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MINISTRY OF AGRICULTURAL DEVELOPMENT, MINISTRY OF LIVESTOCK AND RURAL DEVELOPMENT, AND MINISTRY OF ENVIRONMENT AND CLIMATE CHANGE

Food Systems Resilience Project

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Stakeholder Engagement Plan (SEP)

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Client Address

Office of Project Coordination Unit
Next to Assod Hotel, Hargeisa, Somaliland
Contact: info@sl-fsrp.org
Project Website: www.sl-fsrp.org
Landline; 523446



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List of Abbreviations and Acronyms

APFS	Agro-pastoralists Field Schools
CBOs/NGOs	Community Based Organization / Non-Government Organizations
CCAP	Climate Change Action Plan
CERC	Contingent Emergency Response Component
CDDCs	Community Driven Development Committees
CIGs	Common Interest Groups
CSA	Climate Smart Agriculture
DAPs	Differently Abled Persons
DRIVE	De-risking, Inclusion and Value Enhancement of Pastoral Economies in the Horn of Africa
DCAS	Digital climate advisory system
DAT	Disruptive Agriculture Technology
DINA	Drought Impact Needs Assessment
ESCP	Environmental and Social Commitment Plan
ESF	Environment and Social Framework
ESMF	Environmental and Social Management Framework
ESIRT	Environmental and Social Incident Reporting
ESMP	Environmental and Social Management Plan
ESRS	Environmental and Social Review Summary
ESS	Environmental and Social Standard
FPOs	Farmer Producer Organizations
FSRP	Food Systems Resilience Project
FFS	Farmer Field School
GBV	Gender-Based Violence
GC	Grievance Committee
GCC	Gulf Cooperation Council
GDP	Gross Domestic Product
GRID	Green, Resilient, and Inclusive Development
GRS	Grievance Redress Service
GM	Grievance Mechanism
IDPs	Internally Displaced Person
ICT	Information and communication technology
LMP	Labour Management Procedures
MoF	Ministry of Finance
MoAD	Ministry of Agriculture Development
MoLRD	Ministry of Livestock and Rural Development
MoECC	Ministry of Environment and Climate Change
MIS	Management Information System
M&E	Monitoring and Evaluation
NALRI	National Livestock Research Institutions
PCU	Project Coordination Unit
PIM	Project Implementation Manual
NGOs	Non-Government Organizations
PCU	Project Implementation Unit

RRF	Recovery and Resilience Framework
SCD	Systematic Country Diagnostic
SPS	Sanitary and Phytosanitary Standards
SRA	Security Risk Assessment
SEP	Stakeholder Engagement Plan
SEA	Sexual Exploitation & Abuse
TA	Technical Assistance
TADs	Transboundary Animal Diseases
TIMPs	Technologies, Innovations, and Management Practices
UN	United Nations
WBG	World Bank Group
WHO	World Health Organization

1 Introduction

1.1 Background

1. The former British Somaliland Protectorate achieved full independence from the United Kingdom on 26 June, 1960. On 1 July, 1960, the state of Somaliland united with Somalia, a territory under a U.N.- mandated Italian Trusteeship until that same day, thereby creating the Somali Republic. The Republic of Somaliland restored its independence after the total collapse of Somalia on 18 May 1991 as a result of the civil war of the late eighties and early nineties. The decision was made by the Congress of Council of Clan Elders held in Burao from 27 April to 15 May, 1991. Constitutionally, the Republic of Somaliland is a democratic country with a multi-party system, functioning government, defined territory, flag, and their own money.
2. Somaliland operates one of the lowest budgets with 70% of its budget going to the security sector while only 30% goes to the development programs (World Bank economic update 2015). The modest economic rebound pushed nominal GDP per capita to US\$502 in 2021 from US\$466 in 2020, but there has been no growth in real GDP per capita. Nearly 50 percent of the population is food insecure and over 1 million people are displaced from their homes since 2021 due to recurrent droughts and climate change.
3. The impact of climate change is highly affecting the socio-economics of Somaliland people. Somaliland economy is based on Agro-pastoralism, consequently, the recurrent droughts severely damage the agricultural and food production sector. This has also been exacerbated by rising global food prices and conflict-induced population displacement among others. All these lead to a decline in the coping capacity of poor and vulnerable populations across Somaliland. Latest estimates indicate 1.7 million people across Somaliland are expected to face crisis and displacement.
4. The World Bank, working closely with the government of Somaliland, proposes to provide an operational framework for participating countries in Eastern and Southern Africa to build more resilient food systems that can support sustainable food security, enhanced rural livelihoods and healthy ecosystems. Under the regional Food Systems Resilience Program for Eastern and Southern Africa (FSRP P178566), the project will build food systems resilience and boost food security in Somaliland by supporting mobilization and capacity building of community institutions, and producer organizations, improving outreach and quality of extension, and animal health services, large scale demonstration and adoption of climate-smart agriculture (CSA) practices, enhancing access to finance and markets for livestock farmers, and build long term capacity of stakeholder institutions, and value chain actors.
5. From a regional perspective, improved agriculture and livestock productivity and resilience in Somaliland will have profound positive effects on regional food security. Severe food insecurity driven by extreme climate shocks is a feature of the Horn of Africa. Somalia and Somaliland alone accounts for more than 25 percent of all the food insecure population in the region. At the same time, the country has vast untapped natural resources which, if sustainably managed, can boost national and regional prosperity. Improved sectoral

performance of agriculture and livestock can also alleviate long standing tussles and conflicts in the country and improve overall investment environment in the region. The inclusion of Somaliland in the project is strategically crucial for achievement of food security and food systems resilience objectives in the region. Agriculture and Livestock has been identified as a top policy priority at national and state level across Somaliland. During the latest National Development Plan (NDP3) consultations, Agriculture was accorded the top priority sector.

6. This Stakeholder Engagement Plan (SEP) has been prepared by the Ministry of Agricultural Development (MoAD)—together with other government ministries including Ministry of Livestock, and Rural Development (MoLRD) and Ministry of Environment and Climate Change (MoECC) —for the regional Food Systems Resilience (FSR) Program for Eastern and Southern Africa Project, supported by the World Bank Group (WBG). As per the WBG’s Environment and Social Framework (ESF), and specifically under Environmental and Social Standard 10 (ESS10), Stakeholders’ Engagement and Information Disclosure, the borrower shall provide stakeholders with timely, relevant, understandable, and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination, and intimidation.
7. Stakeholder engagement is an inclusive process conducted throughout the project life cycle. Where properly designed and implemented, it supports the development of strong, constructive, and responsive relationships that are important for the successful management of a project’s environmental and social risks. Stakeholder engagement is most effective when initiated at an early stage of the project development process, and remains an integral part of early project decisions and assessment, management, and monitoring of the project’s environmental and social risks and impacts.

1.2 Project description

8. The project seeks to build long term food systems resilience through investments in enabling infrastructure, institutional capacity, resilience enhancing innovations, and inclusion of women farmers into mainstream agriculture extension and service delivery. The project will contribute to improved productivity for key crop and livestock value chains, enhance access to climate smart inputs and technologies, support inclusive growth and job creation in agri-business sector, and build resilience against climate shocks through a range of adaptive and mitigation measures.
9. The project will also support rapid production solutions such as distribution of seeds, fertilizers, and animal feed as well as asset replacement through livestock restocking, anchoring short term response to climate shocks and food security emergencies. The proposed activities are consistent with the pillars under the FSRP Multiphase Programmatic Approach and are strategically aligned with the National Development Plan 3 (NDP3) and the framework agreement between world Bank and Somaliland.

10. The resilience building will be undertaken through four primary investment pathways: i) rejuvenating Somaliland's agri-livestock research institutions, seed systems, extension services, and develop community institutions that can anchor adaptation of climate smart agri-livestock practices, ii) strengthening the availability of water and improved rangelands management for resilient agriculture and livestock production, iii) strengthening the integration of the production systems to domestic and regional markets, with appropriate investments in food safety and value addition, and iv) establishing an enabling policy and institutional framework at sub-national, national and regional level capable of supporting food systems resilience for Somaliland. To support these investment pathways, SFSRP comprises of five technical components in addition to the Contingent Emergency Response Component (CERC). The project components, sub-components and resource allocation is outlined below:

Table 1: Project Component

Component/Subcomponent	TOTAL
Component 1: (Re-)Building Resilient Agricultural Production Capacity (US\$4.8 m)	4.8
<i>Subcomponent 1.1 Crop and Livestock Research, Extension, and Seed Systems (US\$2.2 m)</i>	2.2
<i>Subcomponent 1.2: Community Engagement and Technology Transfer (US\$1.4 m)</i>	1.4
<i>Subcomponent 1.3: Digital Agriculture and Environment Solutions and Data Systems (US\$1.2 m)</i>	1.2
Component 2: Supporting the Sustainable Development of Natural Resources for Resilient Agricultural Landscapes (US\$6 m)	6
<i>Subcomponent 2.1: Water Availability for Crops and Livestock (US\$4.6 m)</i>	4.6
<i>Subcomponent 2.2: Rangeland Management (US\$1.4 m)</i>	1.4
Component 3: Getting to Market (US\$2.4 m)	2.4
<i>Subcomponent 3.1: Farmer Producer Organizations and Agrifood Enterprises (US\$0.6 m)</i>	0.6
<i>Subcomponent 3.2: Market Infrastructure and Enterprise Development (US\$1.2 m)</i>	1.2
<i>Subcomponent 3.3: Access to Finance (US\$ 0.6 m)</i>	0.6
Component 4: Promoting a Greater Focus on Food Systems Resilience in National and Regional Policymaking (US\$3 m)	3.0
<i>Subcomponent 4.1 Ministerial Capacity Building and Agrifood Policy Assessments for the Crop Sector (US\$1.0 m)</i>	1.0
<i>Subcomponent 4.2: Ministerial Capacity Building and Agrifood Policy Assessments for the Livestock Sector (US\$1.0 m)</i>	1.0
<i>Subcomponent 4.3: Ministerial Capacity Building and Rangeland Policy Assessments for the Environment Sector (US\$1.0m)</i>	1.0
Component 5: Contingent Emergency Response Component (US\$0)	0
Component 6: Project Management (US\$1.8 m)	1.8
<i>Subcomponent 6.1: Project Coordination and Management (US\$1.6m)</i>	1.6

<i>Subcomponent 6.2: Monitoring and Evaluation (US\$0.2)</i>	0.2
TOTAL	18

11. With its clear focus on building food systems resilience and the government's institutional capacity, the project is regarded as the World Bank's flagship agricultural investment project in Somaliland. The FSRP design is based on intensive consultations with the beneficiary government ministries and has followed a highly inclusive and participatory approach to select the main features and to reflect Somaliland's unique context, as well as to complement other active projects.
12. The FSRP will focus on a few value chains that are particularly pivotal to national and regional food security and economic growth. The criteria used to select them include: (i) potential to contribute to national food security and resilience; (ii) relevance to diversification into higher-value production systems, building on opportunities created by investments in food production; (iii) potential for inclusion of women and youth; (iv) climate resilience and potential to mitigate greenhouse gas (GHG) emissions; (v) potential to support diet diversification and better nutritional outcomes; and (vi) potential to generate jobs.¹

Component 1: (Re-)Building Resilient Agricultural Production Capacity (US\$4.8 million)

13. This component is focused on strengthening the foundations of resilient agricultural production by building the capacity of Somaliland's crop and livestock research institutions, its seed and breeding systems, and its extension and advisory services to better cater to small farmers on a large scale.

Subcomponent 1.1: Crop and Livestock Research, Extension, and Seed Systems (US\$ 2.2 million).

14. This subcomponent will build the capacity of Somaliland's research, extension, and seed systems by: (a) helping leading crop and livestock research institutions upgrade their research infrastructure (informed by climate design standards, taking into consideration renewable energy use) for testing, providing certification services and technical training capacity on research related to climate-resilient practices (addressing climate vulnerabilities as recurrent droughts and land degradation)², while reducing GHG emissions of the crop and livestock sectors; (b) upgrading crop extension infrastructure including soil testing, early warning, and weather and market information systems; (c) expanding the network of epidemiology and data management units (EDMUs); (d) strengthening public veterinary services including supporting mass vaccination campaigns to address transboundary animal diseases (TADs). As climate change have a significant impact on animal health and diseases, including diseases outbreaks due to extreme temperatures, and vector-borne diseases, this activity will address these challenges by preventing and promptly responding to livestock diseases outbreaks,

¹ Based on these criteria and stakeholder consultations, the value chains being considered are maize, sorghum, sesame, dairy, poultry, red meat, honey, frankincense, potato, and fish.

² FAO (2022) Somalia Country Profile. Available at: <https://www.fao.org/3/cc0074en/cc0074en.pdf>

while providing access to improved animal housing, disease surveillance and control, and enhanced veterinary services; (e) strengthening seed systems through large scale field trials of drought-tolerant and high-yielding varieties; (f) developing new and existing climate-adapted seed certification capacity; (g) building the capacity of climate-adapted seed grower groups and strengthening their linkages to agro-dealers; (h) developing and validating climate-smart and gender sensitive technologies, innovations, and management practices (TIMPs); and (i) integrating climate smart TIMPs into extension content delivered through the public and community-based extension systems.

15. In relation to crop farming, the project will support establishment of seed multiplication centers and fruit tree nurseries. For livestock, the project will help operationalizing Wajaale livestock centre of excellence for adaptive research and demonstration of fodder varieties and experiments, fodder seed multiplication, and seed storage facility. It will also support operationalization of Artificial Insemination Center (AIC) for breed improvement, which will anchor research and extension, and good animal husbandry practices, animal health and disease surveillance, and herd management, and handle the accreditation and supervision of educational institutions for veterinary science and animal husbandry. Scholarships for technical education will be awarded each year to strengthen human resources. The prioritization of investments in research institutions will be guided by comprehensive technical assessments, while investments in public veterinary services will be identified by World Organization for Animal Health (WOAH) assessment. The FSRP will take into account the work being done by other regional and national research institutions such as the International Livestock Research Institute (ILRI), the Kenya Agriculture and Livestock Research Organization (KALRO), and the Ethiopian Agriculture Transformation Institute (ATI).
16. The subcomponent will invest in research on areas such as low-carbon technologies, which are instrumental to achieving full decarbonization, as well as climate-smart technologies and extension services that will build climate resilience and reduce emissions (e.g., seeds with enhanced yields will lead to more efficient use of land, reducing the need for land-clearing and subsequent emissions from deforestation). Moreover, improved seeds, drought-tolerant or with other climate-resilient traits, will also reduce emissions by reducing the need for inputs such as irrigation, fertilizer, and pesticides. This subcomponent will provide training on best management practices, such as improved feed and animal health, that can lead to increased animal productivity and reduced emissions per unit produced in the country.

Subcomponent 1.2: Community Engagement and Technology Transfer (US\$ 1.4 million).

17. This subcomponent will support: (a) crop and livestock producers' capacity for collective action; (b) build their capacity to adopt climate-smart agriculture (CSA) technologies and management practices; and (c) recover from climate shock-related asset losses and establish a strong community-based extension system. The project will build producers' capacity for collective action by supporting the mobilization of farmers, agro-pastoralists, and pastoralists into common interest groups (CIGs), placing a strong emphasis on the inclusion of women and young smallholder farmers. Each CIG will comprise 15–25 producers from a given value chain and will be intensively trained and supported to identify key challenges within their value chain and undertake micro-projects involving the adoption of climate-smart TIMPs. The latter could, for

example, involve the demonstration and adoption of conservation agriculture, drip irrigation, and other water conservation techniques, or the timely planting and use of early-maturing and drought-tolerant varieties. The project will support development of strategic action plan to double up the existing Farmer Field Schools (FFS) to increase the number of farmer groups in CIGs which will act as local nodes linking producers to producer organizations involved in marketing crop and livestock products. The project will also support establishment of village development committee (including water harvesting subcommittee, conflict and resolution subcommittee) to support the work of CIGs.

18. The project will build farmer knowledge and capacity to adopt climate-smart TIMPs by supporting the scaled-up deployment of FFSs and agro-pastoralist field schools (APFSs), demonstration plots, and community-based extension services. The project will support a hybrid extension approach wherein lead farmers or community-based facilitators will be identified within farmer groups and further trained through Training of Trainers (TOTs) to facilitate FFSs or APFSs locally. These community-based extensionists will be backstopped by public extension officers through phone and (bi-)monthly visits. Every FFS will be supported to develop demonstration plots and become the epicenter of extension service delivery, training farmers on climate smart TIMPs, and supporting adaptive research and field trial activities. The community-based facilitators will be supported to evolve into digitally enabled local agro-entrepreneurs offering producers a range of support services. Additionally, the project will support asset restoration for farmers and pastoralists affected by climate-related shocks, including small-scale animal restocking, the purchase of seasonal inputs and community-based assets.

Subcomponent 1.3: Digital Agriculture and Rangeland Solutions and Data Systems (US\$1.2 million).

19. This subcomponent will support: (a) the development of a national database of farmers and pastoralists that will enable more data-driven policymaking; (b) the expansion of the livestock identification and traceability system initiated under the DRIVE project; (c) the development of a national digital climate advisory system (DCAS) serving registered farmers, with a special focus on women; (d) the development, or incubation, of disruptive agriculture technology (DAT) platform, including hydromet data to increase producers' resilience to extreme weather events and other climate vulnerabilities such as climate variability and unpredictability of rain that drives production losses in crops and livestock; (e) the mapping of emerging digital solutions in Somaliland's agricultural sector, and the selective scaling up of promising ones, leveraging the national farmer registry and DCAS to inform farmers of available digital technologies and services. Supported DAT solutions will include ones that offer farmers customized, demand-driven and climate informed advisory services (e.g., related to climate-adapted seeds and livestock production systems), support access to financial services including climate risk management.
20. The project will support the establishment of Agriculture Data Base Management Center and support a number of surveys and assessments including crop yield assessment, arable land survey, rangeland data systems, assessment of productivity irrigated and rainfed farms, assessment of crop data, and livestock population census survey.

Component 2: Supporting the Sustainable Development of Natural Resources for Resilient Agricultural Landscapes (US\$6 million)

21. This component aims to enhance water availability for crop and livestock value chains and support rangeland rejuvenation and management. It will be implemented in coordination with ongoing World Bank-financed projects that share these objectives. For example, the Project will complement activities carried out under other projects in water infrastructure development³, mainly through its investments in energy efficient water pumping, and promotion of climate-smart crop and livestock farming practices around farmer fields near already established water points.⁴

Subcomponent 2.1: Water Availability for Crops and Livestock (US\$4.6 million).

22. This subcomponent will enhance water availability for crop and livestock production by: (a) building and rehabilitating water collection and management infrastructure; and (b) helping to improve its management by users and communities. The project will enhance small water works in both rainfed and irrigated areas, working with CIGs and community groups to identify hardware investment needs, and supporting participatory planning processes at the ministry and community levels to prioritize infrastructure investments. In rainfed areas, the project will invest in complementing efforts of other ongoing, as well as in developing multipurpose water harvesting and water catchment structures. These may include solar pumping solutions, irrigation networks extending from rainwater harvesting reservoirs to farmers' fields, and conservation agriculture technologies such as drip irrigation. In improved irrigation zones, the project will fund farmer-led fodder production efforts as well as the introduction of energy saving and water-use efficient technologies and devices, and equipment used in spate irrigation and, construction of check dams, gabions, contour bunding and terracing to reduce soil erosion. Weir will also be constructed, and canal rehabilitated to improve fodder and seed production. Water harvesting infrastructure including Balleys. Sand dams and construction of shallow wells around the torrential rivers will be built to increase livestock and crop productivity. Finally, to improve water management by communities, the project will build the capacity of water users' associations and other community organizations and facilitate the development of detailed plans to govern the operation and maintenance of community-based water works and multi-use water points. It will also identify and disseminate climate-smart practices already used locally to mitigate the evaporation of water and siltation. Proposed infrastructure will be informed by climate-resilient standard considerations for design and construction.

Subcomponent 2.2: Rangeland Management (US\$1.4 million).

23. This subcomponent will contribute to restoring degraded rangelands by supporting: (a) large-scale reforestation efforts around pastoral and agropastoral settlements; (b) community-based rangeland management practices; (c) sustainable rangeland-based livelihoods, including key activities to mitigate climate change (including the creation of new rotational grazing reserves, soil conservation, and agroforestry, increasing soil carbon sequestration) and enhancing climate

³ Mainly Biyoole, Barwaalo, and Horn of Africa Groundwater projects.

⁴ Any activities that involve the use or potential pollution of existing water reservoirs, will not be eligible for Project financing. The POM will reflect this as part of the eligibility criteria.

resilience (including improving water conservation through pasture pitting coupled with re-seeding of declining grass species, diversifying rainfed crops and livestock production systems) to help pastoralists and agropastoralists overcoming vulnerabilities to the recurrent drought-related shocks; (d) and extensive fodder production and storage which will address further climate vulnerabilities related to uneven seasonal rainfall. To support large-scale reforestation, afforestation, and pasture re-seeding efforts, the project will make use of drought-resistant, fast-growing, and nitrogen-fixing grasses and forage varieties identified and validated by crop research institutions.

24. To help communities sustainably manage their natural resources, the project will provide technical assistance to Common Interest Groups (CIGs) and other community institutions to address several climate vulnerabilities, such as soil-erosion, developing and effectively managing micro-catchments, which can help improve water filtration, enhance soil moisture retention and reduce soil erosion in rangelands. Project will establish rangeland and forestry association to build community capacity for sustainable rangeland management. It will also establish community groups among frankincense producers to promote sustainable tapping and harvesting. A range of training and awareness campaigns, and provision of necessary tools and equipment all aimed at promoting sustainable rangeland and forestry management practices at a community-level will be channeled through the CIGs. Women will be empowered to actively participate all project activities through a proper representation in CIGs. Furthermore, the project will support applied research on approaches to rangeland rehabilitation, including opportunities for resting pastureland, deferring (delaying) grazing, and configurations and uses of water points that help prevent overgrazing. To support rangeland-based livelihoods, the project will incubate enterprises and technically assist private sector players making sustainable and productive uses of local resources to develop viable business models. As part of this, the project will promote the utilization of invasive *Prosopis juliflora* to produce charcoal and other marketable products. To promote rangeland-compatible water management and fodder production practices, the project will support the development of community-driven enforcement of rotational grazing regime, the distribution of drought-resistant seeds to fodder production groups and enterprises, improvements in fodder and feed productivity, and aggregation, processing, and storage capacity.
25. The subcomponent includes agropastoral farming activities that contribute to increasing the carbon stock in the soil. Agroforestry, reforestation, restoration of degraded lands can provide GHG emission reduction and improved carbon sequestration. Mitigation opportunities lie in improving or restoring watershed functions through activities such as afforestation and protected area management that also restore soil carbon pools; developing guidelines on watershed management and erosion control; developing a long-term watershed conservation and restoration plan that aims to achieve in sustainable soil aggregation, land restoration, and reforestation in target areas. Additionally, this subcomponent includes activities that improves carbon sequestration through sustainable rangeland management practices.

Component 3: Getting to Market (US\$2.4 million)

26. This component will strengthen the agriculture and livestock sector's market orientation, helping it cater to both domestic and regional markets. It will do this by supporting existing and new

farmer producer organizations (FPOs)⁵ and agrifood enterprises, the development and upgrading of market infrastructure and export-oriented testing and certification capacity, and rural producers' access to savings and credit services.

Subcomponent 3.1: Farmer Producer Organizations (FPO) and Agrifood Enterprises (US\$0.6 million).

27. This subcomponent will work with private, market-facing organizations, helping to: (a) establish and strengthen existing FPOs; and (b) develop small and medium agrifood enterprises. FPOs will be selected to receive project support based on their business performance, inclusiveness, technical and managerial capacity and, as a priority criterion, the adoption of CSA technologies and practices in their plans. FPOs will receive "inclusion grants" to expand their membership, digitize their operations, strengthen their governance and management systems, and prepare bankable enterprise development plans (EDPs). FPOs with strong EDPs may receive a matching grant to expand their processing, value-addition and marketing activities, as well as strengthening their ability to include the adoption of CSA technologies. The subcomponent will build the capacity of small and medium agrifood enterprises for value addition, marketing, and branding by providing them with matching grants, and technical assistance, linking them to CIGs and FPOs, and helping them develop climate-informed business plans to access commercial lines of credit and other financial services. FPOs can provide farmers with access to up-to-date information and knowledge about best practices for adapting to changing climatic conditions, such as drought-resistant crops, irrigation technologies, and soil conservation methods. Additionally, they provide peer-to-peer learning experiences and improved access to diversified markets. Enterprises selected for support will have to demonstrate potential the adoption of climate smart practices, job creation, and co-financing. Value chain assessments will be carried out in every region to identify and target value chains based on where the greatest market opportunities lie, including opportunities for value addition, productivity enhancement, and the inclusion of women and youth.

Subcomponent 3.2: Market Infrastructure and Enterprise Development (US\$1.2 million).

28. Using a cluster-inspired approach, this subcomponent will support the safety and marketability of crop and livestock products, including for export, by: (a) developing and upgrading physical infrastructure and quality assurance services, and (b) training value chain actors on food safety. Under this subcomponent, the project will broadly adhere to the One Health approach, investing in improved market climate-resilient facilities supporting enhanced productivity, reduced post-harvest losses, greater use of renewable energy, and increased value of the products, while at the same addressing climate vulnerabilities to extreme weather conditions or energy disruption for producers. Facilities helping to improve the handling of crop and livestock products, mitigating post-harvest losses and food contamination, and facilitating adherence to SPS standards will be also invested. The project will support value chain actors' adherence to SPS and other food safety standards by working with CIGs, agro-processors, and exporters, and training them on safe food handling best practices and standards. This subcomponent will invest in technologies helping avoiding food losses along the value chain. To address this issue, improving market access and product transportation is key to reducing post-harvest losses. By doing so, GHG emissions along the food supply chain can be reduced.

⁵ FPO refer to both farmer and livestock producer organizations

29. Infrastructure and service upgrades will be supported through direct investments and the development of public-private partnerships (PPPs) and target climate-resilient infrastructure and services used in post-harvest handling⁶, storage, transportation, and testing and certification of agricultural products. The infrastructural investments may include rural trunk and feeder roads⁷; cold storage; facilities and associated services used to trade live animals (such as holding grounds and veterinary health-certification services) and animal products (slaughterhouses and meat processing facilities); and grading, sorting, processing, and storage facilities. The project will specifically support the development of a reliable public animal health certification system, which is critical for expanding exports of live animals. Proposed infrastructure will be informed by climate-resilient and energy-efficient design standard considerations.

Subcomponent 3.3: Access to Finance (US\$ 0.6 million).

30. This subcomponent is focused on enhancing access to finance at various levels to catalyze adoption of climate-smart TIMPs by smallholder farmers and pastoralists with special incentives that target female farmers. At CIG level, the project will support intensive capacity building in financial literacy and business planning and project management to promote member savings which will be matched by the project funds. The combined funds (farmer savings plus matching grants) will be used to establish a revolving fund that extends small loans to group members for the adoption of climate-smart TIMPs developed under the project. At the FPO level, the project will provide capital support to enable advance collective purchase of key inputs and services and provision of the same to CIG members. To the extent possible, financial transactions at CIGs and FPO level will be digitized to develop credible performance metrics for small farmers, pastoralists and FPOs. This performance data will be shared with formal financial institutions and other service providers to build sustainable access to credit and other financial services.

Component 4: Promoting a Greater Focus on Food Systems Resilience in National and Regional Policymaking (US\$3 million)

31. This component will build food systems resilience at the national and regional levels by focusing on building the capacity of public institutions and identifying relevant policy reform opportunities within the implementing three ministries. In the crops, livestock and environment sectors it will: (a) build the capacity of government institutions; and (b) carry out comprehensive assessments of agrifood policies.

Subcomponent 4.1: Ministerial Capacity Building and Agrifood Policy Assessments for the Crops Sector (US\$1million).

⁶ With current trends and future projections of extreme precipitation, post-harvest handling infrastructure is vulnerable to damage which could lead to entire harvest losses and increased GHG emissions. Therefore, investments in climate-resilient and energy efficient post-harvest infrastructure will enable the infrastructure to withstand weather extremes, thereby reducing food loss and waste, GHG emissions.

⁷ Rural roads are vulnerable to damage from extreme weather events such as floods, landslides, storms, and cyclones. This activity will prioritize climate-resilient infrastructure and planning (e.g., improving drainage systems, reinforcing roads with appropriated materials, and protecting coastal roads from erosion), that is designed and built in a way that anticipates, prepares for, and adapts to changing climate conditions while improving the resilience of rural communities that depends on these roads for access to critical services and economic opportunities.

32. First, the subcomponent will build the capacity of the Ministry of Agricultural Development (MoAD) to provide high quality public services to the agrifood sector. It will do this by building human resources and constructing or rehabilitating key government facilities (such as research and extension centres and laboratories), prioritizing climate-resilient infrastructure designed and built in a way that anticipates, prepares for, and adapts to changing climate conditions (raising temperatures, change in precipitations and extreme weather events⁸) through improved drainage systems, reinforced with appropriate materials, and including the use of renewable energy and thermal insulation. To guide its investments and those of subsequent efforts, the project will carry out a comprehensive needs assessment, building on the work of previous projects. The subcomponent will build human resources by sponsoring higher and continued education for ministerial staff, recruiting technical specialists, training new and existing staff, and establishing knowledge partnerships with CGIAR institutions, KALRO, Ethiopia's ATA, and other organizations in the region (this also applies for subcomponents 4.2 and 4.3 below). Second, the subcomponent will carry out an assessment of "gaps" and opportunities to mainstream climate resilience in national agrifood policy and identify where technical assistance is immediately needed to formulate or update policies and action plans relating, among other topics, to seed systems, food security, marketing, cooperatives, plant protection, extension services, land tenure, food safety, biosecurity, and other One Health arrangements. This subcomponent will invest on national and territorial cross-sectoral policies that aim to lead to climate change mitigation actions or technical support for such actions.

Subcomponent 4.2: Ministerial Capacity Building and Agrifood Policy Assessments for the Livestock Sector (US\$1million).

33. Following a similar approach to that used in the crops sector, this subcomponent will focus on the Ministry of Livestock and Rural Development (MoLRD), building its human and organizational capacity, rehabilitating its physical facilities (including research and extension centres and laboratories), prioritizing climate-resilient infrastructure and planning (e.g., improving drainage systems, reinforced with appropriated materials, and including the use of renewable energy and thermal insulation) designed and built in a way that anticipates, prepares for, and adapts to changing climate conditions, such as raising temperatures, change in precipitations and extreme weather events⁹. The latter may include new legislation governing climate-smart animal health and welfare, meat inspection, and pesticides, and the regulatory framework for the animal health certification system to be developed under Component 3 to facilitate livestock exports.

Subcomponent 4.3: Ministerial Capacity Building and Rangeland Policy Assessments for the Environment Sector (US\$1 million)

34. This subcomponent will build the human and organizational capacities of the Ministry of Environment and Climate Change (MoECC). It will also support the construction and rehabilitation of government facilities rangeland management centres, plan nursery and associated facilities and regional offices. The subcomponent will also support the development of institutional frameworks for sustainable rangeland management (including legal framework for rangeland protection and bylaws and guidelines for community-led governance models.

⁸ <https://climateknowledgeportal.worldbank.org/country/somalia/trends-variability-historical>

⁹ <https://climateknowledgeportal.worldbank.org/country/somalia/trends-variability-historical>

Component 5: Contingent Emergency Response Component (US\$0)

35. This component will finance eligible expenditures in the event of an emergency precipitated by a disaster. The activation of CERC, by request of the government, will allow funds to be disbursed rapidly to reduce damage to productive infrastructure, ensure business continuity, and speed up recovery. An immediate response mechanism operation manual (IRM-OM) will be developed by the government stipulating the fiduciary, safeguards, monitoring, and reporting requirements relating to CERC as well as other coordination and implementation arrangements. In the event of CERC activation, funds from other project components may be reallocated to finance immediate response activities as needed.

Component 6: Project Management (US\$1.8 million)

Subcomponent 6.1: Project Coordination and Management (US\$ 1.6 million).

36. This subcomponent will help establishing and strengthening project coordination and management structures within in line with the agreed upon project implementation arrangements. The subcomponent will fund all full-time staff, office infrastructure, transportation, and operating costs of the Project Coordination Unit (PCU), which will be established to oversee the Somaliland FSRP's implementation. Additionally, the subcomponent may support the onboarding of third-party implementing agencies.

Subcomponent 6.2: Monitoring and Evaluation (US\$ 0.2 million).

37. This subcomponent will fund the establishment of a full-fledged management information system (MIS) with requisite data collection and analysis systems and digital dashboards for decision support at all levels of implementation. The subcomponent will also support the onboarding of competent technical agencies to carry out impact evaluations and training on data-driven decision making and performance management.

1.3 Project beneficiaries

38. The project will directly benefit an estimated 65,000 small farmers, agro-pastoralists and nomadic pastoralists, of which at least 30 percent will be female. In addition, the project will support value chain stakeholders including women-owned agri-business enterprise, financial services providers, Disruptive Agriculture Technology organizations, and agriculture research and extension institutions. Additionally, the project will support investments for building inclusive POs, and infrastructure investments to upgrade value chains. Integration of ICT and digital agriculture solutions is an essential cross-cutting element in the project.
39. Farmers, livestock herders, government institutions departments, ministries, research centers and communities country-wide will benefit from improved system performance and a greater focus on enhanced agricultural productivity, food security, date and technology driven farming methods, land and resources conservation outcomes.

1.4 Objectives of the SEP

40. The SEP seeks to define a structured, purposeful, genuine and culturally appropriate approach to consultation and information disclosure. Somaliland government recognises the diverse and

varied interests and expectations of project stakeholders and seeks to develop an approach for reaching each of the stakeholders in the different capacities at which they interface with the project. The aim is to create an atmosphere of understanding that actively involves project-affected people and other stakeholders leading to improved decision making. Overall, this SEP will serve the following purposes:

- i. Identify and analyze different stakeholders at different levels;
- ii. Plan engagement modalities through effective communication, consultations and disclosure;
- iii. Outline platforms for stakeholders to influence decisions regarding the project;
- iv. Define roles and responsibilities for the implementation of the SEP;
- v. Define reporting and monitoring measures to ensure the effectiveness of the SEP and periodic reviews of the SEP based on monitoring findings;
- vi. Define roles and responsibilities of different actors in implementing this Plan;
- vii. Elaborately explain the GM for the project;
- viii. Outline the dissemination of relevant project materials, including explanations of intended project benefits and, where appropriate, the setup of a project website; and
- ix. Document stakeholder consultations on proposed project design, environmental and social risks and impacts, mitigation measures, the proposed SEP, and draft environmental and social risk management instruments.

1.5 World Bank Requirements for Stakeholder Engagement

41. This project is being prepared under the World Bank's Environment and Social Framework (ESF). As per the Environmental and Social Standard (ESS) 10 on Stakeholders Engagement and Information Disclosure, the implementing agencies are required to provide stakeholders with timely, relevant, understandable and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination and intimidation. Effective stakeholder engagement can improve the environmental and social sustainability of projects, enhance project acceptance, and make a significant contribution to successful project design and implementation.
42. Stakeholder engagement is an inclusive process conducted throughout the project life cycle. Where properly designed and implemented, it supports the development of strong, constructive, and responsive relationships that are important for successful management of a project's environmental and social risks. Stakeholder engagement is most effective when initiated at an early stage of the project development process, and is an integral part of early project decisions and the assessment, management, and monitoring of the project's environmental and social risks and impacts.
43. ESS 10 defines the requirements for stakeholder engagement as follows:
 - Establish a systematic approach to stakeholder engagement that helps Borrowers; identify stakeholders and maintain a constructive relationship with them;
 - Assess stakeholder interests and support for the project and enable stakeholders' views to be taken into account in project design;

- Promote and provide means for effective and inclusive engagement with project-affected parties throughout the project life-cycle;
- Ensure that appropriate project information is disclosed to stakeholders in a timely, understandable, accessible and appropriate manner;
- Develop a Stakeholder Engagement Plan proportionate to the nature and scale of the project and its potential risks and impacts needs to be developed by the Borrower;
- The Borrower will maintain and disclose as part of the environmental and social assessment, a documented record of stakeholder engagement.

2 **LEGAL AND REGULATORY FRAMEWORK**

2.1 National Legal and Institutional Framework

44. The Constitution of the Republic of Somaliland, defines access to information as a right. It states that every person has the right of access to information held by the Somaliland; as well as every person has the right of access to any information that is held by another person which is required for the exercise or protection of any other just right. It also states that every citizen has freedom, in accordance with the law, to express his opinions orally, visually, artistically, writing or any other form. And press and other media are part of fundamentals of freedom of expression and all acts to subjugate them are prohibited.

45. Currently, policies and legislation with respect to stakeholder consultation are yet to be developed. There is a need for the Somaliland Government to enact laws to ensure the right of access to information is enjoyed by all. Other relevant provisions applicable to the project include:

Art. 8 provides that all Somaliland citizens have equal rights and obligations before the law, regardless of color, clan, birth, gender, property, status, and opinion. This article also states that precedence and discrimination on grounds of ethnicity, clan affiliation, birth, gender is prohibited. Article 23 on freedom of movement and association clearly states that all citizens have the right to form, in accordance with the law, political, educational, cultural, social and occupational or employees' associations.

Article 36 on the rights of women states that women shall have equal rights as men particularly on issues related to own, manage, oversee, trade in, or pass on property in accordance with the law.

46. Somaliland Labour Code also recognizes freedom of association and prohibits from engaging in any kind of discrimination or restriction of the right of freedom of association. This code also stipulates the right to equal pay of all employees for the same work as men and women.

2.2 World Bank Requirements

47. The World Bank's Environmental and Social Framework (ESF)'s Environmental and Social Standard (ESS) 10 "Stakeholder Engagement and Information Disclosure", recognizes 'the importance of open and transparent engagement between the Borrower and project stakeholders as an essential element of good international practice'. Specifically, the requirements set out by ESS10 are the following:

- Borrowers will engage with stakeholders throughout the project cycle, commencing such engagement as early as possible in the project development process and in a timeframe that enables meaningful consultations with stakeholders on project design. The nature, scope and frequency of stakeholder engagement will be proportionate to the nature and scale of the project and its potential risks and impacts. Borrowers will engage in meaningful consultations with all stakeholders.

- Borrowers will provide stakeholders with timely, relevant, understandable and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination and intimidation. The process of stakeholder engagement will involve the following, as set out in further detail in this ESS: (i) stakeholder identification and analysis; (ii) planning how the engagement with stakeholders will take place; (iii) disclosure of information; (iv) consultation with stakeholders; (v) addressing and responding to grievances; and (vi) reporting to stakeholders.
- The Borrower will maintain and disclose as part of the environmental and social assessment, a documented record of stakeholder engagement, including a description of the stakeholders consulted, a summary of the feedback received and a brief explanation of how the feedback was considered, or the reasons why it was not.
- A Stakeholder Engagement Plan (SEP) proportionate to the nature and scale of the project and its potential risks and impacts needs to be formulated by the Borrower. It must be disclosed as early as possible, and before project appraisal, and the Borrower needs to seek the views of stakeholders on the SEP, including on the identification of stakeholders and the proposals for future engagement. If significant changes are made to the SEP, the Borrower must disclose the updated SEP. According to ESS10, the Borrower shall also propose and implement a grievance mechanism to receive and facilitate the resolution of concerns and grievances of project-affected parties related to the environmental and social performance of the project in a timely manner.

Table 2: Gap Analysis between the National Legislation and World Bank

No	World Bank	National Legislation	Gaps	Gap Filling Options
1	The Objectives of ESS 10 are: To establish a systematic approach to stakeholder engagement that will help Borrowers identify stakeholders and build and maintain a constructive relationship with them, in particular project-affected parties.	The Constitution of the Republic of Somaliland , defines access to information as a right. it states out that every person has the right of access to information held by Somaliland.	The national legislation has no provision for the development of a specific stakeholder engagement plan.	The project will rely on the relevant provisions of the WB requirements. The project will carry out a comprehensive consultative process with project stakeholders as being required through public disclosure meetings, individual consultations and public consultations.
2	To assess the level of stakeholder interest and support for the project and to enable stakeholders' views to be taken into account in project design and environmental and social performance.	There are no policies and legislations specifically addressing stakeholder consultations and the right of access to information	The national legislation has no provisions that allow citizens to make complaints and register	The PCU will ensure that a grievance mechanism for the project is in place, in accordance with ESS10 as early as possible in project development to address concerns from affected communities. The project will apply the WB standard and allow anonymous submission of grievances and complaints.

No	World Bank	National Legislation	Gaps	Gap Filling Options
3	To promote and provide means for effective and inclusive engagement with project-affected parties throughout the project life-cycle on issues that could potentially affect them.		grievances other than the judicial system.	SEP shall be disclosed to all stakeholders and made available to the stakeholders in public areas,
4	To ensure that appropriate project information on environmental and social risks and impacts is disclosed to stakeholders in a timely, understandable, accessible and appropriate manner and format including the vulnerable Groups		The national legislation does not have special provisions to address the concerns of the vulnerable groups during the consultation process.	SEP will ensure that all stakeholders are not only identified, but that their information disclosure needs are also identified to guide information disclosure to each stakeholder category as appropriate
5	To provide project-affected parties with accessible and inclusive means to raise issues and grievances, and allow Borrowers to respond to and manage such grievances		The national legislation does not provide for provisions to establish a Project specific GM.	The Project specific GM will be established for all stakeholders at each stage of the Project, including GM for all project workers

3 STAKEHOLDER IDENTIFICATION AND ANALYSIS

3.1 Project stakeholders

48. Project stakeholders are defined as individuals, groups or other entities who are interested in the Project at different levels. Engagements with the project affected communities will be conducted upon project effectiveness and will be sustained throughout project implementation and closure. For effective engagement, project stakeholders are categorized into three main groups, as described below.

- a) **Affected Parties:** persons, groups and other entities within the Project Area of Influence (PAI) that are impacted or likely to be impacted directly or indirectly, positively or adversely, by the project. Such stakeholders are directly influenced (actually or potentially) by the project and/or have been identified as most susceptible to change associated with the project, and who need to be closely engaged in identifying impacts and their significance, as well as in decision-making on mitigation and management measures. This category of stakeholders may include community members living within the project planned areas of intervention, government officials, business entities and individual entrepreneurs in the project area. For this project, the direct beneficiaries are small farmers, agro-pastoralists and nomadic pastoralists, the Ministry of Agriculture Development, Ministry of Environment and Climate Change and Ministry of Livestock and Rural Development staff and other government agencies and departments' staff that will be involved in service provision at the national level and other actors engaged in the livestock value chain from production, marketing ,and processing of livestock products and services .
- b) **Other Interested Parties (OIP):** constitute individuals/groups/entities whose interests may be affected by the project and who have the potential to influence project outcomes. OIP may not experience direct impacts from the Project but they may consider or perceive their interests as being affected by the project and/or who could affect the project and the process of its implementation in some way. Such stakeholders include CSOs and NGOs who may become project partners. Others include business owners and providers of services, goods and materials within the project area who may be considered for the role of project's suppliers; mass media and associated interest groups, including local, regional and national print and broadcasting media, digital/web-based entities, and their associations, among others. The partners whose interests may be affected include CSOs and partners engaged in the agricultural sector in the country, development partners supporting the agricultural sector, business companies and entities that may be involved in the provision of services and the media and interest groups.
- c) **Marginalised and Vulnerable Groups:** persons who may be disproportionately impacted or further disadvantaged by the project as compared with any other groups due to their vulnerability and that may require special efforts to ensure their equal representation in

the project consultation and decision-making processes. The vulnerable groups identified for this project include the pastoralists, persons with disabilities, IDPs, returnees, minority groups, etc.

3.2 Identification of stakeholders

49. There are several categories of people and institutions with an interest in the Project at different levels that will need to be consulted and engaged in the project activities, as summarized in Table 2 below

Table 3: Stakeholders description and areas of interest

#	Stakeholder	Description	Areas of interest	Level of Analysis	
				Interest	Influence
1.	Small scale farmer, agro-pastoralists and nomadic pastoralists	The small scale farmers, agro-pastoralists, and nomadic pastoralists will be spread across 8 districts of Somaliland regions. These are the direct beneficiaries and their meaningful engagement is very essential for the success of the project	<ul style="list-style-type: none"> Engagement on the project design; Clear and transparent selection process of the targeted districts. Affirmative action in the support to women based groups and farms and focus on the neediest and those with special needs, including those with disabilities. Equitable access to project benefits across the selected district including access of small scale farmers to seed capital and matching grants Upgrading of the infrastructures; and Improved market infrastructure and ecosystem facilitation and trade infrastructure; 	H	M
2.	Communities that will receive support from the project	Community members, and extension workers including vulnerable groups representatives, youth and women led groups, farmers and pastoralists community associations.	<ul style="list-style-type: none"> Meaningful community engagement in the project design and implementation Collect views of lessons learned in the previous or related project, challenges, environmental and social risks, and their mitigation measures shared and consulted at the community-level; Community capacity building technological transfer community level GRM 	H	M
3.	Ministry officers at national level	Ministry of Agriculture Development (MoAD) will have the overall responsibility of managing all the components of the project closely working with the Ministry of Livestock and Rural Development (MoLRD)	<ul style="list-style-type: none"> MoAD identifies and meaning fully engages with partners in all aspects of the project Project design Identification of potential beneficiaries and areas. Project fiduciary processes. Environment and social risk management, capacity building and technological transfer 	H	H

		and the Ministry of Environment and Climate Change (MoECC). It will also work closely with the other relevant Ministries	<ul style="list-style-type: none"> • Technical assistance • The coordination between inlined Ministries of the project in a transparent and accountable way • Principles of engagement are observed in all aspects of consultation at the different levels 		
4.	Ministry officers at the national and District levels	The three ministries at this level will be responsible for the implementation of the project activities and policies.	<ul style="list-style-type: none"> • The selection of districts to be supported is based on a transparent criterion. • The coordination between the State and districts is done in a transparent and accountable manner • Technical assistance; • Establishment of research institutions • Equitable distribution of scholarships and training slots. • Principles of engagement are observed in all aspects of consultation at the different levels 	H	H
5.	Other ministries: Finance; , Water Services; Public works; Infrastructure and Reconstruction; Posts, Telecom and Technology; Interior and; and the National office for Environment	The other Ministries will be involved in as far as the implementation of specific activities and linkages with ongoing interventions: Public works – feeder road construction and rehabilitation construction of Posts, Telecom and Technology –development of technological infrastructure and data protection policy and legislation. Interior – ensure security of project workers and investments	<ul style="list-style-type: none"> • Principles of engagement are observed in all aspects of consultation at the different levels • Information is shared in a timely manner and feedback is used to inform further engagement on the project; • Participation in project implementation • Clarity in terms of engagement is provided from the beginning 	M	M
	The staff of the involved ministries	These are staff working in the respective ministries that will take part in the project activities like the MoAD, MOECC and MoLRD	<ul style="list-style-type: none"> • Equitable treatment • Information disclosure • Clear terms of engagement 	H	M
	Women-owned enterprises	Women led enterprises and initiatives may include small scale farmers and businesswomen who maybe interested to participate and get their fair share of the project benefits	<ul style="list-style-type: none"> • Disclosure of activities • Inclusion in the project activities • Accountability in the project benefits allocation • Proper participation in project activities 	H	H
	Research centers	These include universities and other public or private research institutions across all the districts and regions.	<ul style="list-style-type: none"> • Proper disclosure of project activities • Principles of engagement are observed in all aspects of consultation at the different levels 	H	H

		These are the places where laboratory investigations and value chain and market-based researches are done	<ul style="list-style-type: none"> • Technical assistance 		
	Members of academia	The members of the academia are very important in supporting the project in terms of conducting meaningful researches. These include researchers, lecturers and professors who specialized in the areas of agriculture, livestock, market-based and value chains, innovation and technology, institutions, policies and management	<ul style="list-style-type: none"> • Principles of engagement are observed in all aspects of consultation • Technical assistance; • There is transparency and accountability in all aspects of the engagement 	H	H
7.	CBOs and NGOs operating in the identified project districts	Most development activities in rural and remote parts of the country are led by NGOs and CBOs funded directly by donors and religious bodies. They have social capital that the project can tap into.	<ul style="list-style-type: none"> • The CBOs/NGOs receive information and provide feedback in a timely manner • There is transparency and accountability in all aspects of the engagement • Principles of engagement are observed in all aspects of consultation • Utilize their social capital to create awareness and community buy in. 	M	L
7.	Development Partners	Most of the agricultural activities are supported by donors who tend to fund the activities separately.	<ul style="list-style-type: none"> • Principles of engagement are observed in all aspects of consultation. • Information is shared in a timely manner • Learning from the past experiences 	H	L
8.	Media and online platforms of communication	The role of the media is key in keeping people informed about the project. Media can also be used to share grievances and complaints on project activities.	<ul style="list-style-type: none"> • Information shared by the media will be accurate • Complaints and grievances shared on social media platforms will be picked and addressed as necessary 	H	M
9.	Vulnerable and the minority	Minority and vulnerable groups are very important in Somaliland society, they have great voice and platforms to include every decision that deemed to be affecting their stake.	<ul style="list-style-type: none"> • Those groups shall be involved all the decisions and during implementation of the projects, to keep the inclusivity and harmonization of the key decisions 	H	L

3.3 Stakeholder engagement principles

50. Stakeholder analysis generates information on the perceptions, interests, needs, and influence of actors on the project. Identifying the appropriate consultation methodology for each stakeholder throughout the project lifecycle is necessary. In order to meet best practice approaches, the project will apply the following principles for stakeholder engagement:

Openness and life-cycle approach: public consultations for the project will continue during the whole project lifecycle from preparation through implementation. Stakeholder engagement will be free of manipulation, interference, coercion, and intimidation.

Informed participation and feedback: information will be provided and widely distributed among all stakeholders in an appropriate format; conducted based on timely, relevant, understandable and accessible information related to the project; opportunities provided to raise concerns and ensure that stakeholder feedback is taken into consideration during decision making.

Inclusivity and sensitivity: stakeholder identification will be undertaken to support better communication and building effective relationships. The participation process for the project will be inclusive. All stakeholders will be encouraged to be involved in the consultation processes. Equal access to information will be provided to all stakeholders. Sensitivity to stakeholders' needs is the key principle underlying the selection of engagement methods. Special attention will be given to vulnerable groups, particularly learners and those with disabilities, and the cultural sensitivity of diverse groups in the project area.

4 SUMMARY OF STAKEHOLDER ENGAGEMENT ACTIVITIES

51. The project team held several meetings leading up to the development of the various instruments including this SEP, the ESMF and LMP.
52. The engagements and consultations on the project design and the planned activities and implementation arrangements have been done with key institutional stakeholders including the relevant government Ministries and implementing agencies.
53. The FSRP project identification mission between the Bank and Somaliland took place in 12th March, 2023 During this mission representatives in the MoAD, MOLRD and MoECC were taken through the concept note for the project and presentations on the areas of development focus and elaboration of components of the proposed project. In these presentations by Government Ministries, the discussion focused on:
 - A brief outline of the achievements in the particular reform area;
 - Reform priorities going forward; and
 - Challenges to be addressed by the reform priority.
54. A subsequent consultation was held on 13th - 15th June 2023 as part of project scoping and subsequent separate preparatory meetings followed with all the respective ministry representatives, local public administrations, as well as other government stakeholders and development partners. This was an important stage to allow stakeholders to understand better the scope, impact and risks of the Project, and potential opportunities; to make available Project-related information as early as possible. The objectives of the preparation mission were to conduct a series of discussions with sector authorities and other key stakeholders to (i) determine key elements of the project design, including costing of activities for all components; (ii) develop an initial results framework; (iii) assess safeguards and fiduciary capacity of the assigned implementation unit; (iv) discuss project readiness requirements related to Environmental and Social Standards; and (v) initiate assessments on utility performance, gender and citizen engagement, and a positive feedback was received from all stakeholders during the meetings.
55. Due to timeline of the project brief consultative stakeholder meetings were carried out across all the stakeholder Ministries In June and July diverse dates. The meeting was attended by the key stakeholders including representatives of the MoAD, MoLRD, MOECC, private sector players, women groups, representative of the vulnerable groups including disadvantaged among others. The aim was to provide input to the broad content areas of E&S, social and environmental risks and how to mitigate them, legal and policy environment, stakeholders' engagement mechanisms, and handing of project related grievances. The list of participants part of the photos of the participants is attached as annex I and annex II respectively.
56. The stakeholder engagement is a continuous activity throughout the project cycle. The project plans to put more effort in ensuring diverse representation of stakeholders from all categories

of the project affected persons and beneficiaries with emphasis given to the vulnerable and the marginalized in the community like women, youth, elderly and minority clan members and the IDPs. To this end, the project will engage in wide community mobilization leveraging on the existing systems and channels from other projects in the agricultural and livestock sectors. Communities in rural areas, IDP camps, nomadic communities and the women driven enterprises among others will be given priority in ensuring that engagements are done in accessible environment that will not affect their economic activities.

57. Representatives from these groups will also be approached to help simplify the project components and activities and make the engagement more robust. As part of accessibility, the project will translate project activities into local languages in every localized engagements and have people from the community who can pass the information in a more refined and simplified manner.

4.1 Summary of the Findings of Stakeholders Engagement During Preparation

58. Key highlights of the meeting was:

- Consultations with stakeholders identified several constraints facing pastoralism as an economic activity. These include frequent, severe, and prolonged droughts; exposure to violent conflicts; limited access to financial services; poor market infrastructure limiting participation in markets; and rangeland degradation.
- Livestock represents a major source of income to the people and improving the process that will make exports more profitable is a great step.
- Climate related problems have affected farm output and many farmers are left with limited options, the availability of water through rehabilitation and building of new pans will save many farmers in water conservation during rainy seasons and help mitigate the water shortfall challenge.
- The stakeholders insisted on continuous involvement of people to create trust and enable women to have a say in the project. Also the project should consider the marginalized and ensure information is spread to all beneficiaries.
- The stakeholders mentioned the need to build capacity at all levels especially at the community level where most farmers reside and help the local authority to have some role in reaching the beneficiaries through their groups.
- Lack of human capital and experts especially among the youth and, lack of collaboration between stakeholders, including national and sub-national institutions. The issue of inclusion of women and other vulnerable groups were raised and the stakeholders insisted to have mechanism to develop proper inclusion.
- There is need for continuous stakeholder engagement especially reaching religious and traditional leaders to create an understandable environment by using social mobilizers to make outreach to the remote villages as well.

Most stakeholders mentioned that there is potentially no obvious negative impact from the project, however it would be important to create awareness on all project components to the pastoralists, small scale farmers in the village in order to increase acceptability.

5 STAKEHOLDER ENGAGEMENT PLAN AND DISCLOSURE

5.1 Purpose and Timing of Stakeholder Engagement Plan (SEP)

59. Stakeholder engagement is an inclusive process that must be conducted throughout the project life cycle. The purpose of the SEP is to present a strategy for engaging stakeholders of the project to ensure that they understand the project and can provide their feedback and input to the project. This SEP describes the nature of the anticipated stakeholders as well as their information requirements, timing, and methods of engagement throughout the lifecycle of the project.

60. During the Project preparation phase, the MoAD will engage stakeholders as early as possible and will continue the engagement throughout the implementation of the Project preparation activities, particularly during surveys and baseline data collection, and preparation of the Environmental and Social Management Framework (ESMF), Gender-Based Violence (GBV) Assessment, and project SEP. This process will continue under the Project, starting from planning, mobilization, implementation stages, and until the Project is eventually closed. At this stage, the decisions on public meetings, locations, and timing of meetings have not yet been made. The stakeholders will be notified before and during the implementation of the Project preparation activities. However, the nature and frequency of follow-up consultations will differ depending on the project components and activities and the potential stakeholders.

61. MoAD will disclose project information to allow stakeholders to understand the risks and impacts of the project, and potential opportunities. MoAD will provide stakeholders with access to the following information, as early as possible before the Bank proceeds to project appraisal, and in a timeframe that enables meaningful consultations with stakeholders on project design:

- i. The purpose, nature, and scale of the project;
- ii. The duration of proposed project activities;
- iii. Potential risks and impacts of the project on local communities, and the proposals for mitigating these, highlighting potential risks and impacts that might disproportionately affect VMIG and describing the differentiated measures taken to avoid and minimize these;
- iv. The proposed stakeholder engagement process highlights how stakeholders can participate;
- v. The time and venue of any proposed public consultation meetings, and the process by which meetings will be notified, summarized, and reported; and
- vi. The process and means by which grievances can be raised and will be addressed.

Table 4: Stakeholder Engagement Plan During Project Preparation & Implementation

Target Stakeholders	Aspects to be considered	Topic (s) of Engagement	Method (s) used	Location/frequency	Responsibilities
All stakeholders	<ul style="list-style-type: none"> • Project design and implementation • Employment opportunities, • Stakeholder concerns on the entire project prior to roll out; • 	<ul style="list-style-type: none"> • Overall project design, • Anticipated environmental and social impacts and proposed mitigation measures in ESMF (including GBV Prevention and Response plan), SEP and LMP, RPF. 	Public consultations, meetings, through community action groups, Emails, and public meetings	Prior to project appraisal at accessible public space	<ul style="list-style-type: none"> • PCU
Project-Affected Persons include local communities, community members (Vulnerable households) and other parties that may be subject to direct impacts from the Project activities.	<ul style="list-style-type: none"> • Impacts on community livelihoods, • Benefit to both businesses and household incomes, • Inclusion mechanism for the vulnerable • Potential environmental and social risks and mitigation measures in place. • Grievance mechanism and channels available • Compensation process; and • Community safety 	<ul style="list-style-type: none"> • More site-specific environmental and social impacts and mitigation measures in ESMP (including GBV Prevention and Response Plan), LMP and SEP. • Awareness-raising on the GM process • ESMF, ESMP, SEP disclosures. • Ways to expand and access inclusive engagement with vulnerable groups, and rural illiterate persons. • Meaningful community engagement in the project decisions • Ways of overcoming social stigma mainly for IDPs 	Public meeting, individual meetings during preparation and implementation of instruments Disclosure of written information - Brochures, -posters, -flyers, (in local language), -websites (Social Media Communication) -Face-to-face meetings; social gatherings, -separate meetings specifically to affected vulnerable groups and individuals; Grievance mechanism Communication	Monthly/quarterly meetings in affected municipalities and villages;	<ul style="list-style-type: none"> • PCU social and Environmental safeguards and GBV specialist
Affected communities- People who will benefit	<ul style="list-style-type: none"> • Employment opportunities and 	<ul style="list-style-type: none"> • Selection criteria and ToR for employment opportunities; 	Group meetings with the host community and	Prior to start of project activities	<ul style="list-style-type: none"> • PCU

Target Stakeholders	Aspects to be considered	Topic (s) of Engagement	Method (s) used	Location/frequency	Responsibilities
from employment opportunities	<ul style="list-style-type: none"> related requirements, • Legal compliance of the project, • Extent of the project (including the potential beneficiaries) 	<ul style="list-style-type: none"> • Environmental laws and regulations; • Project scope, rationale and E&S principles • Grievance mechanism process and appropriate reporting methods • Discrimination in recruitment and at work place. 	support groups to engage vulnerable groups; and Focus group meetings;		
Other Interested Parties – Community groups and actors engaged in the livestock keeping farming, agro processing and value chain from production, marketing and processing of livestock products and services	<ul style="list-style-type: none"> • Stakeholder sensitization on the potential benefits/ impacts as well as the enhancement/ mitigation measures. • Increased participation 	<ul style="list-style-type: none"> - Ways enabling outreach to vulnerable groups and address their concerns and interest - Ways to include women groups in project implementation. 	Individual meetings; focus group meetings; Emails; public gatherings and local radio	Prior to start of project activities	<ul style="list-style-type: none"> • PCU
Other Interested Parties - External Ministries, Academic institutions; Local Government Units; General public; Women organizations; and Media	<ul style="list-style-type: none"> • Input in the design of the project • Project compliance with the legal provisions • Disputes or concerns raised by the various stakeholders where the project is to be undertaken 	<ul style="list-style-type: none"> - Technical details on project design, - Compliance with national regulations and collaboration with relevant programs, - Identification of vulnerable groups of people relevant to the project Compliance with legislations and regulations, - GM Process 	Official/Public meetings, workshops; Social Media Communication; Disclosure of written information – Reports ; Brochures; Posters; Flyers; website; Information desks - In all project areas.	As needed (and continued throughout the project life)	PCU

5.2 Project Information Disclosure

62. Information will be packaged and shared with key stakeholders using different methods. The PCU will be responsible for ensuring that the information gets to the stakeholders in a timely manner. Feedback from stakeholders will be taken into view and improvements will be made to ensure robust and consistent information flow. Table 5 below presents a summary of the information disclosure for the project. The SEP is a living document that may be modified and changed following input and suggestions from project stakeholders. The MoAD will provide stakeholders with access to the following information, as early as possible and in a timeframe that enables meaningful consultations with stakeholders on project design:

Table 5. *Information Disclosure Plan at different stages of the project cycle*

Information to be disclosed	Method used	Target stakeholders	Responsibilities
Before appraisal			
Disclosure of project documents (PAD, SEP, ESCP, ESRS)	<ul style="list-style-type: none"> • Websites - MoAD and WBG • Brief summaries of the main features of the project SEP, 	All key stakeholders	<ul style="list-style-type: none"> • PCU
After appraisal			
Publicity on project approval and roll-out plans	<ul style="list-style-type: none"> • Audio-visual messages on project information (radio, TV in different local languages) • Newspaper stories/supplements • Printed materials on project information • Social Media (Twitter, Facebook, Instagram, WhatsApp) • Emails • Press releases • Speeches • Websites 	All key project stakeholders	<ul style="list-style-type: none"> • PCU
Disclosure of the project documents: ESMF, RPF, Updated SEP, LMP, GBV Protection and Response Action Plan,	<ul style="list-style-type: none"> • Websites – Stakeholder Ministeries • Brief summaries of the main features of the project SEP • Audio-visual messages on the project (radio, TV in different languages) • Newspaper stories/supplement • Social Media (twitter, Facebook, Instagram, WhatsApp) • Emails • Press releases • Speeches 	<ul style="list-style-type: none"> • MoAD and all partners involved in the project • Open access to all interested parties • Distribution of printed flyers to schools and other institutions 	<ul style="list-style-type: none"> • PCU
During implementation			
Roll-out of direct support to farmers, agro pastoralists, pastoralists and livestock herders.	<ul style="list-style-type: none"> • Key informant interviews with key stakeholders • Community discussions (through public meetings and call-in radio sessions/activations) 	<ul style="list-style-type: none"> • Farmers • Patriotists • Farmer Producer Organizations (FPOs) 	<ul style="list-style-type: none"> • PCU • Communication expert • Safeguards officers

	<ul style="list-style-type: none"> Newsletters Newspaper stories/supplement Social Media (twitter, Facebook, Instagram WhatsApp) Emails) Press releases Speeches Mobile phone block messages 	<ul style="list-style-type: none"> Community organization Communities Implementing partners 	
Highlights on project activities, achievements and lessons learned	<ul style="list-style-type: none"> TV/Radio spots/activations and announcements Print materials (newsletters and flyers) Town hall meetings Newspaper stories/supplement Social Media (twitter, Facebook, Instagram WhatsApp) Emails Press releases Speeches Mobile phone block message 	<ul style="list-style-type: none"> -Project beneficiaries (learners, teachers, CECs) -Implementing partners -Other interested parties 	<ul style="list-style-type: none"> -Safeguards Officers -Communication experts
Update on project process	<ul style="list-style-type: none"> Print materials (newsletter, flyers, etc.) Project progress reports Town hall meetings 	All stakeholders	<ul style="list-style-type: none"> • PCU
Complaints/Compliments about the project implementation	<p>Logs and reports from the national GM focal person, (GM complaints points in communities, and project areas)</p> <p>Surveys and direct observations of the project beneficiaries</p>	<ul style="list-style-type: none"> Receivers of information and services Information or Data managers 	<ul style="list-style-type: none"> • PCU Officers, specially ESS guard officers
Monitoring and reporting			
Feedback of effectiveness of different modalities of engagement	<ul style="list-style-type: none"> Semi-structured interviews Online surveys Satisfaction surveys 	Project primary beneficiaries	<ul style="list-style-type: none"> • MoAD, MOECC and MoLRD • Safeguards Officers • M&E Officer
Quarterly	Progress reports including summaries of complaints and resolution	<ul style="list-style-type: none"> MoAD, MoLRD, MEACC offices at Hargeisa • Implementing partners 	M&E officer

63. The MoAD and the PCU will provide appropriate background and relevant technical information to stakeholders whose feedback is sought on various project issues with sufficient advance notice

(7-10 business days) so that the stakeholders have enough time to prepare to provide meaningful feedback.

6 INCLUSION PLAN

64. In addition to focusing on the most underserved areas, the project will give special consideration to vulnerable and marginalized groups. These include:

- i. Minority clans and groups;
- ii. Internally displaced persons;
- iii. Those who live in remote rural areas or areas characterized by violence that are bereft of social services and amenities;
- iv. Nomadic pastoralist communities.
- v. Female headed families;
- vi. Elderly persons;
- vii. Illiterate persons; and
- viii. Returnees and their families
- ix. Differently Abled Persons (DAPs)

65. There are social, economic, and physical barriers that prevent vulnerable and marginalized individuals and groups from participating in projects, which include lack of financial resources, inaccessibility of meeting venues, social stigma, lack of awareness and/or poor consultation. For instance, people living with disabilities are often not effectively engaged in consultations due to lack of access and social stigma and cultural beliefs that they are not able to participate or considered to have limited productive roles in society. In this regard, the project will deploy viable strategies to engage target communities and other stakeholders and overcome social stigma and encourage inclusion through constant outreach activities and other stakeholder discussions meetings. Also, discussions should be conducted in a simplified manner to ensure the illiterate and people with no or limited financial literacy understand the project and its components. In addition, efforts will be made to promote diversity in staffing (see Labor-Management Procedures (LMP) and Environment and Social Management Framework (ESMF). The 30 percent as an affirmative action dedicated for women shall be selected in a manner that will see women from different parts of the district partake and benefit in the project activities.

6.1 Engaging marginalized and vulnerable groups

66. The project will take special measures to ensure that members of disadvantaged and marginalized groups have equal opportunity to project benefits through pre-planning the target beneficiaries. This will include ensuring that they are involved in consultations on project siting and design, and implementation process. The participation of disadvantaged and marginalized groups in the selection, design, and implementation of project activities will largely determine the extent to which the Inclusion Plan will be achieved. Where adverse impacts are likely, the PCU will undertake prior and informed consultations with the likely affected communities/ groups and those who work with and/or are knowledgeable of the local development issues and concerns. The primary objectives will be to:

- a. Understand the operational structures in the respective communities;

- b. Seek their input/feedback to avoid or minimize the potential adverse impacts associated with the planned interventions;
 - c. Identify culturally appropriate impact mitigation measures; and
 - d. Assess and adopt measures that could be promoted to complement the measures required to mitigate the adverse impacts.
- 67. Consultations will be carried out broadly in two stages. First, prior to commencement of any project activities. The PCU will arrange for consultations with community leaders, and representatives of disadvantaged and marginalized groups about the need for, and the probable positive and negative impacts associated with the project activities. Secondly, after the initial roll-out of the project activities, a rapid assessment will be conducted to ascertain how the disadvantaged and vulnerable groups, in general, perceive the interventions and gather any inputs/feedback they might offer for better outcomes, which would inform the project delivery.
- 68. Stakeholder and community engagement will be key in the sensitization of community level structures and means by which complaints and grievances related to the project will be received, handled and addressed. The understanding is that communities know their own vulnerabilities than external actors and the engagement of local structures is most effective in such projects where administrative capacity is limited. The PCU will:
 - i. Facilitate broad participation of disadvantaged and marginalized individuals and groups with adequate gender and generational representation; community elders/leaders; and CBOs;
 - ii. Provide the disadvantaged and marginalized individuals and groups with all relevant information about project activities including on potential adverse impacts;
 - iii. Organize and conduct the consultations in forms that ensure free expression of their views and preferences; and
 - iv. Document details of all consultation meetings, with disadvantaged and marginalized groups on their perceptions of project activities and the associated impacts, especially the adverse ones;
 - v. Share any input/feedback offered by the target populations; and
 - vi. Provide an account of the conditions agreed with the people consulted.
- 69. The following issues will be addressed during the implementation stage of the project:
 - Provision of an effective mechanism for monitoring implementation of the Inclusion Plan;
 - i. Development of accountability mechanisms to ensure the planned benefits of the project are equally received by disadvantaged and vulnerable individuals and groups;
 - ii. Involve suitably experienced CBOs/NGOs to address the disadvantaged and vulnerable people's through developing and implementing action plans;
 - iii. Ensuring appropriate budgetary allocation of resources for the Inclusion Plan;
- 70. Once the disadvantaged and marginalized individuals and groups are identified in the project area, the provisions in this Inclusion Plan will ensure mitigation measures of any adverse impacts of the project are implemented in a timely manner. The project should ensure benefits to the

disadvantaged and marginalized by ensuring that they are consulted, have accessible and trusted complaints mechanism and benefit from project activities

7 RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT ACTIVITIES

71. The social safeguard specialists, in the PCU, will be in charge of stakeholder engagement activities, together with the communication officer. The social specialists will work together to ensure that the SEP is fully implemented. Table 6 below presents a tentative budget for implementing the SEP.

Table 6: Estimated budget for implementing the SEP

	Unit Cost, USD per year	No. of years	Total cost (USD)
Training of all staff and contractors on GM	50,000	1 year	50,000
Activities related to the Inclusion Plan	30,000	5 years	150,000
Continuous stakeholder engagements	20,000	5	100,000
FM radio press conferences and call ins	15,000	5 years	75,000
Communication materials (leaflets, posters on project and GM, GM forms, registers in Somali)	20,000	5 years	100,000
Monitoring visits	20,000	5 years	100,000
GM implementation	50,000	4	200,000
Sub Total			775,000
Contingency	5%		43,750
Total			818,750

7.1 Project Management Structure, functions, and responsibilities

72. A Project Coordination Unit (PCU) will be established in the Ministry of Agricultural Development (MoAD) together with other stakeholder ministries. At national level, the project strategy will be guided by the National Project Steering Committee (NPSC). The NPSC is proposed to be comprised of Honorable Ministers and Director Generals (DGs) from the Ministries of Agricultural

Development (MoAD), Ministry of Livestock and Rural development (MoLRD), Ministry of Finance (MoF), Ministry of Environment and Climate Change (MoECC). The NPSC is envisaged to be the apex body for strategic guidance and support to the project and to ensure integration with national development priorities and flagship investment programs.

73. The PCU will have thematic specialists to support various project components including but not limited to Crop Production Specialists, Animal Health Specialists, Financial Inclusion Specialist, Digital Agriculture Specialist, Private sector specialist and Gender specialist, Environmental and Social Safeguards, finance, security, gender, procurement, communication and monitoring and evaluation. Detailed ToRs were developed for each of these positions under the project PIM. The PCU positions be filled primarily through secondment from stakeholder ministries and departments. In case of unavailability of such suitable staff, recruitment will be undertaken for engagement under the project.
74. National steering committee that will resemble the State steering committee (SPSC) together with a project coordination unit (PCU). The SPSC will have the overall responsibility in ensuring SEP is well implemented across all project areas across Somaliland.
75. The SEP will be implemented and monitored by the PCU. The direct responsibility of its implementation will be designated to the Social Safeguards Specialist within the stakeholder ministries. The Social Safeguards and Communication Specialists will work with relevant stakeholder to ensure that the objectives of the plans are met and with the appropriate allocation of the necessary resources for its implementation. Adequate budget for stakeholder engagement will be allocated from the overall project cost, which will include cost for organizing meetings, workshops, and training, hiring of staff, field visits, translation, and printing of relevant materials, and operating GMs.
76. The SEP implementation process will closely follow the project activities launch. As project activities will be undertaken at different stages and in sequential manner, the SEP will equally follow, under the social specialist prior and during the project launch have a wide consultation with the project affected. This will enable the team to have effective engagement at the right time.

8 GRIEVANCE MECHANISM

8.1 Requirements for GM

77. Under the World Bank ESSs, Bank-supported projects are required to facilitate mechanisms that address concerns and grievances that arise in connection with a project. One of the key objectives of ESS10 (Stakeholder Engagement and Information Disclosure) is 'to provide project-affected parties with accessible and inclusive means to raise issues and grievances and allow borrowers to respond and manage such grievances'. This Project GM facilitates the Project to respond to concerns and grievances of the project-affected parties related to the environmental and social performance of the project. The SL-FSRP provides mechanisms to receive and facilitate resolutions to such concerns. This section lays out the grievance mechanisms (GMs) for the SLAF-FSRP.
78. As per World Bank standards, the GM operates in addition to a GBV/SEAH Prevention and Response Plan, which includes reporting and referral guidelines (see GBV/SEAH and Child Protection Prevention and Response Plan). It also operates in addition to specific workers' grievance redress mechanisms, which are laid out in the LMP.
79. The GM is designed to capture any potential conflict of interest which is connected with a project. There is concern that there may be disagreements over local level planning and implementation processes. Furthermore, the project itself may cause grievances, or existing community and inter-community tensions may play out through the project. The source of grievances in relation to project implementation can sometimes be the very nature of local governance or power distribution itself. It will therefore be key in the fragile environment of Somaliland to ensure that grievances and perceived injustices are handled by the project, and that the project aids mitigating general conflict stresses by channeling grievances that occur between people, groups, government actors and beneficiaries and project staff, NGOs, CSOs or contractors/suppliers. Aggrieved parties need to be able to refer to institutions, instruments, methods and processes by which a resolution to a grievance is sought and provided. The GM provides an effective avenue for expressing concerns, providing redress, and allowing for general feedback from community members.
80. The GM aims to address concerns in a timely and transparent manner and effectively. It is readily accessible for all project-affected parties. It does not prevent access to judicial and administrative remedies. It is designed in a culturally appropriate way and is able to respond to all needs and concerns of project-affected parties.
81. The GM to be developed for the project will enable the effective resolution of any grievances of the project stakeholders, including civil servants and communities where services will be provided. The main objective of a GM is to assist to resolve complaints and grievances in a timely, effective and efficient manner that satisfies all parties involved. Specifically, it provides a transparent and credible process for fair, effective and lasting outcomes. It also builds trust and

cooperation as an integral component of broader community consultation that facilitates corrective actions.

82. Specifically, the GM will:

- Provide an effective avenue for aggrieved persons/entities to express their concerns and secure redress for issues/complaints caused by the project activities;
- Promote a mutually constructive relationship among community members, national state, implementing Ministries and the World Bank;
- Prevent and address community concerns;
- Assist larger processes that create positive social change; and
- Identify early and resolve issues that would lead to judicial proceedings.

83. Types of grievances: Complaints may be raised by partners, consultants, contractors, beneficiaries - members of the community where the project is operating or members of the general public, regarding any aspect of project implementation. Potential complaints may include:

- i. unFairness in contracting;
- ii. Fraud or corruption cases;
- iii. Inclusion/exclusion;
- iv. Inadequate consultation;
- v. Negative social and environmental impacts;
- vi. Payment related complaints;
- vii. Quality of service issues;
- viii. Poor use of funds;
- ix. Workers' rights;
- x. GBV/SEAH;
- xi. Forced or child labour; and
- xii. Threats to personal or communal safety.

84. The MoAD PCU will initially brief all its staff, and the staff of the line ministries, on the GM procedures and formats to be used including the reporting and resolution processes. A public awareness campaign will be conducted to inform all communities and staff on the mechanism. A one-pager will be developed providing summary details on the GM, while a poster and leaflet will be produced for ease of reference. Various mediums will be used to sensitize the communities on the project GM including social media and FM radio to reach out to communities at the different project locations, including call-ins with panels including community and government representatives. The radio stations will be strategically selected to reach different groups within project target communities. The GM details will also be published on the stakeholder ministries website indicating a phone number, email address and physical address for further information. The GM will be represented in simple visual formats as needed.

85. A grievance committee (GC) will be established at the national level chaired by the Project Coordinator for the PCU, and the relevant staff will be included as necessary depending on the complaint (procurement, finance, M&E, GBV advisor, E&S and communication). The social specialists will compile minutes for the meetings and follow up the grievance resolution process. The GC will meet monthly to review minor complaints, progress on complaints resolution, review the development and effectiveness of the grievance mechanism, and ensure that all staff and civil servants are aware of the system and the project. Immediate meetings will be held in case of significant complaints to be addressed at the PCU level. For serious or severe complaints involving harm to people or those which may pose a risk to the project reputation, the Project social specialist should immediately inform the head of the PCU, who will inform the World Bank within 48 hours as per the Environmental and Social Incident Reporting (ESIRT) requirements.

86. The GM will provide an appeal process if the complainant is not satisfied with the proposed resolution of the complaint. Once all possible means to resolve the complaint has been proposed and if the complainant is still not satisfied then they should be advised of their right to legal recourse. The GM will include the following

8.2 Project GM implementation steps

Step 1: Grievance receipt and processing

87. There will be multiple channels available for aggrieved parties to file their complaint, grievance, or feedback including: phone number, help desk, assigned personnel, and suggestion box. The aggrieved party must be presented with the most efficient and accessible means of filing a grievance, and must be able to circumvent partial stakeholders in the Project, which may be implicated in the complaint. He or she must further be able to bypass some grievance channels that are perceived as potentially not responsive or biased. While grievances can be submitted anonymously, the more information is made available, the better the Project can respond to the grievances, investigate the matter where necessary, or provide feedback to the aggrieved party. The grievance receipt process will be equally guided by principles of confidentiality and at no point would the details of such an aggrieved person be shared without prior consent.

Step 2: Sort and Process

88. All registered grievances will be transferred to the GM Focal Point at the respective department—either by the Hotline Operator, local personnel, or the Help Desk Officer. The GM focal point will categorize the complaint accordingly. Worker-related grievances will be handed over to a workers' GM. Where grievances are of sexual nature and can be categorized as GBV/SEAH or child protection risk, the relevant department will handle the case appropriately, and refer the case to the GBV reporting protocols and referral system, defined in the GBV/SEAH and Child Protection Prevention and Response Plan. Dedicated training on how to respond to and manage complaints related to GBV/SEAH will be required for all GM operators and relevant project staff.

89. For grievances handled under the general Project GM, the GM Focal Point will determine the most competent and effective level for redress and the most effective grievance redress approach. The focal point will further assign timelines for follow-up steps based on the priority of the grievance and make a judgment and reassign the grievance to the appropriate staff or institution. The person will exclude grievances that are handled elsewhere (e.g., in court). The focal point should offer the complainant option/s for resolution of their grievance.

90. The GM Focal Point will also transfer the grievance information into a more comprehensive grievance register. All relevant departments must maintain a grievance register. The format should be similar for ease of reporting to the PCU. The PCU will maintain a central grievance register for the logging, management and monitoring of grievances. Where IPs wish for complainants to remain confidential, they only have to share the nature of the case and the outcome/resolution with the PCU. It is likely that at the local level, IPs will use books to maintain a record of grievances. The information will then be migrated to a digital platform at IP headquarters or when reported to the PCU. The GM will then be linked to the Project MIS. All cases will be treated confidentially.

91. Severe incidents will be reported by the IP - within 24 - to the PCU and the World Bank. All staff involved and relevant departments will be trained in the detection of 'incidents' and in how to report an incident, including severe incidents.

Step 3: Acknowledgement and Follow-Up

92. The respective relevant department will decide whether a grievance can be solved locally, with local authorities, contractors, and whether an investigation is required. At all times, the GM Focal Point will provide feedback promptly to the aggrieved party (unless the case was filed anonymously), within 5 working days after the grievance is filed. Feedback can be provided through the phone, in writing or through the community facilitators. Feedback is also communicated through stakeholder meetings and beneficiary meetings during Project activities. For sensitive issues, feedback is given to the concerned persons bilaterally.

Step 4: Verify, Investigate and Act

93. The GM Focal Point will then undertake activity-related steps in a timely manner. The activities will include: verifying, investigating, redress action and plan.

Verification

- Check for eligibility (objectively based on set standards and criteria) of complaint in terms of relevance to the project. Refer to the FSRP PAD, POM, EMSF, ESMPs/ESIAs, sub-project agreements or other documentation to determine the validity of the grievance.
- Escalate outright grievances that require high level interventions within the relevant department.
- Refer outright grievances that are outside the IP jurisdiction (e.g. refer to PCU or relevant external institution).

94. Investigation

- GM Focal Point to appoint an independent investigator (Safeguards Experts, Professional outside the Implementing institution) who is a neutral investigator with no stake in the outcome of the investigation.
- Collect basic information (reports, interviews with other stakeholders while ensuring triangulation of information, photos, videos).
- Collect and preserve evidence.
- Analyze to establish facts and compile a report.

95. Grievance Action Plan

Based on the findings

- determine the next steps and make recommendations: (i) direct comprehensive response and details of redress action; (ii) referral to the appropriate institution to handle the grievance, where the IP has no jurisdiction.
- Undertake mutually agreed follow-actions.
- Update of complainant relevant department GM team.
- Provide users with a grievance redress status update and outcome at each stage of redress, update the relevant team on grievance redress across the GM value chain.

96. Monitor, Evaluate and Provide Feedback

The relevant department will report on its GM to the PCU on a monthly basis. Monthly reporting to the PCU should provide information on the grievance and how it was handled as well as all information from the grievance register. However, it can omit the names of the aggrieved parties where necessary.

97. The PCU will undertake the following monitoring actions:

- i. develop indicators for monitoring the steps of GM value chain;
- ii. track grievances and assess the extent to which progress is being made to resolve them;
- iii. conduct a stakeholder satisfaction survey for the GM services;
- iv. conduct analysis on the raw data on the following: average time to resolve grievances, percentage of complainants satisfied with action taken, and number of grievances resolved at first point of contact;
- v. provide a report on grievance redress actions pertaining to the steps of GM value chain.

98. The PCU will evaluate the GM by:

- i. analyzing grievance data to reveal trends and patterns,
- ii. sharing GM analysis in management meetings; and

taking corrective action on project implementation approaches to address the grievance

99. Survivors of Gender-based Violence or Sexual Exploitation and Abuse are generally encouraged to report all GBV/SEA cases through the dedicated GBV/SEA referral system and complaints resolution mechanism in line with the GBV Prevention and Response Plan and Code of conduct. This will be made explicit in all community awareness sessions, as well as be part of the publicly disclosed information. The GBV/SEA referral system will guarantee that survivors receive all

necessary services, including survivor centered manner, medical, legal, counseling, and that cases are reported to the police where applicable.

100. If such cases are reported through the Project GRM, the GRM Operator needs to report the case within 24 hours to the PCU, as the PCU is obliged to report any cases of GBV/SEA to the World Bank within 48 hours following an informed agreement by the survivor. Furthermore, cases need to be reported to the PCU, if it concerns a direct worker or a worker from a sub-contractor, or even a community worker following a survivor-centered approach. The Grievance Officer is in charge of monitoring that the courses for contractors regarding the Code of Conduct obligations and awareness-raising activities to the community are in place. The information gathered would be monitored and reported to the PCU and the World Bank. All reporting will limit information to the survivor's wishes regarding confidentiality and in case the survivor agrees on further reporting, information will be shared only on a need-to know-base, avoiding all information that may lead to the identification of the survivor and any potential risk of retribution.

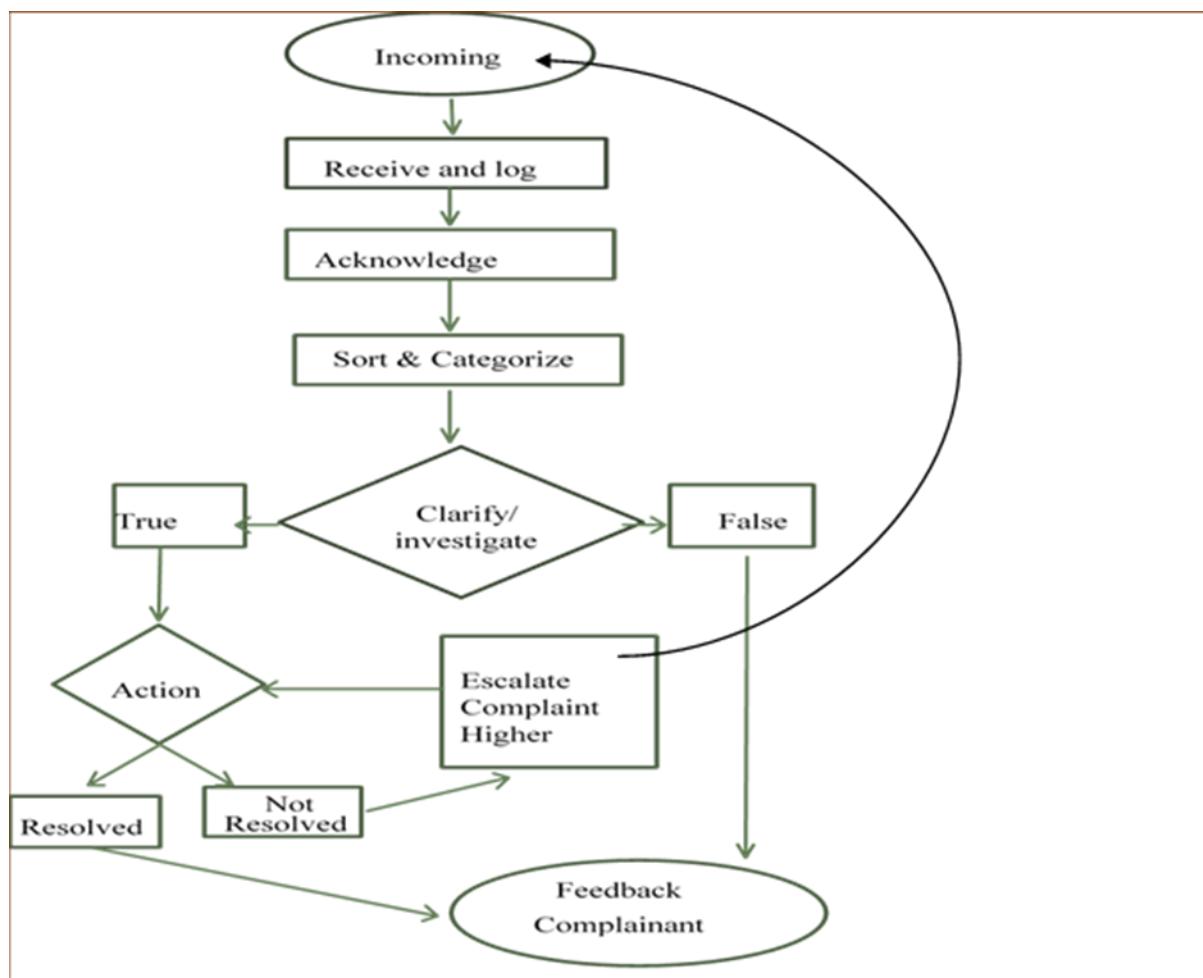


Figure 1: Grievance Redress Mechanisms Flowchart

8.3 World Bank's Grievance Service

101. World Bank in East Africa Office: If no satisfactory resolution of complaints has been received from the PCU, complaints can be raised with the World Bank Kenya office on somaliaalert@worldbank.org . World Bank's Grievance Redress Service: Communities and individuals who believe that they are adversely affected by a World Bank supported project may submit complaints to existing project-level GMs or the WB's Grievance Redress Service (GRS).
102. For more information: <http://www.worldbank.org/grs>, email: grievances@worldbank.org or address letters to:

The World Bank

Grievance Redress Service (GRS)

MSN MC 10-1018

1818 H St NW

Washington, DC 20433, USA

Email: grievances@worldbank.org

Fax: +1 – 202 – 614 – 7313

103. Complaints may be submitted at any time after concerns have been brought directly to the World Bank's attention, and World Bank's country office has been given an opportunity to respond. Project affected communities and individuals may submit their complaints to the WB's independent Inspection Panel which determines whether harm occurred, or could occur, as a result of WB non-compliance with its policies and procedures. For information on how to submit complaints to the World Bank Inspection Panel visit www.inspectionpanel.org.

8.4 Interim Grievance Mechanisms

104. Pending the establishment of the project GM, the office of the PCU will be responsible for managing project-related complaints. The Social Safeguards Specialist will receive all complaints and channel them to the relevant offices for redress. The Specialists contacts will be shared with the key stakeholders to ensure that they know who to talk to. Once the GM system is fully established and running, information on the GM focal points and guidance on how to channel complaints will be shared broadly and at all levels.

9 MONITORING AND REPORTING

105. The FSRP Project will establish a Monitoring and Evaluation (M&E) System that is participatory, and will utilize indicators that are sensitive to concerned stakeholders. Furthermore, the project will involve affected parties by gathering their observations to triangulate scientific findings and involve them in participatory discussions of external monitoring and evaluation missions.

9.1 Involvement of stakeholders in monitoring activities

106. The PCU will monitor the SEP per the requirements of the Legal Agreement and the Environmental and Social Commitment Plan (ESCP) including changes resulting from changes in the design of the project or project circumstances. The extent and mode of Stakeholder monitoring concerning environmental and social performance would be across all project activities and areas. The stakeholders will have different forums and channels to raise their concerns and observations as the project progresses. The project staff will ensure regular stakeholder engagements take place especially where there are any changes in the project design or implementation arrangement.

107. The following M&E actions will be undertaken regarding stakeholder interests in line with the environmental and social performance of the project, which will include:

- i. Conducting stakeholder engagement in a consultative manner, following the SEP and building upon the channels of communication and engagement as established with stakeholders;
- ii. Collection of feedback from stakeholders on the environment and social performance of the project, and on the implementation of the mitigation measures outlined in the ESCP on a bi-annual basis.
- iii. Periodic reviews of compliance with requirements of the legal agreement, including the ESCP.

108. Where appropriate, engaging stakeholders and third parties such as independent experts, local communities, or non-governmental organizations (NGOs), to complement or verify projects stakeholder monitoring information.

109. Where other agencies or third parties would be responsible for managing specific project activities including risks and impacts and implementing mitigation measures associated with the project activity, the Project M&E efforts would be supplemented with procured third parties monitors to establish and monitor such mitigation measures.

9.2 Reporting Back to Stakeholder Groups

110. The stakeholder engagement process will aim to support the development of strong, constructive, and responsive relationships among the key Project stakeholders for successful

management of the project's environmental and social risks and preparing stakeholders for the Project. Effective stakeholder engagement between the Government and project stakeholders improves the environment and social sustainability of projects, enhances project acceptance, and makes a significant contribution to successful project design and implementation.

111. All stakeholder engagement meetings will have minutes, which will be stored in the project stakeholder engagement database; this will be to ensure that (i) there are records that can be referred to and that all views raised are taken into consideration, and (ii) commitments made are delivered upon. In addition, the outcomes of the stakeholder engagement activities with comments that have been considered will be reported in the ESCP and monitoring progress reports by all parties. Despite this being for internal use only, it will result in an annual report on stakeholder engagement under the project.

Annexes

Annex 1: List of attendants in ESF Stakeholder Engagement under the Project

- Mr. Mohamed Abdillahi – The DG of MOECC, Somaliland,
- Mr. Ahmed Kilas – FSRP PCU coordinator
- Mr. Abdirizak Shafi – MOAD.
- Mr. Abdisamad Yusuf – Social safeguarding specialist - MOECC
- Dr. Ayanle Shu’ayb – environment safeguarding specialist - MOECC
- Mr. Khadr Abdi - MoLRD
- Mr. Abdisamad Hassan – Agriculture development organization – Project manager
- Mr. Eid Mohamed – Ministry of employment, social and family affairs
- Ms. Nasra Saed – Taakulo organisation – Management team
- Ms. Nimco Eid – World vision international – FSL manager
- Ms. Amran Mohamed - Adam academy Minority groups
- Mr. Ahmed Mohamed – Somaliland national disability forum – Project Manager
- Mr. Abdiladif Ahmed – Candlelight organisation – Project officer
- Mr. Mukhtar Aydiid – Pharo-foundation – Agriculture dept manager
- Mr. Khadar Mawliid – MOAD – Staff
- Mr. Ismail Ahmed – MOWRO construction co. – Engineer
- Mr. Abdillahi Ahmed – Ministry of national planning – Planning dept director
- Mr. Omar Abdillahi – MOECC – Advisor
- Mr. Mohamed Yasin - MOECC – Director of urban dept
- Mr. Ali Ismail – FOA – SWALIM Focal person
- Ms. Tufaah Suleiman – PENHA – HR dept

- Mr. Nimcan Mohamed – MOAD – water and land dept director
- Ms. Yasmin Yusuf – MoLRD – Staff
- Ms. Fardus Yusuf – MOAD – staff
- Mr. Khalid Muhumed – Ministry of national planning – MEAL
- Ms. Hikma Mohamed – Hanaqad local organisation – Manager
- Ms. Ayan Mohamed – Hanaqad local organisation – project coordinator

Food Systems Resilience Project (FSRP)

FSRP ESF STAKEHOLDERS CONSULTATION MEETING
MANSOOR HOTEL, HARGEISHA Date: 10/08/2023

Workshop Participants Sheet (Attendance Sheet)

NO	Name	Institution	Position	Telephone/Email	District/Village	Signature
1	Abdirisak Shafi Mohamed	MOAD	MOAD Staff	4086455		
2	Abdisamad Yusuf	MOECC	SAFEGUARD SOCIETY STAFF	4420829		
3	Ayanle Shweeb James	MOECC	Env. Safeguard (MOECC)	441784157		
4	Khadar Isid Adam	MOLEFD	FSRP focal point	063-4409461		
5	Abdisamad Hassan	ADO	Project Manager	4432627		
6	Fid Miled Sagal	MESAF	Planning Party	441730		
7	Nasra Saeed Elmi	TAAKUO	Management	4412917		Nasra
8	Nimraa Eid Adam	WVI	Feeding ESL Manager	4420077		
9	Ansuun Mohamed	Minority - ADAM	ADAM ACTIVISTS STAFF	44110811		
10	Ahmed Mohamed Afleki	SNDF	Project Manager	4232148		
11	Abdi Leelif Ahmed Solti	Candle Ligue	Project Office	4201014		
12	Mukhtaaar Caudhili	Pharo Foundation	Agriculture Manager	4089125		
13	Khadar Isid Adam	MOAD	MOAD Staff	4439054		

14	Fisrahi Ahmed Aden	MOURO	Engineer	63-4420111	Ismael
15	Abdullahi Ahmed	MOAID	P. Director	063-4413528	Abdullahi
16	Qurn Al Shukri Aden	MOECC	Adviser	063-4004489	Qurn
17	Mohamed Yusef Berhan	MOECC	Director & Urban	063-4429233	Yusef
18	Ali Farax L	FAO SHALIM	Local person	063-4427282	Ali
19	Tufraax Suleiman	PENHA	H.R.	063-4545929	Tufraax
20	Nimraan Mohamed Aden	MOAD	Water, Land	063-4297726	Nimraan
21	Jasmin Yusef Aden	MOAF	Cooperator	063-4448584	Jasmin
22	Farhiis Yusef Aden	MOAD	Procurement	063-4008927	Farhiis
23	Khalid Mohamed	MOAID	MEAL	063-4170589	Khalid
24	Xikma malum	Horrood	manager	063-21411370	Xikma
25	Afware malum	Horrood	coordinator	063-21463132	Afware
26	Mohamed Aden	MOECC	D.G.	063-4700005	Mohamed
27	Abduud Kolas	project coordinator	world bank	0633 16 16 96	Kolas
28					
29					
30					

Annex II: Meeting Photos





Annex iii: Focus Group Discussions Summary

Key themes to cover	Responses
Perception about the project	<p>The general perception of the project is very good, the project will improve and enhance agricultural production of Somaliland, also the project will create a lot of jobs, opportunities and livelihood benefits specially vulnerable community like the pastoralists and women, this will definitely contribute the economy of the country. In addition to that, the project has come to address challenges caused by the climate change consequences and support the farmers, livestock keepers and other stakeholder in the value chain to improve the livelihood. solution for the drought and other natural disasters that repeatedly affect pastoralists. The sustainability of the project remains ambiguous, there are a lot projects similar to this those failed in a short of time due to lack of proper sustainability strategy. Political conflicts and clan interests also are one of the prospective challenges if not addressed properly. Also, land ownership is a big challenge in Somaliland. As we know land ownership goes to the private, therefore a lot of challenges will happen when the project needed land acquisition.</p> <p>These challenges and prospective risks will be avoided or mitigated to create a responsive steering committee those are mandated to address the grievances, concerns and demand of the public. Establishment Independent monitoring and evaluation team, holding a regular meeting between stakeholders, putting in place communication channels.</p>
Exclusion during project design and implementation	<p>Minority, other vulnerable groups like women, IDP, disability community are among the most marginalized segments of the society. These group doesn't have the opportunities of education, employment and other benefits of the projects, therefore they are one of the deprived segment of the society. Now In Somaliland the skill and education of this segment is very good and rich however they are excluded mostly mostly benefits of the projects.</p> <p>Therefore, during the implementation and project design this group needs to include every stage of the project to gain the benefit of the project with their fellow citizens. Also during stakeholder meetings this group shall be respected their participation and involve them any project that may affect their stake or give them benefit.</p>
Stakeholder engagement	<p>Community outreach activities specially to mobilize widely the community through posters, or other relevant IEC material will be very important. The project can arrange information sessions about the project. women and other vulnerable community shall be allocated enough and appropriate time to share them the information.</p>

Key themes to cover	Responses
Labor-related risks	Possible bias of employment may occur, also rights of the labor or their safety may be denied or overlooked. Somaliland has a Labor law that states every ones rights, equal employment and fairness of the staffing. Therefore the project shall refer that law and ensure the safety and rights of the staff.
Socio -cultural Beliefs	social beliefs are very important to consider, for instance frankincense and myrrh farmers belief that women can't inherit totally, only it's male dominant business. Women can get the benefits of the farms but when it comes inheritance women are excluded, therefore when implementing this projects and referring one of the requirement of the project which is direct beneficiaries shall be women 30% this will not work in that sector, therefore this needs to include women in another way and respect the social beliefs of that sector. Also heritage and religious sites shall be respected and consulted the relevant community if needed to do something.
Security issues and conflicts	Somaliland remains relatively stable compared to Somalia; however, occasional clan-based conflicts do arise, often driven by competition over scarce natural resources such as water and pasture and these challenges are intensified by climate change. While the Sool region has previously experienced political instability, it is currently quite stable.
Gender-Based Violence (GBV)	SGBV and GBV cases are reported across Somaliland regions specially eastern regions, there is no legal framework for those cases but Somaliland courts refer the criminal law when this case happen. The project shall follow its own guidelines and refer those cases into concerned institutions or the formal justice institutions.
Occupational Health and Safety	Potential Staff neglect, specially their safety, health and lack of break time is expected to come out throughout the lifecycle of the project. Also The expected waste from the use pf pesticide need to have a proper way to manage. The farmers and other business people has been using the pesticides and it causes a negative impacts to the environment and society . Waste management is important to make sure the project does not turn out to be a problem especially now that the project will cover most parts. Also, some groups underlined that contractors might sometimes be reluctant to make sure adequate safety tools are in place, and sometimes workers might also not willing to wear safety gear. Participants suggested to enhance awareness of both contractors, workers and communities on the importance of using safety measures to mitigate potential risk.
Grievance mechanisms	Majority of the groups highlighted the importance to address the negative feedbacks of the project specially the grievances as early as possible to avoid prolonged conflicts. Some of them raised to establish hotline or

Key themes to cover	Responses
	complain mechanism which is very quick and easily accessible to the public . The GM should be accessible to all and confidential.
Recommendations	<ul style="list-style-type: none"> - Meaningful and continues community engagement dialogues - Organize occasional workshops and training - Community mobilization and awareness raising - Policies and relevant legal frameworks shall refer specially social safeguarding measurements - Women shall be respected and shall be provided at least 30 % when implementing the project or conducting community engagement - Inclusivity is another important issue to be respected, every relevant or concerned sector of the population shall be included during the set-up of the project. - Collaboration shall be respected specially the implementing agencies need to enhance their collaboration of the project thorough Monthly or quarterly coordination meetings . - Free hotline telephone to complain issue needed to establish
Interviewer's comments	<ul style="list-style-type: none"> - the majority of the participants contributed and provide their idea towards respective themes. Some of the participants have enough experience and knowledge for the ESMF and SEP instruments.

ANNEX IV: Grievance Registration Form (GRM/001)

Date: _____ Grievance Number: _____

Plaintiff: _____

Cell Phone: _____ Village: _____

Chiefdom: _____ District: _____

Province: _____

Grievance Category (e.g. land, house, etc.):

Grievance location (Village, Ward, District):

Description of grievance:

Signature of Recording Officer: _____

NB: The information and details provided herein will be kept and remain confidential and anonymous and under no circumstances will the details be revealed save for instances of victim protection only.

ANNEX V: Acknowledgement Receipt (GRM/002)

Complaint no.: Date of issuing complaint: (dd/mm/yyyy)

Place of issuing complaint:

Village/Town/City/Area: District:

Details of the Complainant:

Name: Age:

Address: Gender.....

Email address: Phone no.

Supporting documents submitted:

- i.
- ii.
- iii.
- iv.
- v.

Summary of complaint:

.....
.....
.....

11

Name of Officer receiving Complaint:

Signature of Officer receiving Complaint:

All information and details of the parties must be kept confidential and anonymous.

ANNEX VI: Meeting Record Structure (Grievance Redress Committee & Other Meetings) (GRM/003).

Date of Meeting: Complaint no.: Venue of Meeting:

List of participants:

Complainant Side	Grievance Redress Committee Members
1)	1)
2)	2) 3)

Summary of Grievance:

.....
.....

Key discussions:

- 1)
- 2)
- 3)
- 4)
- 5)

Decisions Made/Recommendations by the Grievance Redress Committee:

- 1)
- 2)

3)

Status of Grievance (tick where applicable):

Solved		Unsolved	
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Chair person's name: _____

Chair person's signature: _____

Date (dd/mm/yyyy): _____

All information and details of the parties must be kept confidential and anonymous.

ANNEX VII: Grievance Investigation Report (004)

PARTICULARS OF THE GRIEVANCE			
Name of Complainant:			
Grievance Reference Number:			
Grievance Category :			
Grievance Description:			
Grievance location (District, Ward, Village):			
TYPE OF INVESTIGATION CONDUCTED			
Field or Site Visit: Yes. () No. ()	Desk Review: Yes. () No. ()	Date Conducted:	
Key people consulted/interviewed:			
Description of the scope of the investigation:			
Summary of the findings:			

Recommendations	
Responsible/Investigation Officer Name:	
Signature:	
Designation:	
Date:	
state:	
Province	
District	

All information and details of the parties must be kept confidential and anonymous.

ANNEX VIII: Quarterly Report of Registered Complaints (GRM/005)

Location Date (dd/mm/yyyy) Period (Quarter ending)

i. Details of Complaints Received:

Place of issuing complaint	Name & Address of complainant	Location of complaint/concern	Date of Receipt	Complaint no.

ii. Details of Grievance Redress Meetings:

Date of meeting	Venue of meeting	Names of participants	Decisions/Recommendations made

iii. Details of Grievances addressed:

Date of issuing complaint	Category of complaint	Category of grievance	Brief description of grievance	Date of complete resolution

(Note: Copy to be submitted to the Project Coordination Unit)