



Republic of Liberia



Ministry of Agriculture Liberia:
Sustainable Urban and Peri-Urban Vegetable Gardens for Women Empowerment
Project

STAKEHOLDER ENGAGEMENT PLAN (SEP)

Draft Report
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Acronyms and Abbreviations

CSO	Civil Society Organization
EPA	Environmental Protection Agency
ESCP	Environmental and Social Commitment Plan
ESIA	Environmental and Social Impact Assessment
ESMF	Environmental and Social Management Framework
ESMP	Environmental and Social Management Plan
ESS	Environmental and Social Standard
FAO	Food and Agriculture Organization
GBV	Gender Based Violence
GoL	Government of Liberia
GRC	Grievance Redress Committee
GM	Grievance Mechanism
GRS	Grievance Redress Service
MFDP	Ministry of Finance and Development Planning (MFDP)
MIA	Ministry of Internal Affairs
MOA	Ministry of Agriculture
MGCSP	Ministry of Gender Children and Social Protection
MOH	Ministry of Health
NGOs	Non-Governmental Organizations
PAPs	Project Affected Person
RAP	Resettlement Action Plan
SUPUWEP	Sustainable Urban and Peri-Urban Vegetable Gardens for Women Empowerment Project
SEA	Sexual Exploitation and Abuse
SEP	Stakeholder Engagement Plan
SH	Sexual Harassment
WB	World Bank

Executive Summary

The Sustainable Urban and Peri-Urban Vegetable Gardens for Women and Youth Empowerment Project is a World Bank Funded project implemented by the Ministry of Agriculture. Targeting 7,000 smallholder farmers, primarily women and youth; the initiative focuses on six counties: Montserrado, Margibi, Bong, Nimba, Gbarpolu, and Rivercess.

Liberia continues to recover from the impacts of civil conflicts, economic instability, the Ebola epidemic, Covid-19 and fluctuating global commodity prices. Despite recent economic progress, poverty, food insecurity, and malnutrition persist. This project seeks to address these challenges by promoting sustainable vegetable farming, improving market access, and empowering women and youth through agricultural entrepreneurship. The project aims to improve livelihoods and strengthen the resilience of vulnerable urban and peri-urban households. Despite recent economic growth, poverty, hunger, and malnutrition remain high.

Introduction

Agriculture accounts for 35% of Liberia's GDP and more than half of poor Liberians rely on it for their livelihoods. The demand for vegetables is increasing as rising population in the urban area provides a lucrative business for vegetable farmers.

The vegetable sector holds great promise for improving nutrition, boosting incomes, increasing exports, and creating job opportunities for young people and women. Urban and peri-urban horticulture is especially promising, thanks to rising demand and easy access to markets. Still, the vegetable value chain faces several obstacles: (i) low productivity and high production risks, caused by poor irrigation, substandard inputs, climate challenges, and limited extension services; (ii) ongoing food safety and quality issues, such as misuse of pesticides, inadequate handling after harvest, and lack of certification; (iii) fragmented markets and logistical problems, which make it tough to reliably supply supermarkets, hotels, and export markets; (iv) institutional hurdles, including weak water management, inconsistent local regulations, and limited enforcement of standards; and (v) women and youth are often excluded, struggling with limited access to land, finance, and training. The challenges are exacerbated by climate change, which is evidenced through increased flooding, erratic rainfall patterns, and elevated temperatures. These factors contribute to diminished agricultural yields and greater susceptibility to adverse impacts.

Agricultural production remains the principal source of income for most Liberians, with over 70 percent of the population engaged in this sector. In 2019, agriculture accounted for 27.3 percent of real GDP, marking a decline from 38.8 percent in 2010. The sector also represented 43.3 percent of total employment, down from 57.4 percent in 1995. The predominant crops cultivated include cereals and staples, such as rice (64 percent) and cassava (60 percent), supplemented by various vegetables like peppers (50 percent), bitter balls (44 percent), okra, and green leaves (30 percent). Most farmers operate under rain-fed conditions, cultivating an average of 0.7 hectares and producing modest marketable surpluses.

Liberia has a predominantly young population, with almost 70 percent of its citizens below the age of 35. Majority of these youths who reside in urban and peri-urban areas, face challenges in securing employment opportunities. Peri-urban vegetable farming addresses these issues by providing job opportunities, raising household incomes, and improving nutrition, particularly by targeting malnutrition within these communities.

The six targeted counties have unique ecological attributes. Montserrado is characterized by coastal environments and urban landscapes. Margibi has fertile agricultural land and diverse ecosystems. Bong is covered by dense tropical rainforests. Nimba has mountainous terrains and rich biodiversity. Gbarpolu has extensive forests and river systems, and Rivercess is distinguished by riverine environments and lush forests. Additionally, it is easy to reach the capital, Monrovia, from all six counties during both the rainy and dry seasons.

The project has three Components: Component 1: Support for the Development of Modern Community Vegetable Gardens, Component 2: Support for Vegetable Farmer's Clustering, Market Access and Linkages and Component 3: Project Management and Administration, Monitoring and Evaluation, Knowledge Dissemination.

1) Purpose and Objectives

Overall Goal

This Stakeholder Engagement Plan (SEP) is designed to establish an effective platform for productive interaction with potentially affected parties and persons with interest in the implementation and outcomes of the **Sustainable Urban and Peri-Urban Vegetable Gardens for Women Empowerment Project (SUPERWEP)**.

The SEP will support ongoing, open, and inclusive communication with stakeholders during every stage of the project. This approach helps improve project design, encourages stakeholder ownership, reduces risks, and boosts the long-term success of outcomes.

Specific Objectives

1. Identify and analyze individuals and groups affected by or interested parties (including Persons With Disabilities [PWD], vulnerable and marginalized groups).
2. Disclose timely, accessible, and understandable information on project scope, benefits, risks, and mitigation measures.
3. Establish culturally appropriate, inclusive, and gender-responsive engagement, including information disclosure mechanisms.

4. Put in place an effective Grievance Mechanism (GM) with Gender Based Violence/Sexual Exploitation & Abuse/Sexual Harassment (GBV/SEA/SH) -sensitive pathways.
5. Monitor engagement, effectiveness, incorporate feedback into decision-making, and report back to stakeholders (“closing the loop”).

2) National and State Legal and Regulatory Framework for Citizen’s Engagement

This SEP considers the existing institutional and regulatory framework within the context of the National and State legal instruments as well as the safeguard compliance requirements of Environmental and Social Standard (ESS) of the World Bank.

The 1986 Constitution of Republic of Liberia acknowledges the right to information under Article 15(c) as a fundamental human right of all citizens. This right is best fulfilled when the public receives clear and effective information about government actions aimed at enhancing citizens' wellbeing.

The Freedom of Information (FOI) Act 2010 establishes the constitutional right to access information held by public institutions, within the parameters set forth in Chapter 4 of the Act. These exemptions are designed to safeguard the public interest in a democratic society. The Act aims to promote transparency and accountability in public affairs, and addresses related issues therein. Pursuant to the Act, state institutions are required to respect an individual's right to obtain information, subject to its provisions.

The Food and Agriculture Policy and Strategy [FAPS] (March 2005) of the Ministry of Agriculture prioritizes information dissemination and stakeholder consultations across the agriculture value chain. In the table below are the laws and policies and their relevance to the project.

Policy	Relevance to the Project
National Environmental Policy of Liberia	The necessity for formulating a national environmental policy is in recognition of the severe impact of man's activities on all components of the natural environment, especially the influences of population dynamics, high density urbanization, resource exploitation and further realization regarding the critical importance of restoring and maintaining environmental quality to the overall welfare and development of the people.

Environmental Protection and Management Law (EPML) 2002	The EPML, along with the Environmental Protection Agency Act (EPA Act) and the EPA Environmental and Social Impact Assessment Procedural Guidelines, ensures that stakeholders are involved at every stage of a project. This involvement allows their concerns and feedback to shape the design, planning, execution, and eventual decommissioning of projects. The law establishes opportunities for public hearings, enables aggrieved individuals to raise complaints, and invites comments and suggestions relating to any aspect of the project.
The Decent Work Act of Liberia (2015)	The Decent Work Act of 2015 is Liberia's primary labor law, outlining employment standards, minimum wage, health and safety, and fair pay. It protects workers' rights, encourages collective bargaining, requires written contracts, and prohibits discrimination. Employers must ensure safe conditions and provide worker compensation.
Land Rights Acts (2018)	Liberia's Land Rights Policy identifies Public, Government, Customary, Private Land, and Protected Areas. The policy clarifies government land transfers, including eminent domain. Customary Land receives equal protection to Private Land, enabling communities to define themselves, obtain deeds, organize legally, and strengthen governance. Project activities will be carried out according to the suitability of designated areas and land types, ensuring clear differentiation between various land categories and their intended uses. All procedures related to land policy, including acquisition and utilization for developmental purposes will comply with proper planning protocols and Environmental Impact Assessment requirements.
Land use Acquisition Regulations	Liberian land laws, set by the 1986 Constitution and The Revised Laws and Administrative Regulations for Governing the Hinterland (RLARGH) of 1949, grant ownership to the state. Tribes can farm and use land without deeds, with their rights protected as reserves. If tribes request, land may be divided into family holdings, and families receive deeds.
Law establishing Real Property Valuation (September 2020)	Provides interpretations for section 201(b) and section 204(b) 2 of the Revenue Code. Section 1.3.1 requires each taxable parcel of land to be inspected and valued at its current market worth. The Commissioner General records this assessed value, which is valid for five years after the valuation begins under relevant regulations.

2.1. The World Bank's Stakeholder Engagement Requirements

The World Bank's Environmental and Social Framework outlines its commitment to sustainable development through policy and standards. ESS 10 requires ongoing stakeholder consultation and information disclosure during projects, emphasizing transparent engagement as a key international practice.

2.2. Brief Summary of Stakeholder Engagement to be carried out during project preparation

The development of the SUPERWEP is shaped by early informal discussions with stakeholders from Montserrado, Margibi, Nimba, Bong, Gbarpolu, and Rivercess Counties. In these six counties, telephone meetings were held with chiefs, youth leaders, and elders from various agricultural backgrounds to ensure the project's goals matched stakeholder needs, identify risks in advance, and build community support for project operations.

Face-to-face stakeholder engagements will be held to identify issues early and avoid costly project delays. Early, structured engagement builds trust and transparency, increasing support and promoting sustainability across environmental, social, and economic aspects.

This Stakeholder Engagement Plan (SEP) will undergo periodic updates as needed throughout project implementation. Stakeholders will be kept informed on an ongoing basis regarding project progress, including updates on environmental and social performance as well as the execution of the SEP and grievance mechanism.

2.3. Stakeholder Identification and Analysis

2.3.1. Stakeholder Engagement Strategies

The Stakeholder Engagement Plan employs various methods suited to stakeholders' needs, using both traditional and modern communication channels to enable consistent dialogue and information exchange throughout the project.

- Community Sensitization Meetings: Holding face-to-face sessions in local areas to inform residents, address their questions, and promote stakeholder participation.
- Community Meetings: Hosting ongoing meetings that create spaces for discussion, exchanging ideas, and making joint decisions among stakeholders
- Websites: Operating online platforms that keep stakeholders updated on projects and offer channels for feedback.
- Print Media: Sharing news and updates through newspapers, flyers, or other printed materials, especially benefiting those in parts of the country with limited or no regular internet access.

- Information Center Boards: Placing information boards with messages in simple Liberian English and pictures/caricatures at key community spots to share important project details, schedules, and contact information.
- Newsletters: Sending out regular publications that recap progress, showcase activities, and encourage comments from stakeholders.
- Brochures and Fact Sheets: Distributing clear and succinct documents that describe the project's objectives, advantages, risks, and ways to manage them for greater awareness.
- Periodic Surveys/Citizen Engagement: Conducting surveys and engagement efforts to collect input, track satisfaction levels, and guide project changes using community feedback.

These strategies aim to support transparent communication and collaborative project implementation by engaging stakeholders inclusively and effectively. Grievance follow-up and actions will be monitored as part of the Sustainable Urban Peri-urban Vegetable Gardens for Women's Empowerment Project (SUPERWEP) with SEP activities managed under Component three: Project Coordination and Management.

2.3.2. Stakeholder Categories

- **Project-Affected Persons (PAPs):**
 - Peri-urban smallholder vegetable producers (women and men)
 - Youth vegetable producers and agripreneurs and producer groups
 - Land users and tenants on communal/peri-urban agricultural plots
 - Traders, aggregators, and market women associations
 - Agriculture intermediaries, farmhands/casual laborers,
 - Households near proposed facilities (markets, aggregation centers, warehouses, packhouses)
- **Other Interested Parties (OIPs):**
 - Input suppliers (seeds, irrigation kits, tools), micro-finance institutions (MFIs), buyers (retailers, supermarkets, food service)
 - Transport unions, market authorities
 - Local governments (Superintendents, City Corporations, Township Commissioners/Chiefs)
 - Line ministries and agencies: Ministry of Agriculture, Ministry of Commerce & Industry, EPA, Ministry of Gender, Children & Social Protection (MGCSP), Ministry of Health (food safety), Ministry of Internal Affairs (local governance), Ministry of Youth and Sports (Youths)

- Development partners (FAO, WFP), NGOs/CSOs, farmer federations, academia (University of Liberia [UL], Cuttington University and Community Colleges in the project implementation counties)
- Media (community radio, local press, blogs, vlogs)

Traditional authorities and community leaders (including Rural Women Structure, Federation of Liberian Youths and other women and youth leaders).

2.3.3. Stakeholder Interest–Influence Matrix (illustrative)

Stakeholder Group	Interest	Influence	Engagement Priority	Notes
Women vegetable farmers	Very high	Medium	High	Targeted support; address time, mobility, market access and childcare constraints
Youth vegetable producers and agripreneurs	Very high	Medium	High	Entrepreneurship, incubation, digital extension
Aggregators (middlemen)/marketers	High	Medium	High	Pricing, quality standards, logistics
Input suppliers & MSMEs	High	High	High	Co-investment, service delivery, sustainability
Superintendents, Commissioners, City corporations/market authorities	Medium	High	High	Land use, permits, market management
EPA & health/standards agencies	Medium	High	High	Compliance with environmental, food safety standards
Local households and other institutions (school, offices & religious institutions) near facilities	Medium	Low–Medium	Medium	Nuisance, Traffic, waste management concerns
Development partners/CSOs	Medium	Medium	Medium	Coordination, complementary financing

2.3.4 Vulnerable/Disadvantaged Groups

- Female-headed households/widows, adolescent/young mothers, survivors of GBV/SEA/SH
- Youth not in employment, education, or training (NEET)
- Land-insecure groups (tenants/informal users)
- Persons with disabilities (PWD)

- minorities or those with limited literacy
- Poor households with limited digital access

Inclusion Measures: time-convenient meetings; on-site childcare at consultations; women-only/youth-only focus groups; transport stipends; simplified materials (pictograms/audio); sign language or translation as needed; female and youth facilitators for GBV-sensitive topics.

2.4. Information Disclosure

Core topics to disclose:

- Project scope, components, eligibility, timelines, and geographic targeting
- Expected benefits, potential risks/impacts, and mitigation measures
- Selection criteria for beneficiaries and co-investment/grant windows
- Environmental and Social (E&S) instruments (ESMF, ESMPs, LMP, RPF/RAP if applicable)
- Sexual Exploitation and Abuse and Sexual Harassment (SEA/SH) identification, prevention and response
- GRM procedures and survivor-centered GBV referral pathways
- Anticipated risks and hazards associated with the projects and mitigation strategies.
- Procurement opportunities for local SMEs and service providers

Languages & Formats:

- English and simple Liberian English; translate key notices to common local languages used in target communities (e.g., Kpelle, Bassa, Mano, Gio) as relevant.
- Formats: flyers, infographics, community radio spots, short videos, social media, town hall boards, market noticeboards, MOA website, WhatsApp groups for producer clusters.

Channels:

- Community radio, producer associations, municipal markets, Religious Institutions, town criers, women's groups networks, youth hubs, agribusiness incubators, Facebook/WhatsApp.

Timing:

- Prior to consultations on design options; before construction/installation works; prior to any land use/access changes; throughout implementation with quarterly updates.

2.4.1 Engagement Methods and Plan

Principles: Inclusiveness, cultural appropriateness, proportionality, gender and youth responsiveness, transparency, and feedback integration.

2.4.2 Methods by Stakeholder Group (illustrative)

Stakeholder	Objective	Method	Frequency	Responsible
Women farmers	Needs, barriers, design inputs	Women-only FGDs; on-farm demos; participatory mapping	Quarterly in Year 1; semi-annual thereafter	PIU Social/Gender Specialist; MOA Gender
Youth producers and agripreneurs	Entrepreneurship pipeline	Pitch days; incubation clinics; digital surveys	Quarterly	PIU Private Sector/Youth Lead; incubators
Producer groups	Production/services design	Farmer field schools; cluster meetings; extension WhatsApp groups	Monthly in season	MoA Extension & PIU
Aggregators/marketers	Standards & logistics	Market roundtable discussions; participatory standard setting	Monthly	PIU Value Chain Lead; City Market Authorities
Input suppliers/MSMEs	Co-investment & O&M	B2B forums; supplier fairs; EOI calls	Semi-annual	PIU Private Sector Lead; Procurement
Local authorities	Siting/permits/traffic	Technical working groups; site visits	Monthly during sitting/construction	PIU Infra Lead; MOA/Project Engineers
Nearby households and institutions	Nuisance mitigation	Community meetings; door-to-door info; hotline	Before/during work & as needed	Contractor's CLO; PIU E&S team

Regulatory agencies	Compliance	Technical sessions; joint inspections	Per instrument; quarterly reviews	PIU E&S; EPA/Health reps
Development partners/CSOs	Coordination	Donor roundtables; joint missions	Quarterly	PIU Coordinator; MoA Dept of Planning & Development

Accessibility: Select venues that are safe and reachable (near markets/centers), schedule after-market hours or mid-morning; provide transport stipends if needed; ensure disability access.

2.4.3. Annual Engagement Calendar (Year 1 – indicative)

- **Quarter 1:** Project launch briefings; baseline consultations; GRM rollout; stakeholder mapping refresh
- **Quarter 2:** Design options workshops (irrigation, packhouses, siting); women/youth FGDs; PPP/buyer forums
- **Quarter 3:** Disclosure of E&S instruments; market standards co-creation; supplier fair; training calendars
- **Quarter 4:** Mid-year feedback survey; lessons workshop; next-year workplan consultations; public results update

3.0. Grievance Mechanism (GM)

Purpose: Provide accessible, transparent, and timely resolution of complaints related to the project, including Environmental and Social issues and service quality, with dedicated pathways for GBV/SEA/SH, and labor management issues.

Entry Points:

- Tollfree hotline/SMS/WhatsApp; suggestion boxes at farm gates, markets/centers, PIU; community liaison officers (CLOs); PIU office; contractor grievance desks; email/web form.

Process & Timelines:

1. **Intake & Acknowledgment** (within 3 working days)
2. days; complex cases may take longer with updates)
3. **Communication of Decision** (written/oral per complainant's choice)
4. **Assessment & Routing** (within 5 working days)
5. **Investigation/Resolution** (within 14 working days)
6. **Appeal** (escalation to PIU Coordinator/Steering Committee)

7. Closure & Satisfaction Check

8. Reporting (monthly dashboard; quarterly public summary with anonymized data)

GBV/SEA/SH Considerations:

- Confidential, survivor-centered handling; do **not** store personally identifying information (PII) without consent.
- Immediate referral to vetted service providers (health, psychosocial, legal, protection)
- GBV Action Plan (Current RETRAP Plan)
- Train GM staff and CLOs on survivor-centered approaches and ethical documentation.

Channels for Low Literacy Users: recorded voice options; community mediators; radio call-ins; in-person help.

3.1. Roles and Responsibilities

- **PIU Coordinator:** Oversight, resources, and reporting to the Steering Committee.
- **Stakeholder Engagement Lead (Social Specialist):** Designs and implements SEP; supervises CLOs; manages GRM.
- **Gender/GBV Specialist:** Ensures inclusion measures; manages GBV Action Plan and referrals.
- **EHS/Environmental Specialist:** E&S disclosures; supports compliance consultations.
- **Value Chain/Private Sector Lead:** B2B engagement, PPPs, buyer–supplier forums.
- **Extension/Field Teams:** Day-to-day engagement with producers; WhatsApp groups; FFS facilitation.
- **Contractors:** Maintain works-site GRM; community notices; traffic and nuisance communications.
- **City Corporations/Local Leaders:** Venue access, mobilization, co-chairing public meetings.
- **Media/Comms Specialist (if hired):** Materials design, radio, and social media campaigns.

3.2. Resources and Budget (Year 1)

Item	Unit	Qty	Unit Cost (USD)	Total (USD)
Community liaison officers	person-months	36		
Translation/interpretation (sign language interpretation)	lot	1		
Radio talk shows & jingles (Project counties)	months	12		
Printed materials/infographics	lot	1		
Women/youth FGDs (logistics, childcare)	events	36		

Stakeholder workshops/roundtables	events	12		
GRM system (hotline/WhatsApp)	lot	1		
Training (GBV, SEP, E&S for staff)	sessions	6		
Monitoring & surveys	lot	1		
Contingency (10%)				
Estimated Year 1 Total				

Costs will be incorporated during appraisal and integrated into the Project Management budget line.

3.3. Monitoring, Evaluation, and Reporting

Key Indicators (examples):

- Number of stakeholders engaged (sex/youth disaggregated)
- % of meetings held at times convenient to women and market actors
- Number of information products disseminated (by channel), and
- % of grievances resolved within timeline
- of GBV cases referred to services (no PII)
- Beneficiary satisfaction with engagement (≥75% satisfied)
- Evidence of “feedback-to-decision” (number of design changes informed by stakeholder input)

Data Collection: sign-in sheets with consent, short exit polls, SMS/IVR micro-surveys, GRM dashboard, facilitation notes.

Reporting: Monthly internal dashboards; quarterly public summaries (submit to the World Bank, post on MoA website, market boards, and radio).

3.4. Risk Management for Engagement

Risk	Likelihood/Impact	Mitigation
Stakeholder fatigue or low turnout	Medium/Medium	Coordinate calendars with market days; provide refreshments or transportation (where necessary); keep meetings short and practical

Misinformation/rumors	Medium/High	Rapid myth-busting via radio, community announcements and WhatsApp; use trusted local leaders and market associations leads.
Gender and social exclusion	Medium/High	Women-only/youth-only FGDs, childcare, safe venues, female facilitators, flexible times
Political capture or elite bias	Medium/High	Clear eligibility criteria, transparent disclosure, third-party oversight, random spot checks.
Land/tenure disputes	Low– Medium/High	Early consultations, participatory mapping, grievance referral to customary/local dispute mechanisms
GBV/SEA/SH risks	Low/High	GBV Action Plan, survivor-centered GRM pathway, staff training, codes of conduct
Security/health disruptions	Low/Medium	Contingency for virtual engagements; SMS options; compliance with public health guidance

3.5. Information Management and Data Protection

- Obtain consent for attendance and photos; limit Personally Identifiable Information (PII) collection.
- Store GM records securely with role-based access; anonymize in public reports.
- Follow survivor-centered protocols for any GBV disclosures.

3.6. Adaptive Management

- **Quarterly** learning reviews to adjust methods, venues, and messages based on participation/satisfaction data.
- Annual SEP update reflects implementation of lessons, geographic expansion, and stakeholder feedback.

3.7. Annexes (ready-to-use templates)

3.7.1. Stakeholder Consultation Log (Template)

- Date, location, stakeholder group, # participants (sex/age disaggregated), key issues raised, actions agreed, responsible person, follow-update.

3.7.2. Participant Sign-In & Consent Form (low-literacy friendly)

- Name (or mark), contact optional, consent checkboxes (hearing updates, photos, follow-ups).

3.7.3. GM Intake Form (Standard & GBV-Sensitive)

- Non-PII complaint number, channel, location, category, summary, assigned unit, timeline, status.

3.7.4. Meeting Agenda and Facilitation Guide

- Objectives, time plan (max 90 minutes), inclusion checklist, feedback capture method.

3.7.5. Disclosure Materials Checklist

- Flyer, infographic, radio script, Q&A sheet, WhatsApp text, local language versions, signposting to GM.

Immediate Next Steps

1. Identify Stakeholder **Engagement Lead (possibly Social Specialist)** and **2–3 Community Liaison Officers** (Monrovia, Gbarnga, Ganta).
2. Map producer clusters and market associations, validate vulnerable groups lists with local leaders.
3. Launch basic **project information sheet** and **GM** (hotline/WhatsApp and boxes at markets).
4. Schedule **Q1 consultations** (women/youth FGDs; buyer–supplier roundtables; site pre-consultations).
5. Prepare and disclose draft E&S instruments; integrate feedback and disclose.

4.0. Stakeholder Consultations

4.1 Summary of Project Stakeholders Needs and Methods, tools, and techniques for stakeholder engagement

A precautionary approach should be used during consultations to prevent communicable diseases like Ebola and COVID-19. The project will likewise maintain health precautions throughout its consultations by:

- Avoiding public gatherings per national guidelines.
- Holding small group sessions or online meetings if larger gatherings aren't permitted.
- Using diverse communication methods, including social media and online platforms.
- Employing traditional channels (TV, newspaper, radio, phone, mail) when online access is limited.
- Directly communicating with affected households via email, mail, phone, or local language messages as needed.
- Clearly specifying feedback channels for stakeholders.

Stakeholder engagement strategies address COVID-19 restrictions and use virtual tools extensively. These methods will be updated as conditions improve, as outlined in Table 5 below.

Proposed SUPUWEP Stakeholder Engagement Methods

Engagement Technique	Description and use	Target audience
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Websites	The Project PAD and PIM, as well as the ESMF, ESCP, and SEP, ESIA), Implementation progress and other relevant project documentation will be published on the official websites of MOA, and other relevant implementing agencies	All stakeholders
Media announcements	Advance announcements of commencement of major project activities, project Grievance Redress Mechanism, and other outreach needs of the project e.g. sensitization on beneficiary selection criteria and enrolment processes	All implementing actors at national, and county levels. Project-affected stakeholders and communities
Information Boards	Use of public notice boards in project communities for announcement of commencement and progress for major project activities. IEC materials on communicable diseases will also be displayed on these Boards.	Project-affected communities IA County Offices
Sensitization on beneficiary selection criteria and enrolment meetings	These meetings will be held at the community level whilst observing Ebola and COVID-19 social distancing protocols to orient potential beneficiaries on the project's eligibility criteria and planned activities. These community sensitization meetings and consultations will include discussions around potential environmental risks and impacts of project activities and proposed mitigation measures, as well as compliance with Ebola and COVID-19 protocols should the pandemic persist.	Project -affected communities
Community durbars/ public meetings	These interactive platforms will be used to convey general information on the Project to to a large group of stakeholders, especially communities e.g. project environmental and social risks and mitigation measures, grievance redress mechanisms available for affected and interested parties to submit complaints and to obtain information, make enquiries, or provide their views and feedback on the project; and to provide regular updates on implementation progress to county and national level stakeholders in order to build relationship with	Project-affected communities and any other stakeholders and interested parties County Actors

Engagement Technique	Description and use	Target audience
	the communities, especially with vulnerable people and to distribute non-technical information (as required). . These meetings will also be used to create more awareness and education on Ebola, COVID-19 protocols and compliance.	
Correspondence by phone/ email/ written letters	Distribute project information to government officials, organizations, agencies, and companies and invite stakeholders to meetings	Government officials, NGOs, CSOs, CBOs, trade associations, Development Partners
Printed media advertisement	This will be used to disseminate and disclose project documents intended for general readers and audience (e.g. ESMF,, ESCP, SEP, ESIA). Advertise project procurements, as applicable	General public
Distribution of printed public materials: Project information leaflets, brochures, fact sheets and other IEC materials	This will be used to convey general information on the Project and to provide regular updates on its progress to county and national stakeholders. IEC materials on Ebola and COVID-19 will be distributed to create more awareness about the global pandemic.	General public
Internet/ Digital Media	The official websites of MOA and related implementing agencies will be used to promote various information and updates on the overall Project, impact assessment and impact management process, procurement, as well as the Project's engagement activities with the public.	Project stakeholders and other interested parties that have access to the internet resources.
One-on-one interviews/meetings	This will be used to solicit views and opinions on project activities, challenges, solutions and impacts as appropriate whilst observing Ebola and Covid-19 social protocols. This is to enable stakeholders to speak freely about sensitive issues and build trust in the project.	Project beneficiaries and non-beneficiaries, other vulnerable individuals, CSOs, NGOs, DPs etc.

Workshops/ formal technical meetings	This channel will be used to: (i) Present project information to stakeholders; (ii) Allow stakeholders to provide their views and opinions; (iii) Design participatory exercises to facilitate group discussions, brainstorm issues, analyze information, and develop recommendations and strategies; and (iv)	Government, NGOs, CSOs, Private Sector organizations, Disability Associations
Engagement Technique	Description and use	Target audience
Meetings	Record and share results of recommendations and actions to be taken.	stakeholders
Focus group discussions	This will be used to present project information to stakeholders and to facilitate discussions and to obtain feedback on specific issues such as SEA/SH, disability inclusion, displaced persons resulting from natural disaster, that merit collective examination with various groups of stakeholders in order to build trust in the project.	Vulnerable groups
Surveys/ Independent evaluations	Surveys will be used to gather beneficiary opinions and views about project interventions. CSOs would also be engaged to support citizen feedback surveys and E&S audits for the project.	Project beneficiaries

4.3 Proposed Strategy for Information Disclosure and Engagement Method

Unlike traditional types of engagement – Communication and Consultation, Citizen Engagement is an interactive two-way process that encourages participation, exchange of ideas and flow of conversation. It reflects the willingness to share information and make citizens a partner in decision making. Active engagement gives the right to hold others accountable, and accountability is the process of engaging in participation. It seeks greater accountability from the service providers through increased dialogue, consultation and monitoring, and assessing performance externally and mutually.

The PIU of the Ministry of Agriculture will disclose the final draft of the Stakeholder Engagement Plan (SEP) on the project websites and World Bank portal and share with all the counties as well as the targeted project affected persons. The SEP will be disclosed and publicly accessible throughout the project implementation period. During implementation, all updated versions will also be re-posted on MOA website and the World Bank portal. The PIU will use various methods of engagement that will be used by the implementing agencies as part of their continuous interaction with the stakeholders. The method of engagement will be constantly reviewed for its appropriateness, outreach, and impact, as well as inclusivity.

Ensuring the participation of vulnerable individuals and groups in project consultations will require the implementation of tailored techniques. The vulnerable groups identified by the project include the rural population, people living with disabilities, single women, farmer women and disadvantaged youth in other context called *ZOGOs*. Attention will be given to the vulnerable groups to ensure that they are not denied project benefits. This will be done by focus group discussions, monitoring participation, undertaking beneficiary assessments, using online platforms to allow access to otherwise disadvantaged groups, and ensuring that at least more of participants are females knowing that there are more female vulnerable farmers in Liberia.

The table below summarizes the variety of methods that would be used for information disclosure to reach all key stakeholders. A summary description of the engagement methods and techniques that will be applied by project developer is provided below. The summary presents a variety of approaches to facilitate the processes of information provision, information feedback, as well as participation, and consultation.

Information Dissemination and Mode of Disclosure and Engagement for Consultation

Project Stage	Targeted Group	List of Information to be disclosed	Tools of Engagement, Modes of Disclosure	Frequency	Responsibility
Project Preparation	Government Agencies, Local Community, NGOs CBOs, International Partners, CSOs	Project Appraisal Document (PAD), E&S documents (SEP, ESMF, ESCP, GRM, LMP, Gender Action Plan, , ESIA, ESMP,)	Dissemination of Information on dedicated project website, distribution of hard copies with relevant agencies and at designated project locations Publication of disclosure notice once in 2 national daily newspapers with wider coverage	Information dissemination & sharing on need basis	PMU/MOA/ & Partners
Implementation and supervision Phase	Project beneficiary communities, project affected parties, public at large, vulnerable groups, public and community workers, farmers, project staff and implementing agencies, other government entities/ public authorities	Update on project design and implementation Awareness/sensitization of direct project beneficiaries about the Project interventions, selection criteria, awareness on agricultural policies and regulations	Community meetings with chiefs and town authority observing social distancing, Dissemination of hard copies of reports at designated public locations; Press releases in the local media; Information leaflets and brochures; audio-visual materials, focus group meetings	County level meetings, village level meetings, workshops should be initiated Bi-Annually	PMU/MOA/Partners World Bank

	Project beneficiary communities, project affected persons; neighboring communities; project and community workers, Public authorities; county & government authority (Land commissioners, Public works etc): civil society organizations, Religious Institutions/bodies, CSOs/NGOs and the general public	ESIA, ESMP, LMP, updated SEP, GRM procedures and SEA/SH prevention plan, workers code of conduct, regular updates on Project implementation.	Public notices; Electronic publications and press releases on the Project website & via social media; Publication of disclosure notice of E&S instruments once in at least 2 national daily newspapers with wider coverage; Distribution of hard copies to relevant institutions (e.g. community libraries) and publication of disclosure notices at public locations/notice boards in project communities; Consultation meetings, focus group meetings xxx Publication of disclosure notice once in 2 national daily newspapers with wider coverage	Mid and end of year consultative meetings with relevant stakeholders (e.g. district officials, project affected persons, community stakeholders), Workshops for capacity building to be conducted as needed.	Project Management Unit (PMU)/MOA
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	Local farmers neighboring communities, Towns Local NGOs, direct project Beneficiaries, Vulnerable people, Youth Group, Single women farmers, community workers, farmers, government entities	Relevant E&S Implementation of project documents especially ESMF, SEP, ESIA, GRM, Performance of subprojects, grants, awareness on SEA/SH, Environmental and Social Risk management performance reports, updates on project implementation	Public notices; publications and press releases on the Project website & via social media; Dissemination of hard copies at designated public locations; Press releases in the local media; Consultation meetings, separate focus group meetings with vulnerable groups, while making appropriate adjustments to consultation formats in order to take into account the need for social distancing Participatory & integrated Consultative meetings, workshops	Throughout the life cycle of the project implementation	(PMU)/MOA/
Project Completion Stage	All relevant Stakeholders	Achievement of project implementation affected project beneficiaries' awareness and participation, and information sharing.	Through media, consultative meeting, village meetings, counties meetings, press release	At the end of project implementation	PMU of Ministry of Agriculture

4.4. Proposed strategy to incorporate the views of vulnerable groups

As stated, the principle of inclusiveness will guide stakeholder engagements, particularly with respect to vulnerable individuals and groups. The project will make provisions to cater for communities in remote areas especially climate vulnerable (e.g. flood) areas, and persons with disabilities (e.g., limited physical abilities, vision, hearing, and speech impairment, etc.). In cases where vulnerable status may lead to people's reluctance or physical incapacity to participate in large-scale community meetings, the project will hold separate small group discussions with them at an easily accessible venue. This way, the project will reach out to groups who, under normal circumstances, may be insufficiently represented at general community gatherings. Some strategies to be adopted to reach out to these groups and to ensure inclusiveness include:

- Identifying vulnerable and marginalized groups, their location and leaders to reach-out to these groups
- Maintaining information flow through existing disability associations and maintaining a database of marginalized groups
- Including disability in the establishment of beneficiary selection and targeting criteria
- Ensuring easy and safe access to subproject sites and training venues
- Providing disability friendly training materials
- Ensuring SEA/SH codes of conduct and monitoring mechanisms are in place
- Engaging community leaders, CSOs and NGOs working with vulnerable groups
- Organizing face-to-face focus group discussions with these populations.

5.0 Resource and Responsibility for Implementing the Stakeholder Engagement Activities

Though the Project Management Unit (PMU) under the Ministry of Agriculture, the Rural Economic Transformation Project (RETRAP) will be charged with responsibility with the coordination and implementation of the SEP. The RETRAP Coordinator under the supervision of Ministry of Agriculture will coordinate the supervision of the SEP while the Social Development Officer of RETRAP will be responsible for its full implementation and report to the project coordinator for the World Bank. The Specialist will on a timely basis engage with stakeholders throughout the life cycle of the project.

5.1 Resources

RETRAP, MOA will oversee stakeholder engagement activities. The mitigation measures of the social and environmental impacts of project are included in the project budget. The budget for implementing activities under the SEP is US\$15,400 and will be funded under Project Component 3: Project management coordination. The table below presents the breakdown of the activities to be implemented:

Proposed Budget

Activities	Timing/Frequency	Cost Per Year	Total Budget per annual
Community sensitization meetings during targeting and enrolment in project activities	Throughout the life cycle of the project	Lump sum	USD 10,000.00
Establishment of GRM, Sensitization and Implementation	Two GRM meeting per County	100.00 per meeting/per County	USD 1,200.00
Sensitization of county implementation teams and other actors	Two meetings conducted per county	100.00 per County	USD 1,200.00
Knowledge management events	Throughout project duration	Lump sum	USD 1,000.00
Publication in media, newspapers, Social platform, disclosure of project documents such as (ESMF,SEP,ESCP, Gender Action Plan)	As required by the project	Lump sum	USD 2,000.00
Total			USD 15,400.00

5.2 Institutional Arrangement

RETRAP will be responsible for overall SEP implementation. The project will collaborate closely with other relevant ministries and their respective departments and agencies, for project activities. At the county level, the RETRAP field staff will coordinate project implementation with county-level agricultural offices to implement project activities.

6.0 Grievance Mechanism (GM)

This section describes avenues for PAPs to lodge a complaint or express a grievance against the project, its staff, or contractors. It also describes importance, procedures, roles, and responsibilities in grievance management process. To be effective, the GM shall utilize existing local administrative and community structures.

A grievance mechanism must be made available to parties who have grievances or are not satisfied with the selection process, have complaints relating to corruption, SEA/SH, and other interested parties. Complaints

and grievances also concern issues related to construction, safety and nuisances caused by construction. Grievances will be handled through proper investigation and negotiations aimed at achieving consensus.

6.1 Procedures in Grievance Redress

The RETRAP Social Development Specialist from MoA/PMU shall work with community leaders in the project area and use the existing Grievance Committees of RETRAP for grievances are addressed.

Project information will be introduced to existing GM information, and the project will use the toll-free number, email address, and the protocols used in reporting, investigating, and resolving conflicts.

- a) The affected person should file his/her grievance in writing, to the Local Leader. The grievance note should be signed and dated by the aggrieved person. Where the affected person is unable to write, s/he should obtain assistance to write the note and emboss the letter with his/her thumbprint.
- b) The Local Leader should respond within 14 days during which any meetings and discussions to be held with the aggrieved person should be conducted. If the grievance relates to valuation of assets, a valuer may need to revalue the assets. In this case, the aggrieved person must be notified by the Local Leader that his/her complaint is being considered.
- c) If the aggrieved person does not receive a response or is not satisfied with the outcome within the agreed time (s) he can lodge his grievance to the Local Administration (District).
- d) The Local Administration will then attempt to resolve the problem (through dialogue and negotiation) within 14 days of the complaint being lodged. If no agreement is reached at this stage, then the complaint is taken to MoA Grievance Committee comprising the following entities:
 - i. A Grievance Officer (MoA/PMU)
 - ii. A Local County administration
 - iii. District administration (e.g. CAO or Member of District Land Commissioner)
 - iv. A community representative in project area (e.g. religious leader)

6.2 Women's access and participation in the grievance process

All subprojects under the SUPUWEP should ensure that women have fair representation on all its committees. Established forms of gender segregation and defined roles and responsibilities may affect women's access to and use of a grievance mechanism. Women may also be inhibited or hindered from complaining about specific incidents (e.g., compensation, land ownership, harassment, and inequality in getting employment). In some communities, women may have lower literacy rates than men and be less familiar with formal processes. The subprojects should ensure that consultation on design of the mechanism provides for inclusion and participation of women, and that its implementation facilitates women's access.

The project should train personnel in the handling of gender-sensitive issues, preferably the social development specialist for RETRAP, MoA/PMU should have training in Gender based Violence. Complaints related to GBV reported to the project grievance redress system shall be handled by the Social Development Specialist to provide confidential support to the complainants. The project shall notify the Bank within 48 hours after learning of the incident.

6.3. Recommended Grievance Redress Time Frame

The table below provides tentative information on the timeline and implementation on grievance redress for the SUPUWEP project.

Proposed GRM Time Frame

Step	Process	Time frame
1	Receive and register grievance	within 24 hours
2	Acknowledge	within 24 hours
3	Assess grievance	Within 2 Days
4	Assign responsibility	Within 2 Days
5	Development of response	within 21 Days
6	Implementation of response if agreement is reached	within 21 Days
7	Close grievance	within 30 Days
8	Initiate grievance review process if no agreement is reached	within 30 Days
9	Implement review recommendation and close	within 30 Days
10	Grievance reported to the WB GR System by the complainant	As applicable

6.4. Grievance Documentation and Reporting

Receipt, Classification and filing of complaints ☐ Receipt

of Complaint:

- Complaints are received through toll-free calls, emails, in person, and anonymous reporting.
- The Complaints Management Committee is empowered to initiate proceedings based on complaints documented in supervision reports, press articles, and other relevant sources.
- Self-referral by the Management Committee based on facts identified during meetings, field visits, etc.
- All complaints will be assigned a complaint number for confidentiality purposes.

Standard mail sent to the MOA Project Coordination Unit at the appropriate addresses

Filing of Complaints

- All complaints will be recorded in the RETRAP office register.
- Complaints are filed the same day they are received. Eligibility is assessed within ten working days.

Acknowledgement of Receipt

- The acknowledgement of receipt will only be systematic in the case of written complaints (letter, email).
- The Complaint Management Committee will send an acknowledgement letter within a maximum of five (5) business days following the filing of the complaint

- In the event of ineligibility of the complaint, the acknowledgement of receipt will explain the reasons to the complainant
- If the disagreement persists, the Complaints Management Committee shall inform the complainant about other means of redress outside the CMC (legal or non-legal)

Review of complaints and identification of possible solutions

- All complaints deemed eligible for the CMC will be thoroughly examined. Depending on the seriousness of the complaint, the Complaint Management Committee (CMC) may:
 - If no investigation is necessary, send a written response to the complainant within thirty (30) days of the filing of the complaint, proposing the action(s) to be taken to resolve the complaint.
- Assign a team of investigators to determine the causes, consequences and possible solutions. In cases of sensitive complaints, the CMC may use an independent means of investigation for appropriate resolution.

Implementation and follow-up of agreed measures

- The Social Safeguard Specialist will be responsible for ensuring the proper implementation and monitoring of the proposed solution(s) and will report on progress to the Complaints Management Committee (CMC).
- S/He shall ensure that the agreed measures are implemented within a period not exceeding ninety (90) days

Closure and Archiving of Complaint

- The closure of the complaint takes place after verification of the implementation and verification of the effectiveness of the solutions proposed by all relevant stakeholders.
- It may be necessary to ask the complainant to provide feedback on how satisfied they are with the complaint process and the outcome thereof.
- The Complaint Administrator (Social Safeguard Specialist) will be responsible for archiving complaint files (the complaint form, acknowledgement of receipt, investigation reports, complaint resolution agreement, unresolved complaints, etc.).

Reporting on Grievance Mechanism

- ☐ With a view to continuously improving the CMC, the Complaints Administrator shall prepare a monthly monitoring report and a semi-annual summary report that shall include the necessary statistics and comments, as well as proposals for improvement.

6.5 The World Bank's grievance redress service (GRS)

Communities and individuals who believe that they are adversely affected by a World Bank (WB) supported project may submit complaints to existing project-level grievance redress mechanisms or the WB's Grievance Redress Service (GRS). The GRS ensures that complaints received are promptly reviewed to address project-related concerns. Project affected communities and individuals may submit their complaint to the WB's independent Inspection Panel which determines whether harm occurred, or could occur, as a

result of WB non-compliance with its policies and procedures. Complaints may be submitted at any time after concerns have been brought directly to the World Bank's attention, and Bank Management has been given an opportunity to respond. For information on how to submit complaints to the World Bank's corporate Grievance Redress Service (GRS), please visit <http://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service>. For information on how to submit complaints to the World Bank Inspection Panel, please visit www.inspectionpanel.org.

7.0 Monitoring and Reporting

Careful monitoring and documentation of stakeholder engagement activities are essential for project success. To achieve this, the project will keep a Stakeholder Engagement Log recording all planned and actual interactions with stakeholders. The Social Safeguard Officer will regularly update the implementation status of the SEP using feedback from directly affected parties. Throughout the project's lifecycle, the SEP will be revised as needed to ensure that it contains the latest information and that the listed stakeholders and engagement methods remain suitable and effective for each phase. Any significant adjustments to project activities or timelines will be promptly incorporated into the SEP.

7.1 Reporting

- (1) Progress reporting on the ESS10-Stakeholder Engagement commitments under the Environmental and Social Commitment Plan (ESCP)
- (ii) Complaints and incidents received through the EISM, and progress made in addressing them
- (iii) Cumulative qualitative reporting on the feedback received during SEP activities, in particular
 - (a) issues that have been raised that can be addressed through changes in project scope and design, and reflected in the basic documentation such as the Project Appraisal Document, Environmental and Social Assessment, Resettlement Plan, Indigenous Peoples Plan, or SEA/SH Action Plan, if needed;
 - (b) issues that have been raised and can be addressed during project implementation;
 - (c) issues that have been raised that are beyond the scope of the project and are better addressed through alternative projects, programs or initiatives; and
 - (d) issues that cannot be addressed by the project due to technical, jurisdictional or excessive cost-associated reasons. Minutes of meetings summarizing the views of the attendees can also be annexed to the monitoring reports.
- (iv) Quantitative reporting based on the indicators included in the SEP.

7.2 Reporting back to stakeholder groups

The SEP will be revised and updated as necessary during project implementation.

Monthly, quarterly or annual summaries and internal reports on public grievances as well as EISM grievances, enquiries, and related incidents, together with the status of implementation of associated corrective/preventative actions will be collated by responsible staff and referred to the project managers.

Specific mechanisms to report back to the stakeholders include the following: Capturing and recording of all key emerging issues raised by stakeholders, through engagement and feedback meetings and reports from surveys and monitoring of the SEP implementation. This reporting back to the stakeholders will be Monthly, quarterly or annual or as may be defined during the engagements. The reporting time could be revised based on the information from the monitoring activities including activities affecting vulnerable or marginalized individuals and groups.

8. DISCLOSURE OF THE SEP

This SEP will be approved by the MOA and WB and disclosed on the MOA website and through the World Bank's external website for public access. Other environmental and social safeguards instruments under the Sustainable Urban and Peri-Urban Vegetable Gardens for Women Empowerment project will also be disclosed.

ANNEXES

Annex 1. Template to capture minutes/records of consultation meetings

Stakeholder (Group or Individual)	Dates of Consultations	Summary of Feedback	Response of Project Implementation Team	Follow-up Action(s)/Next Steps	Timetable/ Date to Complete Follow-up Action(s)

Annex 2. Sample Table: Monitoring and Reporting on the SEP

Key evaluation questions	Specific Evaluation questions	Potential Indicators	Data Collection Methods
GM. To what extent have project affected parties been provided with accessible and inclusive means to raise issues and Grievances? Has the implementing agency responded	Are project-affected parties raising issues and Grievances? • How quickly/effectively are the Grievances resolved?	Usage of GM and/or feedback mechanisms • Requests for information from relevant agencies. • Use of suggestion boxes placed in the villages/project communities. • Number of grievances raised by workers, disaggregated by	Records from the implementing agency and other relevant agencies

to and managed Such grievances?		gender of workers and worksite, resolved within a specified time frame. • Number of Sexual Exploitation, and Abuse/Sexual Harassment (SEA/SH) cases reported in the project areas, which were referred for health, social, legal and security support according to the referral process in place. (if applicable) • Number of grievances that have been (i) opened, (ii) opened for more than 30 days, (iii) resolved, (iv) closed, and (v) number of responses that satisfied the complainants, during the reporting period disaggregated by category of grievance, gender, age, and location of complainant	
Stakeholder engagement impact on project design and implementation. How have engagement activities made a difference in project design and implementation?	Was there interest and support for the project? • Were there any adjustments made during project design and implementation based on the feedback received? • Was priority information disclosed to relevant parties throughout The project cycle?	Active participation of stakeholders in activities • Number of actions taken in a timely manner in response to feedback received during consultation sessions with project affected parties. • Number of consultations meetings and public discussions where the feedback and recommendation received is reflected in project design and implementation. • Number of disaggregated engagement sessions held, focused on at-risk groups in the project.	Stakeholder Consultation Attendance Sheets/Minutes Evaluation forms Structured surveys Social media/traditional media Enter entries on the project results.
Implementation effectiveness. Were stakeholder engagement activities effective in implementation?	Were the activities implemented as planned? Why or why not? • Was the stakeholder engagement approach inclusive of disaggregated groups? Why or why not?	Percentage of SEP activities implemented. • Key barriers to participation identified with stakeholder representatives. • Number of adjustments made in the stakeholder engagement approach to improve projects' outreach, inclusion, and effectiveness.	Communication Strategy (Consultation Schedule) Periodic Focus Group Discussions Face-to-face meetings and/or Focus Group discussions with Vulnerable Groups or them representatives

Annex 3: GRM Reporting Form

Sustainable Urban and Peri-Urban Vegetable Gardens for Women Empowerment Project

SUB-PROJECT NAME:

PROJECT SITE (Location of grievance):

Grievance Tracking Number: _____

1. RECEIVING DETAILS				2. COMPLAINANT'S DETAILS			
Received on (Date):			Full Name:				
Receiving time:			Gender:		Male ☐ Female ☐		
Means used to log a complaint (tick against options provided)			ID Number:				
Email	Verbally	Phone	Others(specify)		Contact Address:		
Type of grievance (tick against options provided)			Phone Number:				
			Email:				
Damage	Theft	GBV/ SEA/ SH	Request for Confidentiality? Yes ☐ No ☐				
Project progress	Work quality	Other(specify) _____	Category of complainant:		Beneficiary ☐ Contractor ☐ Implementer ☐ Other _____		
3. DESCRIPTION OF THE GRIEVANCE (Provide the nature of the complaint including; what happened, when it happened, where it happened, who was involved, and the problem that occurred etc.							
Received by			Complainant				
Signature			Signature				
Date			Date				

Annex 4. Grievance Receipt Acknowledgement

[Insert the name and address of the Grievance Redressal Committee]

[Insert the Date]

Dear [Insert complainant name]

CONFIRMATION OF RECEIPT OF THE GRIEVANCE

I write to acknowledge receipt of the grievance that you logged with this committee on [date of receipt]. In your grievance, you raised the following issue(s) [Insert brief description of the complaint].

Be advised that the committee met on [Insert date] and assessed the eligibility of your grievance in relation to the Digital Foundation Project activities. Your grievance has been recorded in the GRM register and is assigned a Grievance Tracking Number [Insert the unique code].

The committee would like to invite you to the hearing session of your case scheduled as follows:

Date:	
Venue:	
Time:	

The alleged offender will also be present during the hearing to accord to him/her fair trial.

Yours Faithfully,
Grievance Redress Committee Chairperson

Annex 5. Grievance Eligibility Assessment Checklist

This checklist is prepared to guide the Grievance Redressal Committee at any level when determining the eligibility of the grievances submitted by PAP

Question(s)	Answer(s)
Describe the grievance logged as recorded in the grievance registration form	
(a) What harm did the Digital Foundation Project caused or is likely to cause?	
(b) Is the alleged problem resulting from the Digital Foundation Project activities?	No ☐ Yes ☐ If yes, please explain
(c) Are there any other supporting documents that have been shared as proof of the alleged problem?	
(d) Is the complaint raised with any other authorities?	No ☐ Yes ☐
If Yes (Please, provide the following details):	
(i) When?	
(ii) How and with whom the issues were raised?	
(iii) What response were received from and/or any actions taken?	
(iv) Why the response or actions taken were not Satisfactory?	
If No	

(i) Why?			
(ii) How should the complaint be resolved?			
5. Name of the person who completed this form	Sign	Date	