

**REPUBLIC OF MOZAMBIQUE**  
**MINISTRY OF PUBLIC WORKS, HOUSING AND WATER**  
**RESOURCES**  
**NATIONAL DIRECTORATE FOR WATER SUPPLY**  
**AND SANITATION**

**INVESTMENT PROJECT FINANCING (IPF)**  
**CONTINGENT EMERGENCY RESPONSE PROJECT**  
**WORLD BANK-FUNDED**

**STAKEHOLDER ENGAGEMENT PLAN**  
**(SEP)**

**DECEMBER, 2024**

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## 1. CONTEXTUALIZAÇÃO E INTRODUÇÃO

### 1.1 Context

The Contingent Emergency Response Project seeks to operationalize the World Bank's expanded Crisis Preparedness and Response Toolkit (CRRT) in the context of Mozambique.. Incorporating the CERP into its portfolio allows Mozambique to balance immediate needs with longer term resilience in a more strategic way.. Improvements in crisis response may be realized through the multi-year engagement under the CERP, which offers a rapid, scalable response mechanism.

### 1.2 Project Description

#### 1.2.1 *Project objective and eligible activities*

The Project Development Objective (PDO) is to respond promptly and effectively to an eligible crisis or emergency in Mozambique.

Eligible project activities under the Project are provided hereafter.

***Emergency Livelihood Support to Households:*** The operation will provide direct emergency income support to people/ households affected by disasters by scaling cash transfers. This will aid in stabilizing their livelihoods, smoothen consumption and enhance their ability to source food and items for basic needs. Cash transfers will be disbursed using existing mechanisms including Social Cash Transfer Program (SCTP) and emergency cash transfer initiatives to ensure timely and efficient delivery. Specifically, under a Vertical Expansion, the Social Cash Transfer – SCT will provide a time-bound cash top-up to existing SCT households in the priority impacted districts. Under Horizontal Expansion, new eligible households in the impacted districts will be enrolled on a temporary basis for emergency cash assistance.

***Livelihoods Support Packages and Provision of Essential Services/Supplies:*** Support will be provided to sustain delivery of critical services and accessibility of supplies during and after emergencies. This is intended to mitigate the immediate impacts of crises on vulnerable populations by aiding access to critical production inputs and the resources needed for recovery. This includes acquisition of direct food staples. Additionally, technical assistance will be provided to ensure the efficient and effective utilization of these resources, optimizing the recovery process, and enhancing the resilience of affected populations. It will finance the procurement of necessary supplies to meet immediate needs of affected persons such as provision of water, emergency response supplies, healthcare supplies, and veterinary care. Supplies critical for the response will depend on the nature of the crisis and will be sourced from both local and international suppliers to ensure rapid delivery to the most affected areas.

***Emergency Response Coordination and Management:*** Support will be provided for incremental operational expenditure incurred by the government for response and early recovery efforts including, inter alia, shelter operation, increased electricity bills for the public sector, staff overtime It is also envisaged that critical technical assistance may become necessary include sourcing international and local specialized expertise (consultancy) to support recovery, provide just-in-time technical assistance, and/or support preparation of technical documents for procurement.

### **1.2.2 Project Beneficiaries**

The direct beneficiaries of the project are the citizens of Mozambique. The project is national in scope, and therefore, the benefits will accrue to all citizens, encompassing a broad range of demographic and socioeconomic groups. Vulnerable groups, including women, children, the elderly, and people with disabilities, will receive targeted support to ensure their safety and resilience during and after disasters.

### **1.2.3 Agências implementadoras**

The CERP will be managed by the Ministry of Economy and Finance (MEF) which will coordinate across relevant Ministries, Departments and Agencies (MDAs) for the activation and implementation of CERP activities. The National Directorate for Water Supply and Sanitation (DNAAS) under the Ministry of Public Works, Housing and Water Resources (MOPHRH) has been designated as the CERP PIU. Its experience and performance with World Bank financing are well established. It will, through the implementation capacity established under the Rural and Small Towns Water Security Project (P173518), be responsible for fiduciary management, monitoring, reporting, and environmental and social compliance, while government departments will be responsible for implementation of CERP activities in their respective sectors.

A Project Steering Committee (PSC) and a Project Technical Committee (PTC) under the leadership of the MEF is established with representatives of key Ministries, Departments and Agencies (MDAs). The PSC will provide strategic oversight and governance of the project, including approval of response budgets and the CERP resources for different sectors. The PSC will include high-level representatives of key stakeholders, such as the MEF, MOPHRH, Ministry of Agriculture and Rural Development (MADER); Ministry of Gender, Child and Social Action (MGCAS), Ministry of Health (MISAU), and the National Institute for Disaster Management and Risk Reduction. The PSC will meet quarterly, or more often as required, upon the invitation of its Chairperson. In addition, it will ensure coordination among the various MDAs involved, facilitating seamless implementation, and addressing any inter-ministerial issues that may arise during the project execution. The PSC will also provide a platform for addressing stakeholders' concerns and ensuring that the project aligns with national priorities and policies on disaster management and climate resilience.

The PTC will include national directors and senior technical officers, procurement experts, environmental and social specialists from various sectoral agencies and Project Implementation Units (PIUs). This PTC will be responsible for coordinating sector-specific expertise and ensuring that the CERP responds effectively to the unique needs of each crisis. Working closely with the DNAAS the PTC will provide hands-on, practical support to the DNAAS, ensuring that all technical, procurement, and operational processes, including E&R risk management are in place and functional to address the specific eligible CERP emergency. For this purpose, the PTC will bring together the sector-relevant technical and procurement expertise to support the DNAAS in conducting the activities as needed for each emergency or crisis response for which the CERP is activated. DNAAS will serve as the secretariat for both the PSC and the PTC, facilitating coordination and communication between relevant stakeholders.

### **1.3. Objective of the Stakeholder Engagement Plan**

The overall objective of this SEP is to define a program for stakeholder engagement, including the dissemination of public information and consultation throughout the entire project cycle. The SEP describes the ways in which institutions will communicate with stakeholders and includes a mechanism through which people can raise concerns, give feedback or make complaints about the project and any project-related activities. The SEP specifically emphasizes methods for engaging groups considered most vulnerable and at risk of being left out of project benefits.

## IDENTIFICATION AND ANALYSIS OF INTERESTED PARTIES BY PROJECT COMPONENT

### 2.1. Methodology

Within the scope of the CERP, stakeholders were identified and analyzed by project component. These stakeholders include affected parties (as defined in section 2.2.1), other interested parties (as defined in section 2.2.2) and disadvantaged/vulnerable individuals or groups (as defined in section 2.2.3). Identificação das Partes Interessadas

#### 2.1.1. Project Affected Parties (PAPs)

In this Project, the beneficiaries and the communities who are expected to be targeted by the interventions will constitute the project affected parties. The CERP may target downstream a broad variety of people, including members of the ultra-poor and vulnerable households in disaster-affected communities. CERP activities at this point focus on cash transfers, which affect vulnerable communities, as well as procurement activities that exclude storage and dissemination. Depending on the type of disaster or crisis, the activities will include stakeholders from different sectors, such as human or veterinarian medicine, or humanitarian actors.

#### 2.1.2. Other Interested Parties

Other interested interest parties include various individuals, institutions and organizations that will be directly involved in the cash transfers or the procurement activities. At national level there will be the selected Ministries, departments and agencies (MDAs), and implementing partners. At district level, the district government representatives of the target districts, Members of the council, the executive committee and its sub-committees and nongovernmental organizations working in such districts will be direct interested parties. The traditional leaders, area and village development committees and their subcommittees and community volunteers constitute some of the direct interested parties at community level.

On the other hand, the development partners at national level, representatives of NGOs at district and community level, religious groups and their leaders and communities in areas where the project will be implemented are some of other interested parties. Table 1 highlights the various stakeholders for by project component at National, District and Community Level. Table 2 provides a description of each of the key national, district and community level stakeholders including their roles and interests.

Table 1: Stakeholders identification by relevance

Category 1: Project Sponsors/ Supporters	
Stakeholder Name	Relevance
Government of Mozambique	Sourcing funding, and disbursement of funds
World Bank	Financier
Other Development Partners	Co-financiers of the Multi-Donor Trust Fund (MDTF)
Category 2: Project Beneficiaries	
Stakeholder Name	Relevance
Government of Mozambique	Socio-economic development, and delivery of social support and resilience building services

	Rural and Urban Local Authorities	Fulfilment of their service delivery mandates
	Targeted communities	Employment opportunities, improved livelihoods, and improved catchments, roads and other amenities.
	Participating individuals	Source of income, improved livelihoods, food security/ improved nutrition and health
	Local businesses	Opportunity for increased trade through supply of project required materials, food stuffs and other things
	<b>Category 3: The Affected</b>	
	Affected villages/ communities	Direct impacts of project activities
	Farm & land owners	Direct impacts e.g. potential encroachment on private property
	Vulnerable groups	Could be side-lined in consultations and other activities
	Local businesses	Could be disrupted during some project activities e.g. public works on roads
	General public/ traffic	Disruption of traffic, or other public utilities
	<b>Category 4: Influencers</b>	
	<b>Stakeholder Name</b>	<b>Relevance</b>
	Legislature	Makes laws and oversight role
	Mozambique Ministry of Land and Environment (MTA)	Regulates E&S, and monitors compliance of projects
	Affected communities	Cooperation with implementer(s)/ involvement/ ownership
	Farm & land owners	Cooperation with implementers
	Media	Information dissemination/ news reporting
	Local NGOs and CBOs	Enhancing accountability and advocacy on inclusiveness in project delivery

Table 2: List of stakeholders by component

Project Activity		Stakeholders at National, City, District and Community Levels			
Activity		National level	City/ Urban level	District level	Community level
<b>Cash-transfers</b>		Social Support steering committee Development Partners (World Bank and others with interest in social protection projects)	City council Authorities	local governments NGOs	Targeted beneficiary households and communities, Traditional and religious leaders
<b>Procurement activities</b>		Relevant Ministries Relevant MDAs Sector-specific actors:			



Project Activity		Stakeholders at National, City, District and Community Levels			
		<p>National- MoH and other relevant government Ministries, Departments and Agencies; National and international health organizations; National &amp; International NGOs.</p> <p>Districts-Local Councils; Health Facilities</p> <p>Ministry of Agriculture, Department of Animal Health and Livestock Development</p> <p>Department of Disaster Management Affairs</p> <p>Humanitarian actors, including UN agencies, international and national NGOs</p>			

### 2.1.3. Stakeholder analysis

Stakeholders in the program also include parties other than directly affected communities, including:

	Description of Stakeholder	Expected Role	Information needs and interests
	<i>Community Level</i>		
1	<p><b>Targeted Project Beneficiaries</b> These will be ultra-poor and vulnerable households identified</p>	Contribute to the design of the project in order to maximize the benefits from the project interventions	Information on program adjustments, Payment schedules, Contact details of program focal persons, program enrolment figures
2	<p><b>Members of Project target communities</b> These will be members of the communities from which beneficiaries of the -project will be identified</p>	Support the development and implementation of the project	Information on program adjustments, Payment schedules, Contact details of program focal persons, program enrolment figures
3	<p><b>Local leaders</b> These may be traditional, religious or political leaders (including ward councillors and Members of parliament) who have influence in the communities where the project will be implemented</p>	Support implementation of programs	Involvement in program implementation
4	<p><b>Development committee members</b> These are members of Area Development Committees (ADCS) which are operational at traditional Authority (TA) level and Village Development Committees (VDCs) which are operational at Group Village Head level. This also includes members of the various relevant sub-committees of the VDC which are operational at this level.</p>	Support the development and implementation of the project	Project implementation work plans and progress reports

	<b>Description of Stakeholder</b>	<b>Expected Role</b>	<b>Information needs and interests</b>
<b>5</b>	<b>Community Extension Workers</b> These are staff of government departments and agencies who work directly with communities and act as a link with district officials involved in the project. These include community development Assistants (CDAs), Community Health Officers, Agricultural Extension Development Officers (AEDOs), Forestry Assistants (FAs)	Facilitate delivery of project interventions to communities	Project implementation work plans and progress reports
<b>B.</b>	<i>District Level</i>		
<b>1</b>	<b>District Council and Its subcommittees</b> This is a political arm of government at district level and is constituted by elected councillors and members of parliament from the district.	It's a decision-making body on all development matters taking place in the districts	Project implementation work plans and progress reports
<b>2</b>	<b>The District Executive Committee and its Sub-committees</b> This may be technical arm of the government at district level and is comprised of heads government departments, Representatives of NGOs and service providers working in the district, and representatives of interest groups. It is chaired by the district commissioner. The committee has several thematic sub-committees focusing on areas such as agriculture, health, environmental and natural resources, monitoring and evaluation, education, training and capacity building and social support.	Provide technical guidance on all development matters taking place in the district	Project implementation work plans and progress reports
<b>C.</b>	<i>City Level</i>		
	<b>City Council Members/Municipalities</b> Elected members of the council responsible for making policies and decisions on issues affecting their cities	Making policies and decisions on issues affecting their cities	Project implementation work plans and progress reports
	<b>City Council Secretariat</b> Technical team of the council responsible for developing and implementing development programs	Actual delivery of the project activities	Project implementation work plans and progress reports
	<b>Block Leaders/Regulo</b> Appointed leaders of locations and neighborhoods in the cities	Support community mobilization and program delivery	Project information and updates
<b>D.</b>	<i>National Level</i>		
<b>D1</b>	<i>National Level Committees</i>		
<b>1</b>	<b>Social Support steering committee</b> - Chaired by the Chief Secretary	Policy oversight	Program updates and challenges requiring attention
<b>2</b>	<b>National Savings and Loans Group Technical Working Group</b>		Program updates and challenges requiring attention
<b>3</b>	<b>Parliamentary Committee on social support</b> Committee of parliament comprising of elected members of parliament	Inform, guide and lobby the National Assembly on national policies, legislation and development projects related to the social support sector	Program updates and challenges requiring attention
<b>C2</b>	<i>Government Ministries Departments and Agencies</i>		
<b>2</b>	<b>Ministry of Economy and Finance</b>	-Coordinator	Financial information from the project
<b>3</b>	<b>Ministry of Gender, Social Welfare and Community Development</b> This is the implementation coordination ministry of the social cash transfer program	Coordinate implementation of cash transfers, and	Implementation reports

	Description of Stakeholder	Expected Role	Information needs and interests
	Carries the Department of Community Development which is a key player on community sensitization and mobilization through their District Community Development Officers Community Development Assistants	Oversee implementation  Community sensitization and mobilization for project implementation of community development projects	Community mobilization reports and challenges for action
6	<b>Ministry of Land and Environment Agriculture</b> Hosts the Environmental affairs Department which has a regulatory mandate on Management of environmental and social issues associated with Projects	Support planning, implementation and monitoring of environmental and social safeguards in the project	Information on Safeguards
7	<b>Ministry of Agriculture / Department of Animal Health and Livestock Development</b> Ministry responsible for veterinarian medicine	Provide policy and technical guidance on veterinarian medicine, involvement in the distribution of medicine and supplies	Program implementation updates
8	<b>Ministry of Labour</b>	Provide policy direction and technical guidance on project matters relating youth and Labour	Program implementation updates
	<b>Ministry of Health</b> Responsible for overseeing the country's health sector	Handling medicines and medical support	Program implementation updates
	<b>National Institute of Disaster Management</b> Department of Disaster Management Affairs Responsible for coordinating disaster risk management activities	Supports planning and coordinates disaster risk management	Program implementation updates
<b>C3</b>	<i>Development Partners</i>		
1	World Bank	Provide technical support on project design and implementation Provide project funding	Program implementation updates
2	UNICEF	Technical support to social protection	Program implementation updates
3	ILO	Technical support to social protection	Program implementation updates
<b>C4</b>	<i>Non-Governmental Organisations and other Community Based Organisations</i>		
1	Save the Children	Share experiences on implementation of e-payment systems	Program implementation updates
2	Citizen Engagement, Human rights advocacy and Social Accountability CSOs on social protection	Support citizen engagement and social accountability initiatives	Collaboration and program information updates
3	Community and Faith Based Organisations	Support citizen engagement and social accountability initiatives	Collaboration and program information updates

#### **2.1.4. *Disadvantaged and Vulnerable Individuals or Groups***

Much as the project is largely expected to have positive impact among beneficiary members of the target communities, there is still a possibility of individuals, families and communities that might be negatively affected by activities of the program. These may come from among the beneficiaries or non-beneficiary members of the target communities. The women and children, the youth, elderly, disabled and chronically ill are often the most vulnerable because of their limited access to information due to physical, social, cultural and structural barriers within the communities. These categories of people will be particularly targeted with adequate information to understand the nature of project activities and anticipated positive and potential negative impacts of the project. They will also be provided with information on how to access the grievance redress mechanism of the project whenever the need arises.

Members of the community that are old might have mobility challenges to access venues for program activities such as meetings. There will be consideration to organize meetings within manageable distances for such people. Another envisaged challenge is high illiteracy levels in some of the target communities that will make it difficult for beneficiaries to read and understand written information pertaining to the project. Appropriate methods such as public meetings, visual media (posters, billboards, community videos), will be employed to reach out to such groups of people. Hearing challenges (due to age or birth) by some beneficiaries might require use of sign language aides in outreach and visibility tools as well as Public Address systems or megaphones, especially where the meetings attract large crowds of people. Extra effort will be undertaken to reach out to non-beneficiating members of the target communities to make them understand the project targeting processes and capacity limits so that they do not feel disadvantaged.

### 3. STAKEHOLDER ENGAGEMENT PROGRAM

#### 3.1. Summary of Stakeholder Engagement during project preparation

Due to the short preparation time and the exceptional circumstances surrounding the preparation of the project, consultations during preparation focused on national level and targeted institutional stakeholders. Further consultations will be undertaken after CERP is activated. The summary of undertaken consultations is presented in Table below:

*Table 3: Engagement activities carried out so far*

Date of consultation	Issues discussed and outcomes
18.11.2024	Quick-off meeting with relevant sectors for presentation of the CERP to government officers from MISAU, INGD, MGCAS/INAS, MOPHRH, MEF, MADER- under MEF leadership. All sectors welcomed the adoption of the RRO (Rapid Response Option) by Government and welcomed the beginning of CERP preparation and committed to support it.
19-24. 11.2024	Consultations with all government agencies for selection of the PIU to lead the implementation of CERP- led by MEF. All 11 PIUs currently implementing CERC activities for response to impacts of cyclone Fredy, have endorsed the outcome of performance assessment conducted by MEF which identified DNAAS as the best performing PIU. As a result, the DNAAS PIU selected by MEF to serve as the PIU for CERP
20-25, 11. 2024	Consultation with all relevant sectors (MISAU, INGD, MGCAS/INAS, MOPHRH, MADER) on the list of eligible expenditures- led by MEF/PIU with support from the Bank. All sectors have agreed with the proposed list of eligible items/expenditures as this is consistent with the items by each sector in the Contingency Plan for 2024-2025, recently approved (November 26, 2024) by the Council of Ministers. See email attached.
29.11-9.12.2024	Consultation with sectors MISAU, INGD, MGCAS/INAS, MOPHRH, MADER on the CERP Manual – led by MEF/PIU. This in ongoing.
09.12.2024	Meeting for technical review and validation of CERP Manual by all relevant sectors (MISAU, INGD, MGCAS/INAS, MOPHRH, MADER)- led by MEF.
12.12.2024	Meeting for sector representatives (Director level) from MISAU, INGD, MGCAS/INAS, MOPHRH, MADER to review and endorsement of the CERP Manual, SEP, ESMP, PPSD and ESCP- to be chaired by MEF

#### 3.2. Purpose and Timing of Stakeholder Engagement Program

The purpose of the engagement program for this project is to: Consult stakeholders on the proposed project design, anticipated environmental and social risks and impacts, mitigation measures, the draft engagement plan and the draft environmental and social risk management instruments. Provide regular information and feedback to stakeholders related to project implementation progress and any other emerging issues throughout the project cycle.

Table 4: Stakeholder Engagement Program

No.	Project Phase	Engagement Activity	Objective	Targeted Stakeholders	Time Frame
1	Project Preparation Phase	National stakeholder consultations	Collect views on the design of the project, environmental and social risks, mitigation measures, grievance redress mechanisms and Stakeholder engagement plan	Representatives of Government MDAS, Development Partners, and NGOs	Initial consultations have taken place
		Local Authority level Stakeholder consultations	Collect views on the design of the project, environmental and social risks, mitigation measures, grievance redress mechanisms and Stakeholder engagement plan	Members of the District/City councils Development Committees and its Subcommittees	TbD
		Community level Stakeholder consultations	Collect views on the design of the project, environmental and social risks, mitigation measures, grievance redress mechanisms and Stakeholder engagement plan	Members local committees, Traditional and religious Leaders, Ordinary members of the community including women, youths, the elderly and disabled	TbD
2	Project Implementation Phase	Project inception meetings with District Councils	Provide feedback on approved project design and orient district level stakeholders on their roles	Members of the District and Development Committees	TbD
		Community mobilization	Mobilize and prepare target communities for project implementation	Members local committees, Traditional and religious Leaders, Ordinary members of the community including women, youths, the elderly and disabled	TbD

No.	Project Phase	Engagement Activity	Objective	Targeted Stakeholders	Time Frame
		Project implementation monitoring and supervision missions	Provide and obtain on going information and support on project performance	National, district, and community level stakeholders	TbD
		Project review meetings with selected stakeholders from National, District and Community level	Provide and get periodic feedback on project implementation progress and any emerging issues	Selected National, District and Community level stakeholders	Twice a year from
3	Project Close Out Phase	Project close out meetings	Engage stakeholders on project exit strategy	Beneficiary communities and groups, national and district stakeholders	TbD

### 3.3. Proposed Strategy for Information Disclosure

Appropriate information will be provided to stakeholders depending on the stage of the project and the identified stakeholder information needs. This will include information on the nature of the project design, the anticipated environmental and social risks and impacts, the proposed mitigation measures, the stakeholder engagement plan, grievance redress mechanisms and how stakeholder views were incorporated in the project design and management of environmental and social risks.

The Project will use a combination of methods to disclose information pertaining to the project in a manner that is commensurate with the nature of the identified stakeholders and environmental and social sensitivity of the project. For community level stakeholders, information will mostly be disclosed through public meetings organized within the communities. Deliberate efforts will be made to ensure that vulnerable groups of people such as women and children, the elderly and disabled are adequately represented and heard in such meetings. At national and district level, disclosure of information will be done through meetings with the representatives and members of relevant MDAs, committees and sub-committees. Printed and electronic copies of relevant project documents will be made available to stakeholders through appropriately designated places within reach of stakeholders.

Communication to stakeholders on information disclosure programmes will be conveyed through relevant means depending on targeted audiences. Mostly, the project will use written forms of communication such as letters and electronic mails, community radio stations where available, and mobile public address system. Where possible social media platforms and groups will be created assist in information dissemination to targeted stakeholders. All these processes, platforms, and channels will be linked to the PIU website. The Table below summarizes the key methods that will be used for disclosure of Project information at different stages of the Project.

### 3.4. Proposed strategy to incorporate the views of vulnerable groups

The project will seek the views of identified vulnerable or disadvantaged groups through the following methods: (i) Community meetings in the location defined by community leaders: Community rooms, outdoor space; (ii) Broadcasting the project on local radio stations; (iii) Publicizing the project on social media platforms and broadcasting educational videos. The following measures will be taken to remove obstacles to full participation and facilitate access to information:

Table 5: Mapping vulnerable groups

Vulnerable/Disadvantaged Parties	Measures
Stakeholder engagement	Program preparation should begin as early as possible so that their views and concerns are considered in the design, implementation and operation of the project
People with limited access to information in general	<p>Community meetings – The implementing agencies will, through the local coordinator of the program, contact the administrative posts to inform about the program, and guarantee awareness and clarification meetings for the community and through this the community will contact the agencies .</p> <ul style="list-style-type: none"> <li>- Providing transportation to facilitate access to meetings</li> <li>- Use of simplified language and local interpreters</li> <li>- Accessible visual and informational materials</li> </ul>
Groups considered to be disadvantaged and vulnerable (Women heads of households; Widowed women; Elderly people; etc.)	<p>Involvement of local structures, rulers and affluent people within the localities.</p> <p>Focus groups and specific meetings Adoption of flexible schedules to accommodate domestic routines;</p> <ul style="list-style-type: none"> <li>- Inclusive and simplified materials</li> </ul> <p>Meetings with representatives of disadvantaged and vulnerable groups to better understand the local, national and sectoral context and potential barriers that may influence the ability of disadvantaged or vulnerable groups to articulate their concerns and priorities about program impacts; Consultation report templates must include a chapter on listening, recording and responding to the concerns of the most vulnerable groups. In monitoring and evaluation models, this indicator must be established as one of the most important in classifying the program's performance.</p>
Elderly, chronically ill and physically disabled	<p>Involvement of people who care for these through local structures.</p> <p>They will also be able to access information through television, radio, digital platforms and other means of engagement to be made available</p> <p>Use of meeting rooms with physical accessibility (ramps) or outdoor rooms;</p>
Audio visually impaired	<p>The communication strategy to be adopted will consider the special conditions of these vulnerable people, such as the existence of interpreters for the deaf on television</p> <p>Sign language translators in sessions</p>
Low literacy levels	Additional formats such as location sketches, physical models, and film presentations can be useful for communicating relevant information of



Vulnerable/Disadvantaged Parties	Measures
	simplified summaries, non-technical background explanations or access to local experts.
Women and girls	<p>Involvement of women through specific engagement groups, continuously throughout the program's life cycle, in order to ensure that they contribute to the decision-making process.</p> <p>It is convenient to bring them together in very small discussion groups at each phase of the program, to freely debate aspects of gender-based violence and issues that are specific to them.</p> <p>Ensure community engagement teams are gender-balanced and promote women's leadership within them, design online and in-person surveys and other engagement activities so that women providing unpaid care can participate.</p> <p>Separate meetings should also be scheduled for girls and women at different levels in addition to the regular meetings</p>
GBV Survivor	The consultation must be carried out individually and the interview must be conducted by a specialist.
Women heads of families	Provide transportation to meeting locations if they are far away; scheduling meetings at appropriate times that facilitate their participation, assistance/care for minors accompanying their mothers, if necessary, translation into local languages and promoting a minimum representation of 25% of this group in meetings.
Vulnerable groups residing in remote areas	Appropriate transport conditions will be created, with the ability to access remote areas. Based on these means of transport, the Social and Environmental Safeguards Focal Points will be able to carry out regular consultation visits. On other occasions and based on these means of transport, the vulnerable groups in question may be invited to participate in public events and public consultation seminars, organized at District and Provincial level.
Vulnerable groups with Portuguese language limitations	In work sessions with them, local or district Environmental and Social Management Focal Points will be used, with command of local languages. Brochures written in local languages will be used. A crucial instrument that will be used are community radio stations, which in Mozambique have extensive experience of communicating with vulnerable groups located in remote areas and who do not speak Portuguese.
Vulnerable groups without minimum participation resources	These groups can be supported, as groups and not individually, for example, in a resource center, with radio, television, cell phone access to the hotline of the complaints resolution system and other ways.

#### **4. RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING THE STAKEHOLDER ENGAGEMENT PLAN**

The project will be implemented through the implementation capacity established under the Rural and Small Towns Water Security Project (P173518), which will be responsible for fiduciary management, monitoring, reporting, and environmental and social compliance, while government departments and agencies (Social protection, disaster risk management, agriculture, health) will be responsible for implementation of CERP activities in their respective sectors. These agencies have world Bank-funded projects under implementation. These projects will anchor CERP activities, particularly the E&S aspects including the implementation of this SEP.

Currently, the project (P173518) there are two PIUs within the agency- AIAS and DNAAS with one Social Risk Management Coordinator whose responsibilities include: (i)

- Ensure the implementation and monitoring of all strategies and/or plans for the engagement of interested and affected parties within the scope of the Project, including for all ESIA processes of the subprojects.
- Ensure that the process of identifying PIAs within the scope of the Project is continued.
- Continuously identify risks and opportunities within the scope of the Project and actively interact with the PIU coordinators to ensure the necessary planning to mitigate risks and/or maximize opportunities.
- Supervise all activities related to the engagement of affected PIAs within the scope of the Project.
- Ensure that, based on the coordination of social and environmental safeguards, establish effective contact with UT technicians to ensure that the protocols established for the engagement of PIAs are effectively understood.
- Ensure that vulnerable groups are engaged, and their opinions and suggestions are considered when making decisions when implementing subprojects.
- Ensure that the coordination of environmental and social safeguards effectively coordinates and implements activities that require intensive interaction with PIAs (such as sensitive activities related to engagement around issues such as expropriation and land acquisition, compensation, violence against gender in the implementation of subprojects, among others).
- Coordinate the management of GRM.
- Develop and conduct baseline surveys and beneficiary feedback surveys for subprojects if necessary

The coordinator is supported by technicians at provincial level who are equally tasked to perform social risk management duties in line with project dispositions. CERP will utilize this structure (staff and procedures) to advance E&S risk management for the proposed activities in coordination with various agencies in charge of implementing CERP activities.

SEP will be monitored based on qualitative reports (based on progress reports) and quantitative reports linked to outcome indicators on stakeholder engagement and complaints performance. Monitoring must include frequent visits to monitor and evaluate the level of compliance with the SEP, evaluate the effectiveness of the GRM in the field through the ways in which complaints are forwarded, suggestions and the respective forms and qualities of responses. These visits must be duly recorded through reports that must be submitted by the program implementing agencies to the World Bank.

## 5. GRIEVANCE REDRESS MECHANISM

### 5.1 Description of process

As stated, the arrangement for SEP implementation and grievance handling is to use existing resources and procedures. First those from the host PIUs- AIAS and DNAS through the Rural and Small Towns Water Security Project. During implementation, communication must be maintained with the local population and community, particularly the People Affected by the Project (PAP), so that they can express their fears, aspirations and complaints, thus ensuring their full inclusion and the right to public participation throughout the process. Contractors involved in project implementation will also develop and implement grievance mechanisms, including that for workers and communities. Thus, the main objective of the Grievance Management Program is to create response and conflict resolution channels to address concerns generated by the project in local communities, and by workers.

Drawing from the existing project, a simple complaints procedure will be adopted that will operate at the local level, from the project proponent up to the courts as a last resort. The structure for the presentation of grievance will work as follows:

- The complaint will be presented at the local level to the leadership of the communities by filling out a standard form, complaint box, Rural and Small Towns Water Security Project green line, verbal presentation that will analyze and possible response and resolution of the complaint. The same grievance will be recorded in the grievance register.
- If the Complainant wants assistance, he/she may indicate a friend or neighbor to accompany him/her in the registration of the grievance. Following internal agreement on potential resolution options, the proposed remedial action is discussed with the complainant, and details, including timing, are agreed. After agreement is reached with the complainant, the person responsible for carrying out the corrective action is appointed. These details are recorded in the database.
- If there is no solution at local level, the PAP will issue a notice of intention to appeal to higher levels, in this case to the Project proponent in coordination with and the leadership of the communities. At this level, the matter is analyzed using all the data presented by the PAP and the arguments of the local entities. This is always done with transparency and confidentiality. The aim is to resolve the issue presented without harming the complainant. If a solution is reached at the hearing and accepted by the PAP, the PAP will sign the complaint form as a sign of agreement and the complaint register will also be updated to reflect closure of the matter.
- Verify the outcome with the complainant. Soon after the agreed corrective action has been completed, the proponent, the local leader's or some other principal agent of the Project who was not directly involved in the complaint process will hold a meeting with the complainant to verify the outcome.
- If no agreement is reached, claimants have the possibility to go to court if the dispute involves a conflict of interest. However, claimants will also be informed that this will be done at their own expense, unless the courts award damages for the claimant's benefit within the legally established period.

A GRM for workers shall also be established and developed by the Contractor, as detailed in the Labor Management Program, based on the project GRM. Throughout the process, the entities responsible for handling complaints shall ensure that the complainant (PAP) is not subject to pressure or threats of any kind. In the absence of a friendly and consensual solution, after exhausting all available options, and as a last resort, the complainant may use the legal channel for the resolution of his/her complaint.

To deal with these situations, a Dispute Resolution Committee (DRC) must be created, adjusted to respond to the construction and operational phases, as well as the creation of channels for the submission of complaints and claims. To facilitate the complaints process, it is suggested that Complaint Books are deposited at the headquarters of the most affected neighborhoods. The complaint mechanisms to be implemented must be approved by the DRC. The existence and composition of the DRC and the nature of existing grievance mechanisms must be clearly explained (through public meetings or other means to be defined) to affected communities. Under the complaint mechanisms to be established, it is recommended that complainants be able to appeal against decisions that seem unfair to them. A hierarchy of conflict resolution instances should therefore be created, and it is suggested that this hierarchy should be as follows:

- 1<sup>st</sup> Instance - Leadership of the community's;
- 2<sup>nd</sup> Instance - Project institutions - The proponent (DNAAS);
- 3<sup>rd</sup> Instance - District Court - instance of appeal (last instance).

## **5.2. SEA/SH complaints**

Regarding complaints related to Sexual Exploitation or Abuse (SEA) and Sexual Harassment (SHS), due to the risk of stigma, reprisals and rejection that may be associated and the sensitive nature of the complaints, it is very important that the PIU establishes procedures that can ensure that complaints are recorded, recorded and handled securely, anonymously and confidentially. These procedures must balance the need to focus on the survivor while ensuring a fair process, considering the rights of alleged perpetrators to privacy and the presumption of innocence. Global good practice recognizes that it is essential to respond appropriately to a survivor's complaint, respecting their choices. This means that the rights, needs and desires of the survivor take priority in all decisions related to the incident. Every effort must be made to protect the safety and well-being of the survivor, and any action must always be taken with the survivor's consent.

As part of the program's SEA/SH, the Environmental and Social Management Plans (ESMP) prepared proposes measures to prevent and respond to GBV/SEA/SH risks, including a Responsibility and Response Framework, a cartography of service providers, service and a Reference Path. The Accountability and Response Framework and Escalation Path will detail how allegations of SEA/SH will be handled (investigation procedures) and disciplinary action for violations of codes of conduct (CoC) by workers, as well as how the referral of survivors to mapped service providers. The Accountability and Response Framework must include, at a minimum:

- How allegations will be handled, within what period, and the range of possible disciplinary actions for violations of the CoC by employees, considering due process.
- Procedures for internally reporting EAS/AS allegations for case accountability.
- A pathway for directing survivors to appropriate support services.
- Procedures that clearly establish confidentiality requirements in the handling of cases.
- Propose an appeal mechanism.

In the case of SEA/SH, the GRM must: (i) refer complainants to the GBV service provider; and (ii) register the complaint and screen it to see if it is related to a project activity.

### **5.3 World Bank Grievance Redressal Service**

Communities and individuals considered negatively affected by a World Bank-supported project may lodge complaints with existing project-level grievance redressal mechanisms or the World Bank's Grievance Management Mechanism (GRM). MGR ensures that complaints received are promptly reviewed to resolve program-related concerns. Communities and individuals affected by the project can present their complaint to the WB's independent Inspection Panel, which determines whether harm has occurred, or may occur, because of the WB's failure to comply with its policies and procedures. Complaints may be filed at any time after concerns have been brought directly to the attention of the World Bank and Bank Management has been given the opportunity to respond. For information on how to file complaints with the World Bank corporate MGR, visit <http://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service>. For information on how to make complaints to the World Bank Inspection Panel, visit

[www.inspectionpanel.org](http://www.inspectionpanel.org).

## **6.MONITORING AND REPORTING**

### **6.1.Summary of monitoring of stakeholder engagement activities**

SEP will be monitored based on qualitative reports (based on progress reports) and quantitative reports linked to outcome indicators on stakeholder engagement and complaints performance.

SEP reports will include the following:

- i. Progress reports on ESS10 commitments - Stakeholder engagement under the Environmental and Social Commitment Plan (ESCP)
- ii. Cumulative qualitative reports on feedback received during SEP activities, in particular (a) issues raised that can be addressed through changes to the project scope and design and reflected in core documentation, if necessary; (b) issues that have been raised and that can be addressed during project implementation; (c) issues that have been raised that are beyond the scope of the project and are better addressed through alternative projects, programs or initiatives; and (d) issues that cannot be addressed by the project for technical, jurisdictional or cost overrun reasons. Meeting minutes that summarize participants' views can also be attached to monitoring reports.
- iii. Quantitative reports based on performance indicators

### **6.2. Presentation of reports to vulnerable groups**

SEP will be reviewed and updated as necessary during project implementation. Any important changes to project-related activities and the respective schedule will be duly reflected in the SEPI. Quarterly summaries and internal reports on public complaints, surveys and related incidents, along with the implementation status of associated corrective/preventive actions, will be collected by agency environmental and social safeguards team and sent to project managers.

**ANEXOS**

(To be included)

