

Ukraine Agriculture Recovery Emergency Project (P180732)

This Stakeholder Engagement Plan (SEP) identifies the main project-affected and interested stakeholders of the Ukraine Agriculture Emergency Recovery Project (P180732) 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 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. The project will involve two implementing agencies and will establish one PIU for each agency to manage their corresponding project components. One PIU will be hosted by the BDF under the Ministry of Finance (MoF), covering the activities under Components 1. Another PIU will be set by the MAPF, covering the activities under Components 2 and 3. The two PIUs will support project implementation, coordination and day-to-day management and will include staff experienced with donor projects and with adequate technical knowledge, including environmental and social specialists. The commitment to create and sustain these PIUs throughout the project implementation will be outlined in the ESCP. The MAPF will administer the provision of matching grants utilizing its existing IT system and specialist resources. These will be reviewed for consistency with environmental and social screening requirements during project preparation.

Implementation arrangements for the SEP, including the monitoring of output and outcome results will be the responsibility of Business Development Fund (BDF) under the Ministry of Finance (MoF) and the Ministry of agrarian policy and food of Ukraine (MAPF) for their respective project components. The PIUs 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 GM reports. The SEP is to be implemented in conjunction with the project's Environmental and Social Commitment Plan (ESCP), Environmental and Social Management Framework (ESMF), Labor Management Procedures (LMP) and Environmental and Social Management System (ESMS) for Participating Financial Intermediaries (PFI).

Prior consultation for the SEP and other project-related information will involve placing it in the public domain at appraisal with announcement of an online public consultation period and opportunity to register comments and suggestions during the disclosure period. Since key interested and affected stakeholders are currently living and working under circumstances of extreme volatility associated with the evolving Russian military invasion and continued spread of COVID-19 in Ukraine and around the world face-to-face consultations are not advisable. Alternative means of feedback explored by implementing entities include dissemination of project information and response via e-mail, letters, social media, operating local and national news agencies, radio, and other means. Where field-testing of designs and negotiations for compensation associated with impacts arising from project activities is require these consultations will be done in-person at discreet venues selected for sensitivity to the risks of aerial bombardment. The project will pay special attention to communicating the risks and impacts associated with the Project implementation activities with community leaders and where relevant to help to identify vulnerable and disadvantages groups of stakeholders. Those small businesses and land users who are more vulnerable and less likely to participate in benefits include farmers with poor credit history, those dissuaded from borrowing due to the crisis, those from cultural minorities, the elderly and others who lack access to financial knowledge. Other interested parties may include local and national level NGOs, local governments, universities and other associations and

cooperatives concerned with agricultural development, land issues and the rights of specific interest groups such as refugees. Given the emergency context, dissemination of information associated with exact location of project activities and infrastructure may be withheld in order to minimize risk of strategic aerial bombardment.

The SEP has been designed to serve as a framework for further development of the external communications procedures for BDF and PFIs, whose ESMS will require timely response to public inquiries and potential for stakeholder engagement associated with 5-7-9 loan activities.

Since further information is not yet available, more detail is to be provided on the range of issues under consideration during preparation of BDF and PFI ESMS and matching grants procedure when specific locations, stakeholder groups, and portfolio of activities are known. The BDF ESMS will be reviewed, updated, adopted prior to provision of further support for 5-7-9 loan program to include external communications procedures informed by the SEP to ensure effective consultation on loan activities. PFIs that participate in the program may be required to engage in additional outreach and engagement with their prospective beneficiaries. PFIs will be made aware of the project SEP and GM and their responsibilities for receipt, response and reporting on complaints and should have the capacity, staff, and resources to comply.

Due to the current national emergency context a limited online consultation and disclosure period was launched in April 2023 by the MAPF and BDF representatives in order to seek and respond to feedback from stakeholders on the proposed project and mainly focused on the technical aspects of the investments and ensuring the ways of receiving feedback from the ground, including Grievance Mechanism (GM) establishment and operationalization.¹

Project Summary

Project	Ukraine Agriculture Emergency Recovery Project (P180732)
Amount	700 mln. USD
PDO	The Project Development Objective is to maintain an inclusive agricultural production and provide immediate and effective response to an eligible crisis or emergency.
Activity	<p>Component 1: Supporting access to finance to farms through affordable credit (US\$230.0 million IBRD and US\$270 million grants funded; estimated funding need of US\$500.0 million fully funded). This component aims to maintain the access to short-term finance for farmers and reduce the cost of borrowing against the headwinds of the conflict, so they continue agricultural production. Higher production will directly strengthen domestic and global FNS, increase farm incomes, and reduce the risk of food trade restrictions, which could be used by Ukraine (and other countries) in case of the very low 2023 and 2024 production. The component is aligned with Pillar I “Responding to Food Insecurity” of the WBG’s Global Food Crisis Response Framework (June 20, 2022). It will be implemented by BDF.</p> <p>Component 2: Supporting access to finance to small farms through grants (US\$49.2 million grant funded; estimated funding need is US\$199.2 million). This component aims to support agricultural production by small farms, recognizing their unique challenges to access sufficient commercial finance under Component 1 and/or secure inputs on credit from the input suppliers. The component is aligned with Pillar I “Responding to Food</p>

¹ In the current situation the disclosure activities (mentioned throughout this SEP) related to the information on critical infrastructure within the project are limited until the end of the martial law in accordance with the requirements of Resolution No.349 of March 26, 2022 “On the protection of information that in martial law can be classified as information with limited access, including critical infrastructure”. The information can be disclosed only after the end of the martial law. Thus, this SEP and other ESF related documents will be disclosed to the public at the later stage to avoid targeted bombardment of the project investment.

	<p>Insecurity” and Pillar IV “Strengthening Policies, Institutions and Investments for Rebuilding Better” of the WBG’s Global Food Crisis Response Framework (June 20, 2022). It will be implemented by MAPF.</p> <p>Component 3: Project management (US\$0.8 million grant funded; estimated funding need of US\$0.8 million fully funded). This component will support project management, coordination, M&E, and implementation of environmental and social measures under the Bank’s Environmental and Social Framework (ESF). Two project implementation units (PIU) will be established to manage implementation, including fiduciary aspects; knowledge management/communication; grievance redress mechanism (GRM); citizen engagement; and monitoring the implementation of ESF related issues. One PIU will be hosted by the BDF, covering the activities under Components 1. Another PIU will be set by the MAPF, covering the activities under Components 2 and 3. The project will cover PIU staff related costs (training etc.), goods, equipment and vehicles, impact evaluations, audits, incremental operating costs, and other eligible expenses associated with project implementation.</p> <p>Component 4: Contingent Emergency Response Component (US\$0 of the IBRD loan and grants). This is an unfunded contingency component that can be activated in case of an eligible emergency event as a result of Russia’s invasion. The provisional zero-cost for this component will allow for the rapid reallocation of loan and grant proceeds from other components under streamlined procurement and disbursement procedures. It would allow to broaden the scope of the Project as may be needed as the crisis evolves and the invasion’s damages continue to accumulate, and other urgent needs emerge in support of Ukraine’s economy. Following such an event, the GoU may request the Bank to reallocate uncommitted Project funds to support an emergency response. Eligible emergency and/or crisis is any natural or man-made event that has caused, or is likely to cause imminently, a major adverse economic and/or social impact to the country. The definition of eligible emergency will be included in the Project’s Legal Agreement and a positive list of activities will be reflected in the CERC Manual as part of the POM. It will further allow a broadening of the scope of activities as potentially other funding sources become available that can support agricultural production, food security and nutrition relevant urgently needed interventions.</p>
Beneficiaries	<p>The primary Project beneficiaries are Ukraine’s agricultural producers. They will benefit from the support for next production seasons, which would allow them to maintain or increase their incomes. The secondary Project beneficiaries are banks, input suppliers, and traders. They will benefit from more liquid farmers, who can purchase more inputs, borrow, and service their debts on time and in full. Another group of secondary beneficiaries are local and global food consumers. They will benefit from the increased availability of food, which is expected to impact the global market price and to eventually contribute to a return to lower food prices. Ukrainian small and medium farmers, banks, input suppliers, traders, and food processors are likely to benefit from participation in project activities leveraged through loans and matching grants and supported by infrastructure enhancements.</p>
Implementing Agency	<p>Business Development Fund (BDF) under the Ministry of Finance (MoF), the Ministry of agrarian policy and food of Ukraine (MAPF)</p>
Project Context	<p>The Project will lay the groundwork for a future reconstruction program in agriculture. It will contribute to the needs for reconstruction and recovery of the agriculture sector estimated at US\$40.2 billion as of February 2023. GoU’s National Recovery Plan</p>

	<p>stipulates the support for facilitation of agricultural lending for upcoming production seasons and export facilitation as priorities for agriculture reconstruction phase. Thus, the Project is fully aligned with the GoU vision, which strengthens its sustainability.</p> <p>The Project will be based on the existing programs and mechanisms, such as credit program 5-7-9 and SAR, which were successfully tested during 2022. The Project will strengthen these mechanisms, making them ready to provide a scaled-up support during the recovery and reconstruction phases. This will ensure sustainability as well as strong ownership from the client. The Project will mobilize private capital, ensuring strong interest of beneficiaries in effectiveness of their investments, which they will need to either co-finance (matching grants) or repay (credit). The support under the Project will be complemented by other projects such as Strengthening The Partial Credit Guarantee (PCG) Fund For Small Farmers In Ukraine ((P180242) and support for access to finance and inputs executed by other development partners, increasing the impact and leverage of the proposed Project.</p> <p>Support to continuity of core government functions during Russia’s invasion of Ukraine is fundamental to the sustainability of the state. As experience has shown in many conflict-affected countries, on the preventative side, it is more cost effective to sustain governments than to restore discontinued or failed government functions due to loss of human capital and the concomitant reduced capacity and expertise. Through the proposed operation, which complements the Public Expenditures for Administrative Capacity Endurance in Ukraine Project (P178946), approved by the Board on June 7, 2022, the GoU will receive the support necessary to maintain and scale up support for agriculture and export during Russia’s invasion of Ukraine and ready to lead the reconstruction effort as soon as it is over. Continued government functions will also be critical for the Bank and other development partners to resume implementation of development activities and ensure a coordinated response for future reconstruction.</p>
<p>Environmental risk classification</p>	<p>The Project’s environmental risk is classified as substantial. Potential environmental impacts are connected to purchase and use of agrochemicals (pesticides, fertilizers) and include impact on biodiversity, surface and ground water sources, soil quality, occupational health and safety (OHS) and community health and safety impacts, as well as war-related hazards such as land contamination and explosive remnants of war (ERW). Environmental risks are expected to be site-specific, temporary and can be readily addressed through standard mitigation measures and compliance with national laws, however, these risks may be exasperated by ongoing war and war-related hazards and threats (such as aerial attacks). An emergency preparedness and response plan, including measures to protect the safety and security of project personnel and nearby communities, will be prepared as part of subproject Environmental and Social Management Plans (ESMPs) and include information on a warning system and designated shelters. It is envisaged that all site-specific instruments will be prepared by loan/grant beneficiaries with support from respective PIUs. WB Team will be responsible for review of site-specific instruments for Substantial Risk and Moderate Risk subprojects and provide a no objection while PIUs will review and clear Low Risk subprojects’ instruments. The project is being prepared rapidly and involves multiple implementing agencies, two PIUs, and financial intermediation with a number of commercial banks – neither of these parties having track record of engaging with or implementing the requirements of WB ESF. Furthermore, safety issues undermine the Borrower’s and the Bank’s ability to supervise project activities, thus the project will have to strongly rely on developed E&S instrumental base and E&S capacity of implementing parties. It will be important that a trained environmental specialist is engaged to screen, assess, and manage impacts associated with the grants and loans, as well as support PFI, and another trained</p>

	<p>environmental specialist is identified to work directly with MAPF to assess and manage the environmental impacts associated with the investments for the Component 2, as well as provide ESF-related guidance to local implementing parties.</p>
<p>Social risk classification</p>	<p>The project's social risk is substantial. Project activities associated with the provision of compensation of interest rate for loans and grants to secure working capital for agricultural production, processing and sale of agricultural products are likely to involve some site-specific risks and adverse impacts on workers and communities. In most situations, these risks will be easily manageable but are rendered unpredictable by the contextual risks associated with the national emergency. Workforces participating in activities enabled by the loans and grants are typically small due to high mechanization in the sector. Community and worker health and safety risks common to the activities being supported include risk of interaction with nearby communities during transport of equipment and machinery or during localized construction activities. Commercial banks participating in the 5-7-9 program will require transparent external communications about the potential opportunities and the rights of stakeholders, and a transparent process for the resolution of disputes about land ownership prior to loan approval. Activities associated with private land purchase, equipment purchase, working capital and small-scale construction works are generally easily manageable through screening and site management plans. The invasion and ongoing war in Ukraine pose significant contextual risks that are beyond the control of the project such as risks associated with aerial bombardment, war fighting or further displacement of refugees. Sexual exploitation and abuse and sexual harassment (SEA/SH) risks for the sector are estimated to be low, but preventative measures will be put in place. Fair labor conditions and worker health and safety need to be addressed by the PFIs' screening to identify labor-related risks associated with activities to be financed prior to approval of subsequent loans. There is an inclusion risk that provision of credit financing and grants may benefit those enterprises with existing financial capacity, and not reach rural new starters, those with insolvency records, cultural minorities and/or the elderly without access to information or awareness of the program. A Stakeholder Engagement Plan (SEP) will be adopted and implemented by two implementing agencies. A comprehensive outreach program will need to be set up to ensure access to the program information among different stakeholders groups. Small entrepreneurs may be more reluctant to apply and take on debt during the current crisis. Financial products and training tailored to smallholders is required, for example, for women-led businesses, community enterprises, borrowers lacking a credit history or lacking financial skills. The quality of management systems deployed by PFIs is likely to vary and a capacity building approach will need to be integrated into the Bank TA activities to ensure that these systems are subject to due diligence review and updated for consistency with ESS9. Both PIUs shall hire a social specialist providing overall coordination and support on assessment and management of social risks and development of socially inclusive financial products. A Grievance Mechanism (GM) will be readily accessible to all project-affected parties, at no cost and without retribution, including concerns and grievances filed anonymously, in a manner consistent with ESS10. The grievance mechanism will also be able to receive, register and address concerns and grievances related to SEA/SH in a safe and confidential manner, including through the referral of survivors to gender-based violence service providers.</p>

Stakeholder Identification and Analysis

Stakeholder group	Interests	Influence	
		Interest	Impact
Project-affected parties			
Business Development Fund (BFD) under the Ministry of Finance (MoF)	Utilize project financing to enhance access to short-term finance for farmers to reduce the cost of borrowing against the headwinds of the conflict, so they continue agricultural production in 2023 and 2024	H	H
Ministry of Agrarian Policy and Food (MAPF)	Main Project implementation entity. Overseas agrarian development and grain harvest and storage activities	H	H
Domestic commercial banks	Up to 27 commercial banks provide loans for agri-business and participate in partial credit guarantees and act as intermediaries for such financing	H	H
Commercial farmers (land bank up to 100 ha).	likely to benefit from participation in project activities by getting access to credit resources.	H	M
Small farmers (land bank up to 120 ha)	Will benefit from grants	H	L
Female-led businesses, and businesses led by entrepreneurs from disadvantaged groups	Less likely to apply for loans or get grants. Require information, technical and process support	H	L
Those who might be at risk of aerial bombardment if they participate in loan activities	Information about where to shelter and other security related information	H	L
Other interested parties			
Adjacent local administrations and land users	Cooperation on credits and grants cost provisions, identification of vulnerable and disadvantaged groups	M	M
Non-governmental and community-based organizations	Concerned that financing is utilized for correct purposes in transparent manner under emergency circumstances	M	L
National and local media	Disseminating information about international support received during emergency circumstances. May report on misuse of finances.	L	M
State Service of Ukraine for Geodesy, Cartography and Cadaster	Providing information about farmers and cooperation in checking if farmer has a right for grant or credit.	L	L

Proposed Strategy for Information Disclosure

Stakeholder Group	Project Information Shared	Means of communication/ disclosure
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Cabinet of Ministers of Ukraine Ministry of Finance of Ukraine Ministry of Agrarian Policy and Food of Ukraine Commercial Banks in Ukraine	Summary project objectives and general information; regular updates on implementation; Environmental and Social Commitment Plan (ESCP); Stakeholder Engagement Plan (SEP); Grievance Mechanism (GM)	Disclosure on official websites, social networks and national media; Government and Public notices. Electronic publications and press releases on the official web sites 1. Official websites: Cabinet of Ministers of Ukraine: www.kmu.gov.ua MAPF: www.minagro.gov.ua 2. Social networks: Cabinet of Ministers of Ukraine: https://www.facebook.com/KabminUA https://twitter.com/Kabmin_UA MAPF: Facebook https://www.facebook.com/mapfu2021 Instagram https://bit.ly/3wD7sXW Viber https://bit.ly/3PW6Rrm Telegram https://t.me/mapfu2022
Commercial and small farmers, input suppliers and other beneficiaries		
Non-governmental and community-based organizations		
National and local media	Summary project objectives and general information	Public notices. Electronic publications and press releases

Proposed Strategy for Consultation and Stakeholder Engagement

Method / Tool	Description/Use	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 project information and ESCP, SEP, GM submission channels, etc.	Publication of information	All project stakeholders
Distribution of information via public servant's email addresses	Informing of public servants	Information about health and safety under emergency working conditions and the size of wage according to national legislation	Email	Public servants and other directly affected parties
Consultation and Participation				

Public dissemination of information through social and mass media and provision of contact information and request for feedback response	Project representatives, the affected public, authorities, regulatory bodies and other stakeholders for detailed discussion on a specific activity or facility that is planned by the Project.	Summary information on the activity and/or facility in question, including a presentation and an interactive Questions & Answers session with the audience.	Announcement of public consultation period, targeted Invitations; Public disclosure of Project materials in advance of consultation period. Free access to register comments and suggestions during disclosure period	All stakeholders
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Proposed strategy to incorporate the view of vulnerable groups

Method / Tool	Description/Use	Contents	Dissemination Method	Target Groups
Information Provision				
Publications of non-technical information on how to access loans	Used to encourage participation in the Project	Loan terms/conditions/ procedural aspects	Provide information through traditional channels of communications (TV, newspaper, radio, and mail), websites and Facebook page of the MAPF, PFIs, PCGF, The Independent Association of the Banks of Ukraine (IABU) targeted outreach through professional networks	Small farmers and agricultural producers
Behavioral codes of conduct	Used to ensure clear and equitable working conditions	Define clear and equitable working conditions	Through loan agreements, public notices	Women and internally displaced community members seeking work

Behavioral codes of conduct	Prevent unsafe interactions between workers and communities	SEA/SH prevention	Through loan agreements, public notices	Workers
Emergency response procedures for avoiding war hazards	Preventative and corrective actions included in loan agreements	Contact information for emergency services, location of shelters	Through loan agreements, public notices in the form of SMS and letters to e-mail addresses. Also posting information on the bank's website	Farm businesses
Consultation and Participation				
Public dissemination of information through social and mass media and provision of contact information and request for feedback response	Project representatives, the affected public, authorities, regulatory bodies and other stakeholders for detailed discussion on a specific activity or facility that is planned by the Project.	Summary information on the activity and/or facility in question, including a presentation and an interactive Questions & Answers session with the audience.	Announcement of public consultation period, targeted Invitations; Public disclosure of Project materials in advance of consultation period. Free access to register comments and suggestions during disclosure period	All stakeholders

Stakeholders will be kept informed as the project develops, including reporting on project environmental and social performance and implementation of the stakeholder engagement plan and grievance mechanism. PFI ESMS will require reporting on environmental and social performance at least annually to stakeholders. Summary information on each ESMS, including a management endorsed environmental and social policy, will be published by each PFI and contact information should be available for each PFI and accessible to stakeholders.

Grievance 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:	GM 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 GM is managed by the BDF and MAPF
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 ball interested parties can make complaints regarding project-funded activities

Grievance Procedure	
Dissemination of GM	Information included in SEP and available at the MAPF website, disseminated in communications with stakeholders
Channels for submitting complaints	<p><u>By Email:</u> Project's email addresses: doc@minagro.gov.ua Through the following web page: https://minagro.gov.ua/ <u>In writing to MAPF:</u> Khreshchatyk st, 24, Kyiv, 01001 <u>In person:</u> at the above addresses or at the addresses of delegated authority by the latter <u>Anonymous complaints:</u> may be submitted without personal details. Anonymous complaints will be investigated but the complaining party must initiate contact with the MAPF to obtain a response to the complaint investigation. <u>Confidentiality will be ensured in all instances,</u> including when the person making the complaint is known.</p>
Receipt	<p>Submit to special dedicated GM focal point at the MAPF 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 GM records and enters this data into the GM 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. 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> <p style="padding-left: 40px;">a) additional consultations are needed to provide response to the complaint;</p>

	the complaint refers to a complex volume of information and it is necessary to study additional materials for the response.
Handling of SEA/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 refer the case to a dedicate specialist service provider upon request of the survivor. There is a national hotline for psycho-social support including SEA/SH, the NGO la strada has inclusive anonymous processes that can be accessed outside of the project.</p> <p>Contact details: https://la-strada.org.ua/garyachi-liniyi; Ukraine, 03113, Kyiv – 113, a/c 26 E-mail: info@la-strada.org.ua;</p> <p>National hotline for the prevention of domestic violence, human trafficking and gender discrimination: The line works around the clock By numbers 0 800 500 335 (from landline) or 116 123 (from mobile) Calls are free, anonymous, confidential.</p> <p>National hotline for children and youth: The line works around the clock By numbers 0 800 500 225 (from landline) or 116 111 (from mobile) Calls are free, anonymous, confidential.</p> <p>Electronic counseling channels: Email hotline@la-strada.org.ua Telegram NHL116123 Messenger lastradaukraine Skype lastrada-ukraine Telegram CHL116111 Instagram childhotline_ua Facebook childhotline.ukraine.</p>
Escalation	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 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 GM 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	In the semi-annual project implementation reports submitted to the World Bank, MAPF will provide information on the following:

<p>submitted to the World Bank</p>	<ul style="list-style-type: none"> • Status of establishment of the GM (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 GM/beneficiary feedback system; <p>Any corrective measures adopted.</p>
<p>Referral to World Bank GRS</p>	<p>Communities and individuals who believe that they are adversely affected by a WB supported project may submit complaints to the above project-level GM 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.</p>