



**Ministry of Home Affairs and Internal Security Office
of the Commissioner for Refugees**

**Zambia Refugee and Host Communities Project
(P503941)**

Stakeholder Engagement Plan (SEP)

July 2024

1. Introduction/Project Description

The Zambia Refugees and Host Communities Project (P503941) aims to enhance self-sustainability and promote inclusion in refugee settlements and surrounding host communities. This project will use a whole-of-government approach as well as a paradigm shift from business as usual to focus on low-cost, high-impact interventions to effectively achieve its objectives. This project aims to be more inclusive by moving away from just providing for refugee in the settlements to extending the same to the host community and to turn the area into urban civilized societies that can be self-sustaining.

The Zambia Refugees and Host Communities comprises the following components:

Component 1: Strengthening the Enabling Environment (US\$ 8 Million est.)

Component 1a) US\$2 million. Implementation of Zambia's new refugee policy requires the amendment to several existing Acts which cut across multiple government departments, including for example: immigration, education and agriculture. This sub-component will support the legal and technical resources required to facilitate the passage of new legislation. Lowering the costs of permits and removing the need for some of them altogether also form part of the reform agenda.

Component 1b) US\$6 million. Zambia is currently rolling out the issuance of new biometric National Registration Cards (NRCs) led by the Department of National Registration, Passports and Citizenship under MHAIS and intends to extend the scheme to refugees. The aim is to rationalize the existing permits and documents issued to refugees into one format and improve the application process. The documents will be stored digitally for ease of access with appropriate data protection safeguards. This sub-component will support the issuing of digital IDs to refugees, aligned with the national process underway as well as digitalize the Commissioner for Refugees.

Component 2: Climate Smart Community Infrastructure (US\$12 Million est.)

Infrastructure deficits both in and around the Meheba Refugee Settlement are high. The aim of this component is to support priority infrastructure aligned with local planning priorities i.e., the local area plan for Meheba and the host community by the Kalumbila District Council (under the Ministry of Local Government). This is likely to include a focus on economic infrastructure i.e., trunk road upgrade and electrification. Depending on available resources other aspects of local planning would also be considered e.g., expansion of boarding school accommodation, market upgrades and WASH.

Component 3: Support to Agribusiness (US\$ 6 Million est.)

Refugees and host communities find it challenging to access livelihood opportunities to meet their basic needs in and around the Meheba Refugee Settlement. At the same time, the presence of large mining operations represents a good opportunity to support the development of agri-business along market-based principles. Barrick mining for example, needs to feed a workforce of around 4000 persons daily, yet the limited availability of food in the local market prevents them from entering into purchase agreements with communities. Fertile soil, agricultural land, and water availability demonstrate the potential to expand production. Future preparation activities will explore what critical inputs are necessary to unlock agricultural potential and create sustainable businesses.

Component 4: Project Management (US\$ 4 Million est.)

The Ministry of Home Affairs and Internal Security will take the lead in the project and host a national project implementation unit (PIU) and provide an oversight of the other components of the projects and a decentralized PIU at the Kalumbila District Council which will have clear terms of reference (TORs) for experts to implement the project. The project will require effective community outreach and communication early on so that the aims of the project are well understood by both refugees and host communities.

Project Location

Component 1 of the project will have national wide coverage. Should additional funding be available, components 2 and 3 will be restricted to Kalumbila District hosting Meheba Refugee Settlement and the host community in North-Western Province.

The Zambia Refugees and Host Communities Project is being prepared under the World Bank's Environment and Social Framework (ESF). Per Environmental and Social Standard ESS10 on Stakeholder Engagement and Information Disclosure, MoHAIS 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, or intimidation.

2. Objective/Description of SEP

The overall objective of this SEP is to define a program for stakeholder engagement, including public information disclosure and consultation throughout the entire project cycle. The SEP outlines the ways in which the Zambia Refugees and Host Communities project team will communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, or make complaints about project activities or any activities related to the project. The SEP specifically emphasizes methods to engage groups considered most vulnerable and that are at risk of being left out of project benefits.

The involvement of the local population such as the refugees and members of the host community in which they reside is essential to the success of the project(s) in order to ensure

smooth collaboration between project staff and local communities and to minimize and mitigate environmental and social risks related to the proposed project activities.

3. Stakeholder identification and analysis per project component

3.1 Methodology

For the Zambia Refugees and Host Communities Project (P503941), the following stakeholders have been identified and analyzed per project component in line with the Kalumbila Town Council local area plan. These stakeholders include affected parties (as defined in section 3.2), other interested parties (as defined in section 3.3) and disadvantaged/vulnerable individuals or groups (as defined in section 3.4).

In order to meet best practice approaches, the project will apply the following principles for stakeholder engagement:

- *Openness and life-cycle approach:* Public consultations in the host community and Meheba Refugee Settlement will be arranged during the whole life cycle of the project(s), carried out in an open manner, free of external manipulation, interference, coercion, or intimidation.
- *Informed participation and feedback:* Information will be provided to and widely distributed among all stakeholders in an appropriate format; opportunities are provided for communicating stakeholder feedback, and for analyzing and addressing comments and concerns.
- *Inclusiveness and sensitivity:* Stakeholder identification has been undertaken to support better communications and build effective relationships. The participation process for the projects is inclusive. All stakeholders at all times will be encouraged to participate in the consultation process. Equal access to information will be provided to all stakeholders. Sensitivity to stakeholders' needs has been identified as key principle underlying the selection of engagement methods. Special attention is given to vulnerable groups that may be at risk of being left out of project benefits, particularly women, the elderly, persons with disabilities, refugees and former refugees.
- *Flexibility:* Engagement will take into account socio-cultural context that may inhibit traditional face to face engagement such as gender dynamics, literacy, levels and limited access to technology based on communication modes.

3.2. Affected parties

Affected parties include refugees and former refugees, host community members, and other parties that may be subject to direct impacts from the Project. Specifically, the following individuals and groups fall within this category: asylum seekers, refugees, former refugees, members of the host community, traditional leadership, Barrick/Lumwana mines, and Government officials/entities. During project implementation, the Project Implementation Unit (PIU) in consultation with the Ministry of Home Affairs and Internal Security will identify and include other stakeholders who may need to be brought on board.

The projects' stakeholders also include parties other than the directly affected communities, including provincial and district administration, academia, UNHCR, private sector and other service providers, business owners and other stakeholders.

3.3. Other interested parties

The projects' stakeholders also include parties other than the directly affected communities, including provincial and district administration, academia, UNHCR, private sector and other service providers, business owners and other stakeholders.

3.4. Disadvantaged / vulnerable individuals or groups¹

Within the Project, vulnerable or disadvantaged groups may include but are not limited to the following: elderly people, persons with disabilities, women-headed households, child-headed households, the unemployed, the refugee population in the project area. Ministry of Home Affairs and Internal Security as the implementing institution and institutions such as Ministry of Community Development and Social Services and Ministry of Local Government and Rural Development as well as the relevant Non-Governmental Organizations will be partners in stakeholder engagement to ensure that the needs of the vulnerable and disadvantaged are represented.

Vulnerable groups within the communities affected by the Project will be added, further confirmed, and consulted through dedicated means, as appropriate. Description of the methods of engagement that will be undertaken by the project is provided in the following sections.

4. Stakeholder Engagement Program

4.1. Summary of stakeholder engagement done during project preparation

Several stakeholder engagement meetings were held March 29, 2023, and February, 2024. These included consultations with Inter-Ministerial National Steering Committee for the Modernization of Refugee Host Communities and Settlement Approach (MORHCSA), Ministry of Home Affairs and Internal Security, Practice Manager for Social Sustainability and inclusion in East Africa, line ministries in Kalumbila District, Barrick Lumwana Mines held in Kalumbila, refugee leaders and the host community in Meheba Refugee Settlement and host communities. The meetings were held with the key stakeholders to introduce the project to them and obtain their input into the development of the SEP, prioritize project components and activities as well as find out their level of awareness and involvement with the proposed Project. The public consultations were carried out in Lusaka and Solwezi Districts. The key questions and concerns from the participants so far included the of process road rehabilitation, expansion of schools and other project related activities.

During project preparation, the following public consultation meetings were conducted:

1. A physical meeting with the Inter-Ministerial National Steering Committee for the Modernization of Refugee Host Communities and Settlement Approach (MORHCSA)

held at Ministry of Home Affairs Internal Security to orient the Committee on the concept of MORHCSA, get buy-in. The meeting was attended by 23 participants.

2. A second physical Meeting with the MORHCSA National Steering Committee held at Ministry of Home Affairs and Internal Security to receive feedback on the MORHCSA Concept, identify the role each organization would take up to ensure appropriate and successful implementation of the MORHCSA development objectives. The Meeting was attended by 20 Participants
3. A physical meeting with the World Bank was held at Ministry of Home Affairs and Internal Security to discuss the eligibility assessment process and any other necessary requirements for the Ministry to qualify for funding support from the World Bank. The meeting was attended by 15 participants.
4. A physical meeting was held with the World Bank Practice Manager for Social Sustainability and inclusion in East Africa. The purpose of her mission was to meet with stakeholders involved in supporting refugees and host communities in Zambia. The Mission was also gathering information to help support the preparation of a new project that will assist the Government of Zambia in meeting the requirements for accessing the funds under the International Development Association (IDA) IDA20 Window for Host Communities and Refugees (WRD). The meeting was attended by 10 participants.
5. A physical meeting with line ministries in Kalumbila District held at the District Council to discuss key design elements of the projects such as scope and methodology and receive feedback from the stakeholders to be considered and included in project design. The meeting was attended by 30 participants
6. A physical meeting was held with the World Bank at the Ministry of Home Affairs and Internal Security who undertook a mission on Identification of the proposed Zambia Displaced Persons and Borderlands Communities Project. The key discussions were on engaging Zambian Government Officials on Policy and operational options of project design, engage developmental partners, project implementation arrangements and plans for compliance with safeguards and fiduciary requirements. The meeting was attended by 12 participants.
7. A physical meeting was held with the World Bank at the Ministry of Home Affairs and Internal Security to discuss the policy priorities and digital identity ID arrangements, the agreement on project implementation arrangements, agree on compliance with environmental and social standards, fiduciary and other project requirements and engage the Kalumbila District Officials for the preparation mission. The Meeting was attended by 5 participants.

8. A physical meeting with Barrick Lumwana Mines held in Kalumbila District to discuss key design elements of the project such as scope and methodology and receive feedback to be considered and accounted for in project design. The meeting was attended by 10 participants
9. A physical meeting with the refugee leaders and the host community in Meheba Refugee Settlement and host communities to discuss key design elements of the project such as scope and methodology and receive feedback to be considered and accounted for in project design. The meeting was attended by about 50 participants.

The environmental and social reports and plans prepared for the project have been disclosed prior to project appraisal and following the World Bank approval. The documents have been publicly disclosed on the Ministry of Home Affairs and Internal Security and the Office of the Commissioner for Refugees websites. During project implementation, formal engagements and community awareness meetings will be conducted to inform affected and interested parties on project performance and solicit their feedback. A summary of the main recommendations received as feedback during project preparation have been integrated with details contained in Annex 1. The SEP will be updated to reflect any changes in the project and as more consultations are conducted beyond those listed above.

4.2. Summary of project stakeholder needs and methods, tools and techniques for stakeholder engagement.

The Stakeholder Engagement Plan below outlines the engagement process, methods, including sequencing, topics of consultations and target stakeholders. The World Bank and the Borrower do not tolerate reprisals and retaliation against project stakeholders who share their views about Bank-financed projects.

Different engagement methods have been proposed and cover different stakeholder needs as stated below: Methods utilized by the Zambia Refugees and Host Communities project include (i) structured agendas, (ii) focus group meetings/discussions, (iii) community consultations, (iv) formal meetings, (v) one-on-one interviews, and (vi) site visits.

Table 1 SEP Summary Table

Project stage	Target stakeholders	Topic of consultation / message	Method used	Responsibilities	Frequency /Timeline
Project Objective	Line Ministries and Government Institutions,	Presentation of concept, Objectives of the project,	Formal Consultations, Field Visits to Meheba and Mayukwayukwa	MoHAIS	During project initiation

	Disadvantaged and vulnerable groups, Traditional Leaders,	Presentation of the design of the project, Collecting feedback form the stakeholders	Meeting the Refugees and host communities		
Project preparation/ pre-project implementation	Development partners, Relevant line ministries and agencies, CSO & NGOs Disadvantaged and vulnerable groups Traditional leaders	Project SEP including the Grievance Mechanism (GRM), Gender Based Violence (GBV) Action Plan, Policy briefs, discussion papers. Draft ESCP Draft Procurement Plan. Draft Financial Management Manual. Draft Project Implementation Manual. Draft Environmental and Social Management Framework.	Consultation/Awareness meetings. Virtual meetings, Publication on in the local newspaper(times of Zambia) Office of the Commissioner for Refugees Facebook page. (Office of the Commissioner for Refugees Lusaka Facebook https://www.facebook.com/people/Office-of-the-Commissioner-for-Refugees/100088907123903/?mibextid=ZbWKwL)	MoHAIS	Prior to start of Project activities

Project Implementation	Development Partners, CSO & NGOs Media Relevant line ministries and agencies, Affected person, groups; and Other interested Parties	Quarterly Reports, Annual Reports, Community awareness meetings, Engagements with District and Provincial Offices for information dissemination messages on the project.	Information leaflets (both English and applicable local languages to refugees and host communities e.g lunda Kaonde, Bemba, Nyanja, French, Swahili, Kirundi, Kinyamulenge, Somalian), posters and brochures; audio-visual materials, MHAIS website Social media; Public notices; Focus Discussion Groups (FDGs), community meetings.	MoHAIS PIU	Throughout implementation of the Project
Project Closure	Development partners, Relevant line ministries and agencies, CSO & NGOs Media Affected persons; and Other interested Parties	Dissemination of final project reports. Project exit strategy;	Website, emails, virtual, in person Face to face community meetings, focus group discussions, outreach activities, use of community radio stations	MoHAIS PIU	Within 30 days of project closure

4.3. Proposed strategy to incorporate the views of vulnerable groups

The project will seek the views of asylum seekers, refugees, former refugees, host community, elderly people, persons with disabilities, women head-headed households, child headed households, unemployed peoples, through the following methods public consultations, social media, public announcements, posters/brochures, in person meetings, use of local radio stations. The following measures will be taken in order to remove obstacles to full and enabling participation / access to information:

The project will take special measures to ensure that members of disadvantaged and vulnerable groups have equal opportunity to provide feedback on the mechanism during its preparation and during implementation to incorporate communities' views, voices and needs. Meeting venues will be considered taking into view the access needs of persons with disabilities while information dissemination will also consider communicating with persons with disabilities (e.g. ensuring there is sign language translation during meetings). The documents produced and shared will be translated into local languages if there is a need to do.

To ensure that the project maintains information disclosure, continuous and effective interaction with stakeholders, a number of methods will be used, including:

- Early notification for consultation sessions and preferably sending out invitations to the stakeholders with a clear agenda for discussion;
- Providing adequate time for preparation prior to consultative sessions;
- Sharing information for public consumption well in advance and providing opportunity for feedback and comments;
- Choosing appropriate methods of communication especially for remotely located stakeholders, such as the use of local radio, distribution of printed materials, visual presentations, notice boards or telephone etc.;
- Ensuring concise documentation of all stakeholder engagement sessions with a record of minutes, lists of attendance (signed) and photographs for the consultative process;
- Establishing a well-designed GM that will enhance the efficiency and effectiveness of the project; and
- Using technology for meetings and consultations such as Zoom and Teams, and meeting small groups of people where connectivity permits.

5. Resources and Responsibilities for implementing stakeholder engagement

5.1. Implementation Arrangements and Resources

The Ministry of Home Affairs and Internal Security through the Project Implementation Unit and specifically the designated Social Development Specialist will oversee the day to day implementation of the stakeholder engagement activities.

The estimated budget for the SEP is \$182,500 and is included under management of the environmental and social risks in the implementation budget of the project. The SEP budget will be revised to reflect actual costs once activities to be implemented are finalized.

Table 2 Example of a SEP Budget Table

Budget Category	Quantity	Unit Costs	Times/Years	Total Costs	Remarks
1. Events					
1a. organization of focus groups	8	1000	4	24,000	
2. Communication campaigns					
2a. posters, flyers	1	2500	4	7,500	
2b. social media campaign	1	2500	4	7,500	
2.c Translations of Posters, flyers	1	1000	4	4,000	
3. Trainings					

3a. training on social/environmental issues for PIU and contractor staff	2	5000	3	30,000	
3b. training on gender-based violence (GBV) for Project Implementing Unit (PIU) and contractor staff	2	5000	3	30,000	
4. Beneficiary surveys					
4a. mid-project perception survey	1	10,000	1	10,000	
4b. end-of-project perception survey	1	10,000	1	10,000	
5. Grievance Mechanism					
5a. training of GM committees	1	5000	3	15,000	
5b. suggestion boxes in the settlement	1	1000	1	1,000	
5c. GM communication materials	1	2500	3	7,500	
6. Other expenses					
6a. Stationery	4	3000	3	36,000	
TOTAL STAKEHOLDER ENGAGEMENT BUDGET:				182,500	

5.2. Management functions and responsibilities

The entity responsible for carrying out stakeholder engagement activities is Ministry of Home Affairs and Internal Security through the Project Implementation Unit.

The stakeholder engagement activities will be documented through activity reports after each engagement among others.

6. Grievance Mechanism

A Grievance Mechanism is a system that allows not only grievances, but also queries, suggestions, positive feedback, and concerns of project-affected parties related to the environmental and social performance of a project to be submitted and responded to in a timely manner. Its objective is mainly to assist in resolving complaints and grievances in a timely, effectively and efficient manner that all parties involved are satisfied. The Project grievance mechanism will be simple and administered in relation to existing traditional grievance systems channels in the area that are already acceptable to members of refugee settlements and surrounding host communities, as well as implement the government complaint system through local administration to national PIU level. The Project will ensure community representation for the community GM focal points in the area. Thus, the GM management at local level will consist of the following; Social Development Specialist of the national PIU with a focal officer from the decentralized PIU, community identified local focal points/grievance management committees and at national level a complaints committee will consisting of the national PIU. Sensitive cases related to gender-based violence (GBV), Sexual Exploitation and Abuse/Harassment (SEA/SH) will be referred to the national PIU for onward forwarding to institutions with the expertise in dealing with such cases. The Project aims for grievances to be managed at the lowest project levels to avoid escalation of grievances to higher levels of managing and resolving complaints.

6.1. Description of Grievance Mechanism (GM)

Table 3 Illustrative Table on the GM Steps

Step	Description of Process	Time Frame	Responsibility
GM implementation structure	Grievances will be handled at the project site and addressed by MoHAIS through designated channels and the Focal Point Person at the PIU in reference to the existing institutional GM to address all complaints and requests from submission, recording, response to M&E	7 days after project effectiveness	Social Development Specialist
Grievance uptake	Grievances can be submitted via the following channels: <ul style="list-style-type: none"> • E-mail • Letter to Grievance focal points at local facilities • Complaint form(Annex 6) to be lodged via any of the above channels • Walk-ins may register a complaint in a grievance logbook at a facility or suggestion box • Community focal points 	3 to 5 days	Social Development Specialist
Sorting, processing	Any complaint received is forwarded to Social Development Specialist, Logged in the complaints logbook, and categorized according to the nature of the complaint as well as the characteristic of the complaint (vulnerable groups, persons with disabilities etc)	Upon receipt of complaint	Social Development Specialist GRM Committees
Acknowledgement and follow-up	Receipt of the grievance is acknowledged to the complainant by Social Development Specialist	Within 2 days of receipt	Social Development Specialist GRM Committee
Verification, investigation, action	Investigation of the complaint is led by the Grievance Committee. A proposed resolution is formulated by the Grievance Committee and communicated to the complainant by the Grievance Committee	Within 10 working days	The Complaint Committee composed of the Project Coordinator, Social Development Specialist
Monitoring and evaluation	Data on complaints are collected in the Complaints Log Book and quarterly reports and reported to the PIU every quarter	Within the quarter	Social Development Specialist GRM Committees

Step	Description of Process	Time Frame	Responsibility
Provision of feedback	Feedback from complainants regarding their satisfaction with complaint resolution is collected through various feedback mechanisms written, verbal or other means and recorded in the log book	Within 2 days of providing a solution	Social Development Specialist GRM Committees
Training	Training needs for staff/consultants in the PIU, Contractors, and Supervision Consultants are as follows:		Social Development Specialist GRM Committees

The GM will provide an appeals process if the complainant is not satisfied with the proposed resolution of the complaint. Once all possible means to resolve the complaint have been proposed and if the complainant is still not satisfied, then they will be advised of their right to legal recourse.

The project will have other measures in place to handle sensitive and confidential complaints, including those related to Sexual Exploitation and Abuse/Harassment (SEA/SH) in line with national regulations and policy on GBV and the World Bank ESF Good Practice Note on SEA/SH. Measures to handle sensitive and confidential complaints, including those related to Sexual Exploitation and Abuse (SEA) Sexual Harassment (SH) (SEA/SH), will be identified in the GBV Action Plan. With respect to GBV related complaints, the project will follow a survivor-centered approach that prioritizes survivors' dignity, confidentiality and safety, and the project accountability and response framework. The project will ensure to have in place referral procedures to public service providers and associated Non-Governmental Organizations (NGOs) that are experienced in handling GBV cases.

The PIU at national and decentralized level will use the existing institutional Grievance Mechanism (GM) to address all staff complaints. The Ministerial grievance procedures requires staff to officially raise a complaint through the Social Development Specialist who will forward the complaint to the Project Coordinator. After the Project Coordinator has received and recorded the grievance the complaint is sent to the Permanent Secretary's Office who will resolve the complaint or refer it to an organization that is best suited to hand such cases. The system and requirements for the grievance chain of action – from registration, sorting and processing, and acknowledgement and follow-up, to verification and action, and finally feedback is given.

The following is the structure of the Grievance Mechanism committee at Ministerial level that will help to assist in the resolution of complaints on the Zambia Refugee and Host Communities project, it will be composed of:

1. The Permanent Secretary-CRIAR
2. Human Resource and Administration (Chairperson).

3. Commissioner for Refugees (Secretary).
4. Director- Procurement
5. Director- Finance
6. Project Coordinator-Zambia Refugee and Host Communities.

The Zambia Refugees and Host Communities Project Coordinator will report on all cases referred to by the national and decentralized PIU to the Grievance Mechanism committee at Ministerial level. The committee will also look at the PIU Human resource and Administration related grievances, cases submitted by the national and decentralized PIU and those directly received at Ministerial level.

The Committee will require the Zambia Refugee and Host Communities project to prepare a proposed response to each grievance, in advance which will be used as responses for discussion and approval will be implemented.

7. Monitoring and Reporting

7.1. Summary of how SEP will be monitored and reported upon (including indicators)

The Project Implementation Unit will monitor implementation of the SEP in accordance with 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 with respect to environmental and social performance will be proportionate to the potential environmental and social performance risks and impacts of the project and their effect on the various stakeholder interests.

The following Monitoring actions will be undertaken regarding stakeholder interests in line with the environmental and social performance of the Project, which will include:

- Conducting stakeholder engagement in an ongoing manner, in accordance with the SEP and build upon the channels of communication and engagement as established with stakeholders.
- Collection of feedback from stakeholders on environmental and social performance of the project, and on the implementation of the mitigation measures outlined in the ESCP on a bi-annual basis.
- Periodic reviews of compliance with requirements of the legal agreement, including the ESCP.
- Where appropriate, and as will be set out in the SEP, engaging stakeholders, local communities or Civil Society Organizations (CSOs), to complement or verify projects stakeholder monitoring information;

- Where other agencies or third parties would be responsible for managing specific risks and impacts and implementing mitigation measures, the MoHAIS will collaborate with such agencies and third parties to establish and monitor such mitigation measures.

7.2. Reporting back to stakeholder groups

Specific mechanisms to report back to the stakeholders include the following through physical meetings, community engagement and one to one consultations. This reporting back to the stakeholders will be every quarter and annual reports.

The SEP will be periodically revised and updated as necessary in the course of project implementation. Quarterly and bi-annual summaries and internal reports on public grievances, enquiries, and related incidents, together with the status of implementation of associated corrective/preventive actions, will be collated by the Social Development Specialist and referred to the Project Coordinator of the Project. The quarterly and bi-annual summaries will provide a mechanism for assessing both the number and nature of complaints and requests for information, along with the Project's ability to address those in a timely and effective manner. Information on public engagement activities undertaken by the Project during the year may be conveyed to the stakeholders in various ways:

Annexes

- Annex 1. Template to capture minutes/records of consultation meetings
- Annex 2. Sample Table: Monitoring and Reporting on the SEP
- Annex 3. Picture of Mission Team taken during the identification mission
- Annex 4. Grievance submission form

Annex 1: Template to Capture Consultation Minutes

Stakeholder (Group or Individual)	Dates of Consultations	Summary of Feedback	Response of Project Implementation Team	Follow-up Action(s)/Next Steps	Timetable/ Date to Complete Follow-up Action(s)
The World Bank	29 th March 2023	The mission discussed the key elements required for the GRZ to access WHR financing since MHAIS qualified for the funding. Advised for the enhancement of the eligibility process by further clarifications about the scope of the policy and the	The Team took into consideration the feedback from the World Bank and agreed to include all the feedback given into the project design	Provide clarifications about the scope of the policy and the content of the legislative reforms and their implementation and provide more detailed information about MORHCSA	September 2023

		content of the legislative reforms and their implementation and more detailed information about MORHCSA			
MORHCSA National Steering Committee (Office of the Vice President, Cabinet office, SMART Zambia, Ministries of Home Affairs and Internal Security, Education, Local Government & Rural Development, Health, Community Development and Social Services, Finance and National Planning, Agriculture, Water Development and Sanitation, and Justice, Small and Medium Enterprise Development and Infrastructure, Housing and Urban Development)	30 th June 2023	On board with the Concept of MORHCSA to achieve digitalization, improved infrastructure, harmonization of laws and creation of economic opportunities.	The Team took into consideration the feedback from the Committee and agreed to provide the necessary information to the committee	To orient the MORHCSA committee on the objectives of MORHCSA,	17 th August 2023
MORHCSA National Steering Committee (Office of the Vice President, Cabinet Office,	17 th August 2023	To develop sub-committees based on available expertise to spearhead the implementation	The Team took into consideration the feedback from the Committee and agreed to	to establish sub-committees based on available expertise for objectives of MORHCSA, to	September 2023

<p>SMART Zambia, Ministries of Home Affairs and Internal Security, Education, Local Government & Rural Development, Health, Community Development and Social Services, Finance and National Planning, Agriculture, Water Development and Sanitation, and Justice, Small and Medium Enterprise Development and Infrastructure, Housing and Urban Development)</p>		<p>of the objectives of MORHCSA as outlined in the first meeting and to be availed with the TORs of MORHCSA To develop of calendar of events to help guide the implementation of activities</p>	<p>provide the necessary information to the committee</p>	<p>avail the TORs to MORHCSA members To develop a calendar of activities</p>	
<p>Barrick Lumwana Mines</p>	<p>1st November 2023</p>	<p>Barrick Lumwana outlined the Corporate Social Responsibility of the mine as focusing on 5 areas being Education, Health, WASH, agricultural business and Local Development. Barrick expressed interest in implementing capital projects such as putting up a university so that its CSR would be more</p>	<p>The Team took into consideration the feedback from Barrick Lumwana Mines and agreed to include the feedback given into the project design</p>	<p>To develop an agri business concept note to be used to engage Barrick Lumwana mines To make agri business one of the development objectives of the project</p>	<p>February 2024</p>

		visible. The mine added that opportunities existed for refugees interested in the agri business as the mine required a lot of variety of foods and the demand or supply was high.			
Refugees and Host Community of Meheba Refugee Settlement	1 st November 2023	The refugee leaders and Host Community were of the view that if the following were worked on; such as the road network, expansion and upgrading of health facilities, electrification, initiatives for livelihoods and transportation of goods to access the market, they would greatly improve the lives of the persons of concern. The refugees expressed concern that they had been raising these issues yet nothing seemed to be done.	In response, the team indicated that once the project began implementation there would be some level of assistance and that they would start seeing results once implementation of the project commenced	To prioritize upgrade of road network, expansion and upgrading of health facilities, electrification, initiatives for livelihoods and transportation of goods to access the market, in project design	February 2024
The World Bank	3 rd November 2023	The Project name Duration of the project Priorities and justification [The Team took into consideration the feedback from the World Bank and agreed to include all the feedback given	The Project name Duration of the project Priorities and justification [February 2024

		<p>advised to pick on a project which will create impact]</p> <p>The cost of the project in terms of budgets</p> <p>Project implementation arrangements</p> <p>Preparation of Project Documents</p>	into the project design	<p>advised to pick on a project which will create impact]</p> <p>The cost of the project in terms of budgets</p> <p>Project implementation arrangements</p> <p>Preparation of Project Documents</p>	
<p>Kalumbila District (Ministries of Health, Education, Agriculture, Community Development and Social Services, Water Development and Sanitation and Kalumbila District Council</p>	<p>31st November 2023</p>	<p>The priorities of the project should be aligned to policy and legal reforms, livelihood and road network under infrastructure based on the Local Area Plans considering that something was being done with regard to electrification. Capital projects would be good for long term impact but would not show immediate results and should be targeted for expansion of the project</p>	<p>The Team took into consideration the feedback from the line Ministries and District Council and agreed to include all the feedback given into the project design</p>	<p>To align the priorities of the project to policy and legal reforms, livelihood and road network under infrastructure based on the Local Area Plans considering that something was being done with regard to electrification.</p>	<p>February 2024</p>
<p>Barrick Lumwana Mines</p>	<p>1st November 2023</p>	<p>Barrick Lumwana outlined the Corporate Social Responsibility of the mine as focusing on 5 areas being Education, Health, WASH, agricultural business and</p>	<p>The Team took into consideration the feedback from Barrick Lumwana Mines and agreed to include the feedback given into the project design</p>	<p>To develop an agri business concept note to be used to engage Barrick Lumwana mines</p> <p>To make agri business one of the development objectives of the project</p>	<p>February 2024</p>

		Local Development. Barrick expressed interest in implementing capital projects such as putting up a university so that its CSR would be more visible. The mine added that opportunities existed for refugees interested in the agri business as the mine required a lot of variety of foods and the demand or supply was high.			
Refugees and Host Community of Meheba Refugee Settlement	1 st November 2023	The refugee leaders and Host Community were of the view that if the following were worked on; such as the road network, expansion and upgrading of health facilities, electrification, initiatives for livelihoods and transportation of goods to access the market, they would greatly improve the lives of the persons of concern. The refugees expressed concern that they had been raising these issues yet	In response, the team indicated that once the project began implementation there would be some level of assistance and that they would start seeing results once implementation of the project commenced	To prioritize upgrade of road network, expansion and upgrading of health facilities, electrification, initiatives for livelihoods and transportation of goods to access the market, in project design	February 2024

		nothing seemed to be done.			
Kalumbila District (Ministries of Health, Education, Agriculture, Community Development and Social Services, Water Development and Sanitation and Kalumbila District Council	31 st November 2023	The priorities of the project should be aligned to policy and legal reforms, livelihood and road network under infrastructure based on the Local Area Plans considering that something was being done with regard to electrification. Capital projects would be good for long term impact but would not show immediate results and should be targeted for expansion of the project	The Team took into consideration the feedback from the line Ministries and District Council and agreed to include all the feedback given into the project design	To align the priorities of the project to policy and legal reforms, livelihood and road network under infrastructure based on the Local Area Plans considering that something was being done with regard	February 2024

Annex 2. Sample Table: Monitoring and Reporting on the SEP

Key evaluation questions	Specific Evaluation questions	Potential Indicators	Data Collection Methods
GM. To what extent have project-affected parties been provided with accessible and inclusive means to raise issues and grievances? Has the implementing agency responded to and managed such grievances?	<ul style="list-style-type: none"> • Are project affected parties raising issues and grievances? • How quickly/effectively are the grievances resolved? 	<ul style="list-style-type: none"> • Usage of GM and/or feedback mechanisms • Requests for information from relevant agencies. • Use of suggestion boxes placed in the villages/project communities. • Number of grievances raised by workers, disaggregated by gender of workers and worksite, resolved within a specified time frame. • Number of Sexual Exploitation, and Abuse/Sexual Harassment (SEA/SH) cases reported in the project areas, which were referred for health, social, legal and security support according to the 	Records from the implementing agency and other relevant agencies

		<p>referral process in place. (if applicable)</p> <ul style="list-style-type: none"> Number of grievances that have been (i) opened, (ii) opened for more than 30 days, (iii) resolved, (iv) closed, and (v) number of responses that satisfied the complainants, during the reporting period disaggregated by category of grievance, gender, age, and location of complainant. 	
<p>Stakeholder engagement impact on project design and implementation. How have engagement activities made a difference in project design and implementation?</p>	<ul style="list-style-type: none"> Was there interest and support for the project? Were there any adjustments made during project design and implementation based on the feedback received? Was priority information disclosed to relevant parties throughout the project cycle? 	<ul style="list-style-type: none"> Active participation of stakeholders in activities Number of actions taken in a timely manner in response to feedback received during consultation sessions with project affected parties. Number of consultation meetings and public discussions where the feedback and recommendation received is reflected in project design and implementation. Number of disaggregated engagement sessions held, focused on at-risk groups in the project. 	<p>Stakeholder Consultation Attendance Sheets/Minutes</p> <p>Evaluation forms</p> <p>Structured surveys</p> <p>Social media/traditional media entries on the project results</p>
<p>Implementation effectiveness. Were stakeholder engagement activities effective in implementation?</p>	<ul style="list-style-type: none"> Were the activities implemented as planned? Why or why not? Was the stakeholder engagement approach inclusive of disaggregated groups? Why or why not? 	<ul style="list-style-type: none"> Percentage of SEP activities implemented. Key barriers to participation identified with stakeholder representatives. Number of adjustments made in the stakeholder engagement approach to improve projects' outreach, inclusion and effectiveness. 	<p>Communication Strategy (Consultation Schedule)</p> <p>Periodic Focus Group Discussions</p> <p>Face-to-face meetings and/or Focus Group discussions with Vulnerable Groups or their representatives</p>

- Annex 3. Picture of Mission Team taken during the Identification Mission



GRIEVANCE RECORDING FORM			
Project Reference Name :			
Section 1: Complainant Details			
Grievance Ref. No:	Date received:	Submitted by:	Grievance Recorded by:
Address:	Telephone Number:	Email address:	Grievance lodged:
			<input type="checkbox"/> In person <input type="checkbox"/> By Phone <input type="checkbox"/> At Community Meeting <input type="checkbox"/> By Mail <input type="checkbox"/> By Email
Signature of Complainant:	Grievance acknowledged and a copy of this form provided to the complainant?		
	<input type="checkbox"/> Yes	Date:	
Section 2: Details about the Grievance			
Description of Grievance:			

Section 3: Action Taken / Required		
Date set for resolution of Complaint:		
Grievance classification:	Reason(s) why:	Officer responsible for grievance:
<input type="checkbox"/> Critical priority <input type="checkbox"/> Medium priority <input type="checkbox"/> Low priority		
Description of action required (to be updated as needed):		
Action carried out by:	Date of Completion:	Method of feedback to Complainant:
Complainant response to action:		
Section 4: Effectiveness Review		
Status of Grievance:		Date:
To what extent has the grievance been addressed to the satisfaction of the complainant:		
Grievance Closed:	Date:	Signed off: [Project Coordinator]

Annex 4: Grievance Submission Form
