SEA/SH Action Plan	• Phone, call centers, email, official letters (As and when required) • Orientation/Training workshops (once a year) • Virtual meetings (One-on-one/Group discussions) (As and when required) • Other outreach activities (As and when required) • Periodic stakeholder engagement activities (every half-yearly) • Periodic project-related information disclosure (regular activities) • Meetings with local municipalities (every half yearly) • FGDs with vulnerable stakeholders (every half-yearly)	• National NGOs with a focus on farmers' right rights and capacity enhancement • National Media • Concerned Local governments • Local farmers' and women's groups • Local agro businesses (buyers and inputs suppliers) • Local NGOs and media	• Ministry of Agriculture and Livestock Development (MoALD) • FANSEP-II
Project phase: Implementation			
• Project scope and ongoing activities, and project status	• Phone, call centers, email, letters (As and when required)	• Federal government line agencies/officials	• FANSEP-II (PMUand PCUs)

• Revision/updates of ESMF and other E&S instruments • Implementation of mitigation measures • SEP related activities • Functioning of the GRM • Periodic stakeholder consultations • Project-related information disclosure • Other potential E&S concerns received • Status ESMF and related instruments • Progress in the implementation of mitigation measures • Updated SEP and related activities	• Face-to-face/virtual meetings with federal, provincial and local agencies and officials (As and when required) • Orientation Program/ Training/workshop (Once a year) • Regular information updates in the official websites c • Periodic consultation with project stakeholders (Half-yearly) • Information disclosure through mass meetings, brochures, flyers, project website and local media, among other(As and when required) • Periodic small groups meetings with vulnerable, people with disabilities and IP groups (Half-yearly)	• Provincial government line agencies/officials • Concerned Rural Municipalities and concerned officials • Affected individuals (project beneficiaries) • Local communities • Vulnerable & IP groups • Local NGOs • Local community leaders • Local press and media	

4.3 Proposed strategy for information disclosure

All relevant documents of the project, including the ESMF, SEP, ESCP, and ESRS, among others, will be disclosed and made accessible to all stakeholders so that the documents are accessible to all project beneficiaries of the project, including those residing in the remote areas. The information will be disclosed through all possible means, ranging from face-to-face and virtual consultations with the project stakeholders, to the distribution of hard copies, posters, leaflets, and brochures, through social media, the FANSEP-II project website, and the local media.

Table 4.2: Proposed strategy for information disclosure

Target stakeholders	List of information to be disclosed	Methods and timing proposed activities
Project preparation phase		
Government officials (Federal, provincial other district-level government agencies and concerned project-hosting rural municipalities, including ward offices)	• Project concept and planned activities • Environmental and Social Commitment Plan (ESCP) • The ESMF and the SEP • GRM process • SEA/SH management procedures • Revised and updated project information	• Group consultation • Training, seminar, and workshop • Electronic publications • Information leaflets and brochures • Cluster meetings with provincial authorities • FANSEP-II website
• Agriculture and livestock-related institutions and workers • Local NGOs and CBOs • Community leaders • National & local Media	• Project concept and planned activities • E&S management plans (i.e., highlights of ESMF, SEP, ESIAs, etc) • GRM procedure, • SEA/SH management procedures, and • Revised project information.	• Face-to-face or virtual meetings, webinars • Telephone calls, emails, and SMS • Seminar and workshops • Information boards, leaflets, and brochures • Regularly updated project information on the official project website
• Individuals and communities with a focus on vulnerable groups, including, IPs, women, and Dalits • Farmers' Groups • Buyer and agro-input suppliers • Local NGOs and CSOs	• Project concept and activities • E&S procedures and management plans • Updated SEP, GRM procedures, ESMF and ESCP, and • Revised project information	• Regular release of public notices through the media, community radio, and social media in Nepali as well as local language • Regular updates of information on the project website • Distribute information

		leaflets and brochures
		• Periodic small group meetings and regular touch base with vulnerable and IP groups

Project implementation phase		
Government representatives (Federal, provincial, and other district-level government agencies and project-hosting rural municipalities, including ward offices)	• Scope of project and status of planned and ongoing activities • Regular updates on project status including the implementation of ESMF, SEP and GRM	• Sharing project updates and reports through emails and meetings • Electronic publications as well as dissemination of hard copies • Virtual consultations with provincial authorities • Virtual/face-to-face consultations with local municipalities and ward offices
• Agriculture and livestock-related institutions and workers • workers • Local NGOs and CBOs • National & local Media	• Scope of project and related activities • Periodic updates on project status, including the implementation of ESMF, SEP and mitigation measures • GRM procedures	• Information boards, • Project websites • Project leaflets and brochures • Periodic face-to-face/virtual meeting with project stakeholders • Distribution of electronic publications, and • Dissemination of hard copies (Information will be provided in Nepali and local languages)
• Individuals and communities with a focus on vulnerable groups, including poor and ethnic minorities, IPs, women • Local NGOs and CSOs	• Scope of project and related activities • Periodic updates on project status, including the implementation of ESMF, SEP, and mitigation measures • GRM procedures	• Public notices • Press releases in the local media and on the project website • Information leaflets and brochures • Airing messages through community radio, • Exchange of information through emails, text messages • Periodic small group meetings

		and regular contact with vulnerable and IP groups • Information sharing from local-level offices

4.4 Reporting Back

The project recognizes that informing stakeholders how the feedback they provided during consultations was received and considered during project design and implementation are the important factors to build trust with the community. Reporting back to stakeholders helps demonstrate that the project seriously takes suggestions, comments, and complaints raised by the local community and if/how these have been incorporated and addressed into the project. Understanding stakeholder concerns and addressing these early in the project design and before implementation can help to avoid any project issues during implementation and can help to secure consensus for the project from key stakeholders. The project will adopt the following mechanisms to manage stakeholder feedback and comments, and to report back to the stakeholders:

- The project will ensure that feedback and comments received through comments boxes, online platforms in social media, project email, and dedicated telephone numbers are acknowledged by registering them in a logbook and will be addressed in an appropriate and timely manner.

- A periodic review of the implementation of the SEP will continue to incorporate new issues that have come to light, and concerns and queries raised by the stakeholders during the project implementation. It will also provide information on how the feedback has been considered and addressed by the project.

- The PMU will disseminate the main findings from the consultations conducted at the sub-project level

- Progress on implementation of the mitigation measures incorporated in the ESMP

- A periodic review of the implementation of the SEP Progress on the SEP implementation and grievance management

- Project implementation process and planned activities for the next reporting period

- Sharing of reports through the Rural Municipality and the respective ward offices

5. Implementation arrangements

This section explains the institutional arrangement that the project aims to adopt for the effective implementation of the SEP.

5.1 Organizational structure to implement the SEP

Federal level: The MoALD will be the executing agency and the project, which will include a Project Steering Committee (PSC) chaired by Secretary of the Ministry of Agriculture and Livestock Development (MoALD). The PSC will provide strategic oversight guidance and play a central in resolving Project related concerns and challenges. There will be a Technical Coordination Committee chaired by Joint Secretary Planning and Development Cooperation Coordination Division of MoALD and committee will provide technical guidance and recommendation to PSC. At Province level, the Project will have Provincial Technical Coordination Committees (PTCC) chaired by the secretary, Provincial Ministry of Agriculture to ensure cross-sectorial coordination and quality assurance.

There will be a Project Management Unit (PMU) under the MoALD and the PMU will be tasked with overall financial management and reporting along with channeling the resources to the cluster office levels. The cluster offices are also responsible for working closely and coordinating with the respective provincial agencies and rural municipalities. The PMU has recruited a Environment and Social Safeguard Specialist who assumes overall responsibility for the effective implementation of the SEP, monitoring consultation activities, and reporting quarterly on the implementation of the SEP and other social management plans.

Sub-Project Level: The Cluster Office at the sub-project level will be responsible for the implementation of consultation activities, managing project-related complaints and grievances, and supporting community mobilization efforts of the project. The E&S safeguard focal officer of the cluster office will be responsible for the implementation of the planned activities in this SEP at the sub-project level with technical support and guidance from the Environment and Social Safeguard specialists at the PMU. In addition, the E&S safeguard focal officers will also serve as the focal persons for the GRM Level 1 at the cluster level. In addition to providing monthly SEP implementation and status reports to the E&S safeguard specialist at the PMU, the E&S focal officer will also be responsible for reporting and helping to manage sensitive incidents, such as grievances related to SEA/SH to the Environment and Social safeguard specialist at the PMU. The organizational structure will be reviewed periodically to ensure the effectiveness of SEP implementation.

5.2 The roles and responsibilities of units/agencies and individuals

The roles and responsibilities of key agencies/units envisaged for the implementation and operation of the project (especially as they related to stakeholder consultation and engagement) are shown in the table below.

Table 5.1: Roles and Responsibility of Related Units/Agencies

Key units/agencies	Roles and responsibilities
Project Steering Committee (PSC)	• Ensuring collaboration and coordination between the three tiers of government and other key stakeholders.

PMU (MoALD-based)	• Planning, budgeting, and ensuring the implementation of the SEP throughout the project lifecycle.
	   o Coordinate and monitor SEP activities with the partnering municipalities.
	   o Collating SEP-related activities from the partnering municipalities along with their performances and outcomes.
	   o Undertaking periodic monitoring of SEP, and preparation and dissemination of quarterly SEP implementation report.
	• Ensuring necessary financial and human resources at all three levels for effective implementation of the SEP and other E&S management plans.
	• Ensuring the project activities as per the various guidelines and directives issued by the government and other related organizations,
	• Ensuring effective management and reporting of project-related complaints and grievances as per the project GRM.

Cluster Office	• Lead the implementation of stakeholder consultation activities at the community level • Supporting the PMU in identifying stakeholders of the project at the local level and updating the list of stakeholders. • Mobilizing and organizing local stakeholders for consultations and project engagement activities. • Disseminating project-related information in a timely manner. • Managing and ensuring the smooth functioning of the Level-1 GRM. • Reporting (monthly) on SEP and GRM to PMU
Host Municipality	• Support the cluster office in implementing the project activities • Participate in consultations and information disclosure programs • Provide feedback on project related documents disclosed for public scrutiny • Use GRM to report any grievances and complaints

Table 5.2: Roles and Responsibilities of Individual/expert

Key staff/expert	Responsibilities
Project Director (PMU- MoALD)	• Responsible for monitoring and supervising the overall implementation of the SEP, including managing financial resources and supporting logistics, and preparing and disseminating quarterly SEP implementation reports.

Environment and Social Safeguards Specialist (PMU- MoALD)	• Responsible for the overall implementation of the SEP, including periodic consultations, information disclosure, and effective functioning of the GRM.
	• Coordinate the SEP activities among the provincial agencies and Local Levels.
	• Updating the SEP to accommodate any changes and take corrective actions immediately as and when required.
	• Preparing quarterly SEP implementation report and submit to the Word Bank office through the PMU
	• Provide support to the PCUs during the implementation of the SEP and effective functioning of GRM as needed.
E&S Focal Officers/Grievance Hearing Officer (Cluster office)	• Support the PMU and PCUs in the implementation of the SEP
	• Hold periodic consultations with stakeholders, including IP communities and vulnerable groups, and prepare meeting minutes.
	• Disseminate project-related information to the local-level stakeholders through available means
	• Receive and acknowledge grievances and maintain a logbook/electronic database of grievances and status.
	• Support the PCU to ensure the smooth functioning of Level- 1 grievance.
	• Report on the status of grievances to the PMU and forward unsolved grievances to Level 2.
	• Provide data and field-level information related to SEP implementation activities to the Environment and Social Safeguard Specialist of the PMU.
	• Support PMU to prepare quarterly SEP implementation reports as required.

5.3 Estimated Budget

A tentative budget for implementing activities related to SEP over the period of three years that covers the planning and preparation, and project implementation phases is provided in the table given below. The PMU will review this plan half-yearly to determine if any changes to stakeholder classification or engagement are required. If required, the plan will be updated, and the budget items and budget will also be revised accordingly.

Table 5.3: Estimated Budget

Item	Quantity	Unit Cost (US$)	Total Cost (US$)	Remarks
Periodic stakeholder consultations	6	500	3,000	On average once in every six months for 3 years
Travel expense	12	2,000	24,000	On average once in a quarter

				for 3 years
Logistic expense	-	-	6,000	Lump-sum (around 2,000 US$ per year for three years)
Monitoring and Evaluation, including half-yearly SEP implementation report	6	1,500	9,000	Twice yearly for three years
Beneficiary satisfaction surveys	-	-	15,000	Two surveys (first will in the mid-term of implementation and last one at the end of the project)
GRM Committee Meeting	60	160	9,600	4 meetings/year/0ffice (1 PMU and 4 PCUS)
GRM training and community awareness activities	6	500	3,000	On average once in every six months for 3 years
Total			**69,600**	

5. Grievance Redress Mechanism (GRM)

The project will put in place a responsive and functioning Grievance Redress Mechanism (GRM) to address the concerns and complaints of beneficiaries and project stakeholders by adopting an understandable and transparent process that is culturally appropriate and readily accessible to all the segments of affected communities. The project's GM is at no cost to complainants and guarantees that there will no retribution for people who lodge complaints on project activities. Furthermore, the grievance mechanism will not impede access to judicial and administrative remedies. FANSEP-II will use the same GRM Guidelines-2076 prepared in Parent project and will follow the procedure mentioned in guideline.

5.1 Objective of GRM

The objectives of the GRM are:

- Provide affected people with avenues for lodging complaints or resolving any dispute that may arise during the project lifecycle.

- Ensure that appropriate and mutually acceptable redress actions are identified and implemented to the satisfaction of complainants.

- Avoid the need to resort to judicial proceedings as far as possible.

- In the case of indigenous people and vulnerable people, adopt culturally appropriate and accessible means by which they can lodge complaints through their customary dispute settlement mechanisms.

5.2. Grievance Redress Mechanism (GRM) System

The main purpose of this system is to ensure there is a robust and transparent process, consisting of a sequential process of resolution available to swiftly address the complaints. A subsequent level of resolution is triggered if the complainant remains unsatisfied with the resolution made by the lower level or if it remains unable to provide a resolution within a given time. The SEP proposes the following GM systems

PCU level Grievance Committee

The first level and most accessible and immediate venue for the fastest resolution of grievances will be the Project Cluster Offices. PCU level GRM Committee is led by the respective cluster chief and supported by the Grievance Hearing Officer . Any person with a grievance related to the project works can contact the Grievance Hearing Officer **,** who will document the complaint and put all efforts to address. The GRM committee will resolve the issue within 15 days of receipt/registered of a complaint/grievance The Grievance Hearing Officer will fully document the following information: (i) name of the person, (ii) date of complaint received, (iii) nature of the complaint, (iv) location of the complaint, and (v) how the complaint was resolved. If the complainants are not satisfied with decision made by the PCU level Grievance Redressal

committee then complainants can appeal to the PMU level Grievance Redressal Committee within the 15 days from the date of receiving of information about the decision.

PMU level Grievance Committee: If the complainant cannot be resolved at the cluster level the grievance will be forwarded to this level. or if the complainants are not satisfied with the resolution then the person can appeal to this level. This level will be headed by the Joint Secretory of Planning and Development Cooperation and Coordination Division of Ministry of Agriculture and Livestock along with the Project Director and other four members. The committee is supported the Grievance Hearing Officer and E&S Safeguard Specialist. This level has to resolve the grievances within 30 days of receiving the complaints from the cluster Level or appeal of the complainants.

5.3 Key steps and procedures of the GM System

Step 1: Receive, register, and acknowledge the grievance

The project will ensure the availability of a variety of methods for stakeholders to lodge grievances. Affected people and other stakeholders can lodge a grievance at Level 1 through:

- Submit complaint forms in written or record the complaint (See Annex 1). The Field level Technicians or the Grievance Hearing Officer at the PCUs will assist in filling out the complaint form for complainants who are unable to read or write and/or are unfamiliar with the grievance process. In such a case, the designated project representative (Grievance Hearing Officer) will formally register the grievance by filling out the complaint form made available. Upon receipt of the complaints, The Grievance Hearing Office will provide a unique grievance number to each grievance for easy tracking. The staff will then acknowledge the receipt of the complaint through a phone call, text message, or a meeting with the complainant. The acknowledgment will include the grievance registration number so that the complainant can use this as a reference to track the status of the complaint either by visiting or calling the assigned staff. If the grievance is not well understood or if additional information is required, the assigned staff will contact the complainant during this step for further clarification.

Step 2: Review and investigate the grievance

The grievance is screened, and the significance of the grievance will be assessed within 5 days of receipt. If the grievance is admissible and related to the project or triggered by the project activities, the PCU GRM committee will start processing the complaint. If not related to the project or not triggered by the project, the grievance will be rejected, and reasons will be properly communicated to the complainant about the decision along with an explanation.

Step 3: Develop resolution and respond to the complainant

Upon investigation, the committee will propose a resolution as soon as possible, and in consultation with the complainant and others concerned, not later than 15 days after registration/receive of the grievance at Level 1. The resolution is communicated to the complainant through the proper channel. The Level 1 GRM committee will ask the complainant for a written acceptance of the resolution if he/she is satisfied with the resolution. In that case, the agreed set of actions will be implemented and once the set of actions is completed, the grievance will be formally closed by using a Grievance Closure Form provided in Annex 3.

Step 4: Escalate the grievance

If the complainant is not satisfied resolution decision of Level-1 GM or fails to provide a resolution within the stipulated time, the Level-1 GM system will refer the case to the grievance to the Level-2 GRM system led by the Joint Secretory of Planning and Development Cooperation Coordination Division of MoALD. Grievance Hearing Officer and Environmental and Social Safeguard Specialist at the PMU will support the committee reaching an agreeable resolution and the committee will have to take a decision within 30 working days of receiving of complaints. If the resolution is accepted by the complainant, it will be implemented, and the grievance will be closed. The Grievance Hearing Officer of PMU with the support of E&S Safeguard Specialist will maintain a proper documentation of the grievances/complaints received, processed and closed in a given format (See Annex 2).

Step 5: Recourse to legal and other formal recourse

If the complainant rejects the proposed resolution, the complainant is free to utilize legal and other formal mechanisms in place at the local or national level.

5.4 Grievances for Sexual Exploitation, Abuse/Sexual Harassment

The GM put in place for the project will also be used for addressing GBV and SEA/SH-related issues and the PMU will oversee GBV related complaints. The project will place its uppermost priority on handling and managing the GBV-related grievance by adopting survivor centered approach and maintaining the full confidentiality of the survivor. The PMU will put in place the necessary mechanisms for confidential reporting with safe and ethical documentation of GBV issues at the center and cluster levels. GBV referral pathway will be established and communicated to both PMU and the local level. Further, the GM will also put in place a system to immediately notify both the PMU and the World Bank of any GBV complaints, with the consent of the survivor. As per the requirement of the World Bank, the PMU, in support of the World Bank, will prepare and implement the SEA/SH Action Plan before the implementation of the project.

5.5. Building Grievance Mechanism Awareness

The PMU Environment and Social Specialist will initially brief all staff of the project office, the Project Steering Committee (PSC), consultants, and contractors on the Grievance Mechanism and GBV complaints mechanism of the Project and explain to them the procedures and formats to be used including the reporting procedures. The cluster Grievance Hearing Officer will brief all project stakeholders on the sub-project level GRM and explain the procedures and formats to be used including the reporting procedures. Awareness campaigns will be conducted targeting project stakeholders to inform them of the availability of the mechanism and various mediums will be used for that purpose. The GRM will also be published on the website of the implementing agencies on their project website.

6. Monitoring, Evaluation, and Reporting

6.1. Monitoring

Being a living document, the SEP will be periodically revised and updated as required during project construction and operation to ensure that the information incorporated, and the situation analyzed in the SEP is up to date consistent and with the changing ground scenario. Broadly, the monitoring and tracking of the implementation of the SEP are important to:

- Ensures effective and continuous engagement with the identified stakeholders and follow-up
- Ensures a responsive and smooth functioning GRM, and
- Minimizes slippages and oversight of important engagements aspects.

The project aims to apply two methods to monitor the overall outcomes of stakeholder engagement. These are:

I. Review of Engagement Activities in the Field:

The E&S Focal Person/Grievance Hearing Officer of the cluster unit will assess the usefulness and effectiveness of the stakeholder consultations by using a feedback form and interviewing the participants after the activity. The feedback and comments made by the participants will be carefully examined and appropriate changes/reforms will be made in future engagement activities to enhance their effectiveness. Such changes will be communicated to the stakeholders in the next consultation.

II. Flow of information and periodic reporting:

The E&S Focal Person/Grievance Hearing Officer of the cluster unit will prepare a monthly SEP Implementation Report and submit it to the PMU. The Monthly report will include

- All stakeholder engagement activities conducted during in a month along with photographs
- Consultations/meetings with stakeholders along with key issues discussed and information disseminated

- Functioning of the GRM in terms of grievances received, solved and unsolved grievances
- Stakeholder engagement plans for the next month and longer-term plans.

The Environment & Social Safeguard Specialist at the PMU will compile the information provided in the monthly reports and will prepare a quarterly SEP Implementation Report and once approved by the Project Director of the PMU, the report will be disseminated to the stakeholders through periodic consultations and the project and project website. The quarterly report will also be shared with the bank on a regular basis. The quarterly report will include

- Status of GRM formation (procedures, staffing, awareness-raising, etc.);
- Detail report on functioning of the GRM in terms of grievances received, solved and unsolved grievances, nature and time taken to resolve complaints
- Any extraordinary/special complaints received and solved

- Means, nature, and the major highlight of the project-related information that were disclosed in the previous quarter and the responses received
- Consultations/meetings with stakeholders along with key issues discussed and information disseminated along with a brief note on the perception of participants on the project activities
- Change in stakeholder patters (identification of new stakeholders), if any.

6.2. Evaluation

The PMU with the support of the Environment and Social Safeguard Specialist will constantly evaluate the Stakeholder engagement activities during the entire project lifecycle. The PMU use an independent evaluation organization in the process as agreed with the bank. The following indicators will be used for evaluation:

- Level of understanding of the project stakeholders about the project activities
- Number of periodic stakeholder consultations, participations segregated by gender and questions/issues raised by the participants and the responses from the project
- Quality and clarity of the minutes of the stakeholder consultations
- Number of grievances received, processed, and resolved in one year period; and
- Effectiveness of the information disseminated by the project in terms of level of understating of the stakeholders about the project activities.
- Preparation and dissemination of quarterly SEP Implementation Report

An evaluation will be conducted by an independent consultant using a beneficiary satisfaction survey after the completion of two years of implementation.

Annex 1 - Sample Grievance Form

Grievance Form

Grievance registration no.	
Date of registration	

Details of complainant: ☐ **(Tick the box for anonymity)**

Name:

First Name	Middle name	Last name

Gender:

☐ Male   ☐ Female   ☐ Others

Address:

Province	District	Municipality	Ward No.	Name of place

Contact details:

Primary mobile no.		Email	
Secondary mobile no.		Facebook	

Preferred mode of contact: _____

Brief description of grievance

Mode of submission of grievance:

☐ Verbal   ☐ Written   ☐ Complaint Box   ☐ Phone   ☐ Email   ☐ Others

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Signature of Complainant   Signature of Grievance Officer

Annex 2 - Sample Grievance Registration Template

No	Date of receiving incoming letter / form	Grievance Reference Number	Name / Surname of grievance originator (if not anonymous)	Gender	Type of grievance	Details of grievance	Medium of comm.	Name of staff responsible for managing the grievance	Date of grievance acknowledgement	Date of feedback provision/reference number	Present status	Remarks
1												
2												
3												
4												
5												
6												
7												
8												
9												

Annex 3 - Sample Grievance Closure Form

Grievance Closure Form
Resolution

Grievance Number	
Grievance registered date	

Short describe the of the grievance

Short describe the of the resolution

Department:
Mode of communication for the reply (meeting/ written/ verbal/ display):
Date closed:
Signatures
Complainant: Project representative: Date: