



د کليو د بيارغونې او پراختيا وزارت
وزارت احيا و انکشاف د کلتور

د افغانستان اسلامي جمهوريت
جمهوری اسلامی افغانستان



Islamic Republic of Afghanistan
Ministry of Rural Rehabilitation & Development

Woman Economic Empowerment – Rural Development Program (WEE-RDP)
Safeguards Implementation Unit

Woman Economic Empowerment – Rural Development Program (WEE-RDP) Environmental and Social Management Framework (ESMF)

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1. ACRONYMS:

AREDP	Afghanistan Rural Enterprise Development Program
CDC	Community Development Council
DA	District Administration
DC	District Coordinator
EG	Enterprise Group
ESS	Environment and Social Safeguards
ESSSP	Environmental and Social Safeguards Services Provider
EO	Enterprise Owner
ESMF	Environmental and Social Management Framework
FD	Forest Department
FI	Financial Institution
GoA	Government of Afghanistan
GRM	Grievance Redressal Mechanism
IDA	International Development Association
MAIL	Ministry of Agriculture, Irrigation & Livestock
ME	Micro Enterprise
MFI	Micro finance Institution
MIS	Management Information System
MEW	Ministry of Energy and Water
MoPH	Ministry of Public Health
MoLSA	Ministry of Labour and Social Affairs
MoWA	Ministry of Women Affairs
MOCI	Ministry of Commerce and Industry
MRRD	Ministry of Rural Rehabilitation and Development
NEPA	National Environmental Protection Agency
NGO	Non-Governmental Organization
NSP	National Solidarity Program
OM	Operational Manual
PA	Provincial Administration
PA	Producer Association
PEF	Provincial Enterprise Facilitator
PMO	Program Management Office (of WEE-RDP at the MRRD)
PO	Provincial Office
RD	Revenue Department
SG	Saving Group
SO	Social Organizer
SIU	Safeguards Implementation Unit
SME	Small and Medium Enterprise
VF	Village Facilitator
VSLA	Village Savings and Loan Association
WB	World Bank
WEE-RDP	Woman Economic Empowerment – Rural Development Program

2. **Executive Summary:**

The Mission of the Ministry of Rural Rehabilitation and Development (MRRD) is to ensure the social, economic, and political welfare of rural society, especially poor and vulnerable people, through the provision of basic services, strengthening local governance, and promoting sustainable livelihoods. MRRD accomplishes this mission through donor funded national programs in the areas of governance, infrastructure and economic growth.

Afghanistan Rural Enterprise Development Program (AREDP) over the years while working for overall Enterprise development in five provinces, has consciously involved more women in its program. The program has facilitated women to build on their economic security through participation in Savings groups, Enterprise Development, Village Level Savings Groups (VSLAs), SMEs, etc. The fact that the overall women participation in AREDP program is about 58% on a weighted index, it talks volume on its intervention strategies and approach for women economic empowerment.

With the Government of Afghanistan's step towards strengthening WEE and thereby taking up WEE-NPP (Women Economic Empowerment – National Priority Program), which is much more inclusive and one of its pillar is WEE-RDP (Women Economic Empowerment-Rural Development Program), AREDP with its experiences and successes so far, looking forward to be more systemic in its approach and work in partnership at all levels of its intervention and strengthen the business service providers and institutions in general and those of Women focused in particular. AREDP while transitioning to WEE-RDP, would be more of a facilitating agency and involve Implementing Partners (IPs) & Facilitating Partners (FPs) who have been strengthened by Citizen Charter for overall growth of the rural economy.

WEE-RDP is designed to be a more women centric program and it would be scaled up to 34 provinces with better institutional alignment with WEE-NPP objectives. The new project intends to build on the overall experience of AREDP and would simultaneously leverage the institutional platform of CDCs established & nurtured under ongoing Citizen Charter program of MRRD. Under WEE-RDP, greater emphasis is being given to collaborating with non-governmental institutions, private sector entities, service providers and organizations and civil society organizations (CSOs) in implementation of project activities while fostering partnerships with both the public and private sector to leverage technical resources and access to finance. Synergies will also be built among potential government organizations (e.g. MoWA, MoLSAMD, MoCI, MAIL etc) and non-government and civil society organizations. The project will follow a demand-driven/market-led approach to establish market linkages at the national, provincial and local levels and special emphasis will be given to identify & support women centric sub-sectors. Women led enterprises and its further aggregation to higher level institutions will be promoted under WEE-RDP.

3. **Project Objective:**

The Project Development Objective of the WEE-RDP is “to increase social and economic empowerment of poor rural women in selected communities of Afghanistan”.

The overall goal of WEE-RDP is promotion of women's economic empowerment through strong financially sustainable and self-managed community institutions, improved income, sustainable enterprises, and developing increased access to finance and markets, with the following key results:

- % of women from poor and ultra-poor households mobilized into savings groups (SGs) and are federated into financially viable and sustainable organizations i.e. VSLAs;
- % of SGs/VSLAs linked to financial institutions (both formal and informal);
- % increase in the proportion of SG members having new livelihood enterprises; and
- % of SG members reporting increase in productive assets base

4. Project Components:

COMPONENT-1: Community Institution Development:

The objective of the component is to build sustainable community institutions through social and economic mobilization. The project will heavily draw on the mobilization efforts undertaken by Citizens' Charter program of MRRD and leverage the network of facilitating partners working with the program.

Sub-Component 1.1: Promotion of Savings Groups and their Associations/Clusters:

The purpose of the sub-component is to mobilize poor, socially and economically marginalized women around internal thrift and credit activities and build vibrant and self-managed community institutions in the form of Savings groups and their higher-level associations i.e. village savings and loan associations (VSLAs). These federations/associations will act as community based microfinance institutions for SGs and EGs. Through this sub-component, the project will develop a culture of savings and inter-lending among poor rural women and build a strong institutional platform for their social safety nets to cope with various health or livelihood shocks leading to consumption smoothening in the first instance and eventually economic empowerment. VSLAs will also work as higher level support institutions for SGs by linking with CDC structures, which would bring institutional sustainability to the model. Existing groups promoted by various organizations, civil society organizations e.g. AKF; Afghan Aid; UN-Habitat etc. in the project areas will be brought under the fold of WEE-RDP and will build on this social capital, wherever possible. The cost of facilitating partners or sub-provincial team deployed and engaged in the promotion of SGs and their Associations/Clusters would be covered under this sub-component.

Sub-Component 1.2: Training and strengthening of Savings Groups and their Associations/Clusters:

The sub-component will fund various activities related to enhancing capacity, quality and financial performance of various community based organizations, particularly SGs and VSLAs. Investments under the sub-component should include developing capacity building modules, training aids, common accounting and reporting systems; developing credit scoring methodologies and rating mechanisms for SGs, VSLAs and other CBOs. This could be also utilized to build the financial literacy/planning; financial capability; business plan preparation and documentation for individual entrepreneurs/producers for their direct linkages with MFIs/Banks. This will include improving know-your-customer (KYC) norms and proper documentations at the VSLA and SG level and real time digitization of all SGs and VSLA transactions and making them available to partner organizations. The project will also invest in developing a cadre of good quality community resource persons (CRPs), community managed bookkeepers and other field functionaries to support the network of these institutions. Strong linkages and active

participation of SGs/VSLAs in the CDCs activities will be ensured for larger social accountability; transparency and good governance of both CDCs and VSLAs.

Component - 2: Building Access to Finance and Linkages with Financial Institutions:

The component will facilitate empowering of both community institutions i.e. SGs/VSLAs and its members to develop direct linkages with financial service providers including MFIs and commercial banks. The component will support activities under both the demand side as well as the supply side of building access & linkages with financial institutions.

Sub-Component 2.1: Seed Capital to Build Bankable Credit profile of CBOs and its members:

The Seed Capital or matching grant (in proportion to accumulated savings of SG/VSLA) is designed to transfer financial resources to mature SGs/VSLAs based on a participatory demand-driven micro-planning process for use as a catalyst to build their institutions, credit history, improve their livelihoods, acquire productive assets and generate income. As promoter, the project will take the first risk (like angel investors) and invest in these institutions based on the micro planning process and their business plan, which will in turn, in the long run build the confidence of MFIs/Banks in these community institutions so that they can eventually become their direct clients. The grants would be entirely owned and managed by these community based financial institutions and would work as resource in perpetuity as per the agreed norms or MoUs signed with the project. Seed capital combined with the savings of SGs/VSLAs is expected to multiply the project funds thus increasing overall credit availability to its members.

Sub-Component 2.2: Development of innovative financial products and services & building partnerships with MFIs & Commercial Banks:

The objective of this sub-component is to work with MFIs and commercial banks to create an enabling environment for investment in the livelihoods of rural poor by increasing access to financial services. The project will look to building institutional partnerships with MISFA and other like-minded MFIs so as to promote lending and financial inclusion of women groups. Investments will be used to develop co-production models with like-minded MFIs and commercial banks e.g. supporting partner MFIs & banks in setting up exclusive/dedicated cells for lending to groups and federations; financing VSLAs and SGs promoted by WEE-RDP, etc. The project will adopt a crowding-in strategy by pursuing alternate channels for delivery of financial services e.g. VSLAs functioning as business-facilitator, bank-correspondent etc. for MFIs and Banks. The project will also explore piloting of IT enabled delivery of financial services e.g. M-PAISA; development of appropriate products and services with partner banks/MFIs -Sharia compliant financial products etc. Various training/capacity building/exposure programs for MFIs and bank staff will be organized jointly with the Financial Inclusion dept. of the DAB to promote financial inclusion of rural women. Efforts will be also made to leverage the high-level steering committee of the WEE-NPP to work with public and private sector banks to identify and eliminate various institutional constraints around women's access to formal banking and micro-finance, specifically in rural areas.

COMPONENT-3: Providing Technical Assistance and Improved access to Markets:

The first two components of the project are universal and all households mobilized under the network of Savings Groups would benefit from the above mentioned two components. A sub-

set of households having growth potential and who are part of either economic clusters or value chains would be specifically supported with improved access to market and requisite technical assistance under this component. The component will enable the project to work with various technical partners and promote public-private community partnerships towards improving the supply of key support services for market led production systems and greater economic opportunities. The component will support:

Sub-Component-3.1: Development of Enterprise Group (EGs) and Producers Associations (PAs):

The purpose of the sub-component is to maximize economic potential of rural women entrepreneurs and producers to improve demand side constraints of market access, deliver technical knowledge, raise basic business skills and leverage economies of scale to decrease the cost and increase the value of their sales and produce. Various studies like provincial situational analysis; value chain and market assessments, emerging investment opportunities etc. would guide and inform the investment facilitation process or micro-planning process of members of community institutions to make investment decisions. The EGs/POs at the CDCs level will be organized around a common/anchor activity or commodity and will focus on high value commodities such as vegetables, horticulture, milk, poultry, sheep; fish; goat; carpet; honey, handicrafts etc. The sub-component will facilitate input supply, technology, extension, crop/weather advisory, market access opportunities for their producer/enterprise members and management of enterprises.

Sub-Component 3.2: Technical Partnerships with public and private Sectors:

The objective is to mobilize various public & private sector initiatives (including SMEs, Social Enterprises, Corporates) to promote vertical integration of small producers/local entrepreneurs with private investments in input supply; access to new technologies and post-harvest value addition initiatives including agro-processing, and to develop various livelihood/enterprise clusters in the farm/non-farm/off farm sector. This will also promote trading linkages between EGs/POs and SMEs and develop provincial, national and global markets, and support community enterprises in establishing backward and forward linkages. Various product/commodity based market assessment studies to identify opportunities to increase women's participation in value chains could also be funded under this sub-component. As part of WEE-NPP, systematic efforts will be made to converge and establish linkages with the Ministry of Agriculture, Irrigation and Livestock (MAIL) and programs of other relevant ministries/ departments for promotion of productivity enhancement related activities, setting up farmer's field schools, undertaking front line demonstrations etc.

COMPONENT 4: Project Management and Knowledge Management (including implementation arrangements):

Under this Component, the project will finance salaries of project staff, consultancies, training programs, office equipment, and incremental operational costs of set up under MRRD and provincial units. The component will also support project coordination, implementation, monitoring at the national, regional and provincial levels, learning and evaluation systems,

Management Information System, financial management, procurement, human resource management, knowledge management and communication systems as well as environmental and social safeguards management, and running of the grievance redress mechanism. The project will leverage the existing institutional infrastructure available in the CC program at the MRRD level for various project management activities including procurement, financial management and possibly third-party monitoring. This component will also support overall oversight, guidance, mentoring, field implementation support, coordination with various line ministries as well as core administrative and HR functions. Other areas of support under the component include:

- Technical assistance to inform implementation and policy development, and capacity building of some of the MRRD directorate/cell/units to mainstream and ensure long term adequate staffing as part of exit strategy.
- Partnership arrangements with some of the projects in India/Pakistan e.g. JEEViKA, Bihar in India or PPAF, Pakistan for overall technical assistance and implementation guidance;
- Overall training and capacity building of staff/community professionals; identification, development and deployment of CRPs; organizing study tours and field learning trips; exchange of knowledge etc. could be also supported as part of this component.
- Monitoring and evaluation (M&E), MIS; Procurement and financial management, communication & knowledge management functions.

5. Project Area:

Under WEE-NPP, WEE-RDP is the largest stand-alone and most significant national program, which is mandated to contribute to bottom four pillars (out of the six pillars) of WEE-NPP. Design of WEE-RDP is based on the success of its predecessor program i.e. Afghanistan Rural Enterprise Development Program (AREDP), in addition to lessons drawn from similar projects implemented in other south Asian countries. It is expected that as a national program, WEE-RDP will cover at least two districts from each 34 provinces of the country over a course of next 5 years. It is expected that around half a million households from 5000 additional CDCs would be mobilized into 40000 WSGs in 70 selected districts of 34 provinces.

6. Need for an ESMF:

To comply with WB's safeguard policy, as all the subprojects, could not be identified by appraisal, preparation of an Environmental and Social Management Framework (ESMF) is required to ensure that the program avoids, minimizes, and/or mitigates adverse environmental and social impacts of proposed sub project activities and interventions. This ESMF takes into account implementation experience to date of the AREDP. The ESMF is a legally binding document to be included in the financial agreement of the WEE-RDP.

7. ESMF Background and Objectives:

The ESMF defines the management procedures that allow the proposed Woman Economic Empowerment – Rural Development Program (WEE-RDP) to “avoid, mitigate, or minimize adverse environmental and social impacts” of supported activities and enterprises.

The objectives of the ESMF are:

- To assess the **potential environmental and social impacts** of the subprojects;
- to make provision for **mitigation measures** which will effectively address identified negative impacts;
- specify **appropriate roles and responsibilities**, and outline the necessary reporting procedures for managing and monitoring environmental and social concerns related to sub-projects;
- determine the **training and technical assistance** needed to successfully implement the provisions of the ESMF; and
- Establish the **program funding** required to implement the ESMF requirements.

The overall purpose of the ESMF is to ensure that all activities within the Community Enterprises, Producers Association and SMEs supported by the Program are environmentally sound and are in compliance with the requirements of pertinent Afghan laws and regulations as well as World Bank environmental policies, bearing in mind the characteristics of community-based and SME development interventions.

The ESMF was prepared in accordance with definitions provided in the World Bank [Operational Manual](#) and relating to the triggered operational policy on Environmental Assessment ([OP 4.01](#)); Pest Management ([OP 4.09](#)) and with specific reference to Mine Clearance where appropriate. The other operational policies included in the World Bank safeguards procedures were not triggered by WEE-RDP.

8. Policy and Legal Regulatory Environment:

The WEE-RDP with consideration of ESMF development the following World Bank Operation Policies triggered.

#	WB Operational Policies	Triggered (Yes/No)
1	Environmental Assessment (OP 4.01)	Yes
2	Natural Habitats (OP 4.04)	No
3	Pest management (OP 4.09)	Yes
4	Indigenous Peoples (OP 4.10)	No
5	Physical and Cultural Resources (OP 4.11)	No
6	Involuntary Resettlement (OP 4.12)	No

The WEE-RDP will not cause large scale impacts that would place the project into category “A”, however, while the expected actions will be small, consideration of the diversity and nature of Program sub-projects that might be supported (see the Table of Rural Sectors and Enterprises on

page 13) and the most severe impact that might be anticipated from say, a leather tannery, or perhaps un-cautious use of agricultural biocides, places the program in category “B”.

The WB safeguards are areas of intervention around which policies have been developed to ensure that development initiatives do not adversely affect the social and environmental conditions of the people and landscapes where projects are implemented. The WEE-RDP is not expected to have significant adverse environmental impacts and is classified as Category B according to the WB safeguards policy requirements. OP/BP 4.01 on Environment Assessment and OP/BP 4.09 on Pest Management are triggered by the proposed activities under component 1 and component 3 of the WEE-RDP which may have potential impacts, though reversible, on the environment.

8.1 OP/BP 4.01 Environmental Assessment:

Environmental Assessment is triggered. WEE-RDP is planned to expand to the national level in the country having longer term perspective which require proper policy and planning tools at the ministry level. Therefore, the Ministry of Rural Rehabilitation and Development (MRRD) and the Bank commissioned a Strategic Environmental Assessment (SEA) for the rural development subsectors to mainstream the environmental concerns into the relevant policy, plans and program levels of MRRD.

8.2 OP/BP 4.09 Pest Management:

Pest Management is triggered. The productivity increase component of the WEE-RDP depends partly on the ability to adequately control pest populations. This triggers OP 4.09 on Pest Management and sound application of an integrated pest management plan (PMP) is required. Pest management should be seen as a way of improving the sustainability of agriculture base sectors enterprises in WEE-RDP, by adopting appropriate cultural practices (such as the planting of alfalfa cover crop and efficient on-farm water management), biological control (involving the use of natural pest enemies, bio-pesticides and botanical pesticides) and, when necessary, chemical control (involving the use of chemical pesticides). WEE-RDP project would mainstream the integrated pest management (IPM) approach as a decision-making process for the selection, implementation, and evaluation of pest management practices. The WEE-RDP will coordinate with MAIL/NHLP for further collaboration developing and implementation of Pest Management Plan (PMP) for purposed enterprises.

8.2 OP/BP Involuntary Resettlement:

The World Bank’s operational policy on Involuntary Resettlement (OP 4.12) is not triggered, since the project will not have land acquisition and resettlement, in case of land requirement, the provisions on land acquisition through willing buyer willing seller approach should followed through Government procedures and incase of provides government land to the community for sub-project implementation, requiring no resettlement and/or compensation for losses, and the land should be free of squatters and any dispute.

The concept of willing buyer-willing seller principle means a completely voluntary transaction between a buyer and a seller. In this regard the principle accurately denotes the lack of compulsion on landowners. The underlying assumption is that there are willing buyers and willing sellers who are involved in transaction process in the market place on an equal basis.

Value chain	Inputs, water &	Machinery & Equipment	Storage/Waste	Processing & Packaging	Transport & Distribution	Retail & Marketing	Enabling, BDS &
Sectors							
Agriculture & Foodstuffs	<ul style="list-style-type: none"> Land; Seed; Biocides; Fertilizers; Irrigation; 	<ul style="list-style-type: none"> Ploughing; Seeding; Cultivation; Harvesting; Handling; Baking; 	<ul style="list-style-type: none"> Silos; Hangars; Cellars; Cold Storage; Drainage; Straw silage; 	<ul style="list-style-type: none"> Drying; Threshing; Winnowing; Milling; Bagging/Crating; Boxing; 	<ul style="list-style-type: none"> Inside Farm gate; FG to collection point; Collection to wholesaler; Wholesale; 	<ul style="list-style-type: none"> Wholesale to retail; Market studies; Value chain analysis; International; 	<ul style="list-style-type: none"> Extension (MAIL); Generic BDS; MFIs; Commercial banks; Certification;
Livestock & Dairy	<ul style="list-style-type: none"> Young; Feedstuffs; Antibiotics; Water supply; Heating; Buildings; 	<ul style="list-style-type: none"> Watering; Feeding; Waste removal & spreaders; Heating; Buildings; 	<ul style="list-style-type: none"> Buildings/barns; Stock pens; Cold storage; Composting; Manuring; Skins & bones; 	<ul style="list-style-type: none"> Slaughter; Butchery; Skins/bones; Homogenization; Cheese/yoghurt 	<ul style="list-style-type: none"> On-hoof to slaughter; FG to wholesale; Wholesale to retail; 	<ul style="list-style-type: none"> Market studies; Value chains; Retail 'fridge'; International markets; 	<ul style="list-style-type: none"> Extension (MAIL); Generic BDS; MFIs; Commercial banks;
Horticulture & Jams	<ul style="list-style-type: none"> Land; Seed/Rootstock; Biocides; Fertilizers; Irrigation; Greenhouses; 	<ul style="list-style-type: none"> Sterilization; Planting/pots; Irrigation; Harvesting/Picking; 	<ul style="list-style-type: none"> Hangars; Cellars; Racks; Cold Storage; 	<ul style="list-style-type: none"> Drying; Pressing/ extraction; Grading; Crating/Bagging; Bottling; 	<ul style="list-style-type: none"> FG to wholesale; FG to retail; 	<ul style="list-style-type: none"> Branded pkgs for dried goods; Branded crating for fresh goods; Fair trade; 	<ul style="list-style-type: none"> Extension (MAIL); Generic BDS; MFIs; Commercial banks; Certification;
Handicrafts	<ul style="list-style-type: none"> Raw materials; Dyes/mordant; Leather tanning; Water supply; Heating; Buildings; 	<ul style="list-style-type: none"> Weaving looms; Sewing machines; Cobbling; Embroidery machines; Vats & boilers 	<ul style="list-style-type: none"> Warehouse; Waste collection and disposal; 	<ul style="list-style-type: none"> Dyeing; Cutting; Cleaning; Washing; Baling; 	<ul style="list-style-type: none"> Shop door to collection; Collection to retail; 	<ul style="list-style-type: none"> Retail stores; Design; International markets; International fair trade; 	<ul style="list-style-type: none"> Technical training; Generic BDS; MFIs; Commercial banks;

Red activities indicate possible environmental problems

9. Applicable Laws and Regulation:

The primary laws and regulations framing environmental issues are:

- The primary laws and regulations framing environmental issues are:
- The Environment Law of Afghanistan
- Law on the Preservation of Afghanistan’s Historical and Cultural Heritages (2004);
- Water Law (2009) and Water Sector Strategy
- Convention on the Prohibition of the Use, Stockpiling, Production and Transfer of Anti-Personnel Mines and on Their Destruction;
- Largely ignored regulations on pesticides from 1989.and
- Other related to ESS issues which are enforce in Afghanistan

9.1 Environment Law:

The Afghan Environment Law [¹] has been promulgated to “provide for the management of issues relating to the rehabilitation of the environment and the conservation and sustainable use of natural resources, living organisms and non-living organisms”.

The Law currently deals mainly with major construction projects and manufacturing industries. Given that the WEE-RDP will be promoting small scale sub-projects and activities at the community and provincial levels, it is important to consider the Environment Law more through the spirit than the letter of the law. For this reason we present below those articles of the Environment Law that are particularly pertinent to the WEE-RDP.

- *All elements of the environment must be regulated, taking into account international law, the dictates of the public conscience and the fundamental values of humanity;*
- *The right to development must be fulfilled in a sustainable manner so as to meet developmental and environmental needs of present and future generations*
- *Adverse effects should be prevented and minimised through long term integrated cross-sectoral planning and the co-ordination of government and non-government bodies;*
- *Persons who cause adverse effects, especially pollution, must bear the social and environmental costs of avoiding, mitigating and/or remedying those adverse effects;*
- *Local communities should be involved in decision-making processes and planning efforts regarding sustainable natural resource management and conservation and rehabilitation of the environment where and when possible;*

¹ The law has been passed recently, and was based on the previously promulgated Environment Act of the Islamic Republic of Afghanistan, Official Gazette #873, 29th Jada 1384

9.2 Interim Environmental Impact Assessment Measures (Article 23):

A proponent of any project, plan, policy or activity that is likely to have a significant adverse on the environment shall apply international best environmental impact assessment practices in regard to such activities, in coordination with the National Environment Protection Agency (NEPA).

10.3 Water Resources Conservation and Management:

Both the new Water Law and the Water Sector Strategy (WSS) promote an integrated water resources management (IWRM) approach based on a transition towards river basin development and a strong role for local stakeholder participation. The WSS has an explicit commitment to poverty reduction and stresses the need to build the capacity of all stakeholders and support farmers and other poor water users to achieve sustainable livelihoods. It urges that at the same time as physical infrastructure is repaired ongoing discussions and training should be held with communities, not just to improve on-farm water management but, crucially, to determine viable options for different agricultural systems and alternative crops. In particular, 'end-user' participation in decision making relating to water resource management, operation and maintenance of water supply systems and agreeing water use allocations is stressed. Throughout the years of conflict, NGOs developed and maintained strong links with rural communities in all provinces and the WSS proposes 'broadening' their role to 'coach' Water Users Associations and members of Community Development Councils (CDCs) in conservation techniques and water management systems. Likewise, the Water Law encourages stakeholder involvement in overall IWRM planning and management and recognizes that participation is especially important at local level when problems faced by water users can be resolved more easily. NGOs are seen as having a vital role in supporting the participation of end-users through appropriate training and capacity development initiatives.

The Law recognizes the key role of local water users associations in the protection and management of water resources. MEW and MAIL both have responsibility for setting up association. Article 10 assigns MEW the task of establishing water users associations and under Article 11 MAIL is charged with establishing irrigation associations. The role of irrigation associations is further elaborated under Article 23 which states that MAIL can delegate responsibility for the distribution of water within irrigation networks in designated areas to registered Irrigation Associations. In the same Article an explicit link is made between these new associations and the traditional management of irrigation systems which allows Irrigation Associations to delegate the management and responsibility of water rights to a Mirab Bashi or Mirab designated by the irrigation association (IA).

Afghanistan's Water Law covers water issues under the chapter Five: Environmental Considerations Relevant to Water Resource Conservation and Management. As concerns the WEE-RDP, the misuse of water resources is covered in the Program negative list (**see Annex A: WEE-RDP negative list of sub-projects**).

9.4 Protection of Afghanistan’s Historical and Cultural Heritage:

The responsibility for the protection and preservation of the historical and cultural sites lies not only in the Archaeological Committee duly constituted in the Law on the Preservation of Afghanistan’s Historical and Cultural Heritages (Official Gazette no. 828, 1383/02/31) but also with the private citizens and clients of the WEE-RDP. This is also the case for artefacts found by chance during work undertaken within the program. The client responsibilities will be addressed by specific training sessions with clients and communities.

The WEE-RDP operations are unlikely to pose a risk of damaging cultural property, as the subprojects will largely consist of small investments in community income generating activities. Further, the negative list of attributes, which would make a subproject ineligible for support, includes any activity that would significantly damage non-replicable cultural property.

A detailed response to chance heritage finds is provided in **Annex B: Procedures for Heritage Chance finds.**

The procedures identified in **Annex B** will apply as standard provisions when applicable and shall be presented to participating SMEs, CDCs and community members as part of the general environment and heritage awareness package delivered in program training.

9.5 Pesticide Law (2012, in draft to be promulgated):

This Act is enacted pursuant to Article 14 of the Constitution of Afghanistan for the sustainable development of agriculture by providing for the environmentally sound management of pests and pesticides through a comprehensive legal framework that establishes all standards of conduct for all public and private entities engaged in or associated with the production, handling, distribution, and use of pesticides.

This Act establishes the management authority for and shall apply to all aspects of the life cycle of pesticides, including but not limited to the registration, import, manufacture, distribution, packaging, labeling, sale, transportation, storage and use of pesticides, related research, extension services, awareness campaigns, educational curricula, as well as post-registration activities such as marketing, training, licensing, recycling, and disposal. It applies to all types of pesticides as defined by this Act and to the whole territory of Islamic Republic of Afghanistan.

According to Pesticides Act (Law), pesticide means any substance or mixture of substances intended for preventing, destroying or controlling any pest, including vectors of human and animal disease, unwanted species of plants or animals causing harm during or otherwise interfering with the production, processing, storage, transport or marketing of food, agricultural commodities, wood and wood products or animal feedstuffs, or substances which may be administered to animals for the control of insects, arachnids or other pests in or on their bodies. This Act shall be interpreted and implemented consistent with the International Conventions to which the Government of Afghanistan is a signatory, the International Code on the Distribution and Use of Pesticides, and the international principles of protecting human and environmental health and conservation including the following specific purposes: (i) to prevent risks to human or

animal health, resulting from the use of pesticides; (ii) to protect the environment, (iii) to facilitate sustainable crop production; (iv) to improve the handling and application of pesticides; (v) to facilitate the implementation of Integrated Pest Management practices, and (vi) to ensure that agricultural products from Afghanistan comply with and meet international standards enabling international trade.

9.6 Procedures for Mine Risk Management:

On September 11th, 2002, Afghanistan ratified the *Convention on the Prohibition of the Use, Stockpiling, Production and Transfer of Anti-Personnel Mines and on Their Destruction* (also known as the Ottawa Convention).

The following procedures are designed to respond to the risks caused by the presence of mines in Afghanistan, in the context of Community Enterprises and SME interventions identified and implemented by the communities themselves. Supplementary local regulations also cover services and trade, with direct applicability to subprojects targeted WEE-RDP.

The communities are responsible for making sure that the projects they propose and plan are not in mine-contaminated areas, or have been cleared by MACA (or a mine action organization accredited by MACA). Communities are best placed to know about mined areas in their vicinity, and have a strong incentive to report them accurately as they will carry out the works themselves. The procedures to be used by enterprise and communities to demonstrate mine clearance are presented in **Annex D: Procedures to ensure Mine Clearance reports/certification.**

9.7 International Environmental Conventions and Agreements:

The international environmental agreements, treaties and conventions signed and/or ratified by the Government of the Islamic Republic of Afghanistan (GoA) with in order to harmonize and fulfill its national, regional and international obligations relative to Environmental Management are the followings:

- United Nations Convention to Combat Desertification (UNCCD) in those Countries Experiencing Serious Drought and/or Desertification
- Vienna Convention for the protection of ozone layers
- The Montreal Protocol on Ozone Depleting Substance
- Basel Convention for Control of Trans-boundary Movements of Hazardous Wastes and Their Disposal (Basel Convention)
- International Treaty on Plant Genetic Resources for Food and Agriculture
- Convention on Biological Diversity (UNCBD)
- United Nations Convention on the Law of the Sea
- United Nations Framework Convention on Climate Change (UNFCCC)
- Male Declaration on Control and Prevention of Air Pollution and its Likely Trans-boundary Effects for South Asia
- London Convention on the Prevention of Marine Pollution by dumping wastes and other matters (London Convention)
- Convention on the Protection of World Cultural and Natural Heritage

- Convention on Fishing and Conservation of Living Resources of the High Seas
- Convention on the International Trade in Endangered Species of Wild Flora and Fauna (CITES).

The Islamic Republic of Afghanistan is not party or signatory to the following important international agreements, conventions and treaties:

- Rotterdam Convention on the International Code of Conduct on the Distribution and Use of Pesticides on Prior Informed Consent (PIC)
- Stockholm Convention on Persistent Organic Pollutants (POPs)
- International Plant Protection Convention (IPPC)
- Convention on the Conservation of Migratory Species of Wild Animals
- Kyoto Protocol Convention on Climate Change
- Agenda-21 Global Program of Action for Sustainable Development (Environmentally sound management of toxic chemicals and prevention of illegal international traffic in toxic and dangerous products)
- The Rio Declaration on Environment and Development- which addresses the sustainable use of natural resources and its development.

10. Potential Environmental and Social Impact, and Mitigation Measures:

10.1 Potential Environmental Impacts:

Subproject activities envisaged under WEE-RDP for rural Afghanistan are expected to have minor significant environmental and social impacts. The identified potential adverse impacts due to enterprise activities on environment, used for enterprises development on small-scale infrastructure would be localized in spatial extent where it would be manageable by implementing proper mitigation measures.

The project activities are expected to contribute to improved environmental and social conditions in rural Afghanistan. The project is national in scope, with a focus on equitable development and a safe environment especially in rural areas, and this will equally enable different ethnic groups including minorities to benefit from the project. The project involves mainly on socio-economic activities of rural communities and enterprises development on different sectors. Some of the potential minor environmental impacts are as follows, but not limited to:

- Health and hygiene;
- Soil and land degradation;
- Air, water and soil contaminations;
- Waste collection and disposal
- Child labor;

In compliance with World Bank's Safeguards policies, Afghanistan Environmental Law and Evaluating Environmental Impact regulation, sub-projects with significant adverse impact should go for Environmental Clearance (EC) by NEPA. WEE-RDP sub-projects are multiple small scale, community based and expected to have very limited adverse impacts.

10.2 Potential Social Impacts:

Sub-projects activities under component I and II of the WEE-RDP for rural areas will not have major adverse social impacts, while under component III of the project minor social impact projected. The WEE-RDP by applying several check lists, policies and strategies as social mitigation plan minimize the negative impact the social impact. Systematic involvement of local people throughout the planning and implementation of sub projects will underpin the identification and implementation of any mitigation measures to be included in ESMPs. The sub-project activities are expected to contribute to improve living standards, including social services, access to markets, employment opportunities and rising incomes). The WEE-RDP aims to be as inclusive as possible, allowing citizens to have a voice in the development process.

10.3 Mitigation Measures:

Mitigation measures include avoidance, mitigate, minimization and compensation by alternative sites/alignment, actions during implementation and last resort negotiation with impacted people.

The objectives of mitigation are as follows:

- Enhancing the environmental and social benefits of a program
- Avoiding, minimizing or remedying adverse impacts; and
- Ensuring that residual adverse impacts are kept within an a WEE-RDP table level

11. Safeguards Strategy:

Effective safeguards management requires an integrated and holistic approach. Like all management, it involves planning, design, implementation, monitoring and supervision. Unless each of these roles is clearly laid out and understood, the whole process may break down. All staff must subscribe to the Program principles of environmental and social safeguards expressed in this Management Framework.

The strategy employed by the WEE-RDP consists of **training** at all levels for awareness and implementation of Afghanistan's environmental and social regulatory framework, **staff** to ensure application of the strategy, **tools** to capture and respond to adverse threats and **monitoring** of Program plans and interventions to avoid adverse impacts originating with the program.

11.1 Capacity Building:

The effective application of the Environment and Social Safeguards Strategy by Program Staff and Senior Management requires commitment and ownership on the various dimensions of possible environmental impact. Information and discussion sessions provide the opportunity for staff to discuss the national Laws and Regulations, to challenge the provisions and procedures, and to comment on the necessary and appropriate responses needed to address real and potential negative impacts.

Allowing Program staff to engage with the issues in the Strategy and its implementation will favor maximum ownership, optimal outreach and communication with provincial staff and community

members. Given the historical context of the country, Afghans may be surprised to find that questions of safeguards are an integral part of their national legal system and that their laws accord with international laws, standards and best practices.

The WEE-RDP organizational structure is designed to provide capacity and support for the all staff and especially for DC, SOs, VFs and BDSPs so that they can inform themselves and deliver the rationale and application of the safeguards strategy in the communities. Safeguards training will be an integral part of the Program principles presented to the Community Development Councils (CDCs) and the generic training packages offered to the various members of the communities who chose to participate in the Program.

11.2 Safeguards Implementation Unit:

WEE-RDP will operate by Safeguards Implementation Unit (SIU) within the Program Management Office. To build/enhance WEE-RDP's capacities, one Environmental and Social Safeguards Manager will be employed along with one ESS Officer, two Complaints Registration Officers (Male and Female) and Regional ESSS Officers (Two ESSS officers, one female and one male in each region):

The Manager responsible for the environmental and social issues will oversee responses to problem enterprises proposed by communities and SMEs, EGs and other program beneficiaries. The Managers, and Officers will be responsible for ensuring the implementation of the Strategy:

- Developing a community-level training module that covers the adverse effects and their mitigation, for the interventions that are proposed by the community entrepreneurs.
- Supervising and analyzing ESMF checklists and monitoring;
- Ensuring communication with the relevant officers in the National Environmental Protection Agency;
- To ensure meaningful review of the performance of grievance redress machinery of the WEE-RDP

Table 1: ESMF activities, roles and responsibilities:

#	Activities	Role / Responsibility	Remarks
1	Safeguards training to Senior staff, Provincial Office and Program Clients	Relevant Safeguard Managers (Environment/Social); BDSPs/ESSSPs; PEF and VF;	Summary of national laws;
2	CED or SME request submitted by enterprises	Letter of invitation includes section on respect of national laws;	Reference to negative lists;
3	Basic screening of sub-project.	Evaluation by WEE-RDP leading to acceptance, through Provincial Office Teams, PEF/BDO	Section on screening form
4	Planning and design of sub-project	WEE-RDP, through Provincial Office Teams (BDSPs/ESSSPs, PEF/VF), supervised by SIU. Design review and approval by SIU as per environmental and social considerations.	Mitigation measures applied where appropriate
5	Monitoring of the sub-project.	SIU, WEE-RDP M&E Unit or external service provider	Particularly where mitigation is needed
6	Response to chance finds of heritage artefacts	VF/PEF support to client	

11.3 Regional Offices:

The primary operational management of the WEE-RDP will be decentralized to Regional Offices. The offices are responsible for all outreach, service delivery and supervision of the Program and its activities in the province and communities. The RO will work through the ESSS Officers, DFs and VFs to:

- Deliver awareness training;
- Explain sub-project Check list section on Safeguards;
- Confirm that enterprise activity designs and specifications contain environmental and social safeguards checks and considerations;
- Confirm that plans include mitigation actions where needed and monitoring responsibilities are recognized;
- Organize/facilitate on-the-job training in safeguards monitoring, inspection and information analysis; and
- Appoint or hire inspectors who are given a strong mandate to carry out independent environmental audits of the mitigation actions taken.

11.4 ESSS Officers, DCs, SOs, VFs and Community awareness:

Community and Enterprise awareness training on environmental and social safeguards is essential to present the Afghan legal framework and to underline the importance the Program places on avoiding problems. The ESSS Officers, and DFs will be responsible for support to the Village Facilitator in presenting and explaining the Program safeguards rules. This training will also entail the presentation of the negative list with justifications, and the checklist categories with the emphasis that the Program can only deliver services to sub-projects that avoid adverse impacts.

11.5 Proposed Checklist Applied to Community Enterprises, Producers Associations (PAs), and SMEs:

Each community enterprise and SME that desires program assistance will prepare an application form for access to MISFA, VSLAs and/or the Business Development Services training facilitated by the Program.

The application form **must** contain the filled in Environmental and Social Safeguards Checklist (**Annex F**) which will be filled in with reference to the ESMF Matrix presented in **Annex G**.

The applications for Program support will be evaluated and approved by the Provincial Office Team. No program support will be given to enterprises that do not demonstrate the absence of adverse effects or a mitigation plan where needed.

11.6 Monitoring and Reporting:

The Provincial Office M&E officer will be responsible for monitoring the Enterprise applications and their approval to ensure that the checklist has been duly filled in and verified by the relevant DFs and VFs. Spot checks in the communities will allow the M&E Officer to verify that the mitigation procedures are being applied as described in the ESS Checklist and the sub-project designs and plans.

As the Programs gathers information about the diverse sub-projects proposed and requested by the community enterprises and SMEs. The SIU in Kabul will build up a library of mitigation measures that can be shared with entrepreneurs and communities as they choose their enterprise sub-projects.

11.7 Technical Assistance:

The SIU team will need guidance and mentoring to maintain the momentum of this ESMF. External international Safeguards Technical Assistance will be provided on a quarterly (one month every three months) basis for the first year and then bi-annually for years two and three. In addition, one month per year of *ad hoc*, as needed consultation is provided for each year of the program.

11.8 ESMF Budgeting:

Budget lines for the Safeguards Implementation Unit have been included in the budget on lines of the WEE-RDP budget.

11.9 WEE-RDP Grievance Redress Mechanism (GRM):

Effective grievance redressal would give an opportunity to WEE-RDP to implement a set of specific measures to ensure quality field operations and accountability, by improving the effectiveness of the program activities, increasing transparency and getting proper feedback from the beneficiaries and rural population. It includes measures to:

- Ensure effective implementation of the WEE-RDP elements directly relevant to improving field operations, transparency and accountability,
- Enable beneficiary and general public to receive and provide information about the program operations and performance
- Enable program staff at village level and program beneficiary to give feedback on programmatic issues.
- Improve quality of work that SMEs, EGs and SGs provide to its beneficiaries.
- To provide a formal grievance redressal mechanism for clients
- To ensure that clients are protected against fraud, deception or unethical practices
- To handle/resolve complaints speedily and efficiently
- To consistently assess the impact of services in order to serve clients better.

It is essential that grievances of the clients are given due importance and quick action is taken to resolve the complaint of the grieved person. To provide efficient and enhanced services to the client, WEE-RDP has a mechanism in place to address the grievances of its clients relating to any official or service issues made directly or through the GRC, WEE-RDP has designated exclusive e-mail address where a client can lodge his complaint relating to any official issue availed by him/her.

Annex H: Framework for Grievance Redressal System for WEE-RDP

Annex I: Grievance Redressal Committee Establishment Guideline

12. Conclusion:

Environment and Social safeguards are not only required by many donors to protect the environmental and social fabric of Afghanistan, but also are legislated in the nation's constitution, Environment Law and other related laws and regulations. As with many regulations throughout the world, the challenge is to apply them and monitor their use and ensure that they are mainstreamed in the program's operations in such a way that they do not become only the responsibility of the safeguards unit, but rather everyone's business.

WEE-RDP has defined strategies, structures and tools to ensure that staff and Program beneficiaries not only apply, but also comprehend why they should apply these procedures. These can be summarized as:

1. Commitment of the Senior Management/MRRD team to the environment and social protection strategy;

2. Insertion of the Safeguards Implementation Unit in the structure of the Program Management Office;
3. Presence of Safeguards Officers in the SIU;
4. Training modules and workshops for all levels of Program staff;
5. Prolonged emphasis on the safeguards strategy in training of the Provincial Enterprise Facilitators, Business Development Officers and Village Facilitators;
6. Awareness training on Program E&S requirements in communities and SMEs (principles; negative list; checklist for applications);
7. E&S requirements spelled out in the invitations to apply for Program support given to SMEs;
8. Evaluation of sub-project applications by BDOs and PEFs ensuring that impacts and mitigations have been included in Program support applications – problems are “red flagged”;
9. Approval is only given to enterprises that have demonstrated no adverse impacts or have appropriate mitigation plans;
10. Visits by safeguards specialists of the program of red flagged applications that otherwise could be approved;
11. Provincial M&E Officer monitors E&S training, checklists and support to Program beneficiaries;
12. Environment and Social Safeguards report is compiled in the province by the M&E Officer and sent for approval to Safeguards Implementation Officer;
13. SIU reports on the E&S tracking for the Program quarterly report in a specific section on Environmental and Social Safeguards.
14. Support, training and mentoring given by external international advisor;
15. *Ad hoc* consultancy available for problematic issues;
16. SIU will ensure contact and communication with the appropriate officials in the National Environmental Protection Agency;

13. List of Annexes:

- a. Annex A: WEE-RDP Negative list of sub-projects
- b. Annex B: Procedures for heritage Chance finds
- c. Annex C: Heritage and Culture Negative List
- d. Annex D: Procedures to ensure Mine Clearance Certification Procedure
- e. Annex E: Terms of Reference for SIU
- f. Annex F: Environment and Social Safeguards Checklist
- g. Annex G: ESMF MATRIX
- h. Annex H: Framework for Grievance Redressal System for WEE-RDP
- i. Annex I: Grievance Redressal Committee Establishment Guideline

ANNEXES

Annex A: WEE-RDP Negative list of sub-projects:

Sub-projects with any of the following characteristics shall not receive any form of program support:

1. Production or trade in any product or activity deemed illegal under host country laws or regulations or international conventions and agreements;
2. Investments detrimental to the environment;
3. Equipment, infrastructure or land improvement destined to be used for the production poppy or poppy processing;
4. Guns, mines, armaments or other military paraphernalia;
5. Any activity on land that is considered dangerous due to security hazards or the presence of unexploded ordnance (mines, bombs);
6. Use of any land that has disputed ownership or tenure rights;
7. That the project will not support any activity which involve land acquisition impacts.
8. Child labour should be discouraged as much as possible and where children are asked to contribute to the household income, assurance must be made that schooling and child health is not adversely affected;
9. Donations or contributions to the construction of religious buildings;
10. Cash donations for the disabled;
11. Equipment or infrastructure (pumps, deep bore wells) designed to exploit any underground water sources with diesel engines for irrigation or mass processing (e.g. washing, produce transport in processing plant), including the construction of tube-wells;
12. Crop and soil biocides (pesticides, herbicides, fungicides, miticides) delivered manually or with machinery that are shown to have toxic or noxious effects on humans (soaps; diatomaceous earth; and non-toxic applications may be used after hazard training);
13. Equipment or materials funded by other organizations such as government agencies, NGOs or other donor-funded programs;
14. Political campaign materials or donations of any kind;
15. Payment of salaries to CDC members;
16. Trade in wildlife or wildlife products regulated under CITES;
17. Production or trade in radioactive materials;
18. Production or trade in or use of non-bonded asbestos fibres

19. Production or trade in pharmaceuticals and pesticides/ herbicides subject to international phase outs or bans;
20. Fishing in the marine environment using electric shocks and explosive materials;
21. Production or trade in products containing PCBs;
22. Production or trade in ozone depleting substances subject to international phase out;
23. Production or trade in wood or other forestry products from unmanaged forests including purchase of logging equipment (e.g. chainsaws) for use in cutting forest:
24. Production, trade, storage, or transport of significant volumes of hazardous chemicals, or commercial scale usage of hazardous chemicals;
25. Production or trade in alcoholic beverages;
26. Gambling, casinos and equivalent enterprises;

Annex B: Procedures for heritage Chance finds:

While it is **not anticipated** that the program will trigger the World Bank's Operational Policy on Physical and Cultural Resources (OP 4.11), the following procedures for identification, protection from theft, and treatment of chance finds should be followed and included in the training of community entrepreneurs and SME using the Program.

Chance find procedures are defined in the law on Maintenance of Historical and Cultural Monuments (Official Gazette, December 21, 1980), specifying the authorities and responsibilities of cultural heritage agencies if sites or materials are discovered in the course of project implementation. This law establishes that all moveable and immovable historical and cultural artefacts are state property, and further:

1. The responsibility for preservation, maintenance and assessment of historical and cultural monuments rests with the Archaeological Committee under the Ministry of Information and Culture, which has representation at provincial level.
2. Whenever chance finds of cultural or historical artefacts (moveable and immovable) are made the Archaeological Committee should be informed. Should the continuation of work endanger the historical and cultural artefacts, the project work should be suspended until a solution is found for the preservation of these artefacts.
3. If a moveable or immovable historical or cultural artefact is found in the countryside of a province, the provincial governor (wali) or district-in-charge (Woluswal) should be informed within two weeks, and they should inform the Archaeological Committee. In case the immovable historical or cultural artefact is found in a city, the provincial branch of the Department of Maintenance of Historical Values of the Ministry of Information and Culture should be informed within two weeks (art. 18). If the find is made within the center, the Archaeological Committee must be informed directly within one week (art. 25).
4. Failure to report a chance find within the stipulated time limit will be punished with a fine or imprisonment for a period of one week or up to one month (art. 72).
5. If someone intentionally damages a historical or cultural artefact, the culprit shall pay compensation in accordance with the value of the artefact plus be imprisoned for a period of one month to ten years depending on the gravity of the crime (art. 71).

In case of a chance find of moveable or immovable historical or cultural artefact, the **Entrepreneur** (Community Enterprise or SME) is responsible for **declaring said find and securing the artefact** from theft, pilferage and damage until the responsibility has been taken over by the relevant authorities as specified above. The Entrepreneur will also report any such chance find to the appropriate Provincial Enterprise Facilitator who will assist the Entrepreneur with relations with the relevant authorities.

Annex C: Heritage and Culture Negative List

Subprojects with any of the attributes listed below will be ineligible for funding under the community or SME sub-project.

Attributes of Ineligible Subprojects
Involves the significant conversion or degradation of critical natural habitats. Including, but not limited to, any activity within: <ul style="list-style-type: none">• Ab-i-Estada Waterfowl Sanctuary;• Ajar Valley Wildlife Reserve;• Dashte-Nawar Waterfowl Sanctuary;• Pamir-Buzurg Wildlife Sanctuary;• Bande Amir National Park;• Kole Hashmat Khan Waterfowl Sanctuary.

Will significantly damage non-replicable cultural property, including but not limited to any activities that affect the following sites:

1. Monuments of Herat (including the Friday Mosque, ceramic tile workshop, Musallah complex, Fifth Minaret, Gawhar Shad mausoleum, mausoleum of Amir Ali Sher Navaii, and the Shah Zadehah mausoleum complex);
2. Monuments of Bamiyan Valley (including Fuladi, Kakrak, Shar-I Ghulghular and Shahr-i Zuhak);
3. Archaeological site of Ai Khanum;
4. Historical and religious sites and monuments of Ghazni;
5. The minaret of Jam in Ghor province;
6. Mosque of Haji Piyada/Nu Gunbad, Balkh province;
7. Stupa and monastery of Guldarra;
8. Site and monuments of Lashkar-i Bazar, Bost;
9. Archaeological site of Surkh Kotal.

Annex D: Procedures to ensure Mine Clearance Certification Procedure:

1. Communities are required to reply to a questionnaire regarding the suspected presence of mines in the area where Bank-funded community-managed projects will be implemented. This questionnaire should be formally endorsed by the Mine Action Program for Afghanistan (MAPA). It will be a mandatory attachment to the project submission by the communities and should be signed by community representatives and the PEF. PEFs will receive training from MAPA. Financing agreements with the communities should make clear that **communities are solely liable** in case of a mine-related accident.
2. If the community certifies that there is no known mine contamination in the area, WEE-RDP/SIU will check with MACA whether any different observation is reported on MACA's data base.
 - a. If MACA's information is the same, the project can go ahead for selection. The community takes the full responsibility for the assessment, and external organizations cannot be made liable in case of an accident.
 - b. If MACA's information is different, the project should not go ahead for selection as long as MACA's and community's statements have not been reconciled.
3. If the community suspects mine contamination in the area,
 - a. If the community has included an assessment/clearance task in the project agreed to be implemented by MACA (or by a mine action organization accredited by MACA), the project can go ahead for selection.
 - b. If the community has not included an assessment/clearance task in the project, the project should not go ahead for selection as long as this has not been corrected.
4. Mine clearance tasks must be implemented by MACA or by a mine action organization accredited by MACA. Communities will be penalized (subsequent funding by World-Bank funded projects shall be reduced or cancelled) if they elect to clear mines on their own.

Annex E: Terms of Reference for SIU

E1 Environmental and Social Safeguards Manager

The **Environmental and Social Safeguards Manager** is responsible for oversight and technical input and develop and strengthen strategies for Environmental and Social Safeguards to ensuring that each subproject and activities under the project is subjected to the Project ESMF process and procedures:

Job activities for this Manager will consist of:

1. Be responsible for strategic advice on Environmental and Social Safeguards measures to the WEE-RDP senior management;
2. Establish plans and develop programs for the Safeguards Implementation Unit (SIU) considering the needs of WEE-RDP in key areas of concerns;
3. Manage and supervise the Safeguards Implementation Unit (SIU) programs and staff;
4. Review subproject and activity plan, design, cost, and bid/deed documents to ensure environmental factors and mitigations are incorporated, and subproject/ activity documents and environmental documents are in harmony.
5. To identify the potential environment and social safeguards (ESS)issues after reviewing the enterprises to be supported by WEE-RDP and take action to mainstream ESMF in to WEE-RDP's operation;;
6. Provide mitigation measures and technical assistance and requirements for the potential negative environmental and social impact including preparation of site/project specific ESMPs.
7. Providing timely, technical environmental and social training/material to WEE-RDP staff and clients, and awareness raising of clients in relation to their immediate requirements;
8. Coordinating environmental and social commitments and initiatives with relevant government agencies;
9. Coordination of all social and environmental activities through-out the project cycle from conceptualized to operation and mainstreaming;
10. Overall monitor of ESSMF implementation across all stages of sub-project implementation;
11. Produce update reports for World Bank on ESMF mainstreaming and status of safeguards implementation throughout the WEE-RDP project;
12. Monitor that WEE-RDP, supported enterprises are complying with existing National Laws such as Labor Law, Environmental Law, Law on Land Expropriation (LLE) and other related laws and regulations;

13. Provide technical advice all concerned professionals as well as entrepreneurs in adopting suitable, cost-effective, socio-cultural, and environmentally sensitive EMS designs, where the local residents receive the maximum benefits the least disturbance in their day-to-day lives;
14. Define Environmental and Social responsibilities of the all level of program by providing presentation and comprehensive reporting.
15. Mainstreaming the Grievance Redress Mechanism within WEE-RDP program. And strengthening functionality of GRM, including establishing of central GRM database to enable grievances tracking and review.
16. Other duties as assigned.

The Environmental and social Safeguards Manager will be housed within the Safeguards Implementation Unit of the Monitoring and Learning Office of WEE-RDP, and will report to Head of Monitoring and Learning Office, who in turn reports to the Executive Director.

E2: Complaints Registration Officer:

Complaints Registration Officer will serve as a link between WEE-RDP management and its beneficiaries. Overall He/she will be responsible to receive public complaints through different channels like telephone, SMS and emails, provide information and guidance to complainant, record the complaint, enter it into the database and pass it off to the relevant department to deal with it.

- Receive Complaints through different avenues like Telephone, SMS, hard copies and Emails
- Attend Phone calls and respond accordingly to complainant providing information about WEE-RDP
- Record complaint upon receipt in a standard complaint registration form
- Enter registered complaint in the database and maintain the database updated
- Keep and maintain phone call logs
- Follow up\'s and liaising with the relevant departments to resolve complaints and escalate where necessary
- Pass the registered complaint off to the complaint review committee
- Regularly monitor the pending/unresolved complaints and report top authorities about it
- Provide management with information about complaints statuses
- Assist in Analyzing complaints regularly
- Produce complaint reports for management on a weekly and Monthly basis.

The **Complaints Registration Officers** will be housed within the Safeguards Unit of the Monitoring and Learning Office of WEE-RDP, and will report to Head of Monitoring and Learning Office, who in turn reports to the Executive Director

E2: Environmental and Social Officer

Summary of Position Responsibilities:

Under the overall supervision of the Environmental Social Safeguard Manager of WEE-RDP, the Environmental and Social Safeguards Officer will undertake the following tasks;

- Conducting field visits and supporting in community consultation on environmental and social issues;
- Assisting and supporting in cross checking of IPM/PMP activities in focused areas;
- Assisting in Implementation of environmental and social management framework;
- Implementation of Environmental and Social Safeguards Framework(ESSF), Pest Management Plan (PMP) and environmental law and PMP regulatory framework;
- Assisting in assessment of environmental and social safeguard issues in project activities;
- Screening of environmental and social safeguards related issues in subproject activities;
- Assisting in social screening of new orchards;
- Develop safeguards reporting formats and maintain environmental and social records on established formats;
- Grievance Redress Mechanism(GRM) implementation and reviewing project activities and follow up with beneficiaries;
- Conducting trainings of regional staff extension workers, and farmers on Environmental and Social Safeguards issues(ESSF);
- Ensure that sub project activities are consistent in their approaches to environmental issues and fully in compliance with Environmental and Social Safeguards Framework(ESSF) requirements in all stages of sub project development;
- Coordinating environmental commitments and initiatives with stakeholders NEPA (National Environmental Protection Agency), DAIL offices and partner NGOs;
- Provide Regular reports;
- **Professional Qualifications**
 - BSc. in Biological Science, Natural Resources Management, and Agriculture or a related field with suitable experience in environmental management and monitoring with special emphasis on community development
 - Minimum of 3 years experiences in the environmental and natural resources management and Pest Management of community development projects.

- Experience in Environmental Assessment and Integrated Pest Management.
 - Fluent in English, Dari and Pashto languages
 - Excellent report writing skills (in English language)
 - Willing to work in Balkh frequent travels to Northern provinces and districts.
- Note Please clearly mention the duty station, in which province you want work.

Annex F: Environment and Social Safeguards Checklist:

The following checklist will be filled for each enterprise sub-project by the chairperson of the Community Enterprise Group or by the owner of the SME facilitated by the PEF or BDO respectively.

Environment and Social Safeguards Checklist

Factor	Accept	Reject	Mitigation or comments
Sector and relevance			
Land			
Site Preparation/ structures			
Noxious inputs			
Services (water; energy)			
Waste production & discharges			
Air quality & noise			
Cultural Heritage			
Mine clearance			

Annex G: ESMF MATRIX:

Environmental Issues & Components	Remedial Measure	Reference to Contract Document	Approximate Location	Timeframe	Mitigation Cost	Institutional Responsibility	
						Implementation	Supervision
I. PHYSICAL AND BIOLOGICAL ENVIRONMENT							
Location & Design Issues							
Location of SME or community-based Enterprise	<ul style="list-style-type: none"> - Conflict with the interests of local population due to cultural norms, resource sharing or others. - Source of pollution for locals due to toxic emissions or chemical effluents. - SME locations to be well away from hospitals, schools & mosques, graveyards, joint communal lands, public property, etc. - No SME to be planned & located in areas of indicated negative lists, or areas of similar nature. - SME location must not make any barriers, bottlenecks or impediments for mechanized & pedestrians' traffic. - Wind direction consideration in case of SMEs generating dust & emissions. - Must have adequate space any potential for expansion. - A local level information gathering survey will be recommendable about archaeological & heritage aspects. - Local information about any past land-mines, AXOs, UXOs or any other incidents. - In case if the findings are affirmative, then an alternative site should be sought out. - Or, the site be surveyed & reconnoitred by appropriate agency dealing with the matter. - SME site must not be in the general vicinity of old Soviet or <i>Mujahidin</i> camps, or on the trails leading to it. 	To be part of design specifications.	At the site of respective SME.	At design stage.	Being part of design costs.	WEE-RDP, Design Consultants, Enterprise Owners	WEE-RDP, Safeguards Implementation Unit

Environmental Issues & Components	Remedial Measure	Reference to Contract Document	Approximate Location	Timeframe	Mitigation Cost	Institutional Responsibility	
						Implementation	Supervision
Water Contamination & Usage, Proximity of Water Bodies & Sources	<ul style="list-style-type: none"> - Only processed water, as per agriculture standards, is allowed to be disposed in water channels / streams. - Regular soil / water testing against particular contaminants as per NEQS. - Education & awareness for related disease vectors. - No tapping of ground water through tube-wells. - Water recycling system for maximum conservation. - Safe water sedimentation basins before disposal in channels, well away from springs & water storage areas. - Deliberations for installation of rain-water harvesting systems. - Advance measures to prevent any damage to water bodies at all costs. - Immediate rehabilitation & compensation of damaged or impacted water sources. - Any community water source like wells & springs etc if lost will be replaced with alternate sources. - Chemicals, fuels & other contaminants stored well away from water sources. - Construction work close to water channels may be avoided. - Adequate precautions will be taken to construct temporary devices for preventing water pollution due to increased siltation & turbidity. - Suitable measures will be taken to prevent earthworks & stone works from impeding rivers, streams, water canals, or drainage system. - Wastes materials must be collected, stored, & disposed at approved sites. 	To be part of design specifications.	At the site of respective SME.	At design stage.	Being part of design costs.	WEE-RDP, Design Consultants, Enterprise Owners	WEE-RDP, Safeguards Implementation Unit

Environmental Issues & Components	Remedial Measure	Reference to Contract Document	Approximate Location	Timeframe	Mitigation Cost	Institutional Responsibility	
						Implementation	Supervision
	<ul style="list-style-type: none"> - To avoid contamination, all equipment will be properly maintained & refuelled. - Traps will be provided at fuelling points to prevent water contamination. - Side drains will discharge through a primary settling tank. - Waste chemicals & petroleum products will be collected, stored, & disposed of at the approved sites. - Water quality will regularly be monitored at critical locations. 						
Spoil Disposal	<ul style="list-style-type: none"> - Spoil disposal plans. - Least quantities of waste spoil. Maximum efforts for spoil usage for fill through haulage. - Strict prohibition for free rolling down of spoil. - Identification of spoil disposal areas in consultation with locals, preferably in waste lands. - Landscaping & vegetation restoration plans. 	To be part of design specifications.	At the site of respective SME.	At design stage.	Being part of design costs.	WEE-RDP, Design Consultants, Enterprise Owners	WEE-RDP, Safeguards Implementation Unit
Removal of Trees	<ul style="list-style-type: none"> - Design adjustments for saving maximum trees. - Plan for tree plantations & landscaping. - Soil erosion treatment with bio-engineering techniques. 	To be part of design specifications.	At the site of respective SME.	At design stage.	Being part of design costs.	WEE-RDP, Design Consultants, Enterprise Owners	WEE-RDP, Safeguards Implementation Unit, FD
Processed & Unprocessed Waste.	<ul style="list-style-type: none"> - Waste recycling plans. - Safe disposal, as per recommended norms or NEQS. - Preventive & precautionary measures against disease spread. - Invocation of penalty clause against aesthetic & visual hazards. 	To be part of design specifications.	At the site of respective SME.	At design stage.	Being part of design costs.	WEE-RDP, Design Consultants,	WEE-RDP, Safeguards Implementation Unit

Environmental Issues & Components	Remedial Measure	Reference to Contract Document	Approximate Location	Timeframe	Mitigation Cost	Institutional Responsibility	
						Implementation	Supervision
						Enterprise Owners	
Construction Stage							
Loss of Top Soil	<ul style="list-style-type: none"> – Cultivable lands will not be used for SMEs, unless specifically requested by the landowner. – Careful stacking of top soil & its re-application after work completion. 	To be determined	At the site of respective SME.	During construction.	To be included in construction costs.	Enterprise Owners / Contractor	WEE-RDP, Safeguards Implementation Unit & NEPA
Borrow Soils	<ul style="list-style-type: none"> – No earth will be borrowed from cultivable lands. – Borrowing may be done from barren, wastelands, & riverbeds. – In case of new borrow areas, all measures will be taken so that there will be no loss of productive soil, and all environmental considerations are to be met with. – Precautionary measures like tarpaulin vehicle coverings will be used to avoid any spilling of borrow materials during transportation. – All borrow areas will be refilled, re-vegetated & landscaped. In case if it is not done, then such areas will be cordoned with barbed wire fence, with warning signs. 	To be determined	At the site of respective SME.	During construction.	To be included in construction costs.	Enterprise Owners / Contractor	WEE-RDP, Safeguards Implementation Unit & NEPA
Quarry Areas	<ul style="list-style-type: none"> – All quarry materials will be obtained from previously operating sites with proper licenses & environmental clearances. – New quarries will only be opened with prior permission from respective authorities. 	To be determined	At the site of respective SME.	During construction.	To be included in construction costs.	Enterprise Owners / Contractor	WEE-RDP, Safeguards Implementation

Environmental Issues & Components	Remedial Measure	Reference to Contract Document	Approximate Location	Timeframe	Mitigation Cost	Institutional Responsibility	
						Implementation	Supervision
							tion Unit & NEPA
Contamination of Soils	<ul style="list-style-type: none"> – All mechanized equipment will be maintained & refuelled ensuring no spillage soil contaminations. – Fuel storage & refuelling will be kept away from water channels. – All chemicals will be stored in safe warehouses, allowing no spills on soils. – All spoils & wastes will be disposed of as per approved disposal plans in wastelands, in consultation with communities. – Chemical wastes will be disposed of at approved sites with impervious linings. – Storage of chemicals, oils, fuels, lubricants will be done on hard standings in warehouse, with sumps to cater for leakages. – No leakage wastes will be allowed for free disposal leading to soil contamination. – Such wastes will be disposed as per safe environmental practices. – Periodic monitoring of soil quality for Pb, Hg, Cr, & Cd. – Suitable remedial measures, if any contamination detected. 	To be determined	At the site of respective SME.	During construction.	To be included in construction costs.	Enterprise Owners / Contractor	WEE-RDP, Safeguards Implementation Unit & NEPA
Drainage & Run-off	<ul style="list-style-type: none"> – Flash rains & cloud burst phenomena are common in the project area. Hence, construction materials at cross drainage structures will be removed in time so as not to block the water flow. – Storage of chemicals, fuels & other contaminants be away from water runoff. 	To be determined	At the site of respective SME.	During construction.	To be included in construction costs.	Enterprise Owners / Contractor	WEE-RDP, Safeguards Implementation Unit & NEPA

Environmental Issues & Components	Remedial Measure	Reference to Contract Document	Approximate Location	Timeframe	Mitigation Cost	Institutional Responsibility	
						Implementation	Supervision
Construction Camps Sanitation & Waste Disposal	<ul style="list-style-type: none"> – All construction camps will be located away from built-up areas, in consultation with locals. – Camps will have sewage system so that no water pollution takes place. – Camp must have medical & recreational facilities. 	To be determined	At the site of respective SME.	During construction.	To be included in construction costs.	Enterprise Owners / Contractor	WEE-RDP, Safeguards Implementation Unit & NEPA
Emission from Construction Vehicles & Equipments	<ul style="list-style-type: none"> – All static plants will be downwind of human habitats. – Emission levels of all construction vehicles & equipment will conform to the prescribed standards, as per NEQS. – Pollutant parameters will regularly be monitored during construction. – Asphalt plants, crushers, & batching plants will be in the downwind from nearest human settlements. – Periodic tuning to all equipment will be ensured. 	To be determined	At the site of respective SME.	During construction.	To be included in construction costs.	Enterprise Owners / Contractor	WEE-RDP, Safeguards Implementation Unit & NEPA
Noise from Vehicles, Plants & Equipment	<ul style="list-style-type: none"> – All construction equipment & plants will strictly conform to NEQS noise standards. – All vehicles & equipment used will be fitted with noise abatement devices. – Industrial noise standards will be enforced to protect workers & residents from severe noise impacts. – Construction workers will be provided with earplugs. Noise level will be monitored during the construction. – Noise barriers/trees will be placed in urban locations. – Noise levels will be monitored at critical locations. – Sound barriers & insulations will be installed as warranted. – Warning signs at sensitive zones like hospitals, mosques, educational institutions etc. will be placed. 	To be determined	At the site of respective SME.	During construction.	To be included in construction costs.	Enterprise Owners / Contractor	WEE-RDP, Safeguards Implementation Unit & NEPA

Environmental Issues & Components	Remedial Measure	Reference to Contract Document	Approximate Location	Timeframe	Mitigation Cost	Institutional Responsibility	
						Implementation	Supervision
	<ul style="list-style-type: none"> – Timings may be staggered not to operate several machines at one time. – Public awareness program will be launched. 						
Blasting Works	<ul style="list-style-type: none"> - Advance liaison & coordination within blasting area with local administration & communities. – All blasting works will be done in accordance with Explosives Act. – Highly controlled blasting will be done. - Pre-announcement of blasting schedule & timings to the residents & its rigid adherence. – No blasting will be done between dusk & dawn. – Workers associated with blasting sites will be provided with earplugs. - Proper safety precautions: first aid kit with trained person must be on site. Warning signs should be installed. 	To be determined	At the site of respective SME.	During construction.	To be included in construction costs.	Enterprise Owners / Contractor	WEE-RDP, Safeguards Implementation Unit & NEPA
Vegetation Losses	<ul style="list-style-type: none"> – All removed trees will be replanted according to “Re-plantation Program”. – Prior permission of FD will be obtained for any tree removal. – Trees requiring removal will be paint-marked. – Trees not requiring removal will be red paint-marked. 	To be determined	At the site of respective SME.	During construction.	To be included in construction costs.	Enterprise Owners / Contractor	WEE-RDP, Safeguards Implementation Unit & NEPA
Soil Compaction	<ul style="list-style-type: none"> – All construction machinery & equipment will be stationed in designated areas to prevent vegetation compaction. – Any incidental damages like, soil trampling & damage to herbs, shrubs & grasses will be kept to the minimum. – Any damages will be restored after construction work is over. 	To be determined	At the site of respective SME.	During construction.	To be included in construction costs.	Enterprise Owners / Contractor	WEE-RDP, Safeguards Implementation Unit & NEPA

Environmental Issues & Components	Remedial Measure	Reference to Contract Document	Approximate Location	Timeframe	Mitigation Cost	Institutional Responsibility	
						Implementation	Supervision
Loss, Damage or Disruption of Wildlife	<ul style="list-style-type: none"> – Education to construction workers not to disrupt or damage the wildlife. – Wildlife Protection laws will strictly be followed. – All construction vehicles will ply specified routes to avoid accidents with cattle & wildlife. 	To be determined	At the site of respective SME.	During construction.	To be included in construction costs.	Enterprise Owners / Contractor	WEE-RDP, Safeguards Implementation Unit & NEPA
Construction Activities & Accident Risks	<ul style="list-style-type: none"> – Safety signals will be installed on all hazard related works during construction – Strict enforcement of safety rules & regulations. – All blasting sites will have warning & clearance signals. Site will be inspected prior/after blasting. Blasting will be done during lean hours. – Workers will be provided safety equipment, like helmets, masks & goggles etc. – A readily available first aid unit, dressing materials etc, with paramedic will be ensured at critical locations. – Information dissemination through newspaper, radio/TV & banners etc about project time frame, activities causing disruption & temporary arrangements for public relief must be ensured. 	To be determined	At the site of respective SME.	During construction.	To be included in construction costs.	Enterprise Owners / Contractor	WEE-RDP, Safeguards Implementation Unit & NEPA
Health Issues	<ul style="list-style-type: none"> – Drainage, sanitation, & waste disposal facilities will be provided at work places. – Drainage will be maintained to avoid water stagnation, leading to mosquitoes & disease. – Suitable sanitation & waste disposal facilities will be provided at camps by means of septic tanks & soakage pits etc. – Sufficient water supply will be maintained at camps to avoid water-related diseases & to secure workers health. 	To be determined	At the site of respective SME.	During construction.	To be included in construction costs.	Enterprise Owners / Contractor	WEE-RDP, Safeguards Implementation Unit & NEPA

Environmental Issues & Components	Remedial Measure	Reference to Contract Document	Approximate Location	Timeframe	Mitigation Cost	Institutional Responsibility	
						Implementation	Supervision
	<ul style="list-style-type: none"> – Health education & preventive medical care will be provided to workers. – Routine medical check-up of workers & avoidance of communicable disease. 						
Damages to Archaeological, Religious, Cultural & Properties	<ul style="list-style-type: none"> – In case of any chance finding of valuable articles such as, coins, artefacts, structures, or other archaeological relics are discovered, the excavation will be stopped & the archaeology departments will be informed. – The place will be cordoned & guarded till its inspection by respective officials. – Construction camps, blasting sites, & all allied construction activities will be away from cultural properties so they are not affected. 	To be determined	At the site of respective SME.	During construction.	To be included in construction costs.	Enterprise Owners / Contractor	WEE-RDP, Safeguards Implementation Unit & NEPA
Landscape Development	<ul style="list-style-type: none"> – Plantation of mixed species, aesthetics trees, shrubs, & aromatic plants will be carried out. – In this context a detailed scheme will be prepared. – Green belts will be developed at the end of construction & maintained. 	To be determined	At the site of respective SME.	During construction.	To be included in construction costs.	Enterprise Owners / Contractor	WEE-RDP, Safeguards Implementation Unit & NEPA
Operational Stage							
Contamination from Spills	<ul style="list-style-type: none"> – An accident clearance contingency plan will be prepared & sites will be cleared immediately. – The soiled earth will be scraped into small lined confined pits nearby. – Such soils will be tested against any contamination & remedial measures will be adopted accordingly. 	To be part of SME's operational plan.	Respective SME.	Throughout operations	To be determined & borne by enterprise owners or operators.	Enterprise Owners / Operators	NEPA, District Administration
Dust	<ul style="list-style-type: none"> – Maintenance of plantations will be ensured, which will act as live screens. 	To be part of SME's	Respective	Throughout	To be determined	Enterprise Owners /	NEPA, District

Environmental Issues & Components	Remedial Measure	Reference to Contract Document	Approximate Location	Timeframe	Mitigation Cost	Institutional Responsibility	
						Implementation	Supervision
Generation	<ul style="list-style-type: none"> – New plantations will be done at all blank sites within SME limits & adjoining areas. – Maintenance of continuous liaison with FD. – Periodic water sprinkling. – Dust masks for workers. – All precautions to be taken for reduction in dust level emissions from batching/hot mix plants & crushers etc. – Batching/hot mix plants & crushers etc will be at least 1 km downwind from the nearest habitation. All will be fitted with dust extraction & suppression devices. – Regular water spraying will be ensured at all mixing sites & temporary service roads. – During/after compacting works, water spraying on all dirt surfaces will be a regular feature to prevent dust. – All delivery vehicles will be covered with tarpaulin. Mixing equipment will be sealed & equipped as per existing standards. 	operational plan.	e SME.	operations	& born by enterprise owners or operators.	Operators	Administration
Air Pollution	<ul style="list-style-type: none"> – Vigilant controls against all types of toxic emissions. – Positive deliberations & practical steps for emission reduction as per NEQS. – If deemed necessary, emission measurements at critical places of pollutants like SPM, CO, SO₂, NO_x & Pb will be monitored on as required basis. – Maintenance of plantations to be ensured within SME limits & around it. – Penalties under the law imposed for continuous violations. 	To be part of SME's operational plan.	Respective SME.	Throughout operations	To be determined & born by enterprise owners or operators.	Enterprise Owners / Operators	NEPA, District Administration
Water Contamination	<ul style="list-style-type: none"> – Untreated, raw & contaminated water will not be allowed to be disposed in perennial, non-perennial water channels or close to 	To be part of SME's	Respective	Throughout	To be determined	Enterprise Owners /	NEPA, District

Environmental Issues & Components	Remedial Measure	Reference to Contract Document	Approximate Location	Timeframe	Mitigation Cost	Institutional Responsibility	
						Implementation	Supervision
on	any water source & reservoirs. – Discharged water must meet the irrigation standards. – Regular cleaning of drainage system will be ensured. – Water quality will be monitored as per the monitoring plan, as per NEQS.	operational plan.	e SME.	operations	& born by enterprise owners or operators.	Operators	Administration, PHD
Flora & Fauna	– SME plantations will be strictly monitored & maintained. – General education & awareness for wildlife conservation. – An on-going liaison & coordination with FD, Agriculture & Wildlife Departments.	To be part of SME's operational plan.	Respective SME.	Throughout operations	To be determined & born by enterprise owners or operators.	Enterprise Owners / Operators	NEPA, District Administration
Accidents	New industries are more prone to accidents due to non-adoption & non-establishment of SOPs, slack controls & many more, which must be controlled through; - Enforcement of rules, regulations & laws. - Early establishment of SOPs. - Selected team of workers for operations at critical places & machines. - Suitable trainings. - Work restrictions. - Safety restrictions & warning signs at critical spots. - Contingency plans for accident recovery.	To be part of SME's operational plan.	Respective SME.	Throughout operations	To be determined & born by enterprise owners or operators.	Enterprise Owners / Operators	District Administration, Police, HD
Hazardous Materials	– Dealing with hazardous substances must be done under certification by respective departments. – Such chemicals must be marked with appropriate signs in block CAPITALS with red paint, warnings for all.	To be part of SME's operational plan.	Respective SME.	Throughout operations	To be determined & born by enterprise	Enterprise Owners / Operators	NEPA, District Administration

Environmental Issues & Components	Remedial Measure	Reference to Contract Document	Approximate Location	Timeframe	Mitigation Cost	Institutional Responsibility	
						Implementation	Supervision
	<ul style="list-style-type: none"> – Any spillage will be reported to respective agency, who will be responsible for contingency measures of cleaning the spill within shortest time. – Workers dealing with hazardous materials must have proper safety equipment. – Periodic free medical check up of workers. 				owners or operators.		ion, Police, HD
Safety Measures	<ul style="list-style-type: none"> – Development of coordinated SME safety management plan. – Well established & rehearsed safety related SOPs. – Safety related monitoring systems & penalty against violators. – Coordination with respective state officials, district administration, police & health officials. – Firefighting equipment & training to workers. 	To be part of SME's operational plan.	Respective SME.	Throughout operations	To be determined & born by enterprise owners or operators.	Enterprise Owners / Operators	District Administration, Police
Community Development Councils and Community Consultative Dialogue	<p>It will be an on-going feature throughout the operational phase of SME, which must be recorded. Maximum efforts must be made to take respective state officials on board for such forums. Main advantages will be:</p> <ul style="list-style-type: none"> – Community will be consulted for various SME related matters of their concerns. – Will as information dissemination forum. – Confidence of community members will be gained. – A sense of ownership for protecting SME related assets of public benefits will be inculcated. – Employment for locals in skilled and semi-skilled jobs. – Intensity of such consultations may vary in various sections according to on-going activities. – Grievances will be discussed & addressed. 	To be part of SME's operational plan.	Respective SME.	Throughout operations	To be determined & born by enterprise owners or operators.	Enterprise Owners / Operators	District Administration, Community Elders

Environmental Issues & Components	Remedial Measure	Reference to Contract Document	Approximate Location	Timeframe	Mitigation Cost	Institutional Responsibility	
						Implementation	Supervision
General Amenities	<ul style="list-style-type: none"> – Provision of shelters, restaurants, cafeterias & tuck stop for workers. – Rest & recreational areas. – Mosque & ablution place. – Residential quarters for selected workers, if SME is working for more than one shift. 	To be part of SME's operational plan.	Respective SME.	Throughout operations	To be determined & born by enterprise owners or operators.	Enterprise Owners / Operators	District Administration
II. ARCHEOLOGICAL AND CULTURAL ASPECTS							
Chance Findings	<ul style="list-style-type: none"> – Follow procedures identified in Annex B: Procedures for heritage chance finds 	To be determined	At the site of respective SME.	During operations.	To be included in planning costs.	WEE-RDP, SIU, Enterprise Owners, Provincial / District Administration	MoCT, NEPA, Safeguards Implementation Unit, NGOs
Religious Heritage	<ul style="list-style-type: none"> - Respecting religious heritage, more so in a sensitive culture like Afghanistan. - Display of respect towards shrines, grave-yards & mosques etc. 	To be determined	At the site of respective SME.	During operations.	To be included in planning costs.	Enterprise Owners, Provincial / District Administration, Local Elders	MoCT, NEPA, NGOs
Protection & Maintenance	<ul style="list-style-type: none"> - Repair & maintenance of community mosques. - Fencing & protection measures for the local shrines & grave-yards. - Tree plantations, green belts & ornamental flowers etc. 	To be determined	At the site of respective SME.	During operations.	To be included in planning costs.	Enterprise Owners, Provincial / District Administration	MoCT, NEPA, NGOs

Environmental Issues & Components	Remedial Measure	Reference to Contract Document	Approximate Location	Timeframe	Mitigation Cost	Institutional Responsibility	
						Implementation	Supervision
	- Installation of introductory & guiding sign boards at places of public interests.					tion, Local Elders	
VI. SAFETY AND SECURITY							
Chance Findings of AXOs, UXOs or Landmines etc	Followings procedural drills are recommended: <ul style="list-style-type: none"> - Construction work may be stopped temporarily. - Occurrence may be reported to concerned authorities & their advice sought. - The site be surveyed & reconnoitered by an appropriate agency dealing with the matter. - Work may only be resumed once clearance has been obtained. - Constant vigilance may be maintained by informing & notifying all concerned. - Education & awareness to construction workers. - Restricted movements within the site & its adjacent vicinity. 	To be determined	At the site of respective SME.	During operations.	To be included in planning costs.	WEE-RDP, SIU, Enterprise Owners, Provincial / District Administration	Mol, Safeguards Implementation Unit, NGOs

Annex H: Framework for Grievance Redressal System for WEE-RDP

1. Introduction to WEE-RDP:

Afghanistan Rural Enterprise Development Program (AREDP) over the years while working for overall Enterprise development in five provinces, has consciously involved more women in its program. The program has facilitated women to build on their economic security through participation in Savings groups, Enterprise Development, Village Level Savings Groups (VSLAs), SMEs, etc. The fact that the overall women participation in AREDP program is about 58% on a weighted index, it talks volume on its intervention strategies and approach for women economic empowerment.

With the Government of Afghanistan's step towards strengthening WEE and thereby taking up WEE-NPP (Women Economic Empowerment – National Priority Program), which is much more inclusive and one of its pillar is WEE-RDP (Women Economic Empowerment-Rural Development Program), AREDP with its experiences and successes so far, looking forward to be more systemic in its approach and work in partnership at all levels of its intervention and strengthen the business service providers and institutions in general and those of Women focused in particular. AREDP while transitioning to WEE-RDP, would be more of a facilitating agency and involve Implementing Partners (IPs) & Facilitating Partners (FPs) who have been strengthened by Citizen Charter for overall growth of the rural economy.

WEE-RDP is designed to be a more women centric program and it would be scaled up to 34 provinces with better institutional alignment with WEE-NPP objectives. The new project intends to build on the overall experience of AREDP and would simultaneously leverage the institutional platform of CDCs established & nurtured under ongoing Citizen Charter program of MRRD. Under WEE-RDP, greater emphasis is being given to collaborating with non-governmental institutions, private sector entities, service providers and organizations and civil society organizations (CSOs) in implementation of project activities while fostering partnerships with both the public and private sector to leverage technical resources and access to finance. Synergies will also be built among potential government organizations (e.g. MoWA, MoLSAMD, MoCI, MAIL etc.) and non-government and civil society organizations. The project will follow a demand-driven/market-led approach to establish market linkages at the national, provincial and local levels and special emphasis will be given to identify & support women centric sub-sectors. Women led enterprises and its further aggregation to higher level institutions will be promoted under WEE-RDP.

The three Program components are:

COMPONENT-1: Community Based Institution Development:

The objective of the component is to build sustainable community institutions through social and economic mobilization. The project will heavily draw on the mobilization efforts undertaken by Citizens' Charter program of MRRD and leverage the network of facilitating partners working with the program.

Component - 2: Building Access to Finance and Linkages with Financial Institutions:

The component will facilitate empowering of both community institutions i.e. SGs/VSLAs and its members to develop direct linkages with financial service providers including MFIs and commercial banks. The component will support activities under both the demand side as well as the supply side of building access & linkages with financial institutions.

COMPONENT-3: Providing Technical Assistance and Improved access to Markets:

The first two components of the project are universal and all households mobilized under the network of Savings Groups would benefit from the above mentioned two components. A sub-set of households having growth potential and who are part of either economic clusters or value chains would be specifically supported with improved access to market and requisite technical assistance under this component. The component will enable the project to work with various technical partners and promote public-private community partnerships towards improving the supply of key support services for market led production systems and greater economic opportunities. The component will support:

COMPONENT 4: Project Management and Knowledge Management (including implementation arrangements):

Under this Component, the project will finance salaries of project staff, consultancies, training programs, office equipment, and incremental operational costs of set up under MRRD and provincial units. The component will also support project coordination, implementation, monitoring at the national, regional and provincial levels, learning and evaluation systems, Management Information System, financial management, procurement, human resource management, knowledge management and communication systems as well as environmental and social safeguards management, and running of the grievance redress mechanism. The project will leverage the existing institutional infrastructure available in the CC program at the MRRD level for various project management activities including procurement, financial management and possibly third-party monitoring. This component will also support overall oversight, guidance, mentoring, field implementation support, coordination with various line ministries as well as core administrative and HR functions. Other areas of support under the component include:

- Technical assistance to inform implementation and policy development, and capacity building of some of the MRRD directorate/cell/units to mainstream and ensure long term adequate staffing as part of exit strategy.
- Partnership arrangements with some of the projects in India/Pakistan e.g. JEEVIKA, Bihar in India or PPAF, Pakistan for overall technical assistance and implementation guidance;
- Overall training and capacity building of staff/community professionals; identification, development and deployment of CRPs; organizing study tours and field learning trips; exchange of knowledge etc. could be also supported as part of this component.
- Monitoring and evaluation (M&E), MIS; Procurement and financial management, communication & knowledge management functions.

Grievances handling will be a crucial mechanism to ensure that individuals and groups within communities have the means to raise issues of unfair allocation and distribution of development funds and resources and elite capture, as well as issues around financial management and procurement processes in the use of community fund. The Grievances Handling Mechanisms outlined below are to ensure that the program's beneficiaries and communities can raise their voices.

WEE-RDP has established Grievance Redress Mechanism which is a part of the machinery of any administration in order for developing the transparency and better working environment and reducing of the corruption, improving service delivery and enhancing overall project effectiveness in government programs. In order to be effective, WEE-RDP has designed different channels for receiving grievance e.g.: telephone numbers, e-mail address, complaint box, online complaint registration on the websites, direct form for the complaint registration, through each of these channels complaint can be registered and received to the WEE-RDP/Safeguard Implementation Unit (SIU), also SIU developed guide-line for the formulation of the Grievance Redressal Committee(GRC) based on the provinces where the grievances could be registered within the particular provinces) and it has fixed service standards for grievance resolution; prompt and clear and strong reviewing procedures and monitoring systems are in place; and an effective and timely grievance response system to inform complainants of the action taken.

2. Legal Regulatory of GRM:

Proper attention to any complaints and concerns raised by the citizens is an essential aspect of an accountable and responsive government. This Grievance Handling Mechanism (GHM) developed for the WEE-RDP is based on the rights enshrined in Article 50 of the Constitution of Afghanistan.

Article 50:

The state shall adopt necessary measures to create a healthy administration and realize reforms in the administrative system of the country. The administration shall perform its duties with complete neutrality and in compliance with the provisions of the laws. The citizens of Afghanistan shall have the right of access to information from state departments in accordance with the provisions of the law. This right shall have no limit except when harming rights of others as well as public security. The citizens of Afghanistan shall be recruited by the state on the basis of ability, without any discrimination, according to the provisions of the law.

Article Seventy-Five (3):

The Government shall have the following duties: maintain public law and order and eliminate every kind of administrative corruption.

3. Objective of the Grievance Redressal System at WEE-RDP:

Effective grievance redressal would give an opportunity to WEE-RDP to implement a set of specific measures to ensure quality field operations and accountability, by improving the effectiveness of the program activities, increasing transparency and getting proper feedback from the beneficiaries and rural population. It includes measures to:

- Ensure effective implementation of the WEE-RDP elements directly relevant to improving field operations, transparency and accountability,
- Enable beneficiary and general public to receive and provide information about the program operations and performance
- Enable program staff at village level and program beneficiary to give feedback on programmatic issues.
- Improve quality of work that SMEs, EGs and SGs provide to its beneficiaries.
- To provide a formal grievance redressal mechanism for clients
- To ensure that clients are protected against fraud, deception or unethical practices
- To handle/resolve complaints speedily and efficiently
- To consistently assess the impact of services in order to serve clients better

It is essential that grievances of the clients are given due importance and quick action is taken to resolve the complaint of the grieved person. To provide efficient and enhanced services to the client, WEE-RDP has a mechanism in place to address the grievances of its clients relating to any official or service issues made directly or through the GRC. WEE-RDP has designated various channels where a client can lodge his complaint relating to any official issue availed by him/her. These channels have been informed to the clients through website, flayer and several other channels.

The following process and guidelines are laid down by WEE-RDP for proper and responsible handling of all complaints and for ensuring efficient and effective complaints resolution.

The current GRM is aligned with CCAP GRM system based on several meeting and discussion on integration of both program's GRM. The actual integration of both program GRM will take place as per MRRD Change Management process.

4. Grievance Redress System:

Every organization must evolve a system for redressal of public grievances arising from its work. No organization can claim to be accountable, responsible and citizen friendly unless it has established an efficient and effective grievance handling and redressal system. In fact, the Grievances Redressal Mechanism of an organization is the gauge to measure its efficiency and effectiveness, as it provides important feedback on the functions discharged by the organization. It helps the organization to deliver quality service to the public and other stakeholders in a transparent and accountable manner.

The program will allocate specific capacity building provisions for Safeguards Unit at MRRD Headquarter and responsible staff at field level, throughout the project lifecycle. In order to build the capacity of the relevant staff to effectively implement this ESMF, further progress shall be made on the work already undertaken under WEE-RDP and also all ESS training materials will be available into Pashto and Dari languages in order to increase its readability by the target audience at various levels.

It is also proposed to nominate ESS officers at the community level. As part of the capacity building efforts, exposure visits abroad could also be organized in order to learn and benefit from the experiences and achievements made by other programs.

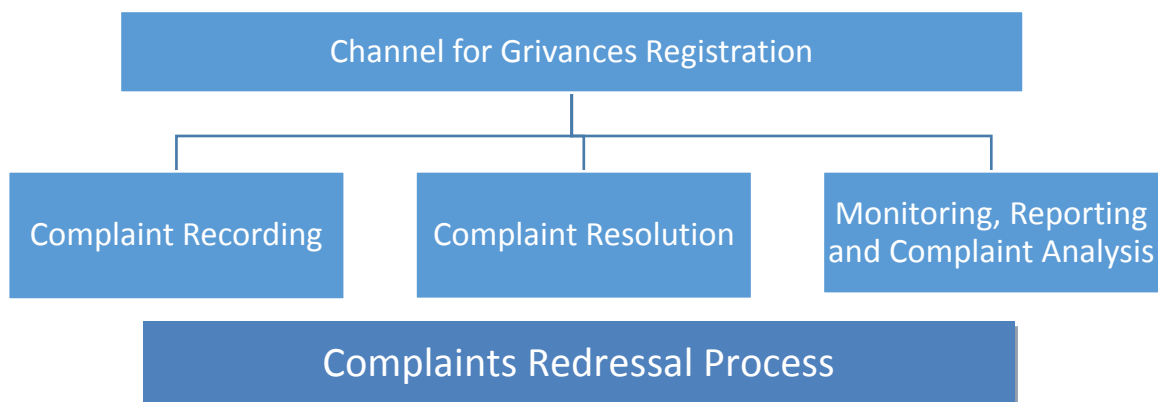
The GRM for WEE-RDP key principles as follows:

The SIU will be overall the grievance handling focal point who would be responsible for implementation of GRM system

- **Accessibility:** Easily accessible to persons who wish to submit a grievance, complaint, or concern and with assistance provided to persons who face barriers such as language, literacy, awareness, cost, or fear of reprisal
- **Predictability:** A clear procedure with time frames establishing for each stage and clarity on the types of results that can and cannot be delivered
- **Fairness:** Processes that are widely perceived as fair, especially in terms of access to information and opportunities for meaningful participation in the final decision
- **Rights compatibility:** Consistent with applicable national and international standards and without restriction of access to other redress mechanisms
- **Transparency:** Transparent processes and outcomes that meet the public interest concerns at stake
- **Capacity:** Implemented with adequate technical, human, and financial resources
- **Feedback:** Serves as a means to channel citizen feedback to improve project outcomes for the people

5. Model Framework for WEE-RDP Grievance Redressal System:

The model framework for grievance redressal system has been designed based on many literature reviews of different systems in different organizations. It contains the main components of the grievance redressal system.



Feedback

6. WEE-RDP Complaints Registration Channels:

Various channels can be used for receiving grievances from different category of stakeholders. The following are different avenues for getting and registering grievance from users, beneficiaries, SMEs, SGs, EGs, VSLAs, WEE-RDP staff at different level, community, CDCs, Media ...and etc.

6.1 Phone:

Telephone numbers would be the most suitable channel to get grievance from rural and illiterate people. AREDP has already established this channel for getting complaints from rural communities. Most of the rural people have familiarity with this channel.

The following two numbers will be available during office time from 7:30am till 4:30 (except Thursdays and Fridays). Where anyone could register his/her complaint / grievance through them.

1. 0093(0)75 21 22 880
2. 0093(0)75 21 22 881

6.2 Walk in:

Anyone can come to WEE-RDP provincial or district office and register any grievance/complaint. As there are two especial forms for this purpose and anyone can come to WEE-RDP at PMO, Regional and district levels and register any grievance/complaint. The first form will be filled up by the complaint registration officer by receiving the grievance/complaints and the second form will be filled up by the complainant by his approaches to the concerned department.

6.3 Website:

A portion in the website is allocated for grievance registration where anyone can log in and register his/her complaint. This channel can be used for very limited people because internet facility and computer literacy is very limited in Afghanistan. It would be very useful for HR related complaints. Through the WEE-RDP-MRRD site it's reachable to everyone, The following E-mail address portioned for the complaint purpose.

complaints.aredp@mrrd.gov.af

6.4 WEE-RDP Complaint boxes:

The preference for a particular channel depends on its accessibility, effectiveness and trustworthiness. It is therefore important to broaden the access to the beneficiaries.

7. Complaint Registration Process:

The complaint redressal process can be divided further into below sub processes:

1. Complaint Recording
2. Complaint Resolution
3. Monitoring, reporting and Complaints Analysis

7.1 Complaint/Grievance Recording:

This would be the first step in the grievance redressal system. Through a particular channel the grievance would be recorded. Complaint recording should be done in a manner that it captures all the relevant details of the complaint which helps not only in the complaint redressal but also facilitates monitoring and periodic grievance analysis.

The complaints recorded should have the following information provided by complainant:

- Province
- District
- Village
- Details of the grievance

The complaints recorded should have the following information provided by complaint registration officer:

- Grievance ID
- Grievance main and sub category: WEE-RDP would categorize all the possible types and categories of possible grievances.

After capturing the information about a particular complaint on a hard copy (a standard format for complaint registration), it should be entered into a computerized grievance system. The system should have the following features for grievance processing.

The system should analyze whether the new entered complaint is new or repeated so that it could find the proper solution for the particular complaint. Complaints received should be assigned a number that will help the complainant track progress in the database. At a minimum, the database should track and report. On the following metrics:

- complaints received
- complaints resolved
- complaints that have gone to mediation
- complaints that is pending

If an issue is already being handled, for example by mediation body, or by GRC or the Inspection Panel then the issue should most seemingly be excluded from the grievance redress process in order to avoid duplication and confusion on the part of the complainant.

Given the grievance sub category and location, the system should automatically route/assign the complaint to the concerned department/unit that shall be responsible for the resolution of the given grievance. Entire directory of the WEE-RDP offices and units should be fed into the system, based on which the system Officer should identify and route a grievance to a specific officer.

After the complaint is recorded in the computer system, acknowledgement should be given to the complainant with the following information:

- Grievance registration number
- Complaint lodging time and date
- Estimated resolution time
- Name of concerned officer

For online complaints, complainant should be given the acknowledgement slip on the screen and will be given an option for printing as well. The complainants who get their complaints lodged over toll free phone number should be communicated all the information by the call executive. And the complainant who physically go and get their complaints lodged should be given the acknowledgement slip by official handling the complaint desk.

The above complain recording mechanism will apply on all the channel of complaint recording.

7.2 Complaint resolution:

Complaint resolution process should be systematic and structured. By structure we mean that regular monitoring and review of complaints should be conducted to identify complaint trends and opportunities for improvement. When information on complaints associated with a division is captured, classified and analyzed, systemic and recurring problems can be more easily identified and rectified, and opportunities for operational and customer service improvement may reveal themselves. Each division will be responsible for the safekeeping and management of all complaint records (e.g., complaints log, investigation reports, written interview notes, copies of policy documents, etc.). Complaint reporting and tracking guidelines are as follows:

7.2.1 Tracking and resolution:

Each division should develop a form that records complaints data for analysis purposes (template to follow). The form should include:

- Tracking number

- Date complaints received
- Name and contact information of complainant
- Contact channel (e.g., in person, phone, etc.)
- Complaint summary
- Complaint type
- Complaint Owner name, division, program area, and contact info
- Investigation notes
- Outcome
- Target date for resolution

7.2.2 Complaints log:

Each division should develop a database to record complaints data for analysis purposes. Categories should include:

- Date complaints received
- Unique tracking number
- Contact channel
- Complaint summary
- Complaint type
- Stage of complaint
- Name, Role, and Program Area of Complaint Recipient
- Name, Role, and Program area of Complaint Owner
- Summary of Outcome
- Date Resolved

7.2.3 Reporting:

Periodic reports should include (note: procedures and templates for reporting to follow and it reflects SIU Monthly, Quarterly and annual reports):

- Total Number of Complaints
- Size of current complaint backlog
- Percentage of complaints handled within agreed response times (service standards)
- The type and number of complaints received
- The type and volume of escalated complaints

After the complaint is recorded, the local grievances redress committee (GRC) consisting of WEE-RDP responsible staff and representatives from other stakeholders discuss the problem and find solution. If it is not under their control then it should be forwarded to concerned department with their initial comments without any time lag to ensure speedy resolution of complaints. And official should be able to see all the complaints that have been allocated to him. Such GRC should be established in all WEE-RDP offices at different level to resolve the grievances of the complainants within the local if the griever deemed as not satisfied to provided reasons then it should be forwarded to the concerned department for reconsideration.

The complaints details should be sent to the concerned official automatically through the intranet system as soon as the complaint is submitted. An email should be sent to his email address to remind him about the complaints. The official should be able to access all the complaints using his unique ID and password. The officer can then reassign the complaint to his subordinate/field staff.

At any point of time after the complaint is registered, its status can be any one of the three options, namely:

Note: for detail complaints registration logbook format, please refer to end document.

7.2.4 Pending complaints:

There are many types of complaints arise within an organization

Typically reasons for making complaints include:

- Violation of management's responsibility such as poor working conditions,
- Violation of Organization's rules and practices.
- delay in providing the services and goods
- lack of communication or rudeness or official language concern
- processing delays, denial of information
- delay in providing on time salary
- delay in providing the grants
- delay on formation of VSLA
- late recruitment of the staff
- delay in providing training
- Anyone who feels that the complaint registered was not properly handled by WEE-RDP safeguard unite/GRC may ask the court to investigate the issue. Based on contract/agreement with WEE-RDP or beneficiaries .which will happen in rare cases

In case a complaint requires much longer time to resolve or there are some approvals required from higher authorities, then official himself can update the status as Pending. There should be an option of writing remarks made by official so that senior official can easily understand the reason for complaint being not taken up and what interventions are required to resolve the issue. If the original manager or supervisor failed to resolve the employee's concern, the level of involvement becomes elevated and more formal. The complainant should have the option to go court when the GRC fails to solve his/her complaint.

7.2.5 Closed Complaints:

The concerned official should not have option to close the complaint by himself to avoid any misreporting of information for his benefit in terms of either lesser complaints to handle or a better performance appraisal. But when after the GRC acknowledged and resolved the complaint As soon as the complaint is resolved, the status of the complaint should automatically change to closed.

7.2.6 In Process complaints:

All the complaints that are not closed and resolved will be indicated by the system as "In process"

7.2.7 Central Grievance Committee (CGC):

There will be Central Grievances Committee (CGC) under WEE-RDP Management Committee (WEE-RDPCMC) that will handle only those complaints that cannot be solved at the lower levels. There will be a Complaint Box at the MRRD Compound. The WEE-RDP SIU Manager should check the box in daily basis.

The Grievance Redressal Committee (GRC) shall comprise of:

- Deputy Director of Program
- ESS Manager
- Representative of Community Based Institution Development Component
- Representative of Building Access to Finance Component
- Representative of Providing Technical Assistance and Improved access to Markets component
- Grievance Handling Officers
- Representative M&E Unit
- Representative MIS Unit

CGC ToR:

At the WEE-RDP Grievance Handling Unit Level:

- To receive the incoming grievances.
- To categorize all incoming grievances.
- To analyze the grievances to identify the complainant and the nature of the grievances.
- To register the incoming grievances into the data base and feed the result back to complainants.
- To arrange meeting with all CGGC members in Quarterly basis.
- To prepare agenda points, venue and time of the meeting.
- To Present the summary of the grievances to the CGC chairperson for discussion.
- Referring grievances to the related entities' focal point at the central level.
- The entity focal point has the responsibility to follow the grievance up and feed back to the CGGC.
- The feedback result to be shared with the complainants.

7.2.8 Regional Grievance Redressal Committee:

The Grievance Redressal Committee (GRC) shall comprise of:

- Regional Manager
- The Regional senior CED Officer

- One of ESS officer
- One – one person from each component at regional offices;
- Regional M&E officer
- Regional Provincial MIS officer

The Regional Manager In charge of Grievance at the corporate office shall be the competent authority to constitute/establish the GRC. Every regional offices will have a focal point in order for better communication and healthier work process, the focal point would be responsible for close communication, reporting any issue raised within the communities with main office.

Focal point will be the reference of the committee,

7.2.9 Objectives of the grievance redressal committee:

The GRC shall take into consideration the following cases:

- Regular monitoring and review of complaints should be conducted to identify complaint trends and opportunities for improvement.
- When captured complaints with a division should be classified and analyzed, and act accordingly.
- The GRC will be responsible for the safekeeping and management and confidentiality of all complaint records
- When the complaints concerns to any member of the committee, he should not have option to close the complaint by himself to avoid any misreporting of information for his own benefit.
- Where the complainant, not being satisfied with the provincial GRC decision, approaches the concerned department for reconsideration
- Where there is no Unanimity among the members of the PRC on any Grievance
- The GRC should develop a database to record complaints data for analysis purposes.
- Providing of Periodic reports to the PMO (monthly)
- To maintain highest standards of integrity and transparency in their committee
- Exclude the repeated Grievances.
- The member of the committee should assign the authority among themselves

The policy expects that Grievance Redressal be time bound and result oriented. Every Grievance is expected to be resolved according to the nature of the complaint but the deadline that has been given for the resolution of the grievance is fifteen days.

The decision of the Committee shall be by consensus. If there is no unanimity on the decision, the Committee members shall record their assenting and dissenting views on the Grievance and escalate the Grievance to Regional Redressal COMMITTEE.

The head of committee shall monitor status and progress of Grievance Redressal and the provincial Grievance Cells shall provide quarterly report on Grievance Redressal position for submission to the board/ PMO.

The GRC shall be convened at least once in a month, unless there are no Grievances coming under consideration.

7.2.10 District Grievances Committee (DGC):

There will be District Government Grievances Committee (DGCC) under District WEE-RDP Management Committee that will handle the complaints at the District level. The members of the DGC will be the focal points from related organizations at the district level, chaired by the District coordinator. There will be a Complaint Box at the district level. The DGC members should check the box in daily basis.

DGC's ToR:

- To receive the incoming grievances.
- To categorize all incoming grievances.
- To analyze the grievances to identify the complainant and the nature of the grievances.
- To register the incoming grievances into the data base.
- Referring the registered grievances to the related entities' focal point for DGC at the district level.
- The entity focal point has the responsibility to follow the grievances up and feed back to the DGC.
- The result should be feedback to complainant and be registered in data base by DGC.

7.3 Monitoring, Reporting and complaint analysis:

Monitoring complaints at all stages of grievance redressal is essential to bring in accountability in the operations of WEE-RDP. It also helps in measuring the performance of employees with respect to complaint redressal. Monitoring of complaints should be done at various levels like at each stage of the complaint.

7.4 Monitoring "In process" complaints:

WEE-RDP should nominate a complaints monitoring authority that will be responsible to monitor the grievance on regular basis. The grievance database system would automatically show those grievance which are in process and the stipulated time is over and yet no action is taken. Monitoring authority will report to executive office and the relevant office to take actions and follow up on the pending grievances.

7.5 Reporting:

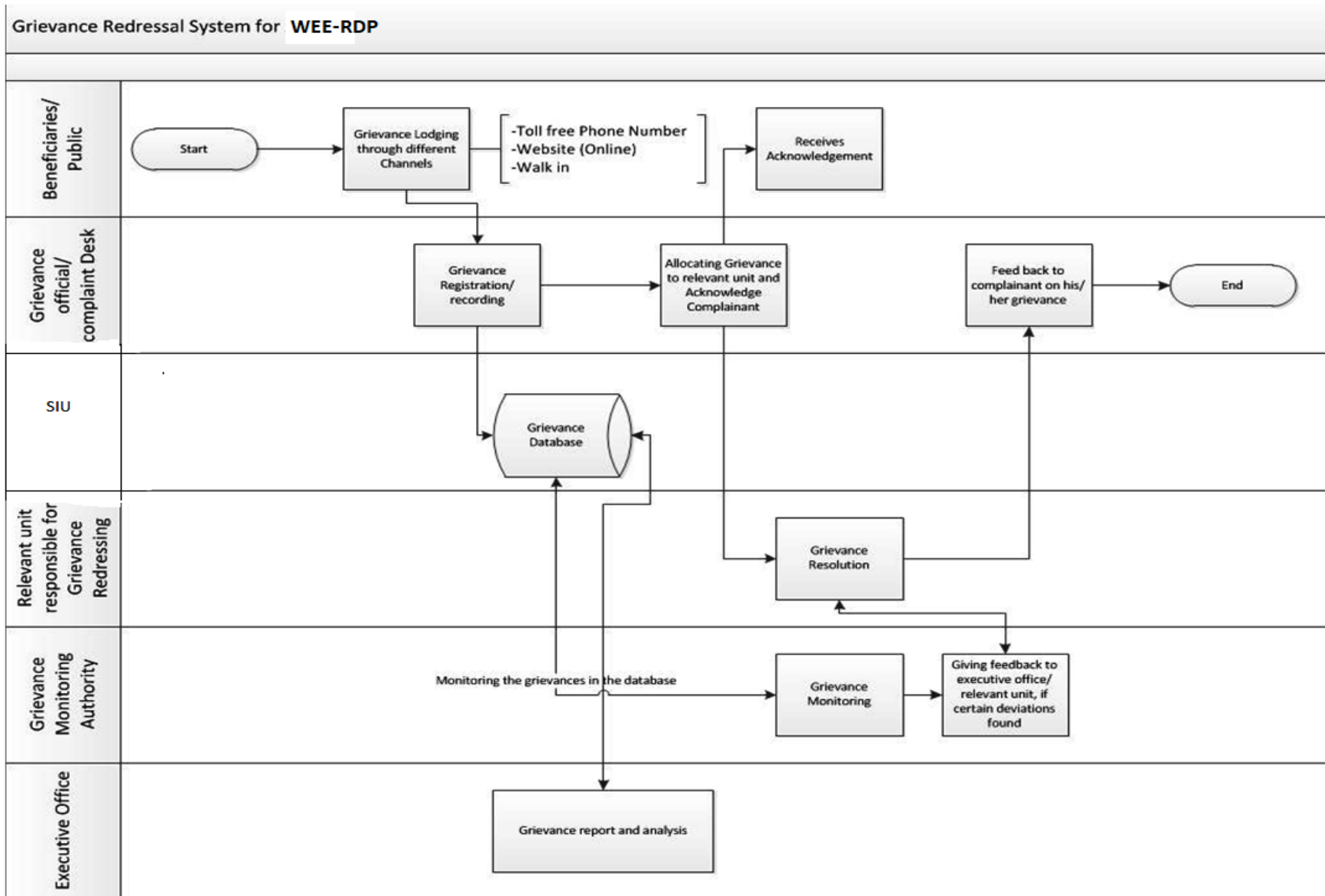
System should have inbuilt reporting system, such that various reports can be generated for complaints analysis in the form of tabular and pie chart formats. It should be able to generate reports on the number of complaints registered, department wise complaints, complaints allocated to different units and officers, gender, subject, region, complaints resolved in stipulated time period, unresolved and pending complaints and many more. Summary of report on GRM will be reflected in regular WEE-RDP reporting period for information of all stakeholders.

7.6 Complaint analysis:

Based on the system-generated reports, regular complaint analysis should be undertaken to identify trends in complaint based on various parameters. Comprehensive complaint analysis would help WEE-RDP in identifying the weak areas of operations, recurring of particular complaints in a particular area (province or district) where more focused attention can be allocated and many other aspects.

8. Feedback

Feedback to and from the complainant should be there in any system which can really improve the system. Feedback on the resolution of the grievance of any complainant would satisfy him/her and would be willing to return his/her feedback about the system which would help to let WEE-RDP know if the system is performing efficiently and is able to deliver what is expected. Feedback from the beneficiaries will also help in letting WEE-RDP know the changing needs and expectations of beneficiaries in order to provide them quality support.



Annex I: Grievance Redressal Committee Establishment Guideline at Regional level

Grievance Redressal Committee Establishment Guideline

1. Introduction:

Every organization must evolve a system for redressal of public grievances arising from its work. No organization can claim to be accountable, responsible and citizen friendly unless it has established an efficient and effective grievance handling and redressal system. In fact, the grievances redressal mechanism of an organization is the gauge to measure its efficiency and effectiveness, as it provides important feedback on the functions discharged by the organization. It helps the organization to deliver quality service to the public and other stakeholders in a transparent and accountable manner.

The grievances are received at various points in the WEE-RDP through Safeguards Implementation Unit (SIU). There are primarily two designated nodal interventions in the WEE-RDP handling the grievances redressal system as follows:

- Complaints Registration Office/ SIU/ WEE-RDP at PMO level
- Provincial Grievance redress committee GRC at PO level

2. Objectives:

Effective grievance redressal would give an opportunity to WEE-RDP to implement a set of specific measures to ensure quality field operations and accountability, by improving the effectiveness of the program activities, increasing transparency and getting proper feedback from the beneficiaries and rural population. It includes measures to:

- Ensure effective implementation of the WEE-RDP elements directly relevant to improving field operations, transparency and accountability,
- Enable beneficiary and general public to receive and provide information about the program operations and performance
- Enable program staff at village level and program beneficiary to give feedback on programmatic issues.
- Improve quality of work that SMEs, EGs and SGs provide to its beneficiaries.
- To ensure that clients are protected against fraud, deception or unethical practices
- To handle/resolve complaints speedily and efficiently
- To consistently assess the impact of services in order to serve clients better
- To ensure the meaningful review of the performance of grievance redress machinery of the WEE-RDP.

3. Channels of the Grievance Redressal System:

Various channels can be used for receiving grievances from different category of stakeholders. The following are different avenues for getting and registering grievance from users, beneficiaries, SMEs, SGs, EGs, VSLAs, WEE-RDP staff at different level, community, CDCs, Media, and etc. The preference for

a particular channel depends on its accessibility, effectiveness and trustworthiness. It is therefore important to broaden the access to the beneficiaries.

The following channels are the main ways to operate and receive complaints:

- **Phone number:**

The following two numbers available during office time from **7:30am till 4:30 (except Thursdays and Fridays)**. Where anyone can register his/her complaint / grievance

- a. **0093(0)75 21 22 880**
- b. **0093(0)75 21 22 881**

- **E – Mail adders:**

The seiner management of program has provided the following e-mail address for the complaint registration purpose where the complainant can send his/her complaint/grievance.

- complaints.aredp@mrrd.gov.af

- **Walk in:**

There are two especial forms for this purpose and anyone can come to WEE-RDP at PMO, provincial or district level and register any grievance/complaint. The first form will be filled up by the complaint registration officer by receiving the grievance/complaints and the second form will be filled up by the complainant by his approaches to the concerned department.

Note: There will be Complaints Box in each office for receiving complaint purpose.

4. Regional Grievance Redressal Committee:

The Grievance Redressal Committee (GRC) shall comprise of:

- The Regional Manager
- The Provincial senior CED Officer
- One of Regional office Environmental and Social Safeguard officer
- Regional CIBD offices,
- Regional CIBD offices A2F officer
- Regional TA offices
- Regional MIS officer
- Regional M&E offices

The Regional Manager will be in charge of Grievance and shall be the competent authority to constitute/establish the GRC.

The GRC shall take into consideration the following cases:

- Regular monitoring and review of complaints should be conducted to identify complaint trends and opportunities for improvement.

- When captured complaints with a division should be classified and analysed, and act accordingly.
 - The GRC will be responsible for the safekeeping and management and confidentiality of all complaint records
 - When the complaints concerns to any member of the committee, he should not have option to close the complaint by himself to avoid any misreporting of information for his own benefit.
 - Where the complainant, not being satisfied with the provincial GRC decision, approaches the concerned department for reconsideration
 - Where there is no Unanimity among the members of the PRC on any Grievance
 - The GRC should develop a database to record complaints data for analysis purposes.
 - Providing of Periodic reports to the PMO (monthly)
 - To maintain highest standards of integrity and transparency in their committee
 - Exclude the repeated Grievances.
 - The member of the committee should assign the authority among themselves
- The policy expects that Grievance Redressal be time bound and result oriented. Every Grievance is expected to be resolved according to the nature of the complaint.

The decision of the Committee shall be by consensus. If there is no unanimity on the decision, the Committee members shall record their assenting and dissenting views on the Grievance and escalate the Grievance to Regional Redressal COMMITTEE.

The head of committee shall monitor status and progress of Grievance Redressal and the Regional Grievance Cells shall provide monthly report on Grievance Redressal position for submission to the board/ PMO.

Note: Since CCAP have already has the Grievance Redressal Committee (GRC) at district level in order to handling the complaints related to WEE-RDP, the WEE-RDP District Coordinator should be a member of CCAP Grievance Redressal Committee (GRC).

Format of Compliants Registration Logbook



د کليو د پياوړتيا او پراختيا وزارت
 وزارت احيا و انکشاف د مات

د افغانستان اسلامي جمهوريت
 جمهوري اسلامي افغانستان



**Islamic Republic of Afghanistan
 Ministry of Rural Rehabilitation & Development**

**Woman Economic Empowerment – Rural Development Program (WEE-RDP)
 Safeguards Implementation Unit**

Complaints Registration Logbook

S.N	Registration Date	Name of Complainant	Designation	Address (Province, District, Village/CDCs)	Contact details	Complaint's Summary	Stage of Compliant	Remarks

.....
 ESS Manager

.....
 HO CBID

.....
 HO TA

.....
 Ho TA

.....
 Grievance Handling Officer

.....
 Grievance Handling Officer

.....
 M&E Officer

.....
 MIS Officer

.....
 Deputy Director of Program