

Stakeholder Engagement Plan – RELINC Project

This Stakeholder Engagement Plan (SEP) identifies the main project-affected and interested stakeholders of the Repairing Essential Logistics Infrastructure and Network Connectivity (RELINC) Project (P180318) and describes their interests and engagement needs in relation to the project. The SEP describes the emergency context under which relevant national law and World Bank requirements for stakeholder engagement and information disclosure are to be applied and proposes actionable engagement measures to be undertaken during project implementation. The SEP also describes a project-level Grievance Redress Mechanism designed to facilitate receipt and response to feedback and concerns associated with the project. The SEP may be periodically updated during project implementation to ensure that information is consistent, that methods of engagement remain appropriate and effective, and that any major changes to project activities and schedule are reflected.

Implementation arrangements for the SEP, including the monitoring of output and outcome results will be the responsibility of the Ministry for Communities, Territories and Infrastructure Development of Ukraine (MOCTIDU). The MOCTIDU will monitor the SEP implementation in accordance with the requirements of the World Bank Environmental & Social Framework (ESF) and will ensure the collection of information for regular project reporting. This will include the component output measures on ESF risks and GRM reports. The SEP is to be implemented in conjunction with the project's Environmental and Social Commitment Plan (ESCP) and Project Operations Manual (POM).

Prior consultation. MOCTIDU organized the first round of consultations on November 15, 2022 with various stakeholders and relevant government agencies to seek feedback on the potential Project activities and technical design of the components. The consultations were conducted virtually under circumstances of extreme volatility associated with the evolving Russian military invasion and continued spread of COVID-19 in Ukraine and attended by 25 participants. A special focus of the discussion was on the way how to rebuild critical transport infrastructure damaged by the Russian invasion in a safe manner bearing in mind war related risks such as UXO and ERW and resume essential connectivity among different regions of Ukraine.

MOCTIDU will resume regular in person consultative process once situation in-country allows. Given the critical transport infrastructure of the project investment, SEP will be prepared and adopted but will be disclosed to the public at the later stage to avoid targeted bombardment of the project investment.

The stakeholder consultations will continue to be carried on regularly during the later stages of project implementation and/or upon the stakeholders' requests and feedback received will be reflected in the SEP.

Project Summary

Project	Repairing Essential Logistics Infrastructure and Network Connectivity (RELINC) Project (P180318)
PDO	The Project Development Objective is to mitigate the impact that damaged, severed, or impeded transport networks have on Ukraine's population and economy.
Activity	<p><u>Component A: Lifeline road connections (US\$ 16 mln funded; US\$ 229 mln est. funding gap)</u></p> <p><u>A1: Modular bridges needed to restore damaged bridge connections (US\$ 16 million funded from URTF grant):</u> This sub-component will fund: (i) procurement of modular bridge systems (approximately 500 linear meters) needed to provide immediate and urgent repairs to restore damaged road network bridges; (ii) transport of modular bridge systems into Ukraine and delivery to UAD staging areas; and (iii) services from a Procurement Agent to manage the corresponding tender for modular bridge procurement.</p> <p><u>A2: Materials required for urgent road repairs and winter access (US\$ 0 million funded):</u> This sub-component will fund: (i) procurement of anti-icing materials to ensure road access during winter months, including aggregates, bitumen, salt, grit, and road safety related equipment (including temporary barriers, signage, lighting, crash attenuators); and (ii) delivery of materials and equipment into Ukraine to UAD staging areas.</p> <p><u>A3: Enhancement to western road Border Crossing Points (BCPs) to mitigate impacts of Black Sea disruption (US\$ 0 million funded):</u> This sub-component will fund: (i) procurement of scanning equipment for heavy goods vehicles and passenger cars for high priority BCPs; and (ii) procurement of video surveillance for heavy goods vehicle zones at BCPs.</p> <p><u>A4: Emergency repairs and capacity enhancements on roads linking to key western borders (US\$ 0 million funded):</u> This sub-component will finance civil works contracts and supervision on road sections along motorways that provide lifeline connections and access to borders with neighboring EU member states.</p> <p><u>Component B: Lifeline rail connections (US\$ 16 mln funded; US\$ 229 mln est. funding gap)</u></p> <p><u>B1: Flatbed wagon production to increase containerized transport capacity (US\$ 15 million funded from URTF grant):</u> This sub-component will fund flatbed railway wagon production which is urgently needed to increase the capacity of Ukraine's railway to overcome transloading constraints using containerized solutions. The expected quantity of flatbed wagons to be produced is approximately 200 units.</p> <p><u>B2: Materials, components, and equipment for repair of vital rail lines (US\$ 0 funded):</u> This sub-component will fund procurement of: (i) steel rail; (ii) sleepers and fasteners; (iii) switches; (iv) power supply equipment; and (v) safety and signaling equipment as needed to repair damaged railway lines and corresponding railway power supply systems.</p>

B3: Rolling stock for operational efficiency (US\$ 0 million funded): This sub-component will fund: (i) procurement of 1435 mm gauge rolling stock for transport of agricultural commodities (hopper cars and tank wagons needed for grain and oil seeds) on European railway networks; and (ii) procurement of shunting locomotives to enhance resilience and efficiency of shunting operations. This additional rolling stock is urgently needed to support export of Ukraine's agricultural commodities via EU ports.

B4: Materials and modular bridges for damaged rail bridge repairs (US\$ 1 million funded from URTF grant): This sub-component will fund: (i) procurement of modular bridge systems to restore damaged rail network bridge connections; (ii) procurement of steel members and other materials for repair of damaged rail bridges in-situ where technically feasible; and (iii) transport of modular bridge systems and materials into Ukraine and delivery to UZ staging areas.

B5: Track and cargo capacity enhancement linking to EU neighbors and Moldova (US\$ 0 million funded): Complementing Component B2, this sub-component will finance civil and infrastructure works and supervision needed for rail line rehabilitation and development of cargo capacity that provide access to Ukraine's EU neighbors and Moldova.

Component C: Transparency, Accountability, Donor Coordination, & Readiness (US\$ 1 mln funded; US\$ 9 mln funding gap)

C.1: Transparency and Accountability (US\$ 100,000): This subcomponent will fund: (i) the cost of project audit; and (ii) the cost of independent verification and monitoring of results delivered under Components A and B.

C.2: Preparing to meet recovery and reconstruction needs (US\$ 900,000 funded): The subcomponent will fund project preparation, including the detailed designs, stakeholder engagement, environmental & social instruments, and financial / economic analysis for urgently needed recovery projects that require preparation. Projects that would be prepared under this subcomponent are expected to focus on (i) transport connections with Ukraine's EU neighbors and Moldova; (ii) temporary or permanent repairs to Ukraine's internal road, railway, and bridge networks. This sub-component will also support preparation of a sector-wide Environmental and Social Management Framework (ESMF) for broad use in readying environmental and social instruments needed for donor-supported recovery initiatives in the transport sector.

C.3: Donor coordination and program management (US\$ 0 million funded): This subcomponent will support critical institutional reforms and finance mobilization of the Ministry for Communities, Territories and Infrastructure Development of Ukraine (MOCTIDU) proposed Infrastructure Projects Office (IPO). The MOCTIDU is developing the IPO to lead project preparation across the transport sector with a view to delivering the public communication, project preparation, program management, and donor coordination needed to access international financial support (bilateral donors, IFIs, private foundations). Initial activities financed under the sub-component will include: (i) development of the IPO's organizational chart, terms of reference for key IPO staff positions, and operating procedures; (ii) development of a multi-year operating budget and work program for the IPO based on the prioritized list of future

	<p>reconstruction projects being developed by MOCTIDU with support from the Bank; and (iii) mobilization of staff, IT resources, and facilities for the IPO's operations. Reforms are expected to focus on project cycle simplification, measures to increase transparency / accountability, and efficiency enhancements. MOCTIDU will participate in piloting of new digital platform for project cycle monitoring / management and will work on in introduction of changes into legislation for improving accountability. To support these reforms, this subcomponent is expected to support analytical work on (i) drafting respective changes in legislation; and (ii) providing guidance on best practices for project cycle monitoring / management.</p> <p><u>Component D: Contingent Emergency Response (US\$ 0 million)</u></p> <p><i>Given the inherent uncertainty created by ongoing war, this zero-dollar component is designed to provide swift response in the event of emerging crisis or emergency.</i> The Government of Ukraine would be able to request the World Bank to reallocate Project funds to address humanitarian or other critical emergency needs that may materialize. In the event this Component would be triggered, an Emergency Response Manual ("ERM") will be prepared by MOCTIDU / UAD / UZ (or a combination depending on the nature of the emergency concerned). This will specify implementation arrangements for the component, including its activation process, roles and responsibilities of implementing agencies, a positive list of activities that may be financed, ESF related instruments, and fiduciary arrangements.</p>
<p>Beneficiaries</p>	<p><i>The primary beneficiaries of the project will be people currently living in oblasts where territory has been liberated from Russian forces as well as displaced persons returning home.</i> Prior to the war approximately 12.9 million people were estimated to live in Oblasts that previously or are currently experiencing Russian ground invasion after February 24, 2022. Transport networks in these Oblasts have seen the heaviest damage due to both occupation as well as shelling across front lines. Specifically, Donetska, Luhanska, Khersonska, Kharkivska, Mykolaivska, and Zaporizka oblasts together account for an estimated 74 percent of transport reconstruction needs. Within this larger set of Project beneficiaries, are the remaining and prior residents of the approximately 1,999 settlements (49,026 km2 of territory) that Ukraine has liberated from Russian occupation since February 24, 2022. The population living in these formerly occupied areas was approximately 1.6 million people prior to the war. Beyond front line Oblasts, the Project is expected to benefit road / rail passengers and shippers more broadly who rely on Ukraine's inland transport networks that have been damaged by long range strikes.</p>
<p>Implementing Agencies</p>	<p>Ukraine's national road authority, Ukravtodor (UAD) and its national railway company, Ukrzaliznytsia (UZ) will implement Components A, B, & C in their respective subsectors. Ministry for Communities, Territories and Infrastructure Development of Ukraine will coordinate the actions of UAD and UZ.</p>

<p>Project Context</p>	<p><i>Russia’s war in Ukraine has caused extensive direct damage to Ukraine’s transport network totaling more than US\$ 29.9 billion with economic losses from disrupted transport totaling an additional US\$ 26.1 billion, as of June 1, 2022.</i> The largest concentrations of damages are (i) local oblast, village and communal roads combined (29 percent); (ii) motorways, highways, and other national roads (26 percent); (iii) bridges on national roads, local roads, and Ukraine’s railway (15 percent); and (iv) railways rolling stock, equipment, and other assets (12 percent). A particularly noteworthy element of transport infrastructure damage has been road and railway bridges (3.5 million m2 and 63,000 m2 damaged respectively). The extent of damage to bridge assets aligns with the critical role that bridges play in connectivity. At the local level, network disruptions impede the flow of humanitarian relief which is essential to meeting the basic needs of Ukraine’s war affected communities, and for the rapid evacuation of internally displaced peoples and refugees. Transport connectivity is also a fundamental requirement for access to livelihoods and vital for economic activity. As readily identifiable, critical points, they have been deliberately targeted throughout the war to sever or deny access. The war has also affected critical corridors for imports and exports and created urgent needs to develop alternatives. Economic losses from disruptions to maritime ports along the Black Sea and Azov Sea have been particularly severe. These ports previously handled approximately 135–150 million tons of cargo per year which included approximately 70 percent of Ukraine’s total exports and 95 percent of all grain exports from Ukraine. Port disruptions alone have created an estimated US\$ 17.9 billion in economic losses for Ukraine (67% of total transport losses). Westward road and railway linkages that provide alternative access to ports along the Danube River or ports inside the European Union are severely capacity constrained. Specifically, road Border Crossing Points and transloading points where railway cargo traverses the break of gauge (i.e. different track widths) between the EU and Ukraine require urgent enhancement to ensure global food security and facilitate imports.</p> <p><i>Emergency repairs and enhancement to transport networks are needed to support humanitarian relief and sustain the Ukrainian economy.</i> The Bank estimates that 1,921 villages, 46 towns, and 32 cities in areas that have returned to Government of Ukraine control that are experiencing disrupted transport networks due to war. There are also 728 further linkages on Ukraine’s wider road and railway network as of June 1, 2022 (beyond formerly occupied areas) that have suffered war damages. Rapid restoration of interrupted access including the use of modular bridge solutions has been identified as a viable short-term solution to achieving emergency repairs. Modular bridge solutions are highly adaptable, quick to install, and capable of redeployment as more permanent repairs are implemented. Similarly, the Bank has conducted extensive transport modeling analysis aimed at mitigating disruptions to Black Sea access which has identified the critical role that increasing containerized railway traffic and urgent repairs to roads linking to western borders (as well as border crossing point improvements) can play in squeezing additional immediate capacity from westward rail and road transport linkages.</p>
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Environmental and Social risks classification	<p>The project's social and environmental impact is expected to be substantial due to the fact that conditions created by war add considerably uncertainty. The project envisages roads repair works, installation of temporary bridges and repairs to existing bridges, as well as supply of materials and equipment to rehabilitate/upgrade road/rail infrastructure. In addition, the project will also finance project preparation, including the detailed designs, environmental & social instruments, and financial / economic analysis for multiple urgently needed recovery / reconstruction projects that require preparation. To assess and mitigate potential risk and impacts related to these upcoming projects, the project will also support preparation of a sector-wide ESMF for broad use in readying environmental and social instruments needed for donor-supported recovery and reconstruction initiatives in the transport sector. Environmental and social risks and impacts are mostly associated with project-related civil works (for construction/rehabilitation/installation of infrastructure/equipment), lack of workers' awareness on occupational health and safety requirements such as the use of Personal Protective Equipment (PPE) and safe workplace practices. Additional threats to workers are posed by unexploded ordinance (UXOs) and indiscriminate or targeted aerial attacks. These risks are site-specific and temporary; however, these risks may be exasperated by potential targeted or indiscriminate aerial bombardments and other military actions which add an element of extreme uncertainty and risk of fatality or serious injury to project workers and nearby communities that cannot be entirely mitigated by environmental and social management measures. An Emergency Preparedness and Response Framework/Plan will accordingly be prepared as part of project ESMF/site-specific ESMPs.</p>
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Stakeholder Identification and Analysis

<i>Stakeholder group</i>	<i>Interests</i>	<i>Influence</i>	
		<i>Interest</i>	<i>Impact</i>
Project-affected parties			
Component A: Lifeline road connections			
Communities with disrupted transport access	<ul style="list-style-type: none"> ▪ Restoration (and / or enhancement) of prior access ▪ Speed of delivery – demand for benefits quickly ▪ Potential jobs and employment opportunities from recovery / reconstruction ▪ Minimizing levels of disruption to livelihoods and / or general day-to-day local business ▪ Minimizing risk of Project benefits lost to corruption ▪ Community health and safety around worksites related to unexploded ordinance, pollution, additional military strikes 	H	H

Stakeholder group	Interests	Influence	
		Interest	Impact
International suppliers (e.g. modular bridges)	<ul style="list-style-type: none"> ▪ Commercial considerations relating to supply of key inputs for project activities ▪ Mitigating payment risks arising due to wartime disruptions (i.e., cash flow risks) ▪ Fairness of procurement processes 	S	S
Local contractors	<ul style="list-style-type: none"> ▪ Commercial considerations (installation and repair works financed directly by government) ▪ Mitigating payment risks arising due to wartime disruptions ▪ Inclusion in the project somehow 	H	H
Civil society organizations	<ul style="list-style-type: none"> ▪ Speed of delivery – demand for benefits quickly ▪ Minimizing risk of Project benefits lost to corruption 	S	M
Local governments / military administration (during Martial Law)	<ul style="list-style-type: none"> ▪ Reliability of repairs / emergency bridges ▪ Speed of delivery – demand for benefits quickly ▪ Allocation of project interventions (likely demand for more in their own jurisdiction) 	H	M
Component B: Lifeline rail connections			
Domestic suppliers of materials and components	<ul style="list-style-type: none"> ▪ Commercial considerations (desire to win supply contracts for flatbeds or other elements of the railway) ▪ Mitigating payment risks arising due to wartime disruptions 	H	M
Shippers (import as well as export)	<ul style="list-style-type: none"> ▪ Availability of rail freight services ▪ Price of rail freight services ▪ Convenience of arranging railway shipments 	M	L
UZ workers	<ul style="list-style-type: none"> ▪ Job stability and continuity ▪ Health and safety on the job ▪ Any additional benefits to mitigate wartime impacts 	M	M
Component C: Transparency, Accountability, Donor Coordination, & Readiness			
Domestic and international consultancies (for feasibility studies, designs, ESMF, etc)	<ul style="list-style-type: none"> ▪ Inclusion in the project somehow ▪ Commercial considerations (desire to win design contracts) ▪ Mitigating payment risks arising due to wartime disruptions ▪ Fairness of procurement processes 	H	H

Stakeholder group	Interests	Influence	
		Interest	Impact
Civil society organizations	<ul style="list-style-type: none"> Minimizing risk of Project benefits lost to corruption Transparency, accountability, and robust public information flow about reconstruction activities Demand for good practice on managing E&S risks through new ESMF 	S	M
International donors	<ul style="list-style-type: none"> Mitigating risk of redundant effort and overlap with other donors / IFIs Interest in financing new projects prepared once they are ready to a high standard Interest in ensuring compatibility with their own processes and requirements (fiduciary + E&S) Interested in robust information flow from / to government 	H	M
Other interested parties			
Cabinet of Ministers of Ukraine, Ministry of finance of Ukraine,	<ul style="list-style-type: none"> Speed of delivery – demand for results quickly Managing any fiscal impacts of project on constrained budget Providing meaningful support for relief & recovery in war affected communities 	H	H
Ministry of Infrastructure of Ukraine; PIUs in UAD and UZ	<ul style="list-style-type: none"> Minimizing any unforeseen roadblocks that could delay implementation Preserving public confidence in delivery capabilities Pipeline of ready projects for reconstruction 	H	H
National and local media	<ul style="list-style-type: none"> Minimizing risk of Project benefits lost to corruption Transparency, accountability, and robust public information flow about reconstruction activities 	M	H

Proposed Strategy for Information Disclosure

Stakeholder group	Project information shared`	Means of communication disclosure
Ministry of Infrastructure of Ukraine; PIUs in UAD and UZ	<ul style="list-style-type: none"> Summary project objectives and general information. Regular updates on project implementation 	<ul style="list-style-type: none"> Disclosure on official websites, social networks and national media, Governmental and public notices, publications and press releases on the official websites in both Ukrainian
Cabinet of Ministers of Ukraine, Ministry of finance of Ukraine,	<ul style="list-style-type: none"> Environmental and social commitment plan 	

	<ul style="list-style-type: none"> ▪ Stakeholder engagement plan 	and English languages
Non-Governmental and community based organizations	<ul style="list-style-type: none"> ▪ Environmental and social management Framework and other ESF related documents 	<ul style="list-style-type: none"> ▪ Public notices, publications and press releases on the official websites. Public information requesting according to the Law of Ukraine “On access to public information”
National and local media	<ul style="list-style-type: none"> ▪ Grievance mechanism 	
Local authorities		<ul style="list-style-type: none"> ▪ Public notices in local media and offices, communication with local population and other local stakeholders

Proposed Strategy for Consultation and Stakeholder Engagement

Method	Description	Contents	Dissemination method	Target groups
Information provision				
Publications on official web sites and other official channels in social media	Used to convey information on the Project and regular updates on its progress	Disclosure of official information, ESCP, SEP, ESMF, GM submission channels, etc.	Publication of information in local languages	All stakeholders
Publication information on local media and in public places, in medical facilities, etc.	Information on the Project	GM submission channels, organizational issues, time and venue of public consultations, etc.	Informational boards, publications in local media available in local languages	All stakeholders`
Consultations and Participation				
Public dissemination of information through social and mass media and provision of contact information	Detailed discussion on project design and project activities. Informing of local stakeholders (including vulnerable groups) on project implementation progress, potential ES risks and mitigation measures provided, etc.	Summary information on the activities and facilitating of questions from audience.	Announcements of public consultations period, targeted invitations, public disclosure of materials in advance. Free access to the consultations and ensuring registrations of suggestions and complaints during disclosure period.	All stakeholders

Grievance Redress mechanism

Objective:	To strengthen transparency and accountability to beneficiaries and provide channels for project stakeholders to provide feedback and/or express grievances related to project supported activities.
Aims:	Identification and resolution of issues affecting the project; reduce the risk of the project inadvertently affecting citizens/beneficiaries; obtain feedback and learning to help improve project impact.
Activities:	Receive, record, evaluate and address complaints and concerns from project affected parties and citizens at project level and escalate for further response as needed.
Scope:	GRM will be available for project stakeholders (especially project beneficiaries and those directly or indirectly affected, positively or negatively, by the project) and other interested parties to submit questions, comments, suggestions and/or complaints, or provide any form of feedback on all project-funded activities.
Management:	The GRM is managed by the MoCTIDU.
Legal basis:	Citizens' appeals, complaints and recommendations procedure is specified in the Law On Citizens' Appeals and amendments to the latter through the 2015 amendment on Electronic Petitions. According to the mentioned law and Constitutional Article 40, the Project proposes the following channels through which all interested parties can make complaints regarding project-funded activities.

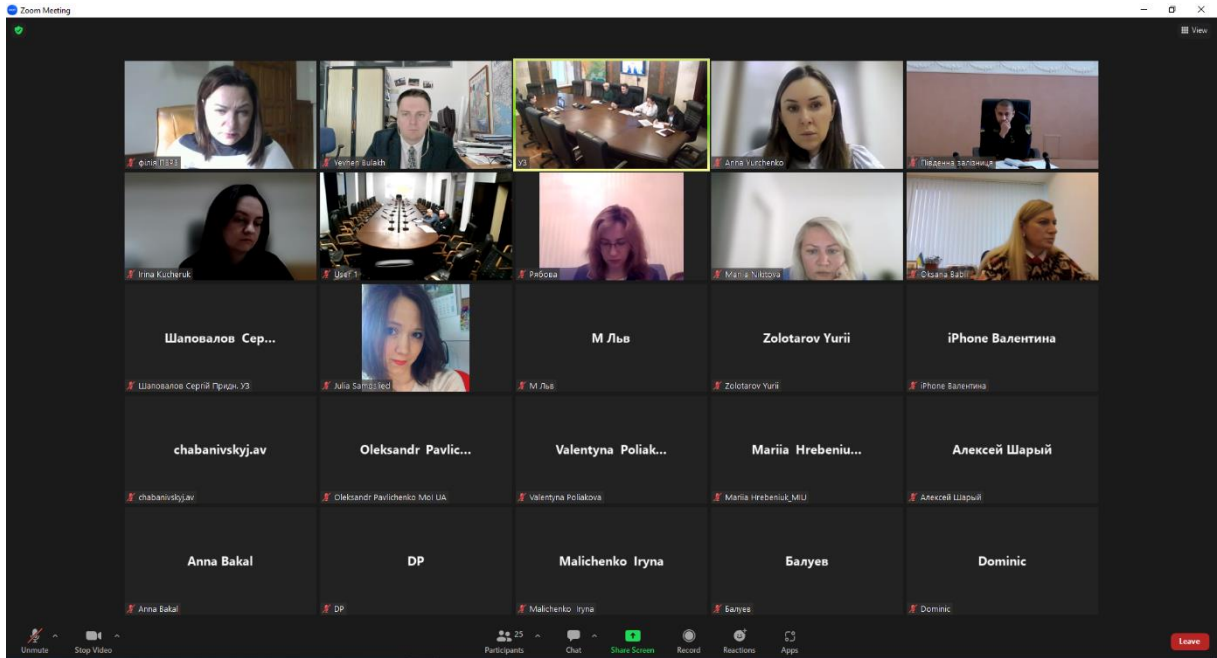
Grievance procedure

Dissemination of GRM	Information included in SEP and available at the MOCTIDU website, disseminated in communications with stakeholders.
Channels for submitting complaints	<ol style="list-style-type: none"> a. By the MOCTIDU hotline number: (044) 351-40-48, (067) 322-49-06 b. By E-mail: info@mtu.gov.ua forec@ukravtodor.gov.ua uz@uz.gov.ua c. Through the following web page: www.mtu.gov.ua, https://m.facebook.com/MinInfra.UA/ d. In writing to MOCTIDU 14, Victory Square, Kyiv, Ukraine, 01135 UKRAVTODOR - Fizkul'tury St, 9, Kyiv, Ukraine, 02000 UZ-Yezhi Gedroytsya St,5, Kyiv, Ukraine, 03680 e. In person: at the above addresses or at the addresses of delegated authority by the latter f. Complaint box at health care facilities with indication of the contact information for feedback (full name, contact telephone number, e-mail address). g. Other: Written complaints to project staff (through project meetings) <p>Anonymous complaints: may be submitted without personal details. Anonymous</p>

	<p>complaints will be investigated but the complaining party must initiate contact with the MOCTIDU to obtain a response to the complaint investigation. Confidentiality will be ensured in all instances, including when the person making the complaint is known.</p>
Receipt	<p>Submit to special dedicated GRM focal point at the MOCTIDU. Complaint is entered immediately into tracking system for sorting and redirecting to appropriate department/staff responsible for investigating and addressing the complaint. The Project Coordinator is responsible for determining who to direct the complaint to, whether a complain requires an investigation (or not), and the timeframe to respond to it. The Project Coordinator should ensure that there is no conflict of interest, i.e., all persons involved in the investigation process should not have any material, personal, or professional interest in the outcome and no personal or professional connection with complainants or witnesses.</p>
Recording	<p>Once the investigation process has been established, the person responsible for managing the GRM records and enters this data into the GRM log. The number and type of suggestions and questions should also be recorded and reported so that they can be analyzed to improve project communications.</p>
Investigation	<p>Appeals not requiring additional evaluation – response immediately and no later than 15 days after receipt. Appeals requiring additional evaluation are considered and resolved no later than one month after receipt (<i>Article 20 of the Law of Ukraine on Citizens’ Appeals</i>)</p>
Evaluation	<p>The person responsible for investigating the complaint will gather facts in order to generate a clear understanding of the circumstances surrounding the grievance. The investigation/follow-up can include site visits, review of documents and a meeting with those who could resolve the issue. Results of investigation and the proposed response to the complainant will be presented for consideration to the Project Coordinator, who will decide on the course of action. The investigation deadline may be extended by 30 working days by the Project Coordinator, and the complainant informed about this fact, in the event that:</p> <ul style="list-style-type: none"> a) additional consultations are needed to provide response to the complaint; b) the complaint refers to a complex volume of information and it is necessary to study additional materials for the response.
Handling of SA/SH complaints	<p>Ensure (i) referral of survivors to support services (health, legal, psychosocial, security and other assistance), based on the consent, needs and wishes of survivors; (ii) linkage to the domestic legal system (based on the consent of survivors unless the reporting to the law enforcement agencies is mandatory in Ukraine). Unlike other types of issues, SEA/SH Grievance Mechanisms do not conduct investigation, make any announcements, or judge the veracity of allegations; and (iii) determination of the likelihood that SEA/SH allegations relate to the Project. If a SEA/SH incident is confirmed, an employer is expected to take a corrective action against the perpetrator. Conclusion on a SEA/SH case is used to assess the overall effectiveness of SEA/SH preventive measures undertaken by the MOCTIDU.</p>
Escalation	<p>Appeals that cannot be resolved within one month referred to the head or deputy of the organization to define necessary time for its consideration, and report about it to</p>

	the person who filed the appeal (entire term for resolving issues raised in the appeal may not exceed forty-five days).
Response to complainant	The complainant will be informed about the results of verification via letter or email, as received. The response shall be based on the materials of the investigation and, if appropriate, shall contain references to the national legislation.
Monitoring and reporting	Project coordinator will provide a monthly/quarterly snapshot of GRM results, including any suggestions and questions, to the project team and the management, and review the status of complaints to track which are not yet resolved and suggest any needed remedial action.
Progress reports submitted to the World Bank	<p>In the semi-annual project implementation reports submitted to the Bank, MoH will provide information on the following:</p> <ul style="list-style-type: none"> • Status of establishment of the GRM (procedures, staffing, awareness building, etc.); • Quantitative data on the number of complaints received, the number that were relevant, and the number resolved; • Qualitative data on the type of complaints and answers provided, issues that are unresolved; • Time taken to resolve complaints; • Number of grievances resolved at the lowest level, raised to higher levels; • Any particular issues faced with the procedures/staffing or use; • Factors that may be affecting the use of the GRM/beneficiary feedback system; • Any corrective measures adopted.
Referral to World Bank GRS	Communities and individuals who believe that they are adversely affected by a WB supported project may submit complaints to the above project-level GRM 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 .

Annex 1. Photo shoot evidence of consultation:



Annex 2. Glossary of terms

Affected Parties	persons, groups and other entities within the Project Area of Influence (AOI) that are directly influenced (actually or potentially) by the project and/or have been identified as most susceptible to change associated with the project, and who need to be closely engaged in identifying impacts and their significance, as well as in decision-making on mitigation and management measures;
Other Interested Parties	individuals/groups/entities that may not experience direct impacts from the Project but who consider or perceive their interests as being affected by the project and/or who could affect the project and the process of its implementation in some way;
Vulnerable Groups	persons who may be disproportionately impacted or further disadvantaged by the project(s) as compared with any other groups due to their vulnerable status and that may require special engagement efforts to ensure their equal representation in the consultation and decision-making process associated with the project(s).
Consultation	The process of providing stakeholders with opportunities to express their views on project opportunities, risks, impacts and mitigation measures by gathering information or advice from stakeholders and taking these views into account when making project decisions and/or setting targets and defining strategies.
Disclosure	The provision of information as a basis for consultation with project stakeholders. Involves prior disclosure and dissemination of relevant, transparent, objective, meaningful and easily accessible information in a timeframe that enables meaningful consultations with stakeholders in a culturally appropriate format, in relevant local language(s) and is understandable to stakeholders;
Engagement	A continuous two-way process in which an implementing agency, company or organization builds and maintains constructive and sustainable relationships with stakeholders impacted over the life of a project. This is part of a broader stakeholder engagement strategy, which also encompasses governments, civil society, employees, suppliers, and others with an interest in the Project.
Principles for stakeholder engagement:	Openness and life-cycle approach: public consultations for the project(s) will be arranged during the whole lifecycle, 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 stakeholders' feedback, for analyzing and addressing comments and concerns; Inclusiveness and sensitivity: stakeholder identification is undertaken to support better communications and build effective relationships. The participation process for the projects(s) is inclusive. All stakeholders at all times encouraged to be involved in the consultation process. Equal access to information is provided to all stakeholders; Sensitivity to stakeholders' needs is the key principle underlying the selection of engagement methods. Special attention is given to vulnerable and disadvantaged groups, in particular women, youth, elderly including diverse ethnic groups.