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REPUBLIC OF GHANA



MINISTRY OF FOOD AND AGRICULTURE

WEST AFRICAN FOOD SYSTEMS RESILIENCE PROGRAM PHASE 2 (FSRP2) - GHANA

P178132

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**STAKEHOLDER ENGAGEMENT PLAN (SEP)
FOR PROJECT PREPARATION ADVANCE (PPA)**

February 2022

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LIST OF ACRONYMS

AFPO	African Peace Forum
APD	Animal Production Directorate
AWPPEA	Agogo Women Plantain Producers and Exporters Association
CERSGIS	Centre for Remote Sensing and Geographic Information Services
CERC	Contingency Emergency Response Component
DA	District Assembly
DAES	Directorate of Agricultural Extension Services
DCC	District Coordinating Council
DCS	Directorate of Crop Services
EPA	Environmental Protection Agency
ESIA	Environmental and Social Impacts Assessment
FSRP	Food System Resilience Program
GIDA	Ghana Irrigation Development Authority
GRM	Grievance Redress Mechanism
IESS	Institute of Environment and Sanitation Studies
KIS	Kpong Irrigation Scheme
LBS	Life Builders Support
M&E	Monitoring and Evaluation
NDA	Northern Development Authority
PAPs	Project Affected Persons
PDO	Program Development Objective
PFAG	Peasant Farmers Association of Ghana
PIU	Project Implementation Unit
PPA	Project Preparation Advance
PPRSD	Plant Protection & Regulatory Services Directorate
RAP	Resettlement Action Plan
SEA/SH	Sexual Exploitation and Abuse/ Sexual Harassment
SEP	Stakeholder Engagement Plan
SMEs	Small and Medium Enterprises
WAFSRP	West Africa Food System Resilience Program
WIAD	Women in Agriculture Development

WHO	World Health Organization
WRC	Water Resources Commission
WRI	Water Research Institute
WUA	Water Users Association

1. Introduction

This Stakeholder Engagement Plan (SEP) is prepared in line with activities proposed to be undertaken under the Project Preparatory Advance (PPA) for the West Africa Food Resilience Program. The Project Implementation Unit (PIU) will revise this SEP during project preparation to encompass the activities anticipated for the main project. Subsequently, the SEP will be revised periodically and redisclosed as and when necessary. All activities financed by the PPA will be handled by the Project Implementation Unit of the Ministry of Food and Agriculture (MoFA). The allocated costs are only for the implementation of stakeholder engagement for PPA supported activities.

2. Brief Description of West Africa Food System Resilience Program

The proposed Program Development Objective (PDO) for the Ghana West Africa Food System Resilience Program *“is to increase preparedness against food insecurity and improve the resilience of food systems in participating countries”*. This is expected to be achieved through three mutually reinforcing multisectoral interventions aimed at:

- Sustaining the productive base of the food system by investing in Climate Smart Agriculture (CSA) at the farm and landscape levels.
- Promoting an enabling environment for intraregional value chain development and trade; and
- Building regional capacity to manage agricultural risk.

The primary beneficiaries are (i) small and medium scale farmers businesses involved in growing rice, maize, and other crops, and keeping livestock as an integral part of their livelihood; and (ii) vulnerable groups in the targeted area, particularly unemployed youth. Other beneficiaries include: (i) key public institutions involved in agricultural support services, such as the Ministry of Food and Agriculture (MoFA); (ii) the service providers participating in project implementation; and (iii) private agribusiness investors as well as operators of farmers’ organizations and Micro, Small, and Medium Enterprises (MSMEs) in the targeted areas. These beneficiaries will be selected based on criteria that will be elaborated in the Project Implementation Manual (PIM). The project will place special emphasis on women and youth drawing from the Gender Action Plan developed for the project. Together with the household members of direct beneficiaries, total beneficiaries will be around 720,000 individuals.¹

The populations of the countries bordering Ghana (in Côte d’Ivoire, Burkina Faso, Togo), will also benefit from program interventions. More productive agricultural systems and increased agricultural revenue in program areas will contribute to food security across the region through trade exchanges. In addition, given the region’s agro-climatic and socio-economic similarities, neighbouring countries may readily adopt technologies developed through the program.

Geographical focus. The proposed program will operate in the Lower Volta (Adaklu, Asutsuare and Akuse) in Greater Accra; White/Red Volta (Upper East and Northern Ghana); and Middle Belt or forest transition area. Two of the prioritized selected areas (Lower Volta and White/Red Volta) are home to the highest proportion of food-insecure households. They are bordering Burkina Faso (central trade basin between southern Burkina Faso and Northern Ghana) and Togo where many transborder activities, including trade in the regional value chains, are already taking place. The third area (Middle Belt), which is more centrally located, is a food surplus area, that can facilitate export of surplus food to regional countries. Therefore, addressing development challenges related to sustainable production in these areas, such as mitigating the impacts of flash floods from Bagre Dam² and the

¹ Average 3.6 people per household (see www.census2021.statsghana.gov.gh)

² The Bagre Dam is in Burkina Faso where each year spillage causes temporary but serious flooding to downstream communities in Ghana especially the fringe communities along the waterways. As a permanent solution to the issue, the

frequent episodes of drought, offers a wide range of benefits including improved food security and nutrition, better intra-regional trade as articulated in the Economic Community of West African States (ECOWAS) Agricultural Policy, faster flow of technology, and enhanced economic activities. Also, transhumance³ is a significant challenge across the selected areas that can be addressed through the Program's interventions, reducing negative spill over into Ghana.

The PIU has prepared an Environmental and Social Management Framework (ESMF), a Resettlement Policy Framework (RPF), a Stakeholder Engagement Plan (SEP), Labour Management Procedures (LMP), and an Integrated Pest Management Plan (IPMP). Except for the IPMP which has been cleared by the Bank and internally disclosed, the rest are being reviewed by the Bank. These instruments are expected to be cleared and disclosed prior to project Appraisal.

To prevent any delays following project effectiveness, MoFA is requesting for a PPA to commence the listed activities which include new studies and revision of existing reports:

- i. Consultancy services to update/ review existing Engineering Designs and E&S instruments for selected irrigation systems/schemes - Lot 1: Completion of KIS Phase II and Reclamation of 105ha of Wheta Irrigation Scheme
- ii. Consultancy services to update/ review existing Engineering Designs for selected irrigation systems/schemes -Lot 2: Completion of Tanoso Irrigation Scheme
- iii. Consultancy services for feasibility studies of Lot 1: Development of inland valleys at Jeduako, Asare Nkwanta rice valley (Sekyere Central), and Agona (Sekyere South)
- iv. Consultancy services for feasibility studies of Lot 2: Development of inland valleys at Barekese (Atwima Nwabiagya), Juaben (Juaben), and Donuaso (Ejusu)
- v. Consultancy service to Assess Agricultural Station for Rehabilitation Lot 1: Asuansi
- vi. Consultancy service to Assess Agricultural Station for Rehabilitation Lot 2: Mampong
- vii. Consultancy service for preparation of environmental and social risk management instruments as listed below:
 - o Environmental and Social Impacts Assessment (ESIA) Lot 1: Wheta & Tanoso Irrigation Schemes
 - o ESIA Lot 2: Jeduako, Asare Nkwanta, Barekese, Agona, Juaben, and Donuaso Inland Valleys
 - o Resettlement Action Plan (RAP) Lot 1: Wheta & Tanoso Irrigation Schemes
 - o RAP Lot 2: Jeduako, Asare Nkwanta rice valley, Barekese, Agona, Juaben and Donuaso Inland Valleys
 - o Dam Safety Assessment (Tanoso, Wheta and affected Inland valleys), If required and established by the feasibility study.
 - o ESIA for Rehabilitation of Agric Stations Lot 1: Asuansi & Mampong
 - o RAP for Rehabilitation of Agric Stations Lot 2: Asuansi & Mampong
- viii. Consultancy service for Preparation of Baseline report for FSRP
- ix. Consultancy service for Identification of appropriate grant model to support the youth, women, and SMEs
- x. Recruitment of Consultant to develop manuals
 - o Project Implementation Manual
 - o Monitoring and Evaluation (M&E)

Government of Ghana intends to construct a Dam at Pwalugu. Prior to the resolution of this issue, the FSRP will facilitate smooth flow of information among various parties so that the affected communities receive timely and useful information to minimize human and property loss.

³ Is the practice of moving livestock from one grazing ground to another in a seasonal cycle, typically to lowlands in winter and highlands in summer

- Financial Management and Procurement manuals
- xi. Recruitment of Consultant to develop Project Communications Strategy
- xii. Recruitment of Project Staff for Project Preparation Advance (PPA) activities
- xiii. Training of farmers, Small and Medium Enterprises (SMEs) through workshops and mentoring in the production of certified seeds, support their registration and certification with relevant authority and develop seed production business model and manuals.

3. Summary of past stakeholder engagement activities

As part of project preparation (in the preparation of environmental and social risk management instruments such as the Environmental and Social Management Framework, Resettlement Framework, the Integrated Pest Management Plan, Labour Management Procedures, and the project level Stakeholder Engagement Plan), the team has carried out several consultations with varied stakeholders along the different segment of the three selected value chains. Stakeholder engagement activities will continue through project preparation and for the entire life of the project as noted in the prepared Stakeholder Engagement Plan that will be disclosed prior to appraisal upon Bank approval.

Table 1: Summary of past engagement activities

Category of Stakeholder	Stakeholders	Main Contact Person	Position	Contact Details	Summary of Outcome of Engagement	Date of Engagement
Government Ministries and Directorates	NAFCO	Emmanuel J.K. Arthur	Senior Manager, Corporate Affairs	emmanuel.arthur@nafco.gov.gh info@nafco.gov.gh	Trucks transporting food are hardly involved in accident because drivers of such trucks are usually very experienced.	24/03/21
	WIAD	Paulina Addy	Director	addypolly@yahoo.com	Lack of or abandoning the use of PPE exposes women to adverse conditions like extreme heat, smoke and sharp tools during food processing	23/03/21
	APD	Edwin Bekoe	Director	eddbekoe@yahoo.com	The grazing reserve has the potential to eliminate clashes between migrating or resident Fulani herdsmen and crop farmers	25/03/21
	DAES	Mr. Paul Siameh	Director	paulsiame@yahoo.com	On the project level assessment, it is necessary for extension officers to be consulted since they deal directly with the farmers. Their capacity will have to be built so they are in the best place possible to deliver adequate guidance to the farmers on all the new interventions because of the program.	25/03/21
	DCS	Dr. Solomon Gyan Ansah	Head of Seed Unit	crowzee2000@yahoo.com	The misuse of pesticides by farmers is a key environmental issue that needs to be addressed because it poses a risk to any nearby water body	24/03/21
	PPRSD	Eric Dzimado	Senior Agricultural Officer	agabusm2@gmail.com	The role of PPRSD in the management of pesticides, fertilizers, and accreditation of produces for export	29/03/21
Regulatory Institutions and	EPA	Joseph Edmond	Director		A specialized registration and screening system can be developed in collaboration with the EPA so that all projects under the program	24/03/21

Enforcement, Safety and Protection Agencies					can have a speedy initial environmental assessment. The assessment of the cumulative impacts of several operations under the project within a certain area can be done	
	MSA	Francisca Martey	Deputy Director, Research and Applied Meteorology		E-waste from all meteorological stations is transported to the head office in Accra where they are later auctioned. Significant quantities of e-waste will be generated including tablets and other computing devices	25/03/21
	WRC, Upper East Region	Andrew Asaviausa	A.B.O.		The management of water resources in the region and how White/Black Volta resources are managed	10/06/21
Research Institutions	IESS	Dr. Benjamin Ofori.	Senior Research Fellow	bdofori@ug.edu.gh bdofori@staff.ug.edu.gh	Typically, land use along the lake at the southern portion of the lake and middle belt is farming	25/03/21
	CERSGIS	Mr. Foster Mensah	Executive Director	fmensah@ug.edu.gh	Under the program, our existing facilities would be used so there would be no need to acquire additional land End of life e-waste is stored and either dumped or donated to schools if they are still in working condition	24/03/21
		WRI	Ag. Director	ctortoe@yahoo.co.uk	A negative impact of cage aquaculture is conflict with existing fishermen who may not have access to an area where they once fished and also because feed put in the water for the caged fish attract fish from the wild but local fishermen would not be allowed to venture close to the cages to make a catch.	24/03/21

Regional/ District Level Planning Authority	NDA	Dr Emmanuel Abeere- Inga	Director, Infrastructur e, Land and Natural Resources	asanamzoya@yahoo.co m	Within their area of jurisdiction, no intervention would require relocation of settlements or farms	24/03/21
NGO/Civil Society	CropLife	Rashad Kadiri	Program Manager	rkadiri@croplifeghana.or g	<p>A Container Management Programme run by CropLife in the Eastern, Western and Volta Regions, involves positioning cages at vantage points for the collection of empty pesticides containers for recycling.</p> <p>The Spray Service Provider (SSP) program, also run by CropLife (in collaboration with PPRSD and EPA), applies a criterion in selecting and training a group of people within a farming area/community to provide spraying services within their community.</p> <p>CropLife's digitization programme involving over 50,000 farmers, provides directions on the responsible pesticide use through text messages and voice notes</p>	29/03/21
Farmer Associations	AWPPEA	Nana Akosua Tawia	President		<p>Lack of agricultural extension officers to attend to the farmers, thereby leading improper farming practises hence, reduction in productivity.</p> <p>Safety risk as robbers attack farmers who transport and sell produce to Burkina Faso.</p>	08/06/21
	PFAG	Charles Nyaaba	Head of Programs and Advocacy		PFAG consists of individual farmers and farmer groups, as well as value chain actors numbering over 1,000,055 and 1,962 farmers Based Organisations (FBOs). Membership is spread across all the ten regions of Ghana.	18/05/21

					Misapplication of pesticides has dire consequences for human health	
	APFO	Alhaji Nashiru	President		The Association advocates for farmer friendly policies to better the life of farmers; Finds and links members to local and international markets to get better prices for their produce; sensitizes members on pest management	18/05/21
	WUA	Isaac Akpatie	Executive		The role of farmers in the management of irrigation systems in Ghana	19/05/21
Existing Projects	KIS	Joseph Nartey	Manager		Scheme's operations and its impact on socio-ecological systems in the communities	19/05/21
	LBS	Lawrence Dartey	Farm Manager		Perennial fires during the dry season by game hunters which leads to shortage of feed for cattle and sheep	09/06/21

4. Stakeholder identification

Key stakeholders who will be consulted and engaged on the activities proposed for the PPA are presented in **Table 2** below.

Table 2: PPP Activities Submitted for Consultation

Activities	Stakeholders	Means of communication/engagement
<p>Engagement of consultants for preparation/development of required project documents</p> <p>Consultation on E&S instruments</p>	<p>Relevant parties: Ministry of Food and Agriculture (MoFA), related Private Sector Institutions, Ministry of Environment, Science, Technology and Innovation (MESTI), Ministry of Lands and Natural Resources, Centre for Scientific and Industrial Research (CSIR), and other relevant institutions for facilitating research agriculture and SMEs, women’s groups, youth groups, Metropolitans, Municipalities and District Assemblies (MMDAs), Development promotion agencies, Regulatory institution, Safety and protection agencies, Planning authority, Relevant communities, Project Affected Persons (PAPs), Utility agencies, NGOs/civil society, Vulnerable parties: women, young people, and the elderly, poorest households.</p>	<p>Meetings on guidelines, interviews, official letters, emails, public announcements through the TV/radio/website/newsletter and community information centres.</p> <p>COVID-19: The means of communication to avoid/prevent transmission of COVID-19 will be done in a virtual way for relevant stakeholders and experts in the fields.</p> <p>For vulnerable people, measures of social distancing will be strictly respected, and PPE will be provided (hand sanitizers, masks). Engagement with those that are physically challenged with mobility will be approached differently by holding such engagements closer to their proximity, while also respecting distancing measures.</p>

5. Stakeholder Engagement Program

The stakeholder engagement program at this stage covers the activities expected to be undertaken under the PPA and will be reconsidered during project preparation and before project appraisal.

Activities expected of the various stakeholders and actions proposed are presented in **Table 3**.

Table 3: Detailed Activities and Consultations

Activities	Topic of consultation	Method used and proposed schedule	Targeting stakeholders	Responsibilities	Disclosure of information
Recruitment of consultants for the preparation of project documents, which also covers environmental and social management instruments.	<p>Project information, Eligibility criteria, expected tasks, and deliverables, schedule, fee negotiation and expenses, Grievance Redress mechanism, gender-based violence, Mitigation measures.</p> <p>This would be repeated at the Project Coordination Unit and with consultants that will be engaged.</p>	<p>Correspondence in the form of emails, video conferencing/virtual meetings.</p> <p>Interviews with experts in agribusiness value chain development at the level of ministries departments and agencies</p> <p>Virtual consultation meetings.</p> <p>Physical meetings adhering to COVID-19 preventive directives and protocols of the Government of Ghana and World Bank/WHO guidelines</p>	Consultants, MoFA	The PIU will be responsible for coordinating and ensuring that appropriate consultations are conducted. These consultations will be done by consultant to be hired by the PIU.	Public announcements through TV/radio/print/website/newsletter/ Flyers/community information centres.

Activities	Topic of consultation	Method used and proposed schedule	Targeting stakeholders	Responsibilities	Disclosure of information
Consultations during the feasibility studies and preparation of environmental and social instruments	<p>Project information, site selection and design, environmental and social risks and impacts, eligibility criteria, expected tasks, expected deliverables, schedule, fee negotiation and expenses, grievance redress mechanism, gender-based violence, Mitigation measures.</p> <p>This is to be done by Consultants.</p>	<p>Email correspondence and videoconferencing meetings.</p> <p>Interviews with project affected persons (PAPs) and experts in agribusiness value chain development at the level of ministries, departments and agencies following COVID-19 protocols.</p> <p>Virtual consultation meetings.</p>	<p>PAPs, Traditional Authorities, Metropolitans, Municipalities and District Assemblies (MMDAs), Farmers, SMEs, MESTI, Water Resources Commission (WRC), Environmental Protection Agency (EPA), Utility Firms, NGOs/civil societies, etc.</p>	<p>The PIU will be responsible for coordinating and ensuring that appropriate consultations are conducted.</p>	<p>Public announcements through TV/radio/print/website/newsletter/Flyers/community information centres</p>

Table 4: Consultation needs of vulnerable groups

Stakeholder group	Key Characteristics	Language needs	Preferred engagement method	Specific needs
Community members with disabilities and special needs	<p>Hearing impairment (Hearing loss)</p> <p>Visual impairment (Low vision or blindness)</p> <p>Physical impairment (Mobility disabilities)</p>	<p>Braille, audio, sign language</p> <p>Local language as appropriate</p>	<p>One-on-one</p> <p>One-on-one meeting at their preferred proximity observing COVID-19 protocols</p>	<p>Written information and audio</p>
People living in remote areas/ less accessible	<p>Poor access to such remote areas</p>	<p>Local language as appropriate</p>	<p>Meeting participants in smaller groups/ individuals at their place of residence/ work</p>	<p>Interview guide,</p> <p>Use of motor bikes/ reach them on foot</p>
Women	<p>Consultation times will have to align with the needs of women. Women may have limitations about time of day or location for public consultation; they may need childcare for meetings or other additional support and resources to enable them to participate in consultations.</p>	<p>Local language as appropriate</p>	<p>Verbal, community announcement, focused group meetings etc</p>	<p>Gender sensitive Teaching and Learning Materials</p> <p>Meetings in close by locations within the communities</p>

Settlers and migrants	Non-integrated within the community and may be settled separately from main settlement area of community	Their native language as appropriate	Verbal announcements through their recognized leaders	Inviting them to join community meetings as well as focused group meetings as appropriate.
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The PPA will cover activities to be carried out to support the preparation of the Project. Comments provided during the above consultations will be reviewed by the Project Implementation Unit (PIU) and will be timely dealt with within a reasonable period of two (2) weeks after receiving comments. The SEP for the project activities has been prepared and will be disclosed before Project Appraisal.

Table 5: Resources and Responsibility for Implementing Stakeholder Engagement Activities

S/N	Activity	Potential Stakeholder	Means of Engagement	Cost Estimate USD \$
1.	Consultancy services to update/ review existing Engineering Designs and E&S instruments for selected irrigation systems/schemes - Lot 1: Completion of KIS Phase II and Reclamation of 105ha of Wheta Irrigation Scheme	Consultant/ Institutions/ farmers/ MoFA	Discussions Focus Group Meetings Interviews	2,000.00
2.	Consultancy services to update/ review existing Engineering Designs for selected irrigation systems/schemes - Lot 2: Completion of Tanoso Irrigation Scheme	Consultant/ Institutions/ farmers	Discussions Interviews Focus Group Meetings	2000.00
3.	Consultancy services for feasibility studies of Lot 1: Development of inland valleys at Jeduako, Asare Nkwanta rice valley (Sekyere Central), and Agona (Sekyere South)	Consultant/ Institutions/ farmers	Discussions Interviews Focus Group Meetings	2,000.00
4.	Consultancy services for feasibility studies of Lot 2: Development of inland valleys at Barekese (Atwima Nwabiagya), Juaben (Juaben), and Donuaso (Ejusu)	Consultant/ Institutions/ farmers	Discussions Focus Group Meetings Interviews	3,000.00
5.	Consultancy service to Assess Agricultural Station for Rehabilitation Lot 1: Asuansi	Consultant/ Institutions	Discussions Focus Group Meetings Interviews	1,000.00
6.	Consultancy service to Assess Agricultural Station for Rehabilitation Lot 2: Mampong	Consultant/ Institutions	Discussions Focus Group Meetings Interviews	1,000.00
7.	Environmental and Social Impacts Assessment (ESIA) Lot 1: Wheta & Tanoso Irrigation Schemes	Consultant/ Institutions	Discussions Focus Group Meetings Interviews	4,000.00
8.	ESIA Lot 2: Jeduako, Asare Nkwanta, Barekese, Agona, Juaben, and Donuaso Inland Valleys	Consultant/ Institutions	Discussions Focus Group Meetings Interviews	2,000.00
9.	Resettlement Action Plan (RAP) Lot 1: Wheta & Tanoso Irrigation Schemes	Consultant/ PAP of locations involved	Discussions Focus Group Meetings Interviews	2,000.00
10.	RAP Lot 2: Jeduako, Asare Nkwanta rice valley, Barekese, Agona, Juaben and Donuaso Inland Valleys	Consultant/ PAP of locations involved	Discussions Focus Group Meetings Interviews	2,000.00

11.	Dam Safety Assessment (Tanoso, Wheta and affected Inland valleys)	MoFA/ Farmers	Discussions Meetings	2,000.00
12.	ESIA for Rehabilitation of Agric Stations Lot 1: Asuansi & Mampong	Stations/ MoFA	Discussions Focus Group Meetings Interviews	2000.00
13.	RAP for Rehabilitation of Agric Stations Lot 2: Asuansi & Mampong	Consultant/ MoFA / Institutions	Discussions Focus Group Meetings Interviews	2000.00
14.	Consultancy service for Preparation of Baseline report for FSRP	Consultant	Discussions	1000.00
15.	Consultancy service for Identification of appropriate grant model to support the youth, women and SMEs	Consultant/Youth/ Women/ SMEs	Discussions Focus Group Meetings Interviews	1000.00
16.	Recruitment of Consultant to develop manuals Project Implementation Manual, Monitoring and Evaluation (M&E) Financial Management and Procurement manuals	Consultant	Discussions	-
17.	Recruitment of Consultant to develop Project Communications Strategy	Communication Specialist	Discussions	-
18.	Recruitment of Project Staff for Project Preparation Advance (PPA) activities	Consultants /MoFA	Discussions	-
19.	Training of farmers, Small and Medium Enterprises (SMEs) through workshops and mentoring in the production of certified seeds, support their registration and certification with relevant authority and develop seed production business model and manuals.	Farmers/ CSIR/MoFA	Discussions Meetings	1000.00
TOTAL				30,000.00

6. Monitoring and Reporting

6.1 Monitoring

Stakeholder engagement activity will be monitored during the Project preparatory stage to ensure that it is carried out in accordance with the relevant requirements of the SEP, and for follow up remedial actions as and when necessary. This will ensure the proposed actions are implemented as intended and within the project stages established, and that, the expected results are achieved.

The monitoring of project activities related to stakeholder engagement must fit into the overall project M&E framework. The monitoring plan will ensure that all stakeholders are provided with timely and updated information associated with implementation. The focus of the M&E will include an assessment of the following:

- SEP implementation in accordance with the Environmental and Social Standard 10 (ESS10: Stakeholder Engagement and Information Disclosure);
- Whether SEP implementation has to be adjusted due to changes that will occur.
- Whether complaints and grievances are being properly and effectively recorded and addressed; and
- Lessons learnt to inform decisions to resolve problems during project preparatory stage.

The PIU will undertake routine internal M&E of the implementation of the SEP. The monitoring program will provide continuous feedback on the implementation of the SEP. Monitoring teams will be constituted and will report on monthly basis to the PIU.

6.2 Reporting

The M&E team will submit periodic (preferably monthly) reports to the PIU and copied to MoFA. The report will cover activities regarding stakeholder engagement, the methods used, the issues raised, how those issues have been resolved and provision made for subsequent engagement. This report will form part of the PIU's regular and agreed report to the World Bank during project preparatory stage.

7. Grievance Mechanism (GM)

Complaint Management and Resolution Mechanism

Grievance Mechanism as a process would be used for the PPA. The main objective of a Grievance Redress Mechanism (GM) is to assist complaints and grievances resolved in a timely, effective, and efficient manner that satisfies all parties involved. Specifically, it provides a transparent and credible process for fair, effective, and lasting outcomes. It also builds trust and cooperation as an integral component of broader community consultation that facilitates corrective actions. A Grievance Mechanism (GM), sensitive to gender-based violence and sexual exploitation and abuse risks, shall be maintained throughout PPA activities. The GM will be established and operationalized consistent with ESS10 objectives and requirements and will respond to concerns and grievances of Project Affected Parties/Persons (PAPs).

The Ghana West African Food Systems Resilience Program (WAFSRP) specific Grievance Mechanism will be in place and updated to be adapted to the operational context of WAFSRP at the early stage of preparation to ensure that grievances/concerns and suggestions raised during early engagements are addressed within a timely manner and be used to improve project design and results. Monitoring of GM operations will be done by the environmental and social specialists. The GM will have different level tiers and the Community Grievance Redress Committee (CGRC) is the first level of conflict resolution constituted by 5 members. The CGRC will be inclusive of vulnerable PAPs and female membership to the committee will be required.

The second level is Representatives of members of the MMDAs and Local Farmer Associations. In the event of a deadlock on the first two levels. The Chairperson assisted by the coordinating directorate of the District Assembly will take over to resolve these conflicts amicably. If the alternative resolution approach fails or if the applicant is not satisfied, the complainant can take the matter to a court of competent jurisdiction as a last resort. The MMDA will be inclusive of vulnerable PAPs and female membership to the committee will be required.

To do this, the project will have a register to record complaints (see Appendix 1 and Appendix 2, the grievance monitoring log). In addition, a form will be made available to the public (through the WAFSRP Implementation Unit (PIU) and on the Ministry of Food and Agriculture website) which can be used to request information and submit complaints and/or suggestions. Also, specific procedures will be developed to handle complaints of Sexual Exploitation and Abuse/ Sexual Harassment (SEA/SH). In addition to the project level GRM, the program is expected to establish SEA/SH sensitive GRM as well as Workers GRM with the objective of addressing workers' complaints.

Learning from the GM of the Ghana Commercial Agriculture Project (GCAP), six steps will be followed in the process of submitting and resolving grievances. In addition, the GRM will include a survivor-centric referral pathway for handling Sexual Exploitation and Abuse and Sexual Harassment (SEA/SH) issues.

Table 6: Complaint Management Procedures

Steps	Actors	Procedures/Timelines
Steps One	A local Community Grievance Redress Committee (CGRC) is the first level of conflict management and resolution with 5 members: neighbourhood elders assisted by community leaders and farmers representative(s). The CGRC will ensure committee membership of vulnerable people and female representation in its committee.	The CGRC is to be established within 1 month of PPA effectiveness. Grievances to be addressed within 2

Steps	Actors	Procedures/Timelines
		weeks after receipt of grievances. Meeting whenever necessary
Step Two	Representatives of members of the District Coordinating Council, the CGRC, and Project Safeguards Specialists (5 members). The DCC level CGRC will ensure committee membership of vulnerable people and female representation in its committee.	The representation at Step two to be constituted within 1 month of PPA effectiveness. Grievances to be addressed and communicated to complainant(s) within 1 week after escalation of grievances to this level. Meeting whenever necessary
Step Three	In the event of a deadlock on the first two levels, the CGRC Chairperson and a member selected by the CGRC will be assisted by a representative from the District Assembly (Coordinating Unit) to take over in order to resolve impasses amicably. The DA level CGRC will ensure committee membership of vulnerable people and female representation in its committee.	Grievances to be addressed and communicated to complainant within 1 week at this level. Meeting whenever necessary
Step Four	If the alternative resolution process fails or if the applicant is not satisfied, he or she can take the matter to court as a last resort. Local mechanisms, i.e., sub-projects, remain the main instrument for submitting and investigating complaints in relation to sub-projects.	Court timelines are applicable here.
Step Five	<p>Monitoring and Evaluation, will be provided by:</p> <p><i>Experts in environmental and social management of the project</i></p> <p><i>Attention will be paid to all complaints particularly complaints from vulnerable people.</i></p> <p>Communication of Feedback</p> <p>The feedback will be made by direct information to the complainant by <i>the environmental and social safeguard experts</i> of the Project by telephone, or by written response.</p> <p>Tracking indicators</p> <p>Indicators to follow for the management of the grievance mechanism</p> <ul style="list-style-type: none"> ○ Number of complaints received: ○ Number of complaints resolved: ○ Number of unresolved complaints: ○ Response time: Number of cases where solutions have resulted in appeals by complainants: Channels used by the complainant to convey complaints through: <i>In person, Phone, SMS/text, Email</i> 	<p>Meeting once a month</p> <p>Provide feedback within a week after obtaining the required response</p> <p>Record sequence of events/ complaints and categorise them as they are reported and recorded</p>
Step Six	<p>Final decision</p> <p>Once the complaint is filed, the complainant will be in direct contact with the Project Implementing team who will provide responses in the most appropriate way to the circumstances.</p>	Outcome of resolved or referred complaints will be communicated appropriately to the

Steps	Actors	Procedures/Timelines
		complainant within one week

Appendix 1. Complaint Filing sheet

Item	Details
Date	
Region	
File No.	
Complaint	
Complainant's name:	
Address:	
District	
Land and/or other property affected	
DESCRIPTION OF THE COMPLAINT: <i>(Photos, documents, or other supporting documents should be included as an attachment)</i>	
Made to (name) The manager assigned for the complaints record	...
Complainant's signature	.
Complaint Tel. number:	...
The date the complaint was received:	...
Complaint resolution deadline:	
Name and Signature of the Manager:	
OBSERVATIONS:	
Made to	
Signature	...

