

**FEDERAL GOVERNMENT OF SOMALIA**



**Ministry of Finance (MoF)**

**PROJECT: Somalia Crisis Recovery Project (SCRP)**

**STAKEHOLDER ENGAGEMENT PLAN (SEP)**

**March 2020**

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## Acronyms and Abbreviations

BRICS	Building Resilient Communities in Somalia
CFW	Cash for Work
CRW	Crisis Response Window
CSO	Civil Society Organization
DFID	Department for International Development
ESA	Environmental and Social Assessment
ESIA	Environmental and Social Impact Assessment
ESMF	Environmental and Social Management Framework
ESMP	Environmental and Social Management Plan
ESS	Environmental and Social Standard
FAO	Food and Agricultural Organization
FGS	Federal Government of Somalia
FMS	Federal Member State
GBV	Gender Based Violence
GoS	Government of Somalia
GRM	Grievance Redress Mechanism
GRS	Grievance Redress Service
HIPIC	Heavily Indebted Poor Country Initiative
IDA	International Development Association
IDP	Internally Displaced Person
IP	Implementing Partner
IVA	Independent verification agent
M&E	Monitoring & Evaluation
MIS	Management Information System
MoAI	Ministry of Agriculture & Irrigation
MoEWR	Ministry of Energy and Water Resources
MoF	Ministry of Finance
MOHADM	Ministry of Humanitarian Affairs and Disaster Management
MoLFR	Minister of Livestock, Forestry And Range
MoPIED	Ministry of Planning and Economic Development
MoWHRR	Ministry of Women & Human Rights Development
MoTCA	Ministry of Transport & Civil Aviation
NGO	Non-Governmental Organization
OPM	Office of the Prime Minister
PDO	Project Development Objective
PIU	Project Implementation Unit
SCRP	Somalia Crisis Recovery Project
SEA	Sexual Exploitation and Assault
SEP	Stakeholder Engagement Plan
SIDA	Swedish International Development Cooperation Agency
TA	Technical Assistance
UNICEF	United Nations Children's Fund
UNOPS	United Nations Office for Project Services
WASH	Water, Sanitation and Hygiene

WHO	World Health Organization
WFP	World Food Programme

## INTRODUCTION

### Project Background

The humanitarian situation in Somalia is deteriorating due to the multiple and simultaneous crises afflicting the country, including drought, floods, conflict, and locust infestations, all within the same time and space. Presently, 5.2 million Somalis need humanitarian assistance, while 1.3 million face severe hunger. Considered the most vulnerable country to climate change in the world, the intensity and frequency of climatic events facing Somalia is expected to increase in the coming years. Combined with other development challenges, such as poverty, inequality, and capacity constraints due to more than two decades of conflict, these crises are undermining the country's political and economic gains.

Parts of Somalia are experiencing the worst flooding in the country's recent history. The Deyr rains are seen in Somalia each year, usually lasting from September to November or December. In late October and November 2019, moderate to heavy rains caused substantial flooding in low-lying areas along the Shabelle and Juba rivers, resulting in several deaths and significant damage to infrastructure, crops, property, and livestock, affecting more than a half million people across 17 districts in ten regions in the three states of Jubaland, Hirshabelle, and Southwest, with 370,000 people displaced from their homes. Most flooding occurred in the regions of Middle and Lower Juba, Bay, Lower and Middle Shabelle, and Hiraan. Weeks of flooding have destroyed physical, productive, and social service delivery infrastructure – with many roads turned into rivers and farmlands fully destroyed. Livestock has been lost and agricultural production has been impacted. In urban centers sewage and flood water have mixed, widely contaminating the shallow wells that provide drinking water making the threat of water-borne diseases, such as cholera, more likely. The situation has also been exacerbated by the below-average and erratic rains experienced during the 2019 Gu season (April to June) and prior multiple failed planting seasons. According to the Somalia rainfall outlook for Gu 2020, above average rains are forecasted, possibly causing additional flooding along the Juba and Shabelle rivers, potentially exacerbating the devastation caused by the 2019 floods.<sup>1</sup>

The current Desert Locust<sup>2</sup> swarm situation is a critical risk to both pasture and crops and is linked to the recent flooding. The heavy rains and wet soils have supported the uncontrolled development and spread of Desert Locusts across Somalia and provided conducive conditions for breeding. Recent government surveys reveal vast numbers of 'hoppers' as well as mature adults are already present in the flood-affected states of Hirshabelle, Jubaland, as well as South West State, representing the largest swarms facing Somalia in 25 years and posing a significant threat to food security and livelihoods, with the Government of Somalia (GoS) declaring the locust invasion a national emergency on February 2, 2020.

The GoS appealed for emergency assistance and investment in longer-term solutions to avert future crisis in October 2019, with the government-led response directed by a high-level inter-ministerial Flood Response Committee. This was followed by a request by the Federal Government of Somalia (FGS) to the World Bank to support a government-led Post Disaster Needs Assessment and Floods Recovery and Resilience Framework for the flood-affected areas in early December 2019, followed by a further request in January 2020 to the World Bank for funding from the International Development Association (IDA) Crisis Response Window (CRW) to support flood recovery and resilience-building. With the country's arrears recently cleared in March 2020 in the context of the Heavily Indebted Poor Country Initiative (HIPC),

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<sup>1</sup> FAO-SWALIM, [Somalia Outlook for 2020 Gu](#) (Feb. 7, 2020).

<sup>2</sup> A species of grasshopper that live largely solitary lives until a combination of conditions promote breeding and lead them to form massive swarms.

Somalia is now eligible for international financing in line with the World Bank's re-engagement strategy for the country.

### Project Development Objectives

**The Project Development Objective (PDO)** is to “support the recovery of livelihoods and infrastructure in flood and drought affected areas and strengthen capacity for disaster preparedness nationwide.”

### Project Components

**Component 1: Immediate basic services and livelihood support for early recovery** (US\$ 30 million) to the flood affected states of Hirshabelle, South West, and Jubaland and locust-affected areas nationally through: (a) procuring biopesticides for future ground and aerial spraying operations to help control the desert locust population, impact assessments, and surveillance; (b) restoring and protecting farmer capacity for agricultural production, through the provision of inputs, pre-positioning feed stocks, and controlling vector and vector-borne livestock disease; (c) revitalizing basic health service provision to include strengthening of response services and referral pathways for survivors of GBV; and (d) supporting household hygiene promotion and treatment.

**Component 2: Medium-term flood recovery** (US\$ 42 million) to support the rehabilitation of critical public and community infrastructure<sup>3</sup> in line with build-back-better and climate resilient standards in the flood affected states of *Hirshabelle*, South West and Jubaland. The component will rehabilitate water and sanitation systems, broken or non-functioning pre-existing flood control systems (embankments, drainage, irrigation canals and restoration of river channels through dredging), health facilities, bridges, and small feeder roads. It will also support local mitigation efforts for risk reduction such as slope protection and environmental rehabilitation.

**Component 3: Longer-term disaster risk management and preparedness** (US\$ 24.5 million<sup>4</sup>). This component will have a national scope and focus and will set the analytical and policy groundwork and capacities to enable a government-led, integrated approach to flood and drought risk management and preparedness. This will include: (a) piloting Integrated Flood-Drought Preparedness and Response Solutions at a national level including community level structural and non-structural interventions; (b) Flood Risk Management including the strengthening of the enabling policy and institutional framework, flood risk assessment and hazard mapping, and pilots for structural flood risk reduction interventions; (b) Supporting Hydromet and Early Warning Systems for generating and disseminating hydromet data; (c) Supporting the operationalization of the National Drought Recovery and Resilience Framework (RRF) Secretariat including the institutionalization of investment planning processes for drought recovery and resilience building and strengthening systems for aid tracking, institutional coordination and programmatic monitoring and evaluation; (d) Supporting the setting up of a NEOC using a systems approach, and developing and operationalizing a Longer-term Public-Civil Society Collaboration Model for Crisis Response and Preparedness; (e) Capacity Building and Technical Assistance to Ministries, Departments, and Agencies (MDA) for resilience building, including anticipatory actions for future food crises; (f) Establishing Locust early warning systems, (g) Strengthening and harmonizing food security information and early warning

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<sup>3</sup> Community infrastructure could include: (a) small-scale community self-built and self-maintained infrastructure; (b) community infrastructure developed, financed, maintained, and operated through non-public means such as NGOs, bilateral funding programs, etc.; and (c) small-scale community infrastructure that may have been created through public financing but was handed over to or fell into community hands for maintenance and upkeep.

<sup>4</sup> Includes US\$ 2.5 million from the IDA 2019 national PBA for the COVID 19 response.

systems to better monitor multiple threats (e.g. food prices, food shortages, interruption of food supply chains, reduced income / remittances; and; (h) Strengthening Somalia's Integrated Disease Surveillance and Response System and enhancing laboratory capacity to ensure the timely detection of pathogens (including for COVID-19), including the provision of laboratory materials, equipment, capacity injections, and technical assistance to develop and roll out relevant trainings and guidelines.

**Component 4: Project Management** (US\$ 6 million) This component will support overall Project management and coordination by the Project Management Unit located the Ministry of Finance including: financial management (FM), procurement, monitoring and evaluation (M&E), environmental and social safeguards compliance, technical quality assurance, preparation of subproject designs and construction supervision services, grievance redress, and GBV/SEA and referral and protection. An independent verification agent (IVA) procured by the PIU will validate results. The PIU is expected to provide close implementation support to the FMS and state level project teams by engaging a technical advisory consultancy.

**Component 5: Contingency Emergency Response Component** (US\$ 5.0 million). This Contingency Emergency Response Component (CERC) is included in the Project in accordance with Investment Project Financing (IPF) Policy, paragraphs 12 and 13. There is a moderate to high probability that during the life of the Project Somalia will experience natural or man-made disasters, and major disease outbreaks of public health importance which causes a major adverse economic and/or social impact, which will result in a request to the Bank to support mitigation, response, and recovery in the areas affected by such an emergency. In the event of such an emergency, the CERC will serve as a first-line financing option for response. Additionally, the CERC is flexible enough to incorporate the new Crisis Response Window Early Response Allocation (CRW ERA) criteria so that it can be mobilized as part of an early response to an eligible food security crisis or disease outbreak.

### Project Context and Target Population

The Project will target the three flood-affected states of Hirshabelle, South West, and Jubaland for recovery interventions, while longer-term investments could broaden the geographical scope of the project.

**Targeting:** Beneficiary selection will use both geographic and community-based approaches, prioritizing vulnerable groups and drawing on the SCOPE database and UN Inter-Agency Joint Verification Assessment (May 2019, and based on the minimum food expenditure basket). A database on potential beneficiary targets will be developed by FAO to identify targeted beneficiaries in line with centralized project-specific targeting and information management systems. Key beneficiary groups will be affected and vulnerable households (including labor constrained households), persons with disabilities, members from non-dominant clans and ethnic and other minorities, as well as displaced and host communities.

### Key Social and Environmental Risks

Project activities associated with key social risks and impacts are; a) foreseen low-to-medium-intensity civil work activities on reconstruction and rehabilitation of physical and community infrastructure; b) displacement impacts resulting from involuntary resettlement, and; c) the use of cash transfers and cash for work interventions, an intervention susceptible to diversion and leakages. The potential social risks and impacts and corresponding mitigation measures are;

- a) **Security-** Ensuring security for project operations (including the protection of project workers, beneficiaries and affected persons) remains a complex challenge in a region largely characterized by a dire humanitarian situation due to multiple and simultaneous crises afflicting the country,



compounded by weak and developing government systems. This risk is further exacerbated by the provision of cash support for affected households, cash for work and unconditional cash transfers, all project benefits that raise the profile for targets by opportunistic armed actors in a context of recent history of relative lawlessness and the potential for increased conflict.

Mitigation: The involvement of UNOPS, FAO and other humanitarian and development organizations with valuable knowledge and experience in delivering specialized operations in the target locations provide relative advantage to challenges of access to site and the identification and mitigation of security threats to project operations. In addition, these organizations partner with local NGOs that have a good understanding of local dynamics an important factor in managing exposure to security threats.

- b) **Exclusion** - Project investments being rolled out in a context of limited resources against widespread need amplifies challenges of the benefits reaching truly vulnerable, marginalized and members from non-dominant clans including labor constrained household and persons with disability. This is further exacerbated by the nature of some interventions being rolled out such as cash transfers, weaker formal redress systems and limitations in effective community engagements and participation.

Mitigation: A Floods Impact Needs Assessment (FINA) conducted by the FGS government with support from development partners has helped estimate the extent of damages caused by floods as well as guide priorities for recovery. This will largely guide the selection of locations for investments. In addition, robust stakeholder engagements have been conducted with stakeholders to explain the rationale for selection of sites for investments. Similar engagements will be conducted for communities before commencement of project activities as well as sensitization on the availability of a project grievance redress mechanism (GRM) to support the systematic uptake, processing and resolution of project related complaints and grievances.

- c) **Selection bias and elite capture-** The project is designed to benefit locations most ravaged by drought, floods and locusts with exclusive targeting of the poor, marginalized and displaced populations for additional interventions such as unconditional cash transfers. With cycles of violence having destroyed some legitimate institutions including those charged with social justice and grievance redress, the risk of project benefits being diverted to ineligible and less-deserving locations and individuals remains a concern.

Mitigation: The use of FINA to guide the selection of project sites for priority investments is expected to address site selection and elite capture concerns. In addition, the engagement of high capacity implementation support agencies such as UNOPS to support in project monitoring adds another layer of confidence and credibility and to the process. Through the use of sustained and broadly inclusive stakeholder and community engagements and continuous monitoring of the GRM, concerns, complaints and grievances will be monitored and addressed appropriately.

- d) **Challenges in access to beneficiaries and difficulty in monitoring-** Project locations are likely to be remote underserved areas with basic physical and community infrastructure further devastated by drought and floods. Access to beneficiaries for meaningful and inclusive stakeholder and community engagements as well as grievance redress and monitoring will be a challenge.

Mitigation: The involvement of UNOPS, FAO and other humanitarian and development organizations with valuable knowledge and experience in delivering specialized operations in the

target locations provide relative advantage to challenges of access to site. Monitoring will also be provided by the same high capacity institutions.

- e) **Inward Migration**- As the project will mainly operate in a small number of sites relative to immense and widespread need, there remains a possibility of population influx from neighboring district and locations. When it occurs, this is likely to upset community dynamics and perpetuate clashes and animosity exacerbating social and environmental fragility.

Mitigation: A primary mitigation measure is the selection of priority areas guided by findings and recommendations from FINA. In addition, proper and transparent targeting of vulnerable populations, ensuring inclusion in particular for displaced populations, in particular persons with disabilities and ethnic or clan minorities among these displaced populations for cash-based interventions and the small amounts of transfers is seen as a mitigating measure against harmful inward migration. Impacts of labor influx driven by the small-medium scale infrastructure works will be managed by the Labor Management Procedures that will include a code of conduct for project workers that will address gender-based violence, including sexual exploitation and abuse and sexual harassment, child and forced labor, and other terms and conditions of employment,

- f) **Sexual exploitation and abuse, sexual harassment (SEA/H) and other forms for gender-based violence (GBV):** Evidence indicates that Somalia is a high-risk country for incidence of varying forms of GBV. These existing contextual risks intersect with key project-related risks, such as the targeting of vulnerable populations, such as women and children, IDPs, disabled populations and other marginalized groups for project interventions. Potential risks of gender-based violence, for example, may increase with the receipt of cash transfers by women and children (within households or at payment points), as well as risks of sexual exploitation and abuse or sexual harassment, such as requests for sexual favors, extending from registration or release of funds. The GBV risk rating for the project is therefore assessed to be high, necessitating integration of robust mitigation measures to manage these risks.

Mitigation: The project implementing teams will develop and implement measures and actions to regularly assess and manage the risks of SEA/H and other forms of GBV extending from project activities, including key infrastructure elements as well as as the receipt of cash transfers or placement in cash-for-work schemes by women, children and other vulnerable groups (within households or at payment points) and sexual exploitation and abuse risks such as sexual favors for registration or release of funds. The PIU will engage a dedicated specialist to support oversight and management of these risks. Safety audits will be developed for all relevant activities to ensure protection and security of affected communities and alignment with global protection standards. A GBV Action Plan will be drafted and included in the SMP to include measures for minimizing SEA/H and GBV. This plan will include i) training and sensitization requirements for both communities and associated project workers; ii) identification of GBV service providers to be contracted during the project to enable safe, confidential and survivor-centered care for any presenting survivors; iii) an Accountability and Response Framework to articulate measures on management of any emerging cases; iv) reporting and response protocol, including identification of SEA/H and GBV-sensitive channels to be integrated into the grievance mechanism, and requirements for enabling survivor-centered care. Monitoring of management of GBV risks will be integrated into requirements for a Third-Party Monitor and financing will be made available to contract relevant GBV service providers. The project will also identify and address any capacity

gaps within the PIU and other implementing partners to build institutional capacity for GBV risk management. The project will also ensure regular consultation and engagement with women and women's groups throughout the project to ensure equitable inclusion in project activities and to monitor potential risks that may emerge over the life of the project.

- g) **Systemic weakness**- Capacity of the MoHADM to identify, understand and preventing adverse social impacts on the project is only developing. This includes capacity for monitoring of impact and redressing the impacts of social harm where it has occurred.

Mitigation: Through the engagement of UNOPS, FAO and other humanitarian and development organizations significant capacity gaps for application of risk mitigation protocols and monitoring of impacts for social harm will be plugged. In addition, the capacity of MoHADM will be progressively developed throughout project implementation

### Legislative and Policy Requirements

The Provisional Constitution of the Federal Republic of Somalia defines access to information as a right. Article 32 on Rights of Access to Information spells out that every person has the right of access to information held by the state; as well as every person has the right of access to any information that is held by another person which is required for the exercise or protection of any other just right.

The World Bank's Environment and Social Standard 10 sets out that a Borrower has to engage with stakeholders as an integral part of a Project's environmental and social assessment and project design and implementation. The nature, scope and frequency of the engagement should be proportional to the nature and scale of the Project. Consultations with stakeholders have to be meaningful and be based on stakeholder identification and analysis, plans on how to engage stakeholders, disclosure of information, actual consultations, as well as responses to stakeholder grievances, and reporting back to stakeholders.<sup>5</sup>

### Purpose of the SEP

The Stakeholder Engagement Plan seeks to define a structured, purposeful and culturally appropriate approach to consultation and disclosure, in accordance with ESS 10. The FGS recognises the diverse and varied interests and expectations of project stakeholders and seeks to develop an approach for reaching each of the stakeholders in the different capacities at which they interface with the project. The aim is to create an atmosphere of understanding that actively involves project-affected people and other stakeholders leading to improved decision making.

Overall, this SEP will serve the following purposes:

- i. stakeholder identification and analysis;
- ii. planning engagement modalities through effective communication, consultations and disclosure;
- iii. enabling platforms for influencing decisions;
- iv. define roles and responsibilities for the implementation of the SEP;
- v. define reporting and monitoring measures to ensure the effectiveness of the SEP and periodical reviews of the SEP based on findings.
- vi. defining role and responsibilities of different actors in implementing the Plan; and
- vii. elaborating the role of grievance redress mechanism (GRM).

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<sup>5</sup> World Bank, Environmental and Social Framework. Setting Environmental and Social Standards for Investment Project Financing, August 2016.

# Stakeholder Mapping and Analysis

## BRIEF SUMMARY OF PREVIOUS STAKEHOLDER ENGAGEMENT ACTIVITIES

Engagements and consultation on the project design and the planned activities and implementation arrangements have been conducted with key institutional stakeholders including the relevant Government agencies, development partners such as UN agencies. Engagements and consultations have been held with key stakeholders identified as presented in Annex 1.

The project team conducted a mission to engage with all relevant Ministries in the FGS in February 2020. Ministries were consulted and some key agreements were initiated, including over the location of the Project Implementation Unit (PIU) in the Ministry of Finance, as well as on the different capacities of other Ministries to act in advisory or consultative capacities. The project team further met with the governments of the project-affected Federal Members States (FMS) and with their relevant Ministries to discuss their roles vis-à-vis the project implementation at FGS level.

The project team further met with a series of UN agencies and entities. It agreed FGS on the role of UNOPS in supporting project management located in the MoF. It further consulted agencies, such as UNICEF, FAO, and WHO on their current roles in flood risk management, locust response and general disaster recovery issues. It consulted with other international entities, including the BRiCS Consortium, SomRep, as well as bilateral partners on potential support as well coordination in disaster recovery.

Key concerns by the collaborating ministries revolved around the development of capacity of these agencies to support project implementation and in particular fiduciary and safeguards capabilities. The project team agreed that there would be a component on capacity development and strengthening. Concerns on the project footprint in the face of widespread need were discussed where it was agreed that the project targets the three flood-affected states of Hirshabelle, South West, and Jubaland, while advancing a national approach to the locust response, longer-term resilience building, and the health CERC.

To avoid the risk of elite capture, SCRP seeks to exclusively benefit highly vulnerable groups, as the crises has had a disproportionate impact on women, girls, children, the elderly, disabled people and internally displaced persons. Consultations will be carried out with vulnerable groups to identify and address their unique needs, including the use of sex-disaggregated surveys and focus groups, and vulnerability-based selection criteria to prioritize their inclusion as project beneficiaries

It was also agreed that targeting under the Project will be informed by the inter and intra sectoral distribution of needs identified under the FINA, and further refined through a process of systematic and criteria-based sectoral and geographic prioritization, temporal sequencing and investment planning; to be discussed and validated at the community-level. This methodology will also carefully consider clan dynamics in facilitating or hindering project implementation.

## Stakeholder Mapping and Analysis

Stakeholder engagement is the interaction with, and influence of project stakeholders to the overall benefit of the project and its advocates. ESS 10 recognizes two broad categories of stakeholders: 1) those likely to be affected by the project because of actual impacts or potential risks to their physical environment, health, security, cultural practices, well-being, or livelihoods (project affected parties), and 2) other interested parties.

In view of the SCRP, affected parties will likely be in the three States selected for project implementation, namely Hirshabelle, Jubaland and Southwest State. In these three States households have generally been affected by floods. Among these affected parties, beneficiaries will be selected through transparent community participation with verification being done by an independent third party monitor. Important to note is that these are ‘parties’ that have already been affected by disaster, and they will be beneficiaries of the Project, rather than being negatively affected by the Project. While not every affected party will also be a beneficiary, it is crucial to disseminate information and engage with all stakeholders on project modalities as well as on the selection criteria of beneficiaries in the affected areas.

### Directly or Indirectly Project-Affected Parties

Effective consultations and other stakeholder engagements with the project affected communities will be conducted by the PIU once the implementing agencies have been engaged and before project effectiveness.

Stakeholder	Description
Small farmer and agro-pastoralist households	Most affected by locusts’ invasions and have suffered loss of crops and livelihoods. Project interventions such as spraying, and livelihoods support have significant impacts on them. They will need to be effectively consulted to mitigate E&S risks and enhance project benefits.
Small pastoralist households	Natural and man-made shocks have impacted households based on pastoralist livelihoods, especially as their traditional routes for tending livestock have been impacted. The drought in 2017 has cost pastoralists in Somalia 70% of their average annual cash income (while agro-pastoralists only lost 30%). <sup>6</sup>
IDPs, in particular, those who are persons with disabilities, from ethnic/other minorities, and women	The Somalia Humanitarian Needs Overview estimates a total of 1.72 million IDPs in need nationally <sup>7</sup> .
Host communities	Often tension is reported between IDPs and their host communities. In the three respective States there are several locations where IDPs meet host communities. It is therefore important to also attend to the needs of host communities.
Women	There are gender-specific protection and inclusion concerns particularly among displaced populations. In terms of livelihoods, women dominate in all aspects of sheep and goat production, and the sale of processed milk. While men sell for export, women sell for local consumption. Although women play a critical role in the maintenance of household livelihoods, they generally have less access to productive resources, services and employment opportunities, contributing to a significant gap between men and women’s productivity.  Given the protracted conflict situation, there are serious GBV concerns across Somalia.

<sup>6</sup> The World Bank Group, Somali Poverty and Vulnerability Assessment, April 2019.

<sup>7</sup> OCHA Humanitarian Needs Overview Somalia 2020.

Youth	Being the largest demographic in Somalia and facing significant vulnerability owing to the country context, the effects of crisis and shocks disproportionately impact the youth. This calls for their targeted inclusion and involvement in the project activities through consultations and information disclosures
Children	In some cases, girls are pulled from school to allow women to earn an income, and boys are vulnerable to recruitment by armed actors for use as child soldiers.
Minority groups	Key minority groups in the three selected states are Bantu (15% of the total Somali population; small scale farming and laborers); Bajuni (0,2% of Somali population, mainly fishers); Galgale/Samale (0,2% of Somalia population, pastoral); Midgan or Gaboye (0,5% of Somali population); etc... <sup>8</sup>
Disabled persons	Persons with disabilities are particularly marginalized in Somalia. There is a lack of data on disability in Somalia, but it is presumed that it is higher than the global average (15%), given the protracted conflict situation, <sup>9</sup> and that persons with disabilities are more likely to be excluded from participation and benefitting from public services.
Female headed households	Given that more men die in the protracted conflict in Somalia, a continuous increase in female-headed households is taking place. This has resulted in changes of the intra-household roles.

## Other Interested Parties

Stakeholder	Description
Community leaders	With formal administration systems only developing and non-existent in some areas, community leaders including clan and religious leaders play a vital role in community entry and the attainment and social license to operate .
National level Ministries (MoF, MoPIED, OPM, MOHADM, MoAI, MoLFR, MoEWR, MoWHRR, MoPWRH, MoTCA,	<ul style="list-style-type: none"> <li>- MoF will house PIU;</li> <li>- MoPIED will be part of the PIU; will provide coordination support across line Ministries; and will lead prioritization of activities;</li> <li>- OPM will provide overall strategic guidance to the PIU</li> <li>- MOHADM, MoAI, MoLFR, MoEWR, MoPWHR, MoTCA, will receive capacity building support; and will be consulted in regards to project activities</li> </ul>
FMS governments and line Ministries (FMS Ministry of Planning and International Cooperation, Ministry of Investment and Economic Development, etc..)	<ul style="list-style-type: none"> <li>- FMS Ministries for Planning, and Ministries for Economic Development will receive capacity building support, and will be consulted on project activities</li> </ul>
Local District-Level Administrations	<ul style="list-style-type: none"> <li>- District Administrators are usually the authorities that handle day-to-day needs and grievances</li> </ul>
UNOPS	<ul style="list-style-type: none"> <li>- UNOPS will provide project management support to the PIU</li> </ul>
UNICEF	<ul style="list-style-type: none"> <li>- UNICEF works on flood risk management</li> </ul>
FAO	<ul style="list-style-type: none"> <li>- FAO works on flood risk management, livelihood support and locust response</li> </ul>

<sup>8</sup> UNCU/UNOCHA, A Study on Minorities in Somalia, 2002, accessed at: <https://reliefweb.int/report/somalia/study-minorities-somalia>

<sup>9</sup> DFID, Disability in Somalia, K4D, 2018, accessed at: [https://assets.publishing.service.gov.uk/media/5a744dbded915d0e8bf188ec/Disability\\_in\\_Somalia.pdf](https://assets.publishing.service.gov.uk/media/5a744dbded915d0e8bf188ec/Disability_in_Somalia.pdf)

BRICS	- BRICS may potentially play a role in livelihood support
UNDP	- Potential collaboration on strengthening government system for disaster recovery
WHO	- WHO has been engaged in flood response
OCHA	- OCHA has been engaged in flood response
SomREP	- SOMRep has been working on flood response
DFID	- DFID has been funding significant humanitarian interventions in Somalia, next to key development and stabilization programming
SIDA	- Potential collaboration on strengthening government system for disaster recovery
Local and national CSOs and NGOs operating in the health, education, livelihood sectors	With most having invaluable experience in the successful delivery of a wide range of humanitarian services, their networks, delivery systems and knowledge of intricate community dynamics will need to be tapped for use by the project.

### Disadvantaged / Vulnerable Individuals and Groups

Targeting under the Project will be informed by the inter and intra sectoral distribution of needs identified under the FINA, and further refined through a process of systematic and criteria-based sectoral and geographic prioritization, temporal sequencing and investment planning; to be discussed and validated at the community-level. Since the Project will seek to be broadly inclusive and focus on targeting the most vulnerable communities in the three affected States 'affected parties'. Its effectiveness will rely on the identification and selection of the most disadvantaged and vulnerable individuals, households and other groups as beneficiaries. General categories of vulnerable groups in the three States include women, youth, female-headed households, children, ethnic minority and non-dominant clan groups, persons with disabilities, and IDPs.

## Summary of Project Stakeholder Needs

Community	Stakeholder Group	Key Characteristics	Language needs	Preferred notification means (email, radio, phone, letter)	Specific needs (accessibility, large print, child care, daytime meetings etc.)
<b>Community Level</b>	Communities in Hirshabelle, Jubaland and South West State where beneficiaries are selected from	Local communities in rural environment	Somali	Radio, telephone <sup>10</sup> , community meetings	Literacy in Somalia is low, with 50% male literacy and only 26% female literacy
	Small farmer households	Local communities in rural environment	Somali	Radio, telephone, community meetings	Rapid information dissemination on spraying activities, hotlines and GRM mechanisms for inquiries and grievance lodging
	Small pastoralist households	Radio, telephone, community meetings, with possible nomadic movement patterns	Somali	Mobile phone, radio	May require communication means that are independent of locality (e.g. mobile phone or radio)
	IDPs	Residing mostly in IDP camps, which may be controlled by gatekeepers	Somali	Mobile phone, radio, community meetings	Security concerns, e.g. hold meetings during day time. Consultations including FGDs
	Host communities	Local communities in rural or urban environment	Somali	Mobile phone, radio, community meetings	Involvement in community engagement and information dissemination

<sup>10</sup> For example, BRiCS maintains a database with profiles and phone numbers of all beneficiaries.



Women	Often not integrated in communal decision-making processes	Somali	Mobile phone, radio	Gender disaggregated consultations, Inclusion in project benefits and access to GBV services as required
Youth	Often not integrated in communal decision-making processes	Somali	Mobile phone, radio	Meaningful inclusion in consultations and project benefits
Children	Not included in communal decision-making and vulnerable to child labor and recruitment as child soldiers.			Protection from project risks and impacts such as child and forced labor.
Minority groups	Not represented in local authority structures, generally discriminated against by majority clans, and therefore often not considered in decision-making processes, and difficult to access services	Somali	Mobile phone, radio, community meetings	Depending on the group, some live in one location, whereas others are spread throughout communities, including living in IDP camps/settlements.
Persons with disabilities	Often not included in decision-making processes, and more likely to be excluded from public services and participation.	Somali	Mobile phone, radio, community meetings, and other media, depending on accessibility needs	Consider working with NGOs focusing on disabilities to ensure full reach of disabled persons in the affected States, including through use of media (e.g. Braille, sign language, etc.,) and locations that are accessible and appropriate to ensure their participation
Female-headed households	Often not integrated in communal decision-making processes	Somali	Mobile phone, radio	Gender disaggregated consultations, Inclusion in project benefits and access to GBV services as required

	Community leaders (elders, sheiks, imams)	Their authority will depend on the presence and strength of community leaders of other groups; they can have significant influence in the communities	Somali	Community meetings, individual meetings	They can also be used as a means to reach the broader public
<b>District Level</b>	Local District-Level Administrations	Usually have to deal with all concerns of the communities	Somali	Individual meetings, Newspapers, emails, Phone calls	Roles and responsibilities including support in stakeholder engagements, information dissemination and grievance redress
<b>FMS-Level</b>	FMS governments and line Ministries		Somali	Individual meetings, email, internet usage, emails, Phone calls	Roles and responsibilities including support in stakeholder engagements, information dissemination and grievance redress
	Local NGOs and CSOs	Can originate from different backgrounds	Somali	Individual meetings, mobile phone, internet / email, Newspapers,	Ensure that NGOs and CSOs from different backgrounds are considered for engagement
<b>National Level</b>	National level Ministries (MoF, MoPIED, OPM, MOHADM, MoAI, MoLFR, MoEWR, MoWHRR, MoPWRH, MoTCA)		Somali	Individual meetings, internet/email	Roles and responsibilities including support in stakeholder engagements, information dissemination and grievance redress
	UN agencies, international NGOs, bilateral donors		English	Internet/email	Preparation and implementation support as well as training and capacity building

	National NGOs		Somali/ English	Internet/email, individual meetings	Preparation and implementation support as well as training and capacity building
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# STAKEHOLDER ENGAGEMENT PLAN

## Purpose and Timing of Stakeholder Engagement Program

Project preparation has relied significantly on national level stakeholder engagement in order to gain understanding of the needs of the affected three States, as well as an understanding of the degree of the destruction and the possibilities of rebuilding and rehabilitating community infrastructure and services; as well as existing capacities and coordination mechanisms at national and State levels.

Given the nature of the Project, specific project stages are not yet fully defined. Stakeholder engagement plans will be refined and adopted as the Project design evolves. However, it is anticipated that the four purposes of consultations and information dissemination in the SCRP are: (a) understanding of the needs of the affected populations; (b) ensuring of coordination between all implementers and government and community authority structures; (c) reception of feedback and comments as well as grievances from all stakeholders on project design and implementation; (d) provision of transparent and accountable mechanisms on all aspects of Project design and implementation; and (e) ensuring that members of vulnerable groups from project affected communities are able to participate fully in the consultation process and enjoy project benefits. . To ensure this, a grievance redress mechanism (GRM) will be in place throughout the life cycle of the Project (see below) and will be set up in a way that all affected individuals and groups can report on project-related grievances or can provide comments and feedback.

In consideration of Covid-19 restrictions or for communities affected by floods, locust, the project will innovate ways for consultations to be fit for purpose. This means effective and meaningful consultations to meet project and stakeholder needs and adhere to the restrictions put in place by the government to contain virus spread. Strategies to be employed include smaller meetings, small FGDs to be conducted as appropriate taking full precautions on staff and community safety. Where meetings are not permitted, traditional channels of communications such as radios and public announcements will be implemented. Other strategies will include one on one interviews through phones and skype for community representatives, CSOs and other interests' groups.

## Schematic visualization of information disclosure

Information disclosure to the affected populations and beneficiaries in the three States will rely on the following key methods: Radio broadcasting, community meetings in coordination with local authorities (district administration, community leaders), and phone communication (SMS). At the national level information will be disclosed mainly by email. Information will be disclosed in Somali or English. Local authorities, such as District Administrators or community leaders will be requested to inform communities in community meetings and through disclosure on social media.

## Strategy for Consultations

Project Stage	List of information to be disclosed	Methods proposed	Timelines: locations / dates	Target Stakeholders	% Reached	Responsibilities
<b>Project Design</b>	SEP	Stakeholder meetings	March 2020	District level	10%	PIU
		Email	March 2020	National Level	50%	PIU
		websites	March 2020	National level	20%	PIU
	ESCP	Stakeholder meetings	March 2020	District level	10%	PIU
		email	March 2020	National level	50%	PIU
		websites	March 2020	National level	20%	PIU
	ESMF (including GRM)	Stakeholder meetings	April 2020	District level	10%	PIU
		email	April 2020	National level	50%	PIU
		websites	April 2020	National level	20%	PIU
<b>Project Initiation and Implementation</b>	Activity – or site specific ESMPs	Community meetings	Continuous	Community level	20%	IP
		email	Continuous	National level	50%	IP/PIU
		website	Continuous	National level	20%	IP / PIU
		Stakeholder meetings	Continuous	Districts and State level	20%	IP
	Any project-related information (on activities, beneficiary selection etc...)	Community meetings	Continuous	Community level	20%	IP
		radio	Continuous	Community, district and State level	20%	IP
		Mobile phone	Continuous	Community, district and State level	20%	IP
		Email/website	Continuous	National level	50%	IP
	GRM	Community meetings	Continuous	Community level	20%	IP / PIU
		radio	Continuous	Community, district and State level	20%	IP / PIU
		Mobile phone	Continuous	Community, district and State level	20%	IP / PIU
		website	Continuous	National level	30%	IP / PIU

This plan lays out the overall consultative processes of the Project with its different stakeholders. In principle, all Implementing Partners (IP) overseeing sub-component activities, will follow their existing participatory engagement and consultation methods, especially with affected communities and beneficiaries. These will follow specific tools and methods of community consultations that partners have developed in their sectoral fields (e.g. in health, agriculture, cash for work, WASH etc.). This SEP will be updated to include these strategies.

The GRM will be another means of consultation, as complaints received will be filed, assessed and responded to (see below).

Project stage	Topic of consultation	Suggested Method (will be refined by IP)	Target stakeholders	Responsibilities
<b>Project Design</b>	Overall Project activities	Community meetings	Community level stakeholders	PIU / IP
		Stakeholder meetings	District, state level, national level stakeholders	PIU / IP
		email	National level stakeholders	PIU / IP
<b>Project Initiation and Implementation</b>	Cash transfers	Community meetings, selected communities for cash transfer	Community level stakeholder	IP
		mobile phones, beneficiaries selected	Community level stakeholders	IP
		radio	Community level, district and state level stakeholders	IP
	Cash transfers, support to farmers, livestock restoration, health services, rehabilitation of WASH services	Community level stakeholder	IP	
		Community level stakeholders	IP	
		Community level, district and state level stakeholders		
	Rehabilitation of risk mitigation infrastructure	National, state level stakeholders	IP	
		State, district and community level stakeholders	IP	
		State, district and community level stakeholders	IP	
		Sub-Project Specific	Community level stakeholders	IP

	ESMPs / and or ESIA's	Community, district, state level stakeholders	IP
		National level stakeholders	IP
		National level stakeholders	IP

## Proposed Strategy to incorporate the View of Vulnerable Groups

Each IP will ensure that women, persons with disabilities, ethnic minorities and other members of vulnerable groups are participating effectively and meaningfully in consultative processes and that their voices are not ignored. This may require specific measures and assistance to afford opportunities for meetings with vulnerable groups in addition to general community consultations. For example, women may be more outspoken in women-only consultation meetings than in general community meetings. Similarly, separate meetings may be held with young people, persons with disabilities or with ethnic or other minority groups. Further, it is important to rely on other consultation methods as well, which do not require physical participation in meetings, such as social media, SMS, or radio broadcasting, to ensure that groups that cannot physically be present at meetings can participate.

In view of promoting gender equality, it is most important to engage women's groups on an ongoing basis throughout the lifetime of the project. Women voicing their concerns and contributing in the decision-making process on issues such as community infrastructure should be encouraged, especially in various fora that predominantly consist of men.

IPs are similarly encouraged to deploy female staff, in particular where staff interfaces with community members.

GRMs will be designed in such a way that all groups identified as vulnerable have access to the information and can submit their grievances and receive feedback as prescribed.

## Timelines

The Project is planned for a duration of 6 years. Information disclosure and consultations are relevant throughout the entire life cycle of the Project. Project design has therefore been based on national-level consultations (see Annex 1). Activities under each sub-component will include further consultations prior to their commencement, to ensure a broadly inclusive selection of beneficiaries, transparency and accountability on project modalities, and allow community voices to form the basis for the concrete design of every intervention; consultations will continue throughout the project cycle.

## Reviews of Comments

The IPs implementing different sub-components of the Project will gather all comments and inputs originating from community meetings, GRM outcomes, and surveys. The information gathered will be submitted to the Environmental and Social Specialists in the Risk Management Unit of the PIU, to ensure that the Project has general information on the perception of communities, and that it remains on target. It will be the responsibility of the different IPs to respond to comments and inputs, and to keep open a feedback line to the communities, as well as the local authorities and State governments. Training on environmental and social standards facilitated by WB and UNOPS will be provided soon after the Project becomes effective to ensure that all the staff from the PIU, and the different IPs are equipped with the necessary skills.

This SEP provides the overarching guidelines for the rolling out of stakeholder engagements. While this SEP will be refined once the different communication and consultation modalities of the IPs can be elaborated on, the guiding principles will remain in place. The PIU, with the support of UNOPS, will monitor the capacity of the safeguards staff of the different IPs, and recommend appropriate actions, e.g. refresher trainings.



## IMPLEMENTATION ARRANGEMENTS FOR STAKEHOLDER ENGAGEMENT

### Implementation Arrangements

The overall responsibility for the implementation of the SEP lies with the MoF, specifically the Head of the PIU. The Head of the PIU will be overseeing an Environmental and Social Specialist, who are both part of the PIU staffing table. They form part of the Risk Management Unit inside the PIU.

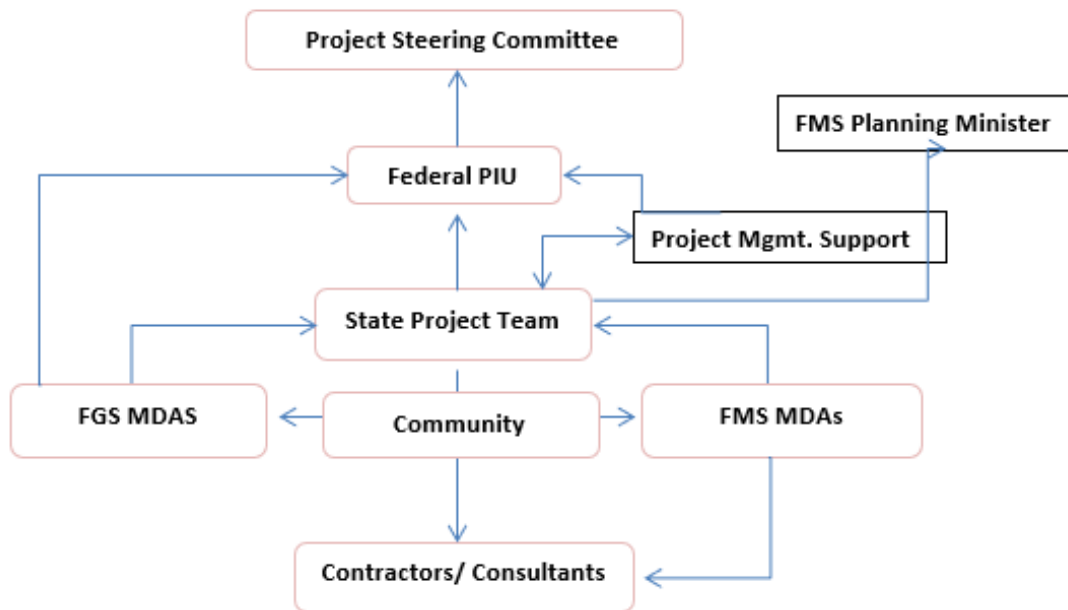
The Social Specialist will maintain a stakeholder database for the overall project and will lead a commitment register. However, while the PIU will oversee all coordination and disclosure-related consultations, the IPs will implement the SEP at the community level in their respective project sites and will report on their activities to the PIU Social Specialist on a monthly basis. The PIU Social Specialist will undertake field verification activities jointly with the IPs – at least every other month, or during planned events.

Each IP will identify dedicated staff responsible for the implementation of the SEP within the organization. Staff names will be submitted to the PIU Social Specialist. Selected staff must have ample qualifications to implement the SEP, as stipulated by the terms of reference for the position in the IPs' HR system. IPs will also commit to communicate the stakeholder engagement strategies for their respective sub-components internally.

IPs who will contract local companies for construction work, or local NGOs or CSOs for the implementation of their activities will submit plans to the Social Specialist at the PIU. The Specialist will verify the implementation of those plans during field visits.

## Roles and Responsibilities

**Figure:** Schematic showing institutional arrangements



## Grievance Redress Mechanism

Under the new World Bank ESSs, Bank-supported projects are required to facilitate mechanisms that address concerns and grievances that arise in connection with a project.<sup>11</sup> One of the key objectives of ESS 10 (Stakeholder Engagement and Information Disclosure) is ‘to provide project-affected parties with accessible and inclusive means to raise issues and grievances, and allow borrowers to respond and manage such grievances’.<sup>12</sup> This Project GRM should facilitate the Project to respond to concerns and grievances of the project-affected parties related to the environmental and social performance of the project. The SCRP will provide mechanisms to receive and facilitate resolutions to such concerns. This section lays out the grievance redressal mechanisms (GRM) for the SCRP.

As per World Bank standards, the GRM will be operated in addition to a separate GBV/SEA and Child Protection Risk Action Plan, which includes reporting and referral guidelines (see GBV/SEA and Child Abuse Action Plan).

The GRM are designed to capture the high potential for conflict in Somalia. There is concern that there may be disagreements over local level planning and implementation processes. Furthermore, the project itself may

<sup>11</sup> Under ESS 2 (Labour and Working Conditions), a grievance mechanism for all direct or contracted workers is prescribed, which will be laid out in a separate Labour Management Plan (LMP). The World Bank’s Good Practice Note on ‘Addressing Gender Based Violence in Investment Project Financing involving Major Civil Works’<sup>11</sup> spells out requirements for a GBV grievance redress mechanisms, which will be defined in a separate GBV/SEA and Child Protection Risks Action Plan.

<sup>12</sup> World Bank, 2018, p. 131.

cause grievances, or existing community and inter-community tensions may play out through the project. The source of grievances in regards to project implementation can also sometimes be the very nature local governance or power distribution itself.

It will therefore be key in the fragile environment of South Sudan to ensure that grievances and perceived injustices are handled by the project, and that the project aides mitigating general conflict stresses by channeling grievances that occur between people, groups, government actors and beneficiaries and project staff, NGOs, CSOs or contractors. Aggrieved parties need to be able to refer to institutions, instruments, methods and processes by which a resolution to a grievance is sought and provided. The GRM provides an effective avenue for expressing concerns, providing redress, and allowing for general feedback from community members.

The GRM aims to address concerns in a timely and transparent manner and effectively. It is readily accessible for all project-affected parties. It does not prevent access to judicial and administrative remedies. It is designed in a culturally appropriate way and is able to respond to all needs and concerns of project-affected parties.

### Assess and Clarify

Through radio, mobile phones, community meetings, email and websites information about the Project and its sub-component activities will be publicly disclosed (see above).

The type of information disclosed includes details about the Project structure, activities, budgets, consultation and information disclosure plans (SEP), the Environmental and Social Commitment Plan (ESCP), the Environmental and Social Management Framework (ESMF), activity-specific Environmental and Social Assessments (ESAs), activity-specific Environmental and Social Management Plans (ESMPs), the GBV/SEA and child protection referral systems, as well as detailed information about the Project GRM.

Based on the information made available, aggrieved parties can decide whether they have a case to report or whether the available information clarifies their concern. This will allow the aggrieved party to decide on the appropriate next step in order to report a grievance, comment, or provide feedback to the Project.

The provision of multiple grievance channels allows an aggrieved party to select the most efficient institution, accessibility, circumvent partial stakeholders, and creates the ability to bypass channels that are not responsive.

### Intake, Acknowledge and Follow-Up

Grievances received through the GRM reporting mechanisms will be taken in by the respective IP. This will be through walk-ins, referrals, community meetings, letters or hotline calls. Calls received by the Hotline Operator will be reviewed, information received and transfers it to the respective IP; Community Project facilitators will file grievances and pass them to the respective IP at state or national level. Community facilitators will also man the help desks or be responsible for suggestion boxes. All cases received through these, the community facilitator reports to the IP. All cases will thereby be treated confidentially.

Incident reporting. Severe incidents (an incident *that caused significant adverse effect on the environment, the affected communities, the public or workers, e.g. fatality, GBV, forced or child labor*) will be reported by the IP - within 48 - to the PIU and the World Bank.

Where grievances are of sexual nature and can be categorized as GBV/SEA or child protection risk, the IP has to handle the case appropriately, and refer the case to the GBV referral system, defined in the GBV/SEA and Child Abuse Action Plan.

For all other grievances, the respective IP will decide whether the grievance can be solved locally, with local authorities, implementers, NGOs, CSOs or contractors, and whether an investigation is required. The first ports of call will have in-depth knowledge of communal socio-political structures and will therefore be able to address the appropriate individuals, if the case can be solved at the local level.

At all times, the IP will provide feedback promptly to the aggrieved party, for example through the phone or through the community facilitator. Feedback is also communicated through stakeholder meetings and beneficiary meetings during Project activities. For sensitive issues, feedback is given to the concerned persons bilaterally.

Records of all feedback and grievances reported will be established by the IP. All feedback is documented and categorized for reporting and/or follow-up if necessary. For all mechanisms, data will be captured in an excel spreadsheet. The information collected, where possible, should include the name of the person provided feedback, district, State, cooperating partner where applicable, project activity, and the nature of feedback or complaint.

### Verify, Investigate and Act

The IP will investigate the claim within 5 working days and share findings with relevant stakeholders. Where an incident was reported, the IP will, in addition, follow the incident management protocol.

Where a negotiated grievance solution is required, the IP will invite the aggrieved party (or a representative) and decide on a solution, which is acceptable to both parties and allows for the case to be closed – based on the agreement of both parties.

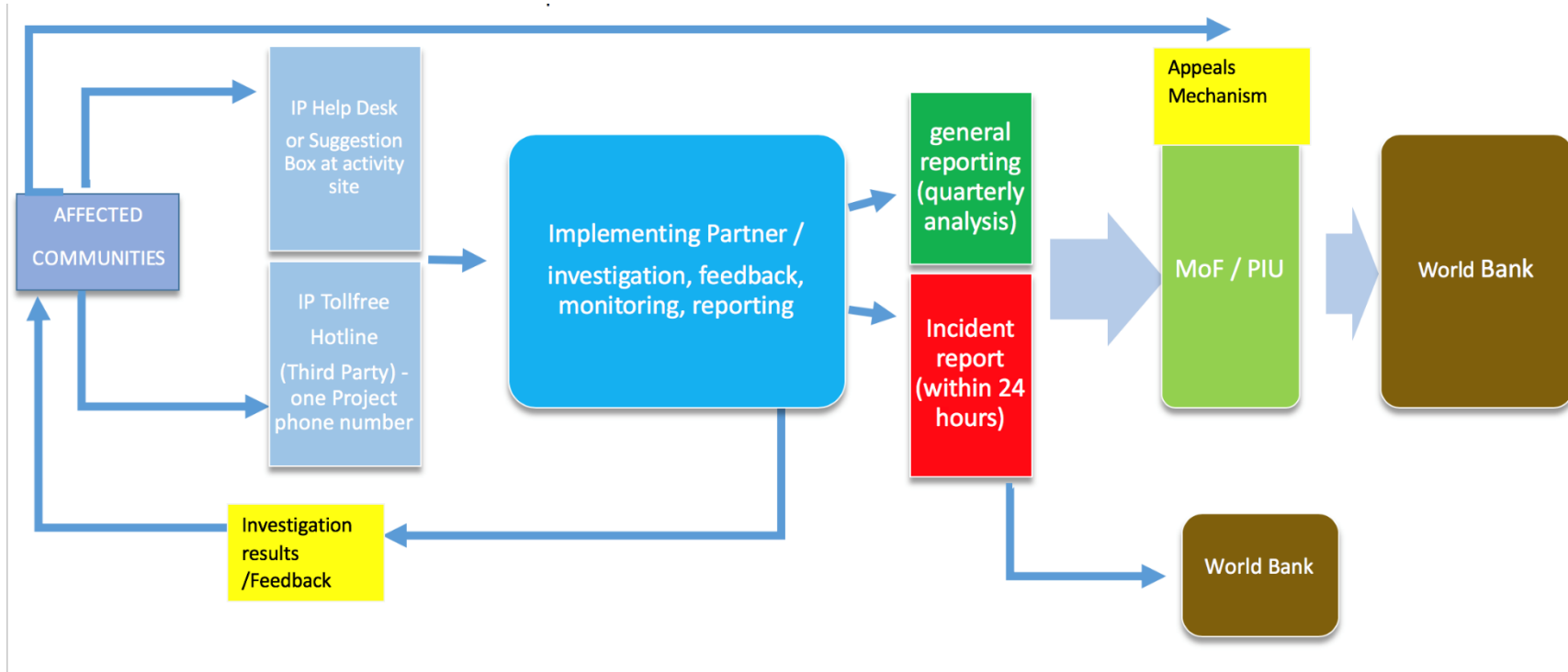
After deciding a case, the IP has to provide an appeals mechanism to the aggrieved party, which is constituted through the PIU. This is important in cases in which the aggrieved party is dissatisfied with the solution provided by the IP. In these instances, the PIU will step in and provide an appeals mechanism. The appeal should be sent to the PIU directly (a phone number will be provided), where it will be reviewed by the PMU Risk Management Unit and will be decided on jointly with the Head of the PIU. Where aggrieved parties are dissatisfied with the response of the PIU, they can report cases directly to the World Bank (see below).

### Monitor, Evaluate and Feedback

The IP will provide first feedback on the case to the aggrieved party within one week, if the case was not filed anonymously. Further feedback and action will depend on the nature of the case, and whether cases are decided upon within the respective IP. The IP will show to the PIU that action has been taken within a reasonable amount of time.

Most importantly, all cases filed need to be logged and monitored by the IP. The IP will analyze all complaints and feedback on a quarterly basis, and share a synthesis report of the analysis with the PIU.

# SCRP Grievance Redress Mechanisms Flowchart



## Monitoring and Reporting of GRM

The PIU, specifically the Social Specialist, will be responsible for the monitoring of the availability and implementation of the GRM by all IPs. The Specialist will include the GRM into his supervision and monitoring missions to the field and conduct spot checks in regards to its implementation, or, where access is difficult recruit IVA to do so.

IPs will provide analytical synthesis reports on a quarterly basis to the PIU, which include the number, status and nature of grievances. These reports will form the basis of all regular reports from the PIU to the World Bank.

IPs will further provide an excel sheet summary of the feedback and grievances reported, which will be linked to the Project's Management Information System (MIS) and to the M&E Results Framework. They will further maintain a documented record of stakeholder engagements, including a description of the stakeholders consulted, a summary of the feedback/grievances received during community consultations.

The PIU will further extract lessons learnt from the GRM and implement analysis on the overall grievances, and share them with all IPs.

## GBV and Sexual Exploitation and Abuse (SEA)

Cases of GBV/SEA can be reported through the general Project GRM. The GBV survivor has the freedom and right to report an incident to anyone: community member, project staff, GBV case manager. All relevant staff of the PIU and IPs will receive training on receiving GBV complains and referral systems, ideally during the project initiation phase and as part of the staff welcome package. The GRM Operators will be trained to receive those cases in an appropriate manner and immediately forward it to the GBV/SEA referral system. The GRM Operator will ensure appropriate response by 1) providing a safe caring environment and respect the confidentiality and wishes of the survivor; 2) If survivor agreed, obtain informed consent and make referrals, 3) provide reliable and comprehensive information on the available services and support to survivors of GBV.

The GRM should consider to include key features on prevention of GBV: 1) Establish women quotas in community level grievance management to facilitate women to women reporting, 2) provide multiple channels to receive complaints (channels to be determined after community consultation) 3) Resolving complaints at the point of service delivery to reduce information and transaction costs and gender sensitive independent channels for redress. 4) Communicate GRM services at the community level to create GBV awareness and enable project-affected people to file complaints.

However, beneficiaries and communities should generally be encouraged to report all GBV/SEA cases through the dedicated GBV/SEA referral system and complaints resolution mechanism. This will be made explicit in all community awareness sessions, as well as be part of the publicly disclosed information. The GBV/SEA referral system will guarantee that survivors receive all necessary services, including medical, legal, counselling, and that cases are reported to the police where applicable.

If such cases are reported through the Project GRM, the GRM Operator needs to report the case within 24 hours to the PIU, as the PIU is obliged to report any cases of GBV/SEA to the World Bank within 48 hours following informed agreement by the survivor. Furthermore, cases need to be reported to the IP, if it concerns a direct worker or a worker from a sub-contractor, NGO partner or even a community worker following a survivor-centered approach. UN agencies will have their organizational PSEA systems in place, through which violations by staff will be handled. This may be in addition to criminal prosecution, to ensure that sanctions for the violation of Code of Conducts are implemented. IPs are in charge of monitoring that the courses for contractors regarding

the Code of Conduct obligations and awareness raising activities to the community are in place. The information gathered would be monitored and reported to the PIU and the World Bank. All reporting will limit information to the survivor's wishes regarding confidentiality and in case the survivor agrees on further reporting, information will be shared only on a need-to-know-base, avoiding all information which may lead to the identification of the survivor and any potential risk of retribution.

### **WB's Grievance Redress Service (GRS)**

Communities and individuals who believe that they are adversely affected by a World Bank supported project may submit complaints to existing project-level grievance redress mechanisms or the WB's Grievance Redress Service (GRS). The GRS ensures that complaints received are promptly reviewed in order to address project-related concerns. Project affected communities and individuals may submit their complaint to the WB's independent Inspection Panel which determines whether harm occurred, or could occur, as a result of WB non-compliance with its policies and procedures. Complaints may be submitted at any time after concerns have been brought directly to the World Bank's attention, and Bank Management has been given an opportunity to respond. For information on how to submit complaints to the World Bank's corporate Grievance Redress Service (GRS), please visit <http://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service>. For information on how to submit complaints to the World Bank Inspection Panel, please visit [www.inspectionpanel.org](http://www.inspectionpanel.org)

## Estimated Budget

Stakeholder Engagement Activities	Q-ty/per years (months)	Unit Cost, USD	of years	Total cost (USD)
GRM officers (PIU) – included in PIU staff costs	12	69,154.00 Per Month	4	3,319,392.00
SCOPE MIS/GRM, M&E case management process, data base (Including running of hotline, record keeping etc.)	12	4,000.00 Per Month	4	192,000.00
Operational Costs (Travel, Logistic Support, Security, Transportation & Accommodation).	12	10,000.00 Per month	4	480,000.00
Communication materials (leaflets, posters,)	12	1,000.00 Per month	4	48,000.00
Project press conferences (twice per year)	LS	15,000.00 Per year	4	60,000.00
Office Equipment/ Furniture's	LS	12,000.00 Per year	4	48,000.00
Connectivity cost	12	2,500.00 Per month	4	120,000.00
Trainings (Social issues, outreach, GRM, etc.) for PIU, WFP, local NGOs	LS	50,000. Per year	4	200,000.00
Monitoring (Third Party Monitoring)- Rounds	LS	100,000.00 Per year	4	400,000.0
<b>Subtotal</b>				<b>4,867,392.00</b>
Contingency 5%				<b>243,369.60</b>
<b>Total</b>				<b>5,110,761.60</b>



## Annex 1: Stakeholder Engagement Meetings

Stakeholder	Date	Participants	Key points raised
Ministry of Finance (MoF)	February 15-24	<ul style="list-style-type: none"> <li>Ali Haji Aden (PIU Coordinator)</li> <li>Eng. Abdinur Ali Farah</li> <li>Amir M. Sirad</li> <li>Abdinasir M. Aden (FM)</li> <li>Fatima Abdirahman Ahmed, (Procurement)</li> </ul>	<ul style="list-style-type: none"> <li>PIU will be housed in MoF</li> <li>Need to provide capacity enhancement plan and build up capacity of PIU i.e. FM, procurement, safeguards, M&amp;E, etc.</li> <li>Agreed that UNOPS will be providing project management support until the PIU is strengthened</li> </ul>
Ministry of Planning, Investment and Economic Development (MoPIED)	February 15-20	<ul style="list-style-type: none"> <li>Asad Yusuf</li> <li>Muse Mohamed Osman (DG)</li> <li>Abukar Y. Sanei</li> </ul>	<ul style="list-style-type: none"> <li>Will be part of the PIU</li> <li>Providing coordination support across the Line Ministries and FMS</li> <li>Leading the prioritization of activities under the project</li> </ul>
Office of the Prime Minister (OPM)	February 15-20	<ul style="list-style-type: none"> <li>Muhumed Hussein</li> <li>Abdurahman Sharif</li> <li>Sharmarke M. Farah</li> <li>Zainab Elumi</li> <li>Abdifatah Abdinur</li> </ul>	<ul style="list-style-type: none"> <li>Providing overall strategic guidance to the PIU in terms of decision making</li> <li>Discussed jointly with UNDP and SIDA on how to work together in reinforcing government systems for disaster recovery</li> </ul>
Ministry of Humanitarian Affairs and Disaster Management (MOHADM)	February 15, 20, 2020	<ul style="list-style-type: none"> <li>Khadar sh. Mohamed</li> <li>Abdikhafar Yaqob Abubakar</li> <li>Abdiwali Suleiman Abdi</li> <li>Zahra Abdi Mohamed</li> </ul>	<ul style="list-style-type: none"> <li>Support to be provided for capacity building under Component 5</li> <li>Will be consulted and involved with preparation and implementation of relevant project activities to the Ministry</li> </ul>
Ministry of Agriculture & Irrigation (MoAI)	February 16, 18, 20, 2020	<ul style="list-style-type: none"> <li>H.E. Dr. Said Hussein lid (Minister)</li> <li>Mohamed Mohamud Abdi</li> <li>Eng Mohamed Abdi Gurey</li> <li>Mohamed Muse Abdi</li> <li>Ahmed Keinan</li> </ul>	<ul style="list-style-type: none"> <li>Support to be provided for capacity building under Component 5</li> <li>Will be consulted and involved with preparation and implementation of relevant project activities to the Ministry</li> <li>Discussed the locust response envisioned under the project</li> </ul>
Minister of Livestock, Forestry And Range (MoLFR)	February 16, 20, 2020	<ul style="list-style-type: none"> <li>Abdullahi Araye Addow</li> <li>Abdirahman Nur KeiliF</li> </ul>	<ul style="list-style-type: none"> <li>Support to be provided for capacity building under Component 5</li> <li>Will be consulted and involved with preparation and implementation of relevant project activities to the Ministry</li> </ul>

Ministry of Energy and Water Resources (MoEWR)	February 16, 20, 22-25, 2020	<ul style="list-style-type: none"> <li>• Eng. Ahmed M. Hassan</li> <li>• Ali Mohamed Hersi</li> </ul>	<ul style="list-style-type: none"> <li>• Support to be provided for capacity building under Component 5</li> <li>• Will be consulted and involved with preparation and implementation of relevant project activities to the Ministry</li> </ul>
Ministry of Women & Human Rights Development (MoWHRR)	February 18, 2020	<ul style="list-style-type: none"> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• Discussed GBV aspects in Somalia, and how to address them under the project</li> </ul>
Ministry of Public Works, Reconstruction & Housing (MoPWRH)	February 16, 20, 2020	<ul style="list-style-type: none"> <li>• Abdullahi Ahmed Sh, Abukar</li> </ul>	<ul style="list-style-type: none"> <li>• Support to be provided for capacity building under Component 5</li> <li>• Will be consulted and involved with preparation and implementation of relevant project activities to the Ministry</li> </ul>
Ministry of Transport & Civil Aviation (MoTCA)	February 16, 20, 2020	<ul style="list-style-type: none"> <li>• Liban Mohamed</li> </ul>	<ul style="list-style-type: none"> <li>• Support to be provided for capacity building under Component 5</li> <li>• Will be consulted and involved with preparation and implementation of relevant project activities to the Ministry</li> </ul>
Hirshabelle Ministry of Planning and International Cooperation	February 17, 2020	<ul style="list-style-type: none"> <li>• H.E. Abdirahman Abdullahi Moallim (Minister)</li> <li>• Abdirizak Gedi</li> <li>• Prof. Osman Banl</li> </ul>	<ul style="list-style-type: none"> <li>• Support to be provided for capacity building under Component 5</li> <li>• Will be consulted and involved with preparation and implementation of relevant project activities to the FMS Ministry</li> </ul>
South West State Ministry of Investment and Economic Development	February 17, 2020	<ul style="list-style-type: none"> <li>• H.E. Ahmed Madobe (Minister)</li> </ul>	<ul style="list-style-type: none"> <li>• Support to be provided for capacity building under Component 5</li> <li>• Will be consulted and involved with preparation and implementation of relevant project activities to the FMS Ministry</li> </ul>
Jubaland Ministry of Planning and International Cooperation	February 17, 2020	<ul style="list-style-type: none"> <li>• Abdirlahid (DG)</li> <li>• Osman Hassan Abdi</li> </ul>	<ul style="list-style-type: none"> <li>• Support to be provided for capacity building under Component 5</li> <li>• Will be consulted and involved with preparation and implementation of relevant project activities to the FMS Ministry</li> </ul>
United Nations Office for Project Services (UNOPS)	February 15-20	<ul style="list-style-type: none"> <li>• Tim Lardner (Country Director)</li> <li>• Ljubica Butkovic (Partnership Specialist)</li> <li>• Sayed Mohammad Farooqui</li> </ul>	<ul style="list-style-type: none"> <li>• Discussed and agreed the role of UNOPS to provide project management support to the PIU with regards to FM, procurement, safeguards, etc. until the PIU is strengthened</li> </ul>

United Nations Children's Fund (UNICEF)	February 18, 2020	<ul style="list-style-type: none"> <li>• Sara Karimbhoy</li> <li>• Melanie Galvin</li> <li>• Brandon Ross</li> <li>• Hailey</li> <li>• Einas Mansour</li> </ul>	<ul style="list-style-type: none"> <li>• Discussed the various work UNICEF is doing on floods response across different sectors, focusing on flood risk management</li> </ul>
United Nations Food and Agricultural Organization (FAO)	February 14, 19, 2020	<ul style="list-style-type: none"> <li>• Etienne Peterschmitt (Country Representative)</li> <li>• Abdi Aden Mohamed</li> <li>• Andrew Lanyan</li> <li>• Mohamed Shirdim</li> <li>• Ugo Leonardi</li> <li>• Abdoul Karim Bah</li> <li>• Ezana Kassa</li> <li>• Daniel Molla</li> <li>• Christopher Print</li> </ul>	<ul style="list-style-type: none"> <li>• Discussed FAO's role in the project regarding Component 1 on livelihood support, Component 2 on flood risk management and the locust response</li> </ul>
United Nations Development Programme (UNDP)	February 18, 2020	<ul style="list-style-type: none"> <li>• Abdul Qadir</li> </ul>	<ul style="list-style-type: none"> <li>• Discussed jointly with OPM and SIDA on how to work together in reinforcing government systems for disaster recovery</li> </ul>
World Health Organization (WHO)	February 16, 2020	<ul style="list-style-type: none"> <li>• Malik Sk Md Mamunur</li> <li>• Debesay Mulugeta</li> <li>• Defreitas, Kyle</li> </ul>	<ul style="list-style-type: none"> <li>• Discussed WHO's floods response</li> </ul>
United Nations Office for Coordination of Humanitarian Affairs (OCHA)	February 19, 2020	<ul style="list-style-type: none"> <li>• Justin Brady (Head of OCHA)</li> </ul>	<ul style="list-style-type: none"> <li>• Discussed OCHA's floods response</li> </ul>
Building Resilience in Central Somalia (BRiCS)	February 17, 2020	<ul style="list-style-type: none"> <li>• Martijn Goddeeris (BRiCS Chief of Party)</li> <li>• Victor Moses (Country Director, Norwegian Refugee Council)</li> <li>• Andrea Solomon, (Acting Country Director, Concern World Wide)</li> <li>• Haron Emukule, (WASH engineer, Concern World Wide)</li> </ul>	<ul style="list-style-type: none"> <li>• Discussed BRiCS role in the project regarding Component 1 on livelihood support</li> </ul>

		<ul style="list-style-type: none"> <li>• Barnabas Asora, (Programme Director, Norwegian Refugee Council)</li> <li>• Abukar Mohamud, (Deputy Country Director, International Rescue Committee)</li> <li>• Ahmed Omar (Head of Southern States, Save the Children International)</li> <li>• Kassim Hish: Education specialist, (Save the Children International)</li> </ul>	
Somalia Resilience Program (SomRep)	February 19, 2020	<ul style="list-style-type: none"> <li>• Kevin Mackey</li> </ul>	<ul style="list-style-type: none"> <li>• Discussed SomREP's flood response</li> </ul>
Department for International Development (DfID)	February 19, 2020	<ul style="list-style-type: none"> <li>• Jake Peters</li> <li>• Seb Fouquet</li> </ul>	<ul style="list-style-type: none"> <li>• Briefed DfID about the project and the Bank's role in long-term resilience building and strengthening institutional capacity in the government</li> </ul>
Swedish International Development Cooperation Agency (SIDA)	February 18, 2020	<ul style="list-style-type: none"> <li>• Bilan OsmanJama</li> </ul>	<ul style="list-style-type: none"> <li>• Discussed jointly with OPM and UNDP on how to work together in reinforcing government systems for disaster recovery</li> </ul>