



FOOD AGRICULTURE ORGANIZATION OF THE UNITED NATIONS (FAO)

AFGHANISTAN

Emergency Food Security Project (P178280)

STAKEHOLDER ENGAGEMENT PLAN (SEP)

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LIST OF ACRONYMS AND ABBREVIATIONS

AAP	Accountability to Affected Populations
ARIA	Agricultural Research Institute of Afghanistan
ARTF	Afghanistan Reconstruction Trust Fund
AP	Affected Person
AWCRP	Agro-Water Management and Climate Resilience Project Community
CDC	Development Council
DAP	Di-Ammonium Phosphate
ERRPs	Emergency Response and Recovery Plan
ESMF	Environmental and Social Management Framework
ESMP	Environmental and Social Management Plan
GBV	Gender-Based Violence
GRC	Grievance Redress Committee
GRM	Grievance Redress Mechanism
ISE	Improved Seed Enterprise
IPF	Investment Project Financing
IA	Irrigation Association
IDP	Internal displaced people
M&E	Monitoring and Evaluation
NPMU	National Project Management Unit
NGOs	Non-Governmental Organizations
OHS	Occupational Health Safety
OFWMP	On Farm Water Management Project
PAPs	Project Affected Person
PAI	Project Area of Influence
PSEs	Private Seed Enterprises
PMU	Project Management Unit
RPMUs	Regional Project Management Units.
SMEs	Small and Medium Enterprises
SBU	Strategic Business Units
SEP	Stakeholder Engagement Plan
TA	Technical Assistance
WUAs	Water Users Association

1. INTRODUCTION

1.1. Project context

In the current state of extreme food insecurity that Afghanistan finds itself in, agriculture is not only the sector with the greatest potential to drive poverty-reducing economic growth in the foreseeable future, but it is also critical in staving off the Famine Watch that the country is under. Afghanistan is currently facing an unprecedented food crisis. This has meant that availability, access, and the stability of food supply have become critically compromised, as have the other elements of food security. In the face of the unfolding crisis in Afghanistan, the World Bank and international partners are urgently looking for pragmatic ways to support the provision of essential basic services to the Afghan people.

The project will be financed by an ARTF grant using an Investment Project Financing (IPF) instrument and will be implemented for 18 months by the United Nations Food and Agriculture Organization (FAO).

1.1.1. Project Development Objective

A. PDO Statement

To improve productivity of critical food crops and create short term employment opportunities in the project target areas. The objective will be achieved through (a) immediate intervention for providing access to full package of agricultural inputs and services to restore resilient productive capacities (b) activities that generate employment opportunities to absorb rural unskilled labor while restoring productive capacity through rehabilitation of irrigation schemes and watersheds.

B. PDO Level Indicators

- a) Increase yield of wheat by beneficiary farmers (percentage);
- b) Days of short-term jobs created by project (number).

1.1.2. Project components

The project is structured around three components: (1) The provision of essential agricultural inputs and services; (2) The provision of water and resilience services; and (3) The Contingent emergency response.

Component 1: Provision of essential agricultural inputs and services, The overall purpose of this component is to contribute to restoring wheat and critical food crops production systems to avert reduced wheat production scenarios and cascading adverse impacts including elevated food prices, extreme diminished nutrition outcomes, and eventually, a further deterioration of food insecurity and household-level adoption of negative coping capacities across Afghanistan. The focus of the support will primarily be wheat production and backyard vegetable cultivation, but the production of selected essential higher nutrition value crops for food and nutrition security, including vegetables and legumes will also be covered. Furthermore, under this component, the seed production that is largely managed by the private enterprises will be supported namely by creating affective demand, and provision of technical assistance. The following activities will be financed under this component.

Support for production. This sub-component will finance the provision of quality production packages and technical assistance to ensure an optimum harvest in the seasons to come. About 330,000 households will be supported in the

fall and spring planning season of 2022/2023 and another 300,000 and in the fall and spring of 2023. The production packages will include 50kg locally produced certified seed of improved and adapted wheat varieties, 50 kg Urea, and 50 kg diammonium phosphate (DAP) sufficient for planting one-acre land. This wheat cultivation package is designed to yield a wheat harvest to suffice the annual wheat grains' requirements respectively of the supported 630,000 households. The provision of input packages will be complemented with extension services to be provided by FAO. The wheat seed will be purchased from the private seed companies operating under the Afghanistan National Seed Companies Union (ANSCU) which represents over 100 private domestic seed companies. Fertilizers will either be procured from the local importers or imported from the neighboring countries.

Support for wheat seed production capacity. This subcomponent will focus on engaging with private seed enterprises to ensure the production of sufficient quantity of quality / certified wheat seeds. It will finance technical assistance support to private sector seed companies in planning, on-site support for multiplication, marketing, certification of seeds. Over the past decade the World Bank and development partners invested in the development of a locally managed seed system. Based on the Afghanistan seed law, the Agricultural Research Institute of Afghanistan (ARIA) is responsible for importing breeding materials, seed lines, and production of breeder seed of improved and adapted wheat varieties, while the state-owned Improved Seed (ISE) is responsible for the production of foundation seed. Production of certified seeds is privatized, and local seed companies are responsible for multiplying foundation seed to certified seed. Before August 15, 2021, both the public and private segments of the seed system were functional. However, currently the system is on the verge of collapse largely due to limited or no availability of operational budget to support the import of breeding material, production of the breeder and foundation classes of seed at the ARIA and ISE respectively. This activity will bridge this critical gap.

Support to production of high nutritious food. To augment nutritious needs of nutrition needs of food insecure households, the project will support 140,000 women households to produce higher nutrition value crops including vegetables and legumes. This activity will finance distribution of input packages seeds, basic tools for backyard vegetable cultivation and technical training on improved and climate smart production practices. This activity will address needs of women and people with disabilities with tailored support aligned with the local context.

Component 2: Provision of water and resilience. This component will finance rehabilitation and improvement of around 130,000 hectares of irrigation schemes and watershed areas in all 34 provinces of the country. This will ensure better access to irrigation water and improved soil and water conservation and result in increased food production in the targeted farming communities. These activities will also generate short-term employment opportunities of 3.5 million person-days for unskilled labor, including opportunities specifically dedicated for female unskilled laborers like gabion weaving. The project will use the available designs for irrigation schemes that were completed under the previous World Bank financed project (Irrigation Restoration and Development (P122235) Project and Emergency Agriculture and Food Supply Project (P174348)). Additional irrigation sites and watershed management sites will be identified based on request by groups of beneficiaries and selected according to the criteria presented under Section C (Project Beneficiaries) and to be further detailed in the Project Implementation Manual (PIM), and designs established during the first six months of the project implementation period while making sure that activities can be completed during the 18 months of the proposed operation.

Specific activities to be financed under this component and their targets are as follows:

- Restoration of damaged irrigation systems on and off-farm (target: 100 irrigation schemes covering around 40,000 hectares of irrigated land);
- Cleaning of drainage canal systems (target: 10 drainage schemes covering 8,000 ha of drained land);
- Riverbank protection works to protect canals and adjacent from flood damage (target: 100 locations along river and irrigation canals);

- Soil and water conservation measures small rainwater harvesting structures like trenches and micro check dams (target: 110 watersheds covering 55,000 hectares of Range/Pastoral land);
- Watershed management of upper catchment of Karezes and minor repairs targeting 100 watersheds upper catchment of Karezes, covering 27, 500 hectares of Range land;
- Capacity building of key stakeholders mainly Mirabs, Irrigation Associations and farming communities in the sustainable management and maintenance of the irrigation schemes and watershed works including some agricultural extension training in 800 communities.

Around 320,000 households will benefit from the assets provided under this component (irrigation scheme and watershed land users) and 250,000 households will benefit from a short-term cash income boost through employment on labor intensive works under the component.

Component 3: Contingent emergency response covers the provision of immediate response to an Eligible Crisis or Emergency, as needed. This zero-cost component is included in the Project to enable the rapid mobilization of funds in the event of an eligible crisis or emergency following an adverse natural or man-made event.

1.2. Objectives of Stakeholder Engagement Plan

ESS10 of World Bank’s ESF requires FAO to prepare and implement a Stakeholder Engagement Plan (SEP). The overall objective of this Stakeholder Engagement Plan (SEP) is to define a program for stakeholder engagement, including public information disclosure and consultation, throughout the inception, construction and operation phase of the proposed projects. The SEP outlines the ways in which the implementing agency, CDCs and contractors will communicate with stakeholders and includes a mechanism by which people can raise concerns and provide feedback about Implementing Agency (FAO), the contractors, and the project itself. The SEP is a useful tool for managing communications between the implementers of a project and its stakeholders, including beneficiaries.

The detailed objectives of the SEP can be summarized as follows:

- Outline the stakeholder engagement requirements of, FAO guideline and World Bank E&S Standards.
- Provide guidance for stakeholder engagement, including the timing and methods of engagement with stakeholders throughout the life cycle of the project.
- Identify key stakeholders that are affected, and/or able to influence the project.
- Describe the measures that will be used to remove obstacles to participation, and how the views of differently affected groups will be captured.
- Identify effective ways and methods to disseminate project information as per needs of the stakeholders.
- Guide FAO and contractor and the supervision consultant building mutually respectful, beneficial and lasting relationship with stakeholders.
- Establish project-level grievance redress mechanism(s).
- Define roles and responsibilities for the implementation of the SEP.

Communicating early, often and clearly with stakeholders helps manage expectations and avoid risks, potential conflict, and project delays. The involvement of the local population is essential to the success of the project in order to ensure smooth collaboration between project staff and local communities and to minimize and mitigate environmental and social risks related to the proposed project.

1.3. Stakeholder engagement principles

In order to meet best practice approaches, the project will apply the following principles for stakeholder engagement:

- Openness and life-cycle approach: public consultations for the project(s) will be arranged during the whole lifecycle, carried out in an open manner, free of external manipulation, interference, coercion or intimidation;
- Informed participation and feedback: information will be provided to and widely distributed among all stakeholders in an appropriate format; opportunities are provided for communicating stakeholders' feedback, for analyzing and addressing comments and concerns;
- Inclusiveness and sensitivity: stakeholder identification is undertaken to support better communications and build effective relationships. The participation process for the projects is inclusive. All stakeholders at all times encouraged to be involved in the consultation process. Equal access to information is provided to all stakeholders. Sensitivity to stakeholders' needs is the key principle underlying the selection of engagement methods. Special attention is given to vulnerable groups, in particular women, internally displaced persons (IDPs), returnees, pastoral nomads (Kuchis), persons with disabilities, youth, elderly and the cultural sensitivities of diverse ethnic groups and those living in remote or inaccessible areas.
- Cultural appropriateness. The activities, format, timing, and venue will respect local customs and norms.
- Conflict sensitivity. Considering the complex country context and referring to the humanitarian principles of neutrality and impartiality.
- Gender sensitivity. Consultations will be organized to ensure that both females and males have equal access to them. As necessary, the implementing agencies will organize separate meetings and focus group discussions for males and females, engage facilitators of the same gender as the participants, and provide additional support to facilitate access of facilitators.

1.4. Scope and Structure of the SEP

The SEP shall be applicable to all activities planned under the Project. The engagement will be planned as an integral part of the project's environmental and social performance and project design and implementation.

The document comprises 8 chapters. The first chapter serves as an Introduction. Chapter 2 the World Bank ESS10 and FAO Environmental and Social Management Guideline (ESMG) and analysis the gaps between World Bank and FAO approach to Stakeholder engagement. A summary of stakeholder engagement held so far is presented in Chapter 3. Stakeholder Identification, Mapping and Analysis is described in the chapter 4. The Stakeholder Engagement Plan is presented in Chapter 5. Description of the Project's Grievance Mechanism (GM) follows in Chapter 6. Monitoring, documentation and reporting is presented in Chapter 7 while the resources and responsibilities for implementing stakeholder engagement activities is discussed in Chapter 8.

2. POLICY AND REGULATORY FRAMEWORK FOR STAKEHOLDER ENGAGEMENT

2.1. FAO Stakeholder engagement and information disclosure guidelines

As per of FAO Environment & Social Management Guidelines, 2015 a Stakeholder Engagement requirement (Paragraphs 6-10) applies to all projects and involves meaningful, effective and informed participation of stakeholders in the formulation and implementation of FAO Programmes. FAO has also a separate guidance note – Accountability to Affected Populations (AAP) in Emergencies – this is applicable to all FAO projects. AAP is highlighted in emergency situations due to the exceptional power imbalances between aid workers and recipients, and urgent needs and increased vulnerability found within crisis affected communities.

2.1.1. Stakeholder engagement

- 1) FAO is committed to ensuring meaningful, effective and informed participation of stakeholders in the formulation and implementation of FAO programmes and projects.
- 2) “Stakeholder” refers to project affected communities and national and local authorities, and where appropriate, other stakeholders⁴.
- 3) FAO would consult with project-affected representative communities and/or groups and civil society representatives. Stakeholder engagement, including indigenous people, disadvantaged and vulnerable groups⁵ (as explained in ESS 9), and is required in designing, implementing and monitoring individual projects and sub-projects.
- 4) Stakeholder engagement as an on-going process that involves in varying degrees identification of stakeholders, disclosure and establishment of a mechanism by which people can make comments on project proposals and performance or raise grievances.
- 5) The need for and nature of any specific consultation will be determined on the basis of the stakeholder identification. For example, where Indigenous Peoples are present in a proposed project area or have a collective interest, FAO will undertake special consideration as stipulated in ESS 9.
- 6) FAO will maintain adequate documented evidence of stakeholder engagement

2.1.2. Information Disclosure

Disclosure of relevant project information helps stakeholders to effectively participate. FAO will disclose information in a timely manner, before appraisal formally begins, that is relevant, understandable, accessible and culturally appropriate, placing due attention to the specific needs of community groups which may be affected by project implementation (such as literacy, gender, disabilities, differences in language or accessibility of technical information or connectivity).

2.1.3. Grievance Mechanisms and conflict resolution processes

Stakeholders to FAO activities have a right to exercise their opinions, whether positive or negative, to the Organization that is responsible for actions that impact them. Addressing grievances early and effectively mitigates, manages and resolves problems and prevents their inflation.

FAO and its partners have legal and moral obligations and stakeholders have rights which must be recognized. A grievance mechanism will help to ensure that deviations are heard and addressed.

FAO shall ensure that parties affected by programming activities have access to fair, transparent, and inclusive grievance redress and conflict resolution processes and mechanisms free of charge.

2.1.4. FAO's Independent Accountability Mechanism (IAM)

FAO has established an Independent Accountability Mechanism (IAM) that sets out a system as a supplemental means of redress for concerns of parties affected by programming and to review alleged or potential violations of entity environmental and social safeguards. The mechanism is available for people or communities fearing or suffering adverse impacts from FAO's programming, and assures that they will be heard and assisted in a timely manner.

FAO has entrusted the Office of the Inspector-General (OIG) with the mandate to independently review these complaints.

The mechanism is designed to be independent, transparent, accessible, responsive, free of charge and effective, so as to provide programme beneficiaries with a means to have their complaints resolved and to keep them informed of what is being done to address their concerns throughout the compliance review process.

2.2. World Bank Environmental and Social Standard on Stakeholder Engagement

2.2.1. ESS 10 on Stakeholder Engagement and Information Disclosure

The World Bank's Environmental and Social Framework (ESF)² came into effect on October 1, 2018. The Environmental and Social Standard (ESS) 10 is on "Stakeholder Engagement and Information Disclosure". The provisions of the Standards are to be read in conjunction with other applicable ESSs. The specific requirements set out by ESS10 are highlighted below:

- Borrowers will commence with stakeholder engagement as early as possible in the project development process and in a timeframe that enables meaningful consultations with stakeholders on project design and shall maintain such engagement throughout the Project cycle. The nature, scope and frequency of stakeholder engagement will be proportionate to the nature and scale of the project and its potential risks and impacts.
- Borrowers will engage in meaningful consultations with all stakeholders. Borrowers will provide stakeholders with timely, relevant, understandable and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination and intimidation.
- The process of stakeholder engagement will involve the following: (i) stakeholder identification and analysis; (ii) planning on ways to engage; (iii) disclosure of information; (iv) consultation with stakeholders; (v) addressing and responding to grievances; and (vi) reporting to stakeholders.
- The Borrower will maintain and disclose a stakeholder engagement log as documented record of stakeholder engagement, including a description of the stakeholders consulted, a summary of the feedback received and a brief explanation of how the feedback was taken into account, or the reasons why it was not."
- As early as possible in the Project, before appraisal, the Borrower will develop and disclose a Stakeholder Engagement Plan proportionate to the nature and scale of the project and its potential risks. The SEP is a living document, potential changes are driven by any changes in the Project. Should the project incur significant changes, such updates will be reflected in the SEP and the document will be re-disclosed. According to ESS10, the Borrower should also propose

and implement a grievance mechanism to receive and facilitate the resolution of concerns and grievances of project-affected parties related to the environmental and social performance of the project in a timely manner.

3. BRIEF SUMMARY OF STAKEHOLDER ENGAGEMENT ACTIVITIES DURING PROJECT DESIGN

FAO has conducted rounds of consultations with stakeholders (community members) and project affected parties in various provinces, proposed to be included as the project areas in this project. Consultations were held by FAO international and national staff members associated with designing this project. From October 2021 to date, at least 13 formal meetings and/or consultation were held at institutional and community levels (annex 10 shows date and list of recent consultation during project preparation) including but not limited to Interviews and consultations with farmers and livestock owners, women headed households, Seed Certification Laboratory and Private Seed Enterprises (PSEs), Displaced wheat farmers, River Basin Authority.

The Annex 11 highlights the detail concerns raised from stakeholders' consultations which is summarized below:

- **Lingering effects of drought** - The drought in 2021 - one of the severest droughts in recent times in Afghanistan - impacted 25+ provinces. Even though snow/precipitation levels are better at the start of 2022 than they were in 2021, the threat of continuing drought remains and the impact of the severe 2021 drought will continue to affect rural households across Afghanistan.
- **Stress experienced by farmers, herders, labourers, and women** - Worsening drought impacts on crops and livestock, lack of access to quality inputs (seeds, fertilizers, animal feed, fodder, etc.) for agriculture production, the collapse of many public services and deepening economic crisis post August 2021 events are having a profound impact on poverty, food security and agriculture livelihoods. Further, stress in rural markets from the disrupted flow of agriculture produce in the local markets, to the sharp drop in livestock prices, coupled with significant increase in inputs' prices across local markets in rural areas further aggravates the already fragile situation vulnerable smallholder farmers are facing. The severe stress on agriculture livelihoods with worsening impacts leading to disintegration of coping capacities and adoption of "de-capitalizing mechanisms" including distress sales of productive assets by vulnerable food insecure landless/marginal farming households, exacerbating fragility of their livelihoods and creating "push factors" for displacement.
- **Criticality of wheat cultivation** - Over 75 percent of cultivated land is devoted to wheat. Rural households depend on wheat for food, income and stability. This year's drought has had a devastating impact on wheat production, with many farmers in rain-fed cultivation areas seeing up to 80 percent harvest losses. However, farmers with access to irrigated land have seen comparatively very small losses. Ensuring a market for locally produced quality seeds, will not only play an essential role in protecting critical development investments, which could otherwise take decades to recover, but will also stimulate economic activity, unlock economic potential and bring in developmental and private sector co-benefits.
- **Seed sector criticality** - Seed is a key element of successful agriculture and determines crop productivity more than any other agricultural production inputs. Unlike other inputs, seed is a renewable resource and is not consumed during crop production. To achieve food security and agro-industrial development agriculture must be progressive; farmers require modern crop production package, including seed of appropriate varieties, in order to produce- in sustainable and profitable manner-sufficient food for the population and enough raw materials for agro-industry. More than 80% of the Afghan population relies on agriculture for their livelihoods.

Seed Replace Rate (SRR) is around 10% which mean that 10% of farmers are willing to get new seed every years.

Institutional constraints to seed production: The inexistence of basic research in the country to utilize local germplasm remains a constraint to seed production across Afghanistan. Both overall production levels and yields are low in Afghanistan and have fallen behind regional growth rates in recent decades. For example, average production levels in irrigated wheat areas range from 2-3.5 MT/ha, significantly below regional levels. Moreover, Afghanistan has a very high level of average per capita wheat consumption, equivalent 164 kg/capita/year. Wheat diseases especially rust and other common fungal diseases which need the continuation of variety screening to find out resistant varieties.

- **Criticality of supporting livestock health** - livestock are vital sources of milk, food and income to marginal livestock holding families. The immediate threat is reduced milk supply, especially for children, and its cascading impacts on food security, nutrition, health, and incomes for such a large share of the population. Women have a significant involvement in livestock management. The most urgent need is to get feed and basic veterinary care (e.g. deworming) to vulnerable families with marginal livestock holding / herd size (e.g. 10-30 sheep or goat), with focus on the milking animals. Timing is crucial as livestock body conditions and milk production can deteriorate very quickly.

The project's response to the stakeholder concerns built on the project's activities design as well as the stakeholders programming activities. Thus , the project included a set of preparedness and resilience-building activities to boost the resilience of vulnerable households to future food security crises: (1) physical asset improvements for productive purposes to benefit the entire community, such as access to water and access roads, including climate-proofing of those assets; (2) the productive assets received by the households for production purposes would be supported by the necessary extension services, animal health services and access to markets, to ensure sustainability of these production activities; (3) providing beneficiaries with knowledge and capacity building to maximize the nutritional value of food products for family consumption, in particular, to meet children's nutritional needs; and (4) introducing alternative, climate resilient and land- and water-efficient agricultural production technologies for producing nutritious crops.

4. STAKEHOLDER IDENTIFICATION AND ANALYSIS

Project stakeholders are defined as individuals, groups or other entities who:

- (i) are impacted or likely to be impacted directly or indirectly, positively or adversely, by the Project (also known as "affected parties"); and
- (ii) may have an interest in the Project (known as "interested parties"). They include individuals or groups whose interests may be affected by the Project and who have the potential to influence the Project outcomes in any way.

Cooperation and negotiation with the stakeholders throughout the Project development often also require the identification of persons within the groups who act as legitimate representatives of their respective stakeholder group, i.e. the individuals who have been entrusted by their fellow group members with advocating the groups' interests in the process of engagement with the Project. Community representatives may provide helpful insight into the local settings and act as main conduits for dissemination of the Project-related information and as a primary communication/liaison link between the Project and targeted communities and their established networks. Verification of stakeholder representatives (i.e. the process of confirming that they are legitimate and genuine

advocates of the community they represent) is an important task in establishing contact with the community stakeholders. Legitimacy of the community representatives can be verified by talking informally to a random sample of community members and heeding their views on who can be representing their interests in the most effective way.

For the purposes of effective and tailored engagement, the project stakeholders can be divided into the following core categories:

- **Affected Parties** – persons, groups and other entities within the Project Area of Influence (PAI) that are directly influenced (actually or potentially) by the project and/or have been identified as most susceptible to change associated with the project, and who need to be closely engaged in identifying impacts and their significance, as well as in decision-making on mitigation and management measures;
- **Other Interested Parties** – individuals/groups/entities that may not experience direct impacts from the Project but who consider or perceive their interests as being affected by the project and/or who could affect the project and the process of its implementation in some way; and
- **Vulnerable Groups** – persons who may be disproportionately impacted or further disadvantaged by the project(s) as compared with any other groups due to their vulnerable status¹, and that may require special engagement efforts to ensure their equal representation in the consultation and decision-making process associated with the project.

4.1. Affected Parties

Affected Parties, parties that are impacted or likely to be impacted directly or indirectly, positively or adversely, by the project. Specifically, the following are the estimated affected parties under this project:

- food insecure vulnerable smallholder farming households receiving wheat cultivation assistance and backyard vegetable cultivation assistance packages;
- local communities engaged in trainings on best practices for irrigation management and conservation of water resources;
- beneficiaries participating in the labour-intensive works of the restoration of irrigation and water resources structures.
- Formal Water Users Associations (WUAs), Watershed Associations (WAs); Informal Water Management Bodies (Mirabs),
- Farming and Herding Communities (male and female), Shuras, and villagers and communities near the project's planned activities.
- Implementing Agencies, selected from amongst grassroots I/NGOs,
- Construction companies, Engineers Associations, Global Geospatial Companies,
- Third Party Monitoring (TPM) service providers; and
- Financial Service Providers (FSP)
- Recipients/beneficiaries of the project.
- Households and smallholder farmers most affected drought and food insecurity in the targeted districts,
- Female farmers, female-headed households, households with pregnant mothers and children under two, IDPs, and persons with disabilities.
- Community Development Councils (male and female CDC members)
- Small and Medium Enterprises (SMEs),
- Villagers and communities in the vicinity of the project's planned activities who will be the recipients/beneficiaries of the project.

4.2. Interested Parties

Interested Parties include stakeholders who may not experience direct impacts from the project but who consider or perceive their interests as being affected by the project and/or who could influence the project and the process of its implementation in some way. Specifically, this category will include the following individuals and groups:

- The local population who can benefit indirectly from the project;
- Afghan Public in targeted rural areas as well as key social institutions such as village councils, women's groups (Public Awareness Campaign), etc.;
- The DFA and institutions at national and sub-national level;
- Residents and labors, contractors and sub-contractors, and individual in the area of the project;
- Other UN agencies such as UNOPS, UNDP and WFP active in the area of intervention;
- Local, regional and national level civil societies and non-governmental organizations (NGOs) with an interest in areas of food production, and restoration of agriculture irrigation structures, watershed and may have in-depth knowledge about the environmental and social characteristics of the scheme area and the nearby populations, and can help play a role in identifying risks, potential impacts, and opportunities for to consider and address in the assessment process.
- Private seed enterprises that will play key rule regarding wheat seed production and supply in Afghanistan;
- Media and other interest groups, including social media;
- Other IFIs involved in the water supply sector.
- Media and other interest groups, including social media

4.3. Vulnerable People

Disadvantaged or vulnerable individuals or groups, who often do not have a voice to express their concerns or understand the impacts of a project. FAO pays special attention across the selection criteria to the prioritization of the most vulnerable groups such as people with disabilities, female or elder-headed households (often widows), landless people or marginal livestock holding herders (e.g. Kuchis). FAO will select recipients of assistance according to vulnerability-based beneficiary selection criteria and existing needs². For each assistance modality (e.g. wheat cultivation package, cash-based intervention), FAO will apply clear specific criteria in order to select the most vulnerable households according to key parameters (e.g. land ownership). FAO also adheres to a strict data protection policy – Afghanistan Humanitarian Data sharing protocol³. Special efforts will be taken to disseminate project information to these groups and to ensure their inclusion in the stakeholder engagement process.

The vulnerable groups may include and are not limited to the following:

- Elderly;
- Persons with disabilities and their caregivers;
- Low-income families/extreme poor and especially female headed households;
- Families with “poor” or “borderline” Food Consumption Score (FCS);
- Nomadic communities/farmers;
- Women, particularly women-headed households or single mothers with underage children;
- Internally Displaced People (IDPs), returnees;
- The unemployed persons;
- Daily wage earners working in informal economy.
- War victims;
- Patient with chronic diseases

² FAO Afghanistan Response Programming 2022-23: Note for the World Bank document includes dedicated section on FAO guideline on beneficiary selection

³ [Afghanistan: Data Sharing Protocol \[EN/Dari/PS\] | Humanitarian Response](#), accessed on 16 February, 2022

- Daily wage earners working in informal economy

Vulnerable groups within the communities affected by the project will be further confirmed and consulted through dedicated means during the beneficiary selection process and baseline survey as appropriate. A description of the methods of engagement that will be undertaken by the project is provided in the following sections.

5. STAKEHOLDER ENGAGEMENT PROGRAM FOR THE PROJECT

The project includes considerable resources to implement the actions included in the plan. A more detailed account of these actions will be prepared as part of the update of this SEP, which is expected to take place within 30 days after the project effectiveness date. The SEP will be continuously updated throughout the project implementation period, as required.

The SEP will be updated periodically as necessary, with more detail provided in the first update planned after project approval. Stakeholders will be kept informed as the project develops, including reporting on project environmental and social performance and implementation of the SEP and the complaints and grievance redressal mechanism.

In terms of consultations with stakeholders on the project design, activities and implementation arrangements, etc., the revised SEP, expected to be updated within 30 days after the project effectiveness date as mentioned above, and continuously updated throughout the project implementation period when required, will clearly lay out:

- Type of relevant stakeholders from public, private and non-governmental sectors identified to be consulted;
- Anticipated Issues and Interests;
- Stages of Involvement;
- Methods of Involvement;
- Proposed Communications Methods;
- Information Disclosure;
- Responsible authority/institution.

5.1. Summary of needs and methods, tools and techniques for stakeholder engagement

Table 4 summarizes the different needs of the stakeholders and different engagement methods taking into consideration the limitation posed by the mid-August 2021 events and the ongoing COVID-19 pandemic and relies where possible on online and virtual tools (TV, radio, phone) to accommodate the need for physical distancing. In any case, in line with “do no harm” approach FAO and partners staff will take steps to ensure that FAO activities do not contribute to the spread of COVID-19 and ensure safety of all stakeholders. FAO where possible will favour assistance methods and delivery mechanisms that minimize physical contacts.

Table 1 : Summary of Stakeholder Needs and Preferred Communication Means

Stakeholder group	Key characteristics	Language needs	Preferred communication means (e-mail, phone, radio, letter)	Specific needs (accessibility, large print, child care, daytime meetings)
Affected Parties				
Eligible farming households	In rural areas	Local languages, English	Via CDCs, posters, community radio, TV, social media SMS messaging, radio, phone, FGD, KIIs, questionnaires	Special instructions from health workers, hand hygiene and personal protective equipment (PPE). For women beneficiaries daytime meetings preferred.

Stakeholder group	Key characteristics	Language needs	Preferred communication means (e-mail, phone, radio, letter)	Specific needs (accessibility, large print, child care, daytime meetings)
Shuras and community institutions (Irrigation Associations, Mirabs, Water users association) members both male and female members,	In rural areas	Local languages, English	Social organizers postings, TV/radio, phone calls, e-mails, FGD, KII, meetings, questionnaires, site inspections/visits	Special instructions from health workers, hand hygiene and personal protective equipment (PPE). For women beneficiaries daytime meetings preferred.
Implementing partners, third party monitoring contractors, financial service providers	In rural and urban areas	Local languages, English	e-mail, phone calls, letters, in-person meetings	Special instructions from health workers, hand hygiene and personal protective equipment (PPE).
Local communities	In rural areas	Local languages, English	Social organizers, social media group postings, TV/radio, phone calls, e-mails, trainings, group discussions, meetings, questionnaires	Special instructions from health workers, hand hygiene and personal protective equipment (PPE).
Other interested parties				
Province-level institutions for access and coordination only	In rural and urban areas	Local languages	Official channels of communication	Special instructions from health workers, hand hygiene and personal protective equipment (PPE). Coordination, information dissemination and engagement at provincial level
Civil society groups and NGOs	In rural and urban areas	Local languages, English	E-mails, social media platforms, websites, meetings	Special instructions from health workers, hand hygiene and personal protective equipment (PPE). Donor funding to contribute to emergency response procedures
Social media platforms	Users of Facebook, Instagram etc., active internet users	Local languages, English		Special instructions from health workers, hand hygiene and personal protective equipment (PPE). Reliable information sources, timely updates on distribution of good and legibility of households
Vulnerable and disadvantage groups				
elderly and people with disabilities	Aged people of 65+, unable to work, physically and mentally disabled people staying at home	Local languages	Social organizers, elders in the community to reach out to the elderly and PwD	Special instructions from health workers, hand hygiene and personal protective equipment (PPE).
Low-income families/extreme poor and especially female headed households; Women, particularly women-headed households or single mothers with underage children;	Widowed/female headed HH while considering the social and cultural context in the design of engagement package/tool	Local language	Design telephonic and in-person surveys and other engagement activities so that women in unpaid care work can participate; consider the literacy levels of women while developing communications materials (also considering the cultural and social context)	Special instructions from health workers, hand hygiene and personal protective equipment (PPE). Ensure that community engagement teams are gender-balanced and promote women's leadership within these; consider provisions for childcare, transport, and safety for any in-person community engagement activities. Ensure adherence to local norms and respect the preferences of women in terms of

Stakeholder group	Key characteristics	Language needs	Preferred communication means (e-mail, phone, radio, letter)	Specific needs (accessibility, large print, child care, daytime meetings)
				locations, timings and other norms' based specifications.
Daily wage earners working in informal economy	Persons who may become socially vulnerable, informal workers, dependents of seasonal workers/workers that would usually earn money abroad, displaced, nomadic communities/farmers etc.	Local language	Information through CDCs, printed materials through the social mobilizers, TV/radio/newspapers, social media group postings	Special instructions from health workers, hand hygiene and personal protective equipment (PPE).
Internally Displaced People (IDPs), returnees;	Vulnerable Group - Residing mostly in IDP camps, which may be controlled by gatekeepers	Local languages, English	Information through CDCs, printed materials through the social mobilizers, TV/radio/newspapers, social media group postings	Due to the internal conflict in the country, many people fled their home areas to more stable areas within the country for security reasons and would likely return to their places of origin as soon as stability and security is restored. Demand for basic services would increase. Among IDPs are persons who have suffered disabilities as a result of the conflict.
Small pastoralist households /Nomadic communities/farmers	Influencing Party – Local communities with possible nomadic movement patterns	Local languages	Mobile phone, radio, community meetings	May require communication means that are independent of locality (e.g. mobile phone or radio).

Stakeholder engagement matrix

As part of Operational Guidelines for Stakeholder Engagement, the Formulator, supported as needed by the Lead Technical Officer (LTO) completes the stakeholder engagement matrix (see Annex 9) that is annexed to the project document. The following information should be integrated:

- Stakeholders identified
- Consultation methodology (how stakeholders were consulted);
- Consultation Findings (include overall findings and relevant information);
- Expected timing (only applicable for stakeholder engagement plan);
- Comments (other relevant information)

The methodology for consultation depends on the stakeholder type and profile. For example, some may have access to email and the internet, while others will need to be communicated with verbally in local languages. Entering the findings of stakeholder engagements in the log provides a record that resource partners and project evaluators can review. It is also possible that as project formulation proceeds, additional stakeholders are identified. In this case, their profile should also be recorded in the log and they should be consulted accordingly.

Sometimes, stakeholder consultation will take place once the project initiates implementation (during inception). In such cases, the stakeholder engagement matrix includes a column "expected timing". The Formulator/LTO will complete the information related to stakeholder information and will estimate when this is intended to be undertaken.

5.2. Proposed strategy for information disclosure and consultation process

Strategic communication will be a key component of the SEP. It is critical to communicate clearly to the public what are the expected result of this project, who will be responsible for the delivery, how and when. Changes to planned interventions will need to be announced and explained ahead of time and developed based on community perspectives. Responsive, empathic, transparent and consistent messaging in local languages through trusted channels of communication, using community-based networks and key influencers and building capacity of local entities are essential.

In terms of methodology, it will be important that the different activities are inclusive and culturally sensitive, thereby ensuring that the vulnerable groups outlined above will have the chance to participate in the project benefits. This will include communication and outreach program for the public and media on the implementation of the project. In addition, information will be disseminated through information boards of communities and social organizers.

FAO strictly adheres to personal data protection principles throughout all of its interventions: (i) set standards for the protection of personal data in line with best practices across the UN System and internationally; (ii) facilitate the accountable processing of personal data within the Organization; and (iii) ensure respect for the human rights and fundamental freedoms of individuals, in particular the right to privacy. These standards are applicable to all activities involving the processing of personal data by FAO, this includes collection and dissemination of personal data. The above principles regulate the processing, necessity, retention, accuracy, confidentiality, security, transparency of personal data among other aspects.

The project will finance the development and implementation of a robust communications strategy and full-scale awareness-raising campaign supported by designated communication staff. Transparency, neutrality, impartiality and operational independence will be at the center of the engagement with stakeholders and link back with grievance channels.

The stakeholder consultation process will include the following elements:

- The relevant stakeholders from public, private and non-governmental sectors will be identified based on their responsibilities on the project.
- The opinions of the stakeholders will be incorporated into the preparation phase of the project proposals to prevent any setback during the implementation phase.
- The stakeholders will be informed on developments regarding the project periodically both during the preparation and implementation phase.
- Each stakeholder will be asked to identify a contact person to ensure the continuity in communication. The contact person will be expected to participate in relevant meetings and project activities
- During the implementation phase, the feedback from stakeholders will be taken into consideration while preparing key documents, outputs, and taking important decisions.

This SEP will be disclosed on the World Bank's external website and on FAO and social media page. Furthermore, information prior and during project implementation will be made available through brochures in local languages in project target areas. The national social media will be used to disclose information about the project and information will be transmitted through TV and radio, mainly in local languages. FAO will be responsible for the project launch and

disclosure of the SEP, GRM and other required documents so that the community is made aware of channels to bring out their complaints or concerns. All views and feedback will be recorded.

Conflict sensitive approach for stakeholder engagement

The post-conflict areas in Afghanistan (politically, legally, socially and/or culturally restricted environment) may impede the ability of the project to meaningful engage with its stakeholder. Certain groups, such as women and youth, IDPs , people with disabilities and those who experience caste-based discrimination or discrimination based on their sexual orientation or gender identity among other marginalized communities, are particularly vulnerable in such environments.

Because of security constraints, stakeholder perceptions about intended or unintended outcomes may be hard to collect from traditional qualitative interview methods. As such, the project could engage the stakeholders through structured short message service (SMS) interviews either digital SMS or locally implemented citizen surveys to integrate the voice of project affected party. The project could promote, protect and expand civic space in order to enable robust community engagement. To ensure a conflict-sensitive “do-no-harm” approach before, during and after community engagement, the project could discuss with local civil society actors in advance the detailed elements of the project intervention so as not to expose these actors to risks and danger, and take preventive action in consultation with local civil society actors and their communities where necessary. With the consent of those involved, document any act of attack, threat, intimidation and reprisals against local civil society actors for engaging with the FAO and devise appropriate protection measures to address the situation, including in cases of credible threats of physical violence.

Specific Consultation methods for vulnerable groups could adopt the following :

Table 2 : Consultation methods for vulnerable groups

Category	Method of consultation
Elderly	Recognize their organization and leadership, Focus Group meetings, Assisted transport to meetings
Women	Additional separate Focus Group meetings, recognize cultural norms
Youth	Additional Focus Group meetings
Minority groups	Focus Group meetings in a language of their understanding
Disabilities	Recognize their organization and leadership, Focus Group meetings, Assisted transport to meetings

5.3. Timing of Stakeholder Engagement

5.3.1. Timetable for information disclosure

During Project implementation, FAO will continue disclosing information on the content of the project as well as related processes to targeted stakeholder audiences as described in the Table below.

Key dates for information disclosure are at the start of the project, at mid-term as well as at the end of the lifespan of the project; in addition, each year there will be joint mid-year and annual reviews organized between FAO and the relevant project stakeholders, including implementing partners / service provider NGOs. Such a review will serve to take stock, discuss opportunities and challenges, and to take corrective actions where needed. In areas where physical access is limited, alternative channels of information disclosure will be applied, with the possibility to engage a third-party to support the information disclosure process.

Formats of information disclosure are a combination of face-to-face meetings where applicable, accompanied by information shared via radio, television, newspapers, posters, brochures, and leaflets as well as via websites and social media. Information disclosure formats will be determined in discussion between FAO and the relevant stakeholders following Project effectiveness.

Table 1: Provisional strategy and timetable for the information disclosure

Phase and process	Information dissemination activities	Indicative calendar	Targeted stakeholders	Responsibility	
PROJECT PREPARATION PHASE					
Preparation Project Document	<ul style="list-style-type: none"> - Dissemination of the document on the project website - Dissemination of the document on the website on FAO and the World Bank - Document matching and sharing 	Following the adoption of the document by FAO and the Board of Directors of the World Bank	<ul style="list-style-type: none"> - FAO - World Bank; - Project affected parties - Other identified stakeholders 	<ul style="list-style-type: none"> - EFSP Unit under FAO - World Bank 	
Preparation of the SEP including the GRM	<ul style="list-style-type: none"> - Official correspondence - Dissemination of the SEP report on the Project and World Bank website - Publication of SEP summaries in newspapers, brochures and leaflets 	No more than one month after validation of the report	<ul style="list-style-type: none"> - Project affected parties, interested parties, vulnerable persons - Other identified stakeholders - Implementing partners 	<ul style="list-style-type: none"> - EFSP Unit under FAO - SEP Consultant 	
Preparation of the Environmental and Social Commitment Plan (ESCP)	<ul style="list-style-type: none"> - Official correspondence - Availability of the ESCP report on FAO and World Bank website 	No more than one month after validation of the report	<ul style="list-style-type: none"> - FAO - Project affected parties - List of identified stakeholders - Implementing partners 	<ul style="list-style-type: none"> - EFSP Unit under FAO - World Bank - E&S Consultant 	
EXECUTION PHASE AND SUPERVISION OF THE PROJECT					
EX	Project Start/Project	<ul style="list-style-type: none"> - Project Information/ Presentation of Project Activities - The launch workshop is accompanied by the 	At the time of Project effectiveness	<ul style="list-style-type: none"> - All EFSP stakeholders, including affected parties, interested parties, 	<ul style="list-style-type: none"> - Project Environmental Specialist

Phase and process	Information dissemination activities	Indicative calendar	Targeted stakeholders	Responsibility	
	Introduction	distribution of physical documents on the Project (brochure, leaflet, etc.)	vulnerable persons and implementing partners	Project Social Development Specialist Community Health and Safety (CHS) specialist, FAO Project Team Leader	
	Project Execution	Environmental and social documents (ESCP, ESMF, RPF, PMP, SEP...) maintained available on the web of the Bank Project Supervision Report	Throughout the planning and implementation phase of the project until after closure	FAO Team	
	Establishment of the GRM bodies and effective functioning	Dissemination of meetings for the establishment of GRM bodies/appointment of persons Minutes of meetings Attendance list	From the beginning of project approval, throughout the planning and implementation phase,	Affected parties Interested parties Vulnerable persons Implementing partners Other identified stakeholders	Project Environmental Specialist Project Social Development Specialist Community Health and Safety (CHS) specialist SEP Consultant
	Implementation of the SEP	Availability of the updated SEP report on FAO and World Bank website Publication of summaries of the updated SEP if major changes made.	Each time the SEP is updated	Affected parties Interested parties Vulnerable persons Implementing partners Other identified stakeholders	Project Environmental Specialist Project Social Development Specialist Community Health and Safety (CHS) specialist
	Notification of incidents and accidents.	A detailed report on specific information, including causes, consequences, measures taken, etc.	Incidents and accidents will be reported to the Bank in writing no later than 48 hours after becoming aware of them; 24 hours if there is a fatality.	FAO World Bank	Project Environmental Specialist Project Social Development Specialist Community Health and Safety (CHS) specialist FAO Project Team Leader.
	SUPERVISION	Evaluation of environmental and social performance (ESCP, ESMF, SEP and GRM)	Publication of the social report: Assessment of social risks, state of implementation and performance of environmental and social (ESCP, ESMF, SEP including the GRM)	Every six months.	FAO World Bank; Identified stakeholders
EFSP mid-term		Publication of the report at mid-term	Mid-term of the Project	FAO	EFSP Monitoring and

Phase and process	Information dissemination activities	Indicative calendar	Targeted stakeholders	Responsibility
evaluation	Summary of Project Successes/Achievements and Lessons Learned		World Bank; Identified stakeholders	Evaluation Specialist FAO Project Team Leader. World Bank
CLOSING PHASE				
Final evaluation of the project	Publication of the final evaluation report of the project Summary of Project Successes/Achievements and Lessons Learned	Six months before the closure of the EFSP	FAO World Bank; Project affected parties, interested parties and vulnerable persons Other identified stakeholders	FAO Project Team Leader. World Bank EFSP Final Evaluation Consultant
Evaluation of the SEP and the GRM	EFSP Social Final Report	Six months before the closure of the EFSP	FAO Project affected parties, interested parties and vulnerable persons Other identified stakeholders	Project Environmental Specialist Project Social Development Specialist Community Health and Safety (CHS) specialist FAO Project Team Leader. SEP Final Evaluation Consultant World Bank Assigned Environmental and Social Specialists

5.3.2. Timetable for Stakeholder Engagement

Table 2: Provisional Plan and timetable for Consultation

Phase and process	Information dissemination activities	Indicative calendar	Targeted stakeholders	Responsibility
PROJECT PREPARATION PHASE				
Preparation of the Project Document	Formal meetings with national entities; Public consultations; Field visits; Interviews	Throughout the development of the document	FAO List of identified stakeholders and update.	EFSP Unit under FAO
Preparation of the PMPP including the GRM	PMPP Validation Workshops	During the preparation of documents and before their publication	Project affected parties, interested parties and vulnerable persons	EFSP Unit under FAO SEP Consultant
Preparation of the SEP	Consultation workshops	During the preparation of documents and before their publication	FAO Project affected parties, interested parties and vulnerable persons List of identified stakeholders and	FAO

Phase and process		Information dissemination activities	Indicative calendar	Targeted stakeholders	Responsibility
				update.	
EXECUTION PHASE AND SUPERVISION OF THE PROJECT					
EXECUTION	Project Start/Project Introduction	Updating the list of stakeholders Stakeholder consultation on project planning Presentation of objectives, principles and programme for stakeholder engagement.	At the actual start of the Project	All EFSP stakeholders including Project affected parties, interested parties and vulnerable persons Implementing partners	Project Environmental Specialist Project Social Development Specialist Community Health and Safety (CHS) specialist FAO Project Team Leader
	Establishment of the GRM bodies and effective functioning	Meetings for the establishment of the bodies of the GRM/appointment of persons Minutes of meetings Attendance list	From the beginning of project approval, throughout the planning and implementation phase,	FAO Project affected parties, interested parties and vulnerable persons Other identified stakeholders	Project Environmental Specialist Project Social Development Specialist Community Health and Safety (CHS) specialist FAO Project Team Leader
	Implementation of the SEP	Continued implementation of the SEP GPPP Implementation Report Updating the list of stakeholders Stakeholder consultation on project planning Presentation of objectives, principles and programme for stakeholder engagement.	Each time the SEP is updated	FAO Project affected parties, interested parties and vulnerable persons Other identified stakeholders	Project Environmental Specialist Project Social Development Specialist FAO Project Team Leader
SUPERVISION	Evaluation of the performance of SES (SEP, SEP and GRM)	Stakeholder consultation on SES: Social risk assessment, state of implementation and performance of environmental and social (SEP, SEP including the GRM)	Every six months.	FAO Project affected parties, interested parties and vulnerable persons Other identified stakeholders	EFSP Monitoring and Evaluation Specialist FAO Project Team Leader.
	EFSP mid-term evaluation	Stakeholder consultation for the preparation of the mid-term report: successes/achievements and lessons learned from the project	Mid-journey of the Project	FAO World Bank; Identified stakeholders	EFSP Monitoring and Evaluation Specialist FAO Project Team Leader.
CLOSING PHASE					
Final evaluation of the project		Stakeholder consultation for the final project evaluation report: project successes/achievements and lessons learned	Six months before the closure of the EFSP	FAO World Bank;	FAO Project Team Leader. EFSP Final Evaluation Consultant
Evaluation of the SEP and the GRM		Stakeholder consultation for the EFSP's final social report	Six months before the closure of the EFSP	Project affected parties, interested parties and vulnerable persons Other identified stakeholders	Project Environmental Specialist Project Social Development Specialist Community Health and Safety (CHS) specialist FAO Project Team Leader. SEP Final Evaluation Consultant

Phase and process	Information dissemination activities	Indicative calendar	Targeted stakeholders	Responsibility
				World Bank Assigned Environmental and Social Specialists

6. GRIEVANCE MECHANISM

Objective

The objective of a Grievance Redress Mechanism (GRM) is to assist in resolving complaints in a timely, effective and efficient manner. Project-level GRMs can provide the most effective way for stakeholders to raise issues and concerns about the project that affect them. The GRM provides a transparent and credible process for fair, effective and lasting outcomes. It also builds trust and cooperation as an integral component of broader stakeholder engagement, that facilitates corrective actions and helps the community to have ownership of the project. The GRM for this project will be designed in accordance with World Bank's ESS10 for the benefit of all project affected persons, including workers and other stakeholders. The GRM would also provide for handling of grievances related to SEA/SH.

Principles

- The project-level GRM would be designed in a culturally appropriate way so as to effectively respond to the needs and concerns of all affected parties.
- The GRM would be well-publicized and known to all affected population. The implementing agency will ensure that the GRM is widely publicized and will also conduct awareness campaigns in this regard among the affected communities. Implementing agencies will brief target stakeholders about the scope of the mechanisms, the safety of the complainant, time of response, the referral and appeal processes.
- Accessibility - The GRM will be clear, accessible to all segments of affected communities, living within the vicinity of the project and subprojects sites or location.
- The Mechanism would allow for multiple avenues of uptake of grievances.
- The system would be sensitive to women, men, boys and girls, as well as vulnerable populations such as persons with disabilities, elderly, displaced persons and other marginalized groups.
- Confidentiality and prevention against retaliation.
- The GRM would be designed to protect beneficiaries and stakeholder's rights to comment and complain, and even raise their complaints to higher management if they are not satisfied with services or receive insufficient solutions. The mechanism would facilitate their sharing of concerns freely with understanding that no retribution will be exacted for their participation. To create a safe space, anonymous complaints will also be allowed.
- The GRM shall provide for relaying regular information and feedback regarding the redressal of the grievance to the aggrieved.
- The Mechanism shall be responsive in redressal of grievances by facilitating resolution with the concerned actor in the implementing chain.
- The GRM would be based on transparency and accountability. All complainants will be heard, taken seriously, and treated fairly. The community and stakeholders will be aware of the expectation from the project; the GRM procedures; understand its purpose, have sufficient information on how to access it.
- The GRM will have provisions to appeal if the grievances are not resolved satisfactorily
- The GRM would not prevent access to judicial and administrative remedies.
- The mechanism would provide for prompt time-bound redressal of grievances.
- For SEA/SH cases, three guiding principles of confidentiality, survivor centricity and survivor safety are to be applied to specific cases of SEA/SH cases as per the World Bank's guidance. Reporting mechanisms will enable complainant to report SEA/SH cases without being publicly identified given the risk of stigma, reprisals, and rejection associated with sexual exploitation and abuse and sexual harassment.

Description of GRM

The United Nations in Afghanistan has a well-established Grievance Mechanism in place, Awaaz Afghanistan (Awaaz), which is implemented by UNOPS on behalf of various UN and humanitarian response agencies. Awaaz is a collective accountability and community engagement initiative that functions as a toll-free, countrywide hotline number (410) that affected populations can dial to access information and register feedback on humanitarian assistance programmes. As a two-way communication channel, needs and priorities as reported on the ground are circulated to partners to help improve the quality of programming in Afghanistan. Awaaz is based on common principles, has processes and policies for receiving and handling complaints and feedback, as well as for data protection; and includes inter-agency referral mechanisms. It is designed to be accessible, collaborative, expeditious, and effective in resolving concerns. Awaaz has ten multilingual operators (50% of which are women) and has handled more than 201,412 calls since Awaaz took its first call in May 2018. Awaaz agents speak Dari, Pashto, Urdu, English and more. Establishing referral pathways with clusters and partners, cases requiring attention are shared (in agreement with the affected person) in a timely manner, helping the humanitarian response to swiftly align its delivery to actual needs. The Awaaz call center also utilizes a short code (specifically, 7575), which anyone can use to send a free SMS with feedback, a question, or a complaint. More information about Awaaz can be found at Awaaz Afghanistan (<https://awaazaf.org>).

Additionally, FAO has already established a dedicated CGRM which is accessible to all project affected people and project beneficiaries. The mobile numbers mobilized through distribution of outreach materials in local languages to all beneficiaries and non-beneficiary groups in the country, are used to register, follow up and resolve any complaint raised by the different categories. The system is handled by dedicated focal points through an established procedure. The GRM focal points in Kabul and Regional Offices – East (Nangarhar), West (Herat), South (Kandahar) and North (Mazar-e-Sharif) are responsible to register, process and provide feedback to the complainant.

Based on the consultations which would be conducted, two-tiered Grievance Redressal Committees would be established. The local level GRC would operate in the field with Implementing partners. There would also be a national level GRC which would operate through FAO's mechanisms. There would be a provision for appeals and any aggrieved party would be able to directly approach the national level GRC as well. The formation of the GRCs would be done prior to the commencement of project activities based on consultations.

While the Awaaz and other existing mechanisms would be leveraged for this project, in order to address other requirements of ESS10, the system would be augmented for the purposes of this project in accordance with the principles given above and the following steps:

- **Step 1: Uptake** – Project stakeholders will be able to provide feedback and report complaints through several channels. The aggrieved party must be able to select the most efficient institution, the most accessible means of filing a grievance, and must be able to circumvent partial stakeholders in the Project, which may be implicated in the complaint. He or she must further be able to bypass some grievance channels that are perceived as potentially not responsive or biased. The means to file a grievance would include a toll-free hotline, SMS, email, filling up grievance forms, verbally, sending a letter to implementing agencies, via the implementing institutions' websites, helpdesks and collection boxes stipulated for walk-ins at the sites of project activities. Anonymous grievances can also be raised. All uptake channels should permit for grievances in Dari and Pashto as well.

A help desk will also be set up by the respective implementing partners during the implementation of sub-project activities in an area manned proportionate to the nature of the activity. At the help desk, aggrieved parties can inquire about project activities, or they can file a grievance directly with the person manning the desk. Grievances can be filed in writing or verbally at the Help Desk.

The staff manning help desks, and those operating the toll-free hotline number would be trained by the PIU for (a) the registration of a grievance; (b) the interaction with complainants; (c) appropriate responses to SEA/SH issues; (d) grievances of workers; and (e) Project components and Implementing Partners.

- **Step 2: Sorting and processing** – All grievances received will be transferred to the GRM Focal Point at the respective implementation partner at local or national level and the PIU. The GRM focal point will categorize the complaint and forward it to the responsible unit. The GRM focal point will also record the grievance in the same format as would be used at the PIU.
- **Step 3: Acknowledgement and follow-up** – Within three (3) days of the date a grievance is submitted, the GRM focal point will communicate with the aggrieved and provide information on the likely course of action and the anticipated timeframe for resolution of the grievance. The information provided to aggrieved would also include, if required, the likely procedure if the grievance had to be escalated outside the unit and the estimated timeline for each stage.
- **Step 4: Verification, investigation, action and documentation** – This step involves gathering information about the grievance to determine the facts surrounding the issue and verifying the validity of the grievance, and then developing a proposed resolution. It is expected that many or most grievances would be resolved at this stage. All activities taken during this and the other steps will be fully documented, and any resolution logged in the register. In case the grievance is not resolved at this stage, it would be escalated to the next tier.
- **Step 5: Monitoring, Evaluation and Reporting** – Monitoring refers to the process of tracking grievances and assessing the progression toward resolution. Each implementing agency would develop and maintain a grievance register and record of all steps taken to resolve grievances or otherwise respond to feedback and questions. GRM data would be collated and reported monthly at all levels.

A third-party monitor (TPM) will be engaged by the PIU on a competitive basis to provide independent operational review of overall project implementation and project results, including the implementation of the SEP and GRM. The PIU will synthesize all reporting by TPMs and IPs, as well as its own findings, and produce an overall environment and social progress report with a distinct section on stakeholder engagement in line with a template to be provided. The project provides for quarterly reporting.

- **Step 6: Providing Feedback** – This step involves informing those who have raised complaints, concerns or grievances the resolutions to the issues they have raised. Whenever possible, complainants should be informed of the proposed resolution in person, which gives them the opportunity ask follow-up questions. If the complainant is not satisfied with the resolution, he or she will be informed of further options. The GRM would not prevent access to judicial and administrative remedies. Each complaint must be closed within thirty (30) days of receipt - either resolved, withdrawn or escalated.

GRM for SEA/SH grievances

SEA/SH related grievances are handled through a survivor-centered approach. All grievance uptake channels can be used to report on SEA/SH issues. No grievance uptake mechanism will reject such grievances, and all personnel directly receiving grievances will be trained in the handling and processing of SEA/SH-related grievances. The Awaaz call center also includes

support for safe and confidential reporting for incidents of sexual exploitation and abuse (SEA). Any recipients of the grievance should, with the survivor's informed consent, report the case to one of the Project's formal grievance recipients. A survivor can ask someone else to act as a survivor advocate and report on her/his behalf.

Absolute confidentiality would be maintained for all grievances related to SEA/SH issues. This means that no information shall be disclosed at any time to any party without the informed consent of the person concerned. The survivor's consent would also be sought for undertaking any action on the grievance. Under no circumstances should the survivor be pressured to consent to any conversation, assessment, investigation or other intervention with which they do not feel comfortable. A survivor can withdraw such consent at any time as well. If a survivor does not consent to sharing information, then only non-identifying information can be released or reported on. In the case of children, informed consent is normally requested from a parent or legal guardian and the children.

Data on GBV cases recorded will only include the nature of the complaint (what the complainant says in her/his own words), whether the complainant believes the perpetrator was related to the project and additional demographic data, such as age and gender, will be collected and reported, with informed consent from the survivor. The GRM provides for offering the survivor referral to pre-identified GBV Service Providers in the area. Services can include health, psycho-social, security and protection, legal/justice, and economic reintegration support. This would be offered even if the survivor does not wish to file a formal complaint or if the complaint is not related to the project before closing the case. The SEA/SH Action Plan will list referral services in the different Project areas.

Where SEA/SH grievances have been allegedly committed by a Project worker, the grievance will also be reported to the respective employing agency. The PIU Social Specialist will follow up and determine jointly with the GRM Focal Point of the respective partner the likelihood that the allegation is related to the Project. The GBV Specialist will follow up and ensure that the violation of the Code of Conduct is handled appropriately. The responsibility to implement any disciplinary action lies with the employer of the perpetrator, in accordance with local labor legislation, the employment contract, and the code of conduct. The GRM focal point will report back to the survivor on any steps undertaken and the results.

All SEA/SH incidents would be reported to the World Bank in accordance with the informed agreement by the survivor within 48 hours.

7. MONITORING AND REPORTING OF THE SEP

The Project will support monitoring and evaluation (M&E) activities to track, document, and communicate the progress and results of the project, including monitoring of the Stakeholder Engagement Plan. The PMT will be responsible for overall compilation of progress and results. Feedback and grievances received through the project GM will be aggregated and included in annual reports.

7.1. Involvement of stakeholders in monitoring activities

- I. Involvement of the stakeholders in monitoring is mandate of the project, it will be carried out to ensure that the mitigation plans are regularly and effectively implemented. The monitoring system will be conducted at different levels. At the FAO level monitoring, to ensure that the plans are being effectively implemented. The monitoring will be undertaken by FAO country office's monitoring and programme units. At the field level, more frequent monitoring will be carried out by the relevant staff, together with implementing partners, the community, and/or FSAC representatives. In addition, FAO will engage independent third-party contractors to conduct external monitoring on regular base by conducting beneficiary verification and baseline survey, post-distribution monitoring and outcome/post-harvest level monitoring surveys for all interventions. Finally, joint-UN missions will be undertaken on ad hoc basis to ensure proper implementation of projects.
- II. Monitoring reports comprise details together with other observations collected from field during different level of monitoring, will prepare specific reports and circulate with involved/relevant entities. The TPM will prepare specific report as per agreed template and indicators and will submit to FAO upon completion of specific survey.

7.2. Reporting back to stakeholder groups

The SEP will be periodically revised and updated as necessary in the course of project implementation in order to ensure that the information presented herein is consistent and is the most recent, and that the identified methods of engagement remain appropriate and effective in relation to the project context and specific phases of the development. Any major changes to the project related activities and to its schedule will be duly reflected in the SEP.

Periodic summaries and internal reports on public grievances, enquiries and related incidents, together with the status of implementation of associated corrective/preventative actions, will be collated by the designated CGRM officer, and referred to the senior management of the project. The summaries will provide a mechanism for assessing both the number and the nature of complaints and requests for information, along with the Project's ability to address those in a timely and effective manner.

Further details on the SEP will be outlined in the updated SEP, to be prepared and disclosed within 30 days after the project Effectiveness Date.

Reports on stakeholder engagement activities will be prepared by the PIU Social Development Specialist and will be shared through email and/or physical versions to specific groups.

Monthly summaries and internal reports on public complaints, inquiries and incidents, together with the status of implementation of the correction/prevention associated with the actions will be compiled by the responsible staff and sent to the PIU. Monthly summaries will inform the number and nature of complaints and requests for information, as well as the project's ability to address them in a timely and effective manner. The quarterly report on stakeholder engagement will be prepared by the Social Development Specialist and submit it to the World Bank. In addition, these quarterly reports will be transmitted to stakeholders in two possible ways:

- Publication of an annual report on the project's interaction with stakeholders;
- Regularly monitoring of some key Project GRM performance indicators as follows:

Table 3 : key Project GRM performance indicators

#	INDICATOR	RESPONSIBILITY
1	Percentage of public grievances received within a reporting period (e.g. monthly, quarterly, or annually) and number of those resolved within the prescribed timeline. Sex- disaggregated data should be provided.	Social Development Specialist (FAO)
2	Number of channels and frequency of information provided to stakeholders	Social Development Specialist (FAO)
3	Number of community awareness and training on the functioning of the GRM;	Social Development Specialist (FAO)
4	Number of press releases published or broadcasted in local, regional and national media;	Social Development Specialist (FAO)
5	Number of training programs on GRM management for key project stakeholders;	Social Development Specialist (FAO)
6	Number of complaints handled within the prescribed time;	Social Development Specialist (FAO)
7	Number of complaints received regarding GBV/SEA/SH.	Social Development Specialist (FAO)

8. RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT ACTIVITIES

In this sub-section the proposed organizational structure and management functions for the stakeholder engagement function. The management, coordination and implementation of the SEP and its integral tasks will be the responsibility of dedicated team members within FAO PIU and local sub-contractors.

8.1. Organizational Roles and Responsibilities

The roles and responsibilities of the organizations are presented below in Table 5.1. The Project Implementation Unit (PIU) will be responsible for the preparation and physical implementation of the SEP.

Table 4 : Organizational Roles and Responsibilities

Role	Responsibility / Accountability
FAO Project Implementation Team	<ul style="list-style-type: none"> • Ensure proper implementation and follow up of the SEP. • Ensure that contractor's and FAO employees are informed and trained on the SEP. • Ensure the FAO ESS team reports on time and with the expected and agreed points. • Provide resources to ensure that interests of stakeholders are represented and taken into consideration during implementation of Program.
FAO Project Team Leader	<ul style="list-style-type: none"> • Ensure that employees and subcontractors have in their contracts a stakeholder engagement/community relations management clause and they are aware and trained on the SEP. • Coordinate required SEP support and trainings for staff in coordination with ESS team and Human Resources Manager.
<u>Social Development Specialist</u>	<p>Neutral individual ideally recruited locally, who speaks the dominant local language, and should be proven not to have a personal interest in a particular outcome. As the primary interface between the Project and stakeholders, including the local community, the Social Development Specialist will:</p> <ul style="list-style-type: none"> • Lead the SEP Plan design and implementation and coordinate the results and actions to be taken with the Environmental Specialist and later with the Subcontractor/NGOs Team • Review the SEP viability with the Environmental Specialist • Lead day-to-day implementation of the SEP and Community Grievance Mechanism, including proactively maintaining regular contact with affected communities through regular community visits to monitor opinions and provide updates on Project activities, and ensuring communication with vulnerable groups. • Produce stakeholder engagement monitoring reports and submit to Project Implementation Team • Supervise/monitor and coordinate activities with the Project Team Leader to ensure that staff and all sub-contractors comply with the SEP. • Manage the day-to-day working, utilization, implementation of SEP by all parties engaged on the Program.
<u>Environmental Specialist</u>	<ul style="list-style-type: none"> • Review the SEP ensuring compliance in terms of Environmental, Occupational Health and Safety requirements and provide feedback to Social Development Specialist
subcontracted employees	<ul style="list-style-type: none"> • Comply with requirements stated under this document - Non-compliance will be treated as a disciplinary matter. • Provide assistance if needed to ensure compliance with this plan. • Perform assigned tasks towards meeting SEP objectives. • Communicate concerns, questions or views to their supervisor or the

	FAO Social Development and Environmental Specialist. • Provide data related to SEP performance/monitoring as required.
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8.2. External Resources

In case the internal resources at the project appear to be insufficient, the project will also consider engaging a reputed third party in the form of the organization familiar with the region and are acceptable to the community. The NGO would then not only serve as a link between project and the community

8.3. Training

The project will, from time to time assess the adequacy and capacity of the PIU team members in terms of their understanding of the SEP and GRM put in place for the project and the principles governing the same. Provisions for refresher trainings will be put in place at the commencement of the project effectiveness and annually thereafter.

All parties involved on the SEP will attend a workshop that will orient everyone about the Project and appraise all individuals of responsibilities and reporting structures.

8.4. Financial Resources

The project will ensure that the budget formulated for the purpose of the stakeholder engagement process and grievance redress is sufficient to meet the expenses of the same. In case of grievances requiring monetary compensation, the amount for the same will be provided through the dedicated escrow account set up for the project.

8.5. Estimated Budget

FAO will be responsible for planning and implementation of stakeholder engagement activities, as well as other relevant outreach, disclosure and consultation activities. The Project Implementation Unit has an adequate standing budget allocated towards the Stakeholder Engagement Plan. The tentative budget for these activities is of 0.7 million USD. This is a budget that, as at when necessary, will be supplemented and/or increased by other budgets related to the activities required for the SEP. Once the project has been finalized, a detailed budget for the implementation of this SEP will be provided and this will be included in the updated SEP.

Based on the needs of the SEP, the stakeholder engagement/communication budget will cover the following activities: (i) development of communication strategy, (ii) integration of the Project web-site under FAO website to be administered by the FAO Afghanistan Country Office (iii) sample-based applicant/beneficiary survey (iv) media coverage expenditures; (v) printed outreach materials and project documents (leaflets, ads, manuals, brochures, posters, etc.); (vi) regional workshops/consultation activities.

ANNEX

Annex 1: Complaint Receiving Form

GRIEVANCE/INQUIRY RECORD				
<i>Instructions: This form is to be completed by staff receiving the inquiry or grievance and sent to the FAO at the national office of Afghanistan. Attach any supporting documentation/letters as relevant.</i>				
Date Grievance Received:			Name of Staff Completing Form:	
Grievance Received (check <input checked="" type="checkbox"/>): <input type="checkbox"/> National <input type="checkbox"/> District <input type="checkbox"/> Chiefdom				
Mode of Filing Inquiry or Grievance (check <input checked="" type="checkbox"/>): <input type="checkbox"/> In person <input type="checkbox"/> Telephone <input type="checkbox"/> E-mail <input type="checkbox"/> Phone Text Message <input type="checkbox"/> Website <input type="checkbox"/> Grievance/Suggestion box <input type="checkbox"/> Community meeting <input type="checkbox"/> Public consultation <input type="checkbox"/> Other _____				
Name of Person Raising Grievance: <i>(information is optional and always treated as confidential)</i>				
Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female				
Address or contact information for Person Raising Grievance: <i>(information is optional and confidential)</i>				
Location where grievance/problem occurred [write in]				
National:	District:	Chiefdom:	Others:	Others:
Brief Description of Grievance or Inquiry: <i>(Provide as much detail and facts as possible)</i>				
	Category 1	Social, including compensation disputes, land allocation and delays in compensation		
	Category 2	Grievances regarding violations of policies, guidelines and procedures		
	Category 3	Grievances regarding contract violations		
	Category 4	Grievances regarding the misuse of funds/lack of transparency, or other financial management concerns		
	Category 5	Grievances regarding abuse of power/intervention by project or implementing agency officials		
	Category 6	Grievances regarding EFSP staff performance		
	Category 7	Reports of force majeure		
	Category 8	Suggestions		
	Category 9	Appreciation		
Who should handle and follow up on the grievance:				
Progress in resolving the grievance (e.g., answered, being resolved, settled):				
Other Comments:				

Annex 2: Notification Form - Grievance Acknowledgement

GRIEVANCE ACKNOWLEDGEMENT	
<i>Instructions: This form is to be completed by the Social Development Specialist or the assigned staff and mailed or delivered to the complainant.</i>	
Date Grievance Received:	Tracking Number:
Grievance Received (check <input type="checkbox"/>): <input type="checkbox"/> National <input type="checkbox"/> District <input type="checkbox"/> Chiefdom	
Mode of Filing Inquiry or Grievance (check <input type="checkbox"/>): <input type="checkbox"/> In person <input type="checkbox"/> Telephone <input type="checkbox"/> E-mail <input type="checkbox"/> Phone Text Message <input type="checkbox"/> Website <input type="checkbox"/> Grievance/Suggestion box <input type="checkbox"/> Community meeting <input type="checkbox"/> Public consultation <input type="checkbox"/> Other _____	
Name of Person Raising Grievance: <i>(information is optional and always treated as confidential)</i>	
Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female	
Contact information for the Person Raising Grievance: <i>(information is optional and confidential)</i> Email: Phone: Address:	

Annex 3 – Grievance Registration Form

Reference No:

Full Name

Note: you can remain anonymous if you prefer, or request not to disclose your identity to the third parties without your consent. In case of anonymous grievances, the decision will be disclosed at the Projects website

First name _____

Last name _____

I wish to raise my grievance anonymously

I request not to disclose my identity without my consent Contact Information Please mark how you wish to be contacted (mail, telephone, e-mail).

By Post: Please provide mailing address:

.....
.....
.....

By Telephone: _____

By E-mail _____

I will follow up on the resolution at the website as I want to remain anonymous

Preferred Language for communication Pashto, Dari Other (*indicate*)

Description of Incident or Grievance (*What happened? Where did it happen? Who did it happen to? What is the result of the problem? Date of Incident/ Grievance*)

One-time incident/grievance (date _____)

Happened more than once (how many times? _____)

On-going (currently experiencing problem) What would you like to see happen to resolve the problem?

Signature: _____ Date: _____

Please return this form to: FAO Afghanistan

Annex 4: Format for Registration of Grievances Concerning EFSP Supported Activities

Complaint Reference No. _____
Name of the complainant _____ Date of complaint _____
Address of the complainant (Province & District): _____
Phone No _____ Email Address (If any) _____
Name of Company/License Holder (if applicable) _____

Statements made by complainant:

Summary of the complaints:

Complainant's signature

Verified by Social Expert

For official use only:

Category of attention required to address the grievance:

i) Highly Urgent ii) Moderately Urgent iii) Route grievance

Decision taken by (Provincial) Grievance Redress Committee:

.....
.....
.....

Annex 5: Meeting Record Structure (Grievance Redress Committee & Other Meetings)

Date of Meeting: Complaint no.:Venue of Meeting:

List of participants:

Complainant Side	EFSP Grievance Redress Committee Members
1) 2)	1) 2) 3)

Summary of Grievance:

.....

Key discussions:

- 1)
- 2)
- 3)
- 4)
- 5)

Decisions Made/Recommendations by the Grievance Redress Committee:

- 1)
- 2)
- 3)

Status of Grievance (tick where applicable):

Solved		Unsolved	
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Chair person's name: _____

Chair person's signature:

Date (dd/mm/yyyy):

Annex 6: Disclosure Form - Result of Grievance Redress

Village/Town/City/Area
.....

Province

1. Complaint no.

2. Name of Complainant:

3. Date of Complaint:

4. Summary of the Complaint:

.....
.....
.....

5. Summary of Resolution:

.....
.....
.....

6. Level of Redress (please tick where applicable)

First/Community	<input type="checkbox"/>	Second/County	<input type="checkbox"/>	Third/National	<input type="checkbox"/>
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7. Date of grievance redress (dd/mm/yyyy): _____

Name of complainant: _____

Signature of the Complainant, indicating acceptance of the solution to his/her grievance:

Name of Grievance Handling Officer: _____ Signature of

Grievance Handling Officer: _____

Date (dd/mm/yyyy): _____

(Note: Copy to be sent to the complainant and the FAO Project Implementation Unit)

Annex 8 : Gaps analysis between FAO guidelines and World Bank Stakeholder engagement standard

World Bank ESF Standards	FAO	Gaps	Way Forward
<p>Scope of Application Applies to all projects under IPF Engage with stakeholders as integral part of E&S assessment project design, implementation as per ESS1</p> <p>Definition of stakeholder:</p> <ol style="list-style-type: none"> Project Affected Parties – are affected or likely to be affected by project, Other interested parties – may have an interest in the project. <p>Borrower Requirements</p> <p>To be done through the project life cycle and in time frame that enables meaningful consultations with stakeholders on project design, Nature, scope and frequency will be proportionate to the nature and scale of the project and potential risks & Impacts.</p>	<p>FAO Environment & Social Management Guidelines, 2015 –A. Stakeholder Engagement (Paragraphs 6-10) - Applies to all projects and involves meaningful, effective and informed participation of stakeholders in the formulation and implementation of FAO Programmes.</p> <p>Definition of Stakeholders;</p> <ul style="list-style-type: none"> - Project affected communities, - National and local authorities - Other stakeholders – those not affected by the project, but have an interest. <p>FAO has separate guidance note – Accountability to Affected Populations (AAP) in Emergencies – this is applicable to all FAO projects. AAP is highlighted in emergency situations due to the exceptional power imbalances between aid workers and recipients, and urgent needs and increased vulnerability found within crisis affected communities.</p> <p>Stakeholder engagement is an on-going process that involves in varying degrees identification of stakeholders, disclosure and establishment of a mechanism by which people can make comments on project proposals and performance or raise grievances.</p>	<p>FAO ESM Guidelines Broadly aligns to ESS 10</p> <p>FAO AAP – Commitment 7 – working with partners and other stakeholders – refers to how commitments to FAO AAP will be met by partners to ensure an accountable approach, two way meaningful dialog – ESS 10 refers to including CSOs, and interested parties, however Commitment 7 refers to how FAO partners will ensure that there is effective consultation and participation. Aligns</p>	<p>Apply FAO AAP Commitment 7 – Working with Partners and other stakeholders – as relevant to humanitarian emergencies World Bank definition of Stakeholders will apply</p>
<p>Meaningful consultations to be held. Timely, relevant, understandable and accessible information. Consult with stakeholders in a culturally appropriate manner, free from manipulation, interference, coercion, discrimination and intimidation.</p>	<p>FAO defines stakeholder consultations as being meaningful, effective and informed.</p> <p>FAO AAP – Commitment 2 – Transparency, Communication and Information Provision and Commitment 4 – Participation and Representation – Consistent with ESS 10</p> <ul style="list-style-type: none"> - Identification of program partners in participatory process and taking into account different approaches to ensure participation of most vulnerable, gender, age, diversity, special needs. - Takes into account power relations and requires analysis of representative structures, and find alternative methods to ensure meaningful participation of all community members. 	<p>Broadly aligns</p>	<p>Apply FAO – Accountability to Affected Populations (AAP) in Emergencies</p>
<p>Maintain and disclose as part of the E&S assessment documented record of stakeholder engagement, including description of stakeholders consulted, summary feedback received, and how feedback taken into account, reasons why if not.</p>	<p>FAO Environment & Social Management Guidelines, 2015 – A. A. Stakeholder Engagement, paragraph 8 - States stakeholder engagement as an ongoing process, enabling feedback.</p>	<p>Broadly aligns</p>	<p>Apply FAO – Accountability to Affected Populations (AAP) in Emergencies</p>

<ul style="list-style-type: none"> Information disclosure <p>Project information to be disclosed to allow stakeholders to understand risks and impacts of project and potential opportunities as per ESS 10.</p> <p>Information disclosed in relevant local languages, accessible and culturally appropriate and take into account specific needs of groups that maybe differently or disproportionately affected ... (i.e. disability, gender, mobility differences in languages or access).</p>	<p>FAO Environment & Social Management Guidelines, 2015 – A. Stakeholder Engagement - Paragraph 10 - will maintain adequate documented evidence of stakeholder engagement. Section H. Disclosure – paragraph 36 – 39 – information to be disclosed in a timely manner, before appraisal formally begins , that is accessible and culturally appropriate, placing due attention to the specific needs of community groups affected by project implementation (i.e. literacy, gender, differences in language, accessibility , technical information or connectivity) Moderate risk projects – information disclosure is 30 days prior to project approval, which commences only when all information requested from the project has been provided and is disclosed to public (Paragraph 38)</p> <p>High Risk projects – disclosure of information of draft ESIA is 60 days prior to project approval (Paragraph 39)</p>	<p>Broadly aligns</p>	<p>Apply World Bank ESF ESS 10 to projects and/or FAO Environment & Social Management Guidelines, 2015 – A. Stakeholder Engagement - Paragraph 10 -</p>
<p>Engagement during project implementation & external reporting</p> <p>Have continuous engagement throughout life cycle of project</p> <p>Continue to conduct stakeholder engagement in accordance with the SEP</p> <p>Seek feedback from stakeholders on E&S performance and implementation of mitigation measures of ESCP.</p> <p>If there are significant changes to project and additional risks and impacts , updated ESCP and mitigation measures to be disclosed.</p>	<p>FAO Environment & Social Management Guidelines, 2015</p> <p>FAO AAP – Commitment 2 – Transparency, Communication and Information Provision.</p> <p>Commitment 5 – Design, Monitoring, Evaluation and learning -includes participation throughout life cycle of project - Broadly consistent with ESS 10</p>	<p>Broadly aligns</p> <p>Consistent with ESS 10</p>	<p>Apply World Bank ESF ESS 10 to projects and/or FAO Environment & Social Management Guidelines, 2015 – A.Stakeholder Engagement - Paragraph 10</p>
<p>Grievance Redress Mechanism</p> <p>Respond to concerns and grievances of project affected parties related to E&S performance of the project in a timely manner.</p> <p>A GRM will be implemented which is proportionate to potential risks and impacts of project, will be accessible and inclusive.</p> <p>Use formal and informal GRMs where feasible, supplemented as needed by project specific arrangements.</p> <p>GRM to :</p> <ul style="list-style-type: none"> Address concerns promptly and effectively in a transparent manner that is culturally appropriate and accessible. The GRM will not prevent access to judicial or administrative remedies Borrower will inform project affected parties of the GRM mechanism , records documenting grievances will be publicly available Handling of grievances will be in a culturally appropriate manner, discreet, objective, sensitive and responsive... Mechanism will also allow anonymous complaints to be raised and addressed 	<p>FAO Environment & Social Management Guidelines, 2015 – I. Grievance Review Mechanism, (Paragraphs 43 -50).</p> <p>All FAO projects will have a GSM. GSM consists of 3 tiers – programme management/technical level, regional office level and Office of the Inspector General (OIG)</p> <p>GSM to be made accessible, and provide different modes of communication such as email, telephone numbers, contact person or address. A log of all grievances to be maintained.</p> <p>Complaints can be made regarding ESS Compliance.</p> <p>FAO AAP – Commitment 2 – Broadly aligns</p> <p>Complaints and feedbacks to be tailored to the context and particular attention to communications environment.</p> <p>FAO AAP – Commitment 6 – Protection Against Sexual Exploitation and Abuse – includes awareness raising, and establishing community-based complaints mechanism (CBSM)</p>	<p>Broadly aligns</p>	<p>Apply World Bank ESF ESS 10 to projects and/or FAO Environment & Social Management Guidelines, 2015 – I. Grievance Review Mechanism, (Paragraphs 43 -50).</p>

Annex 9: Stakeholder Engagement Matrix

1) Stakeholder Identification/Consultation

Stakeholder Name	Stakeholder Type	Stakeholder profile	Consultation Methodology	Consultation Findings	Expected timing (for Stakeholder Engagement Plans Only)	Comments
	Direct beneficiary	Select a stakeholder profile				
	Select a stakeholder type	Select a stakeholder profile				

(+) Add stakeholders as necessary

2) Grievance Mechanism

Focal Point Information	
Contact Details	
Explain how the grievance mechanism has been communicated to stakeholders	

3) Disclosure (For moderate an high risk projects only)

Disclosure Means	
Disclosure information/document shared	
Disclosure dates	From: Click here to enter a date. To: Click here to enter a date.
Location	
Language(s)	
Other Info	

(+) Add disclosure as necessary

Annex 10: Date and list of recent consultation during project preparation

A representative example of recent consultations that have taken place in the last four months:

- 23 Oct 2021: Zabul Province; Deputy Governor, Director of Economy, PAIL Director, ANDMA
- 1 Nov 2021: Nimroz Province; Governor, DoEC, PAIL Director and ANDMA Director.
- 14/15 November: Meeting with PAIL Director, Herat and DAIL Director, Zendajan District, Herat
- 15 Nov 2021: Zendajan District, Herat; Wheat farmers. Interviews with farmers who had received FAO assistance (certified wheat seeds for the 2021 winter planting season). These interviews took place at both an FAO seed distribution point and in farmers' fields.
- 15 Nov 2021: Herat; Displaced wheat farmers/livestock owners from Ghor recently displaced from two districts in Ghor.
- 7 Dec 2021, 12 Dec 2021 and 22 Dec 2021: respectively in Balkh, Shbrghan and Takahr province – women's groups
- 21 Dec 2021: Injil Districts; Interviews with 30 women headed households.
- 22 Dec 2021: in Guzara district; interviews with 30 women headed households
- 5-11 Jan 2022: Helmand and Nimroz Provinces; Governors, PAIL Directors, DoEC, DORR and ANDMA, Helmand River Basin Authority.
- 27 Jan-1 Feb, 2022: Provincial Governor, Kandahar / Director of MOFA / Deputy Director, Economy / PAIL Director, Kandahar – information-sharing meetings
- 27 Jan-1 Feb, 2022: 6 districts of Kandahar, consultations with farmers and livestock owners (pastoralists) in 6 Districts.
- Jan 2022: Head of Seed Certification Laboratory and Private Seed Enterprises (PSEs)
- 6-10 Feb 2022: Urozgan Province. Governor, PAIL Director, DoEC.

Annex 11: Summary of concerns raised from stakeholders' consultations

Stakeholders	Responses/Concerns about the project	Recommendations/Suggestions
<p>Wheat farmers in Herat – November 2021</p>	<ul style="list-style-type: none"> • Significantly reduced wheat harvests in 2021, largely due to heavy <u>drought</u> conditions. <ul style="list-style-type: none"> ○ Rain-fed wheat production was typically 60-80% below normal yields and some farmers reported total crop failure. ○ Irrigated agriculture was less affected, with yields typically 20-30% below historic averages. • Lack of employment/cash-earning opportunities: following August 2021 transition, a dramatic decline in seasonal/casual labour opportunities, both in agricultural sector and urban informal sector. Led to dramatic cash shortages in households • Very limited/inexistent cash earning opportunities led to dramatic increase in debts. Rural households began experiencing debt in Q4, with borrowing the only option for food expenditures plus all other consumption. • Significant constraints accessing agricultural inputs, most particularly quality seeds and fertilizer. Local seed supplies reduced due to lower harvests and lack of cash. • In many cases, farmers reported that the only seeds they had planted were seeds provided by FAO. • The only employment opportunities were in Iran, (given that there were no opportunities in Herat/Kabul) although authorities were making this increasingly difficult. • Farmers were worried about the continuing drought. 	<ul style="list-style-type: none"> • Strong need for agricultural input support, in particular <ul style="list-style-type: none"> ○ High-quality / high-yielding wheat seeds irrigated land (for both higher productivity but also to replenish seed supplies). ○ Need for fertilizer (DAP/UREA) to ensure higher productivity ○ Need for spring and off-season crops to supplement food production and incomes ○ Need to increase access to water (rehabilitation of small scale irrigation infrastructures using cash-for-work (double objective)) • Need for income earning opportunities given household liquidity challenges/debts
<p>Displaced farmers from Ghor – November 2021</p>	<ul style="list-style-type: none"> • Displaced farmers reported that up to 25-30% of households had been forced to move from districts in Ghor due to almost complete crop failure in the 2021 wheat season on irrigated land. • Dramatic livelihood collapse reported in households with no cash to access food/agricultural inputs. • The only households that remained were those with limited livestock holdings. Once households had been forced to sell their last livestock they were forced to leave. • No labour opportunities in Herat or Kabul. • Need agricultural inputs and cash to return to their communities. • Suggested that the drought/economic collapse-induced crisis was the worst that had been seen for 50+ years. 	<ul style="list-style-type: none"> • Need for return package to support return (seeds/cash) • Need for livestock feed/support to animal health (potentially in addition to cash; Cash + approach)

Stakeholders	Responses/Concerns about the project	Recommendations/Suggestions
	<ul style="list-style-type: none"> • None had received humanitarian assistance in Herat and all were relying on handouts from “passers-by”. 	
Farmers and livestock owners/pastoralists in 6 districts of Kandahar - January/Feb 2022	<ul style="list-style-type: none"> • Consultations in six districts with farmers and livestock owners/pastoralists/livestock market traders/fruit growers (pomegranate)/agri-business players (juice) • Acute crisis reported. <p><u>Farmers reported</u></p> <ul style="list-style-type: none"> • Deep debt amongst farmers. The worst that they had seen in their lifetimes. • Widespread crop failure in rainfed areas and moderate reductions in irrigated areas. • Having exhausted cash reserves, due to reduced harvests and total collapse of seasonal or irregular employment opportunities. • Having to borrow from multiple sources, even for the smallest of purchases (e.g. milk for children). • Heavy asset depletion (particularly livestock). • Very marginal sharecropping arrangements (80:20) • Despite recent rains, farmers reported that the vast majority were only planting very limited areas on irrigated land, with some planting on rainfed areas. • Farmers receiving FAO wheat packages reported that they were not planting any other seeds due to lack of cash. • Deep concerns regarding livelihood fragility and the potential for collapse and inevitable displacement, given very high levels of debt and very poor cropping sharing arrangements. • The critical importance of water access highlighted, whether from kharez, wells or gravity irrigation <p><u>Pastoralists (kuchi) reported</u></p> <ul style="list-style-type: none"> • High levels of distress selling since mid-2021 with herd reductions ranging from 60-80%. • Continued weekly/monthly selling of livestock to (1) pay for food for families; and (2) pay for feed for livestock (livestock selling normally peaks in October, but the last nine months had seen continuous selling). • Many animals were in very poor conditions, with clear evidence of pests and disease in the herds (e.g. PPR). • Herders were holding on to healthy young females for restocking. 	<ul style="list-style-type: none"> • Need for large-scale response to support both short-term and medium-term needs • Need to prevent livelihood collapse in the short term and to enable farmers to escape the debt trap <ul style="list-style-type: none"> • In particular <ul style="list-style-type: none"> ○ Agricultural inputs (wheat/vegetable/summer crops etc. + fertilizer) ○ Livestock support ○ Cash/employment opportunities key to address debt and re-introduce liquidity into households • Support to increase access to water both in terms of restoring collapsed/poorly managed water infrastructure (using cash for work modality) and to support the development of larger irrigation schemes • Need to generate labour/employment opportunities, given the contraction in traditional labour sectors (orchards / casual urban labour)

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	<ul style="list-style-type: none"> • It would take them 2-4 years to restock. • One elderly pastoralist reported the situation was the worst that he had seen in his lifetime (his herd had been 160 in January 2021 and was reduced to 18 by late January 2022). He was selling 2 sheep for AFS200 for food for his family and feed for his surviving animals. <p><u>Livestock market traders reported:</u></p> <ul style="list-style-type: none"> • Virtual disappearance of urban demand for animals for slaughter. • Continuous distress selling of low-value/low-quality animals with 80% reductions in prices (as compared to healthy animals). • Some sellers were building up stocks of animals for letter selling given the very low prices (and upcoming demand for female livestock for restocking). <p><u>Fruit producers (pomegranate/grapes) highlighted:</u></p> <ul style="list-style-type: none"> • Market collapse for both domestic and international (Pakistan/India) markets. • Payment challenges for exports. • Reported on their significant reductions in labour demand given market contraction. <p><u>Agri-business</u></p> <ul style="list-style-type: none"> • Visited a medium-size business owners with a juice bottling and canning factory (mainly pomegranate) • His market was 60% domestic / 40% international • He reported significant drops in demand and losses • Factory was not working during our visit. Was working same time previous year. 	<ul style="list-style-type: none"> • Livestock feed / animal health support • Support to restocking • Income-earning/employment opportunities
Injil and Guzara districts, Herat	<p>Consultations with women dependent on agriculture and livestock-based livelihoods:</p> <ul style="list-style-type: none"> • Low nutritional-awareness: Most of the women involved in the consultations reported that they have no or very limited information on soybean nutritional benefit/value and proper utilization in rural and urban areas in the country • Low nutritional-awareness: Women reported that soybean is still not accepted by households due to a lack of awareness regarding its nutritional benefits and cooking methods. 	<ul style="list-style-type: none"> • Increase training programs for women in particular regarding both the nutritional benefits of soybean and on the preparation of food/meals • Conduct an awareness-raising program for retailers and wholesalers regarding the storage and value of soybean. • Design and implement trainings aimed at empowering women by considering all other social and cultural factors such as access to resources and gender relations in

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	<ul style="list-style-type: none"> • Market availability: Women reported that soybean flour is often unavailable in local markets, constraining its use at the household level with limited awareness amongst retailers of the potential market/demand for soybean products. 	<p>order to plan for their influence on the training outcome.</p> <ul style="list-style-type: none"> • Training: Create groups of female trainers to raise awareness of soybean products and undertake training-of-training activities to build their capacity in this regard. Identify activities to raise overall community awareness and acceptance of soybean products. • Increase women’s knowledge and capacity with regard to soybean production (as some of them own, or have access to suitable land) as a basis for increased income-generation and diversification. Ensure that principles of justice, equality and dignity shape beneficiary selection (thereby minimising the risks of distortionary selection by community leaders).
<p>Consultations with Women’s Groups in Sholger and Dihdadi Districts in Balkh Province and Sheberghan District in Jowzjan Province and various districts in Takhar Province</p>	<ul style="list-style-type: none"> • Impact of economic crisis: Almost all rural households have been heavily affected by the post-August 2021 economic crisis. The poorest households were often hit hardest. The loss of jobs, incomes and casual labour opportunities reduced cash availability in households. • Continuing effects of COVID-19: The economic lockdown linked to COVID-19 hit rural households through reduced income-earning opportunities and market constriction. Women lost jobs, both formal and informal, and overall job insecurity increased. This had direct negative impacts on household poverty levels. • Nutritional status of children: Women reported that the nutritional status of children, particularly those under-five years old, deteriorated significantly in 2021. • Lack of processing knowledge and capacity: Women identified a lack of knowledge about soybean processing and on the one hand and the under-development of local soybean markets as significant constraints. Most of women in both cities and districts lacked awareness about the potential nutritional value of contribution of soybean to daily diets. 	<ul style="list-style-type: none"> • Support continuous involvement of women in Common Interest Groups (CIGs). • Continue to provide inputs to encourage soybean uptake (e.g provide seed, equipment for the preparation of soybean food items and to support the economic empowerment of women/women’s groups) • Upscaling: Expand this programme to other districts/provinces with high-potential for soybean uptake with a focus on both households diets and small enterprise development. Conduct the awareness-raising programs focussed on nutrition/consumption and small business development • Conduct awareness-raising programmes retailers/wholesalers

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	<ul style="list-style-type: none"> • Importance of training: Training participants highlighted the value, importance and utility of training, in particular with regard to demonstration of soybean processing and its utilization and its positive impact on family nutritional status and diets. • Impacts on food insecurity: Food insecure farmers and consumers benefit from increased availability, access and utilization of improved soybean seed and soya flour and commercially-produced nutritious soya-based food products. • Sustainability challenges: Women recognised the potential value and contribution of soybean in terms of food security and livelihoods but recognised that more direct support would be required (in terms of agricultural inputs, support to processing and training) for soybean to be adopted sustainably. 	<ul style="list-style-type: none"> • Provide integrated support packages to women, focusing on the most vulnerable and food insecure (including female-headed households/mothers with very young children) Provision of required input and machinery
Zabul Province Zabul PAIL Director	<ul style="list-style-type: none"> • Severe drought impact: Several districts of Zabul were severely drought-affected which lead to severe pressure on household livelihoods and food production and led to significant increases in displacement • Short-term/humanitarian assistance needs: The importance of providing short-term assistance to farmers and livestock owners/herders in response to the drought and to support recovery. • Certified seed demand: Significant needs at the household level for high-quality/certified winter wheat, in particular for the poorest and most vulnerable farming households (with limited access to irrigated land). • Importance of training: Farmers also require technical training on crop production and land/water management • Support to both crops/livestock: Support should focus on both crop and livestock production 	<ul style="list-style-type: none"> • High-quality / high-yielding wheat seeds for farmers with limited access to irrigated land (to both increase production and replenish seed supplies). • Need for fertilizer (DAP/UREA) to ensure higher productivity, particularly in the context of drought/drought-recovery
Helmand PAIL Director	<ul style="list-style-type: none"> • Support to drought-affected Request to prioritize the Northern districts of Helmand heavily affected by the drought • Not just drought: Whilst the risk of drought continues, there are also risks of flooding which should be considered/reduced • Improved water management: Rehabilitation and restoration of water harvesting infrastructure remains a priority (e.g. check dams), as does enhancing water-use efficiency (on-field water use) • Critical importance of agriculture and livestock: Agriculture and livestock remain the primary source of livelihoods across Helmand, in 	Increase access to water by restoring collapsed/poorly managed water infrastructure (using cash-for-work modalities)

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	<p>particular for poorer households Investment in water catchment support by providing fresh water for their agriculture and livestock but also will recharge the Karizes that are dried for the time-being due to the drought and water scarcity.</p>	
Helmand River Basin Authority	<ul style="list-style-type: none"> • Support to watershed management facilities: Director of the Helmand RBA highlighted the need for support to upstream facilities, many of which are inactive due to lack of capacity/equipment. The importance of these facilities/stations for water measurement and early warning system were highlighted. • Community-level catchment structures: Highlighted the importance of community-level construction of local water catchment structures to be built to store more water and recharge underground areas. 	Community-level activities to increase access to water by restoring collapsed/poorly managed water infrastructure (using cash-for-work modalities)
PAIL Director, Urozgan Province	<ul style="list-style-type: none"> • Roaring food insecurity: Food insecurity is roaring in Urozgan leading to negative coping mechanisms such as reducing meals and portions to coop • Lack of employment/income-generating opportunities: Lack of employment/cash-earning opportunities for rural households, in particular the poorest and most vulnerable • DFA assurances: The de facto authorities (DFA) highlighted the need for increased assistance to rural communities/households and provided clear guarantees and assurances regarding (1) <u>access</u>, <u>security</u> and <u>safety</u>; and (2) <u>operational independence</u>. 	•Need for income earning opportunities given household liquidity challenges/debts
Afghanistan Seed Sector		
Head of Urdo Khan Research Farm, Enjil district, Herat Province (Jan 2022)	<ul style="list-style-type: none"> • Seed security risks: Highlighted risks to the current seed supply sector, in particular with regard to (1) Breeder Seeds (BS) (2) Foundation Seeds (FS) and Certified Seeds (CS) in 2022/2023 	Identify modalities for ensuring sufficient production of breeder, foundation and certified seeds in 2022/2023 in ways that do not cross “red lines” regarding sanctions (and licenses).
Private Seed Enterprises (PSEs) (Jan 2022)	<ul style="list-style-type: none"> • Seed stocks and storage: Highlighted the need to verify seed stocks and storage capacities • Critical contribution of FAO: PSEs repeatedly recognized that FAO is the only national/international organization purchasing seeds and recognized that without FAO’s contribution, they would have been forced to sell their high-quality seeds as wheat grain • Economic pressures in the seed sector: Many PSEs highlighted the critical economic risks they are facing, with many highlighting the risk of bankruptcy if there is no increase in demand in the coming season 	<p>Efforts to increase the availability of breeder, foundation, registered and certified wheat seeds in Afghanistan in 2022 and 2023 remains a priority (with significant downside risks if not addressed)</p> <p>There is significant interest by players throughout the seed supply chain to find ways of</p>

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	<ul style="list-style-type: none"> • Seed availability risks: Many PSEs highlighted the growing risks of insufficient seed availability in 2022/2023 and stressed the importance of stakeholders to come together to ensure sufficient quantities of high-quality and locally-adapted seeds for the 2022/2023 wheat season 	addressing seed supply challenges (and recognizing the current constraints on the operational environment related to sanctions and the continuing non-recognition of the DFA by the international community)