



FOOD AGRICULTURE ORGANIZATION OF THE UNITED NATIONS (FAO)

AFGHANISTAN

Emergency Food Security Project-Additional Financing (P178280)

STAKEHOLDER ENGAGEMENT PLAN (SEP)

Revised: 05 January 2024

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LIST OF ACRONYMS AND ABBREVIATIONS

AAP	Accountability to Affected Populations
AF	Additional Financing
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
ESMG	FAO's Environmental and Social Management Guidelines
FESM	FAO's Framework for Environmental and Social Management
GBV	Gender-Based Violence
GRC	Grievance Redress Committee
GRM	Grievance Redress Mechanism
IPF	Investment Project Financing
IA	Irrigation Association
IDP	Internal displaced people
M&E	Monitoring and Evaluation
NEPA	National Environmental Protection Agency
NWARA	National Water Affairs Regulation Authority
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
PMU	Project Management Unit
RPMUs	Regional Project Management Units.
SBU	Strategic Business Units
SEP	Stakeholder Engagement Plan
TA	Technical Assistance
WUAs	Water Users Association

EXECUTIVE SUMMARY

This Stakeholder Engagement Plan (SEP) was originally prepared in 2022 for the Emergency Food Security Project (EFSP) supported by the WB and implemented by FAO since 3 June 2022. This revised version of the SEP presented in this document introduces updates pertaining the additional financing, which has restructured the project's sub components by introducing the On Farm Water Management (OFWM) activities. It also reflects the fact that FAO's 2015 Environmental and Social Management Guidelines (ESMG) were replaced with the 2022 Framework for Environmental and Social Management (FESM). It includes updates to planned stakeholder consultations and a GRM manual prepared for the EFSP.

The Emergency Food Security Project was approved and became effective on June 3, 2022, with closing date of June 28, 2024. The EFSP has been restructured with the additional financing of US\$100 million in February 2024 with an extension of the closing date to June 30, 2025.

In the state of extreme food insecurity that Afghanistan is currently facing, The World Bank (WB) acting as the administrator of the Afghanistan Reconstruction Trust Fund (ARTF) proposed to provide additional financing to The Food and Agriculture Organization of the United Nations (FAO) for extension of the ongoing EFSP. The project objective will be achieved through: (a) immediate intervention for providing access to full package of agricultural inputs and services to restore resilient productive capacities and (b) activities that generate employment opportunities to absorb rural unskilled labor while restoring productive capacity through rehabilitation of irrigation schemes and watersheds.

The Environmental and Social Standard 10 (ESS10) of World Bank's Environmental and Social Framework (ESF) requires FAO to prepare and implement a Stakeholder Engagement Plan (SEP). The SEP is also guided by FAO's Stakeholder Engagement and Information Disclosure Guidelines. As per FAO Framework for Environmental and Social Management (FESM), 2022 requirement, the Environmental and Social Operational Pillars 2 (ESOP 2), Stakeholder engagement, information disclosure, and grievance, conflict resolution and accountability mechanisms (Paragraphs 59-76) applies to all projects, programs 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 and program. 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.

The overall objective of this 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, Community Development Councils (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 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 Framework for Environmental and Social Management (FESM) and analysis of 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 Chapter 4. The Stakeholder Engagement Plan is presented in Chapter 5. Description of the Project's Grievance Redress Mechanism (GRM) 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.

FAO has conducted several 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, 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 for parent project. In addition, consultations for revision of the SEP were conducted with water users, Mirabs, Key farmers, representatives from watershed benefiting villages and provincial water and agriculture stakeholders in following regions; Kandahar region from 08-12 October 2023, Eastern region from 5-9 November 2023, Southeast region, West region from 10-14 December 2023, and in north region from 18-20 December 2023. During consultation, the participants expressed their appreciation for the EFSP services and supports which includes improved wheat seed, fertilizer distribution, rehabilitation of canals, excavation of trenches and construction of micro check dams for harvesting of rainwater and restoration of rangelands in their respective regions. From the watershed management, the community representatives mentioned that the rainwater harvested in the recent rainfall in the check dams and trenches and livestock owners are using from the stored water, similarly, they satisfied from all EFSP services and supports through improvement of irrigation and agriculture. They requested FAO to continue these types of services as they are facing drought and water shortage, the watershed management and canal rehabilitation reduced the impacts of droughts on their livelihoods.

Considering the revision of EFSP subcomponents, this SEP is updated to cover the activities funded under the additional financing of the EFSP.

For the purposes of effective and tailored engagement, the project stakeholders were divided into the 03 core categories with some of the key stakeholders identified as follows:

- **Affected Parties:** (i) food insecure vulnerable smallholder farming households, (ii) local communities engaged in trainings on best practices for irrigation management and conservation of water resources, (iii) beneficiaries participating in the labor-intensive works of the restoration of irrigation and water resources structures, (iv) Formal Water Users Associations (WUAs), Watershed Associations (WAs); Informal Water Management Bodies (Mirabs), (v) Farming and Herding Communities (male and female), Shuras, and villagers and communities near the project's planned activities, and (vi) landowners who temporarily offers their properties during construction works along on farm and off farm irrigation scheme.
- **Interested Parties:** (i) The local population who can benefit indirectly from the project, (ii) Afghan Public in targeted rural areas as well as key social institutions such as village councils, women's groups (Public Awareness Campaign), (iii) contractors and sub-contractors, and individual in the area of the project, (iv) Other UN agencies such as UNOPS, UNDP and WFP active in the area of intervention; (v) Local and national level civil societies and non-governmental organizations (NGOs), (vi) Private seed enterprises, and (vii) Media and other interest groups, including social media.
- **Vulnerable People:** (i) Elderly, (ii) Persons with disabilities and their caregivers, (iii) Low-income families/extreme poor and especially female headed households, (iv) Families with "poor" or "borderline" Food Consumption Score (FCS), (v) Nomadic communities/farmers, (vi) Women, particularly women-headed households or single mothers with underage children, (vii) Internally Displaced People (IDPs) and returnees, and (viii) War victims.

The SEP will be updated periodically as necessary. 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. Updates, 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.

Based on different needs of the stakeholders, the SEP will explore 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.

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.

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

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. A GRM manual was prepared for the EFSP and will be applicable for EFSP-AF activities.

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.

The management, coordination and implementation of the SEP and its integral tasks will be the responsibility of dedicated team members within FAO Project Implementation Unit (PIU) and local sub-contractors.

1. INTRODUCTION

1.1. Project context

In the current context 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 AF of this project will be financed by an ARTF grant using an Investment Project Financing (IPF) instrument and will be implemented by the Food and Agriculture Organization of the United Nations (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 two components: (1) Restoring agricultural production, (2) The provision of water and resilience services.

Component 1: Restoring agricultural production

The AF will make the following adjustments under this component: a) scale-up the distribution of wheat cultivation package and crop production training to new food insecure households in selected districts under the existing subcomponent 1.1; b) expand Technical Assistance (TA) for Private Seed Enterprises (PSE) under subcomponent 1.3 focusing on strengthening their capacity to diversify production of seed and marketing beyond wheat and c) add a new activity under subcomponent 1.2 to strengthen capacity for value addition by selected actors for horticulture commodities. To this effect the title of subcomponent 1.2 will be revised to reflect the revised focus. The details are as follows:

Subcomponent 1.1: Emergency Wheat Production Support

Under the Additional Financing, 300 000 households will be assisted with the wheat cultivation package (with each package comprising 50 kg certified wheat seed, 50 kg DAP, 50 kg urea), as well as provided training on climate smart agronomic practices, post-harvest handling, improved seed multiplication / management, and on linkages to local

extension services. 270 000 of these beneficiaries will be targeted under current PAD parameters (IPC3+ households with high levels of vulnerability, with 2 jeribs irrigated/4 jeribs rainfed wheat), while another 30 000 households who cultivate wheat on up to 10 or more jeribs will also be targeted. No recipient will have received input packages over the last three years i.e. 2021/22/23 planting seasons. As certified seed can deliver improved yield for at least the subsequent three planting seasons, all recipients will benefit from the wheat production package for four years. The subset of 30 000 beneficiaries with larger land areas can save enough harvested seed for their full holdings in subsequent years and so scale-up production. Procurement and distribution of seed will be same as in the EFSP PAD, certified wheat seed from National Seed Board certified private sector seed enterprises while the procurement of fertilizers (DAP and urea) will be the same as done in 2022 and 2023 in the EFSP. Support for the 2024 wheat season will include a greater emphasis on rainfed varieties as these are more tolerant of heat and drought, and so will enhance beneficiaries' resilience to climate-induced stress. As per the October 2023 seed production planning meeting, an estimated 3 400 Mt (tbc) of certified wheat seed expected to be available next year of rainfed varieties.

a. Support to on-farm seed storage

A new activity proposed under this Additional Financing will distribute improved hermetic storage bags, such as PICS bags, to all wheat seed recipients, along with training on their proper use. These bags prevent airflow and are widely used in other countries to minimize storage losses, especially from insects. Each recipient will receive sufficient bags to store 100 kg, to enhance their capacities to store seed for the following season as well as mitigate against pest infestation of the stored seeds, which is common occurrence / feedback from farmers using traditional methods / techniques for storage of seeds.

b. Provision of organic crop nutrient inputs

In order to promote improved soil fertility management and enhance soil organic matter levels, as a pilot activity up to 5 000 beneficiary households (from amongst the 300 000 households targeted under the wheat cultivation package) will receive organic fertility inputs in addition to the inorganic inputs (DAP and urea) provided. These inputs will be procured from national suppliers, which will also strengthen the development of enterprises in the country that are producing compost and organo-mineral compounds (combinations of chemical fertilizer and compost) from sources of organic waste such as animal manure. Promotion of improved soil fertility management and soil organic matters coupled with strengthening production and market links of compost / organic / bio / organo-mineral compounds will help create a pathway for future environmentally sustainable and climate smart agriculture practices and related investments.

Subcomponent 1.2: Agriculture Diversification and Value Addition

Under the Additional Financing it is proposed to expand Component 1 by including a new Subcomponent 1.2 Agriculture Diversification and Value Addition to enhance farming household level food security and resilience. Under this new subcomponent, FAO will support horticulture production and value addition by providing- a) high quality agriculture inputs; b) primary value addition and processing equipment, and facilities for small zero energy storage and drying; and c) technical trainings on improved post-harvest value addition practices and marketing to Common Interest Groups (CIGs) and Producer Market Organizations (PMOs). Under the additional financing, farmers' centric and demand driven approaches will be adopted, supporting farmers in the following key three interventions: 1) Improved Diversification, Productivity and Production, 2) Value Addition through Processing and Storage Facilities and 3) establishment of new/support to the existing Common Interest Groups and Producer Market Organizations

Sub-component 1.3: Technical Assistance (TA) for Enhanced Seed Production

Under this Additional Financing, the existing TA activity under EFSP is proposed to be widened in scope whereby the TA will focus on enhancing national seed production coupled with promoting- a) greater diversification of production by Private Seed Enterprises (PSEs) to produce quality seed of crops beyond wheat and thereby support crop diversification, and b) enhancing PSEs' capacities to market high-quality / certified seed directly to farmers.

Component 2: Provision of Water and Resilience Services

A. Rationale and Design Considerations

Under the additional financing, to deepen and expand the existing EFSP project's impact, specifically under component 2, additional activities will be integrated into the project design under the two existing sub-components already being implemented by the project. First, watershed management activities will be scaled up by incorporating additional sustainable water management interventions such as agroforestry and improved management of grazing land, where appropriate. Second, the approved pipeline sub-projects of the parent project that are ready for award will undergo the process of procurement, based on design amendments in consideration of the OFWMP under the additional financing. Proposal preparation and process of obtaining the internal clearances for the works related to the on-farm water management activities for the sub-projects for which survey and design has already been carried out by the earlier On Farm Water Management Project (OFWMP) will commence. Subsequently, procurement of these sub-projects will then be initiated.

The choice of key design activities is well justified as the proposed is the scale up and expansion of the EFSP activities, that will ensure good complementarity with other planned or ongoing activities and inherent deepening of the project's impact. The sub-projects planned under implementation will lead to an enhanced regional/geographical equity across the country.

Rehabilitation of the irrigation schemes under the EFSP project has proven to be effective in increasing the canal efficiency and enhancing the water delivery of the system in terms of adequacy and reliability of the irrigation system. This will in turn increase cropping intensity in the irrigation system. Construction of contour trenches under watershed management activities under the EFSP has helped farmers harvest surface runoff water and recharge groundwater significantly. From the contour trenches undertaken under Component 2 (Activity 2.2) of the EFSP, currently it is estimated that up to 10 million cubic meter of water will be harvested/stored in each rainfall of more than 5 mm rainfall. Also, the check dam construction has helped to improve the watershed through erosion control, reduce flood intensity and recharge ground water.

B. Details on activities for Additional Financing

Sub-component 2.1: Expanded support for watershed management interventions

Any structural and/or agronomic interventions inside the watershed resulting in the improvement in the land and water inside the watershed fall under the watershed management. Structural measures could be construction of check dams, contour trenches, terracing, conservation ponds and so on. Agronomic measures could include agroforestry and management of the grazing land. The activities under this sub-component will be:

- a. **Sustainable land and water management interventions such as agroforestry, and improved management of grazing land, including plantation of suitable species of plant compatible to particular agro-climatic conditions would have multiple benefits.**

- b. **Construction of contour trenches, minor check dams and conservation ponds/storage**
- c. **Technical assistance to prepare integrated watershed management plans in high-risk areas**

Subcomponent 2.2: Restoration of the damaged irrigation systems and improved on-farm irrigation systems

Under this sub-component, the irrigation schemes ready for the process of procurement under the existing EFSP will be taken up. While the irrigation schemes are undergoing the process of procurement and subsequently implementation, preparation of the sub-project documents including site verification / modification for the on-farm water management related works for the already surveyed and designed sub-projects under OFWMP will commence simultaneously. Activities under this sub-component include:

- a. **Restoration of damaged irrigation schemes:** There are altogether 49 irrigation sub-projects / irrigation schemes with the estimated cost worth USD 7 100 000 already designed for which all the internal clearances also have been received. These irrigation sub-projects can readily proceed towards the process of procurement from the beginning of December 2023. These sub-projects are spread over 24 of 34 provinces of Afghanistan with a reasonable geographical equity. Therefore, restoration of these candidate sub-projects after contract packaging would be the most viable option to be taken up under the additional financing. Restoration of these irrigation schemes will help improve the conveyance efficiency of the system.
- b. **On Farm Water Management (OFWM):** Several measures for OFWM activities will be introduced to increase agricultural productivity through enhanced application efficiency at farm level. Activities include:
 - a. **Civil works related on-farm management activities:** Under this activity, civil works such as canal lining at the secondary/tertiary level canal system, improvement of the turn outs like *nucca pucca* structures, dividers, ponds, flumes, canal bank protection, regulating structures, etc. will be carried out. These will also include social structures requested by the community such as foot paths, culverts, water collection points, ponds, etc.
 - b. **Land Laser Levelling:** Land laser levelling of the farm field with the area more than 1ha in low altitude plain areas to increase water application efficiency will also be introduced. In high altitude areas, however, terracing of the farm fields will be carried out for the same purpose. In the feasible areas, the project will procure one laser land leveler for each of the irrigation systems and hand it over to the relevant Mirab / Irrigation Associations (IAs). These Mirab / IAs will be the custodian of the laser land leveler and will provide it to the beneficiaries for the land levelling based on the collectively agreed rotational schedule.

Subcomponent 2.3: Capacity building/training research-studies

This sub-component exists in the ongoing EFSP project as Activity 2.3 and will be continued with a widened scope wherein- (i) manuals / guidelines on watershed management / minor (non-referable) small dams will be developed; (ii) updating of landcover atlas focusing on irrigation and water resource schemes; and (iii) training of various stakeholders on OFWM, watershed management, O&M, and other such topics will be undertaken as part of the additional financing.

Subcomponent 2.4: Emergency Earthquake Response under additional financing (Component 2)

This sub-component was introduced just after a recent earthquake event with many aftershocks which impacted 9 districts of Herat province located in the western part of Afghanistan. Based on the preliminary findings from ongoing FAO technical damage-loss and needs assessments in the earthquake impacted area in Herat province, following activities are proposed to be included in the additional financing within the scope of the subcomponents 2.1 and 2.2:

- i. 40 Karezes rehabilitation and upper Karez watershed management with trenches, water ponds, cross drainage structure, check dams and social structures and on farm water management is proposed to be undertaken which will benefit an estimated area of 2 800 ha.
- ii. 50 Irrigation schemes with on farm and out farm rehabilitation is proposed to be undertaken which will benefit an estimated an area of 350 ha.
- iii. 60 Watershed management consisting of different types of structures, trenches, water ponds, cross drainage structure, check dams and social structures is proposed to be undertaken which will benefit an estimated area of 600 ha and directly benefiting an estimated up to 15 000 beneficiaries with 30 days of cash for work (CFW) each, which in total will lead to a short-term income boost of an estimated USD 2.25 million as wage-labor payment to these beneficiaries. Furthermore, 600 000 trenches will be constructed leading to 0.45 million cubic meter of water will be stored in each rainfall of more than 5 mm rainfall.

1.2. Objectives of Stakeholder Engagement Plan

ESS10 of the World Bank's ESF requires FAO to prepare and implement a SEP. The overall objective of this SEP is to define a program for stakeholder engagement, including public information disclosure and consultation, (Information dissemination in the consultation meeting with community elders, beneficiaries, different groups in the community land owners, landless, vulnerable groups and others during sub-project preparation stage to know the objective of project, hear their voices and express their expectations from the project) throughout the inception, preparation, construction and operation phase of the proposed projects. The SEP outlines the ways in which the implementing agency, Community Development Councils (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 Framework for Environment and Social Management (FESM) and analysis of 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 SEP is presented in Chapter 5. Description of the Project's Grievance Redress Mechanism (GRM) 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 FAO FESM,2022 a Stakeholder Engagement requirement (Paragraphs 59-72) applies to all projects, programs 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 the Environmental and Social Operational pillar (ESOP) 2), 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 ESOP.
- 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 FAO's 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) 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 year.

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. Consultation conducted with farmers recently in December 2023 for revision of the SEP, livestock has been mentioned as the major source of livelihood, as per feedback from community consultation done in Herat with women and men, animal shelter and feed for livestock has been identified as important need to sustain this basic source. Keeping in view the fact that in rural areas women are primarily responsible for livestock management, women become key player in food security due to absence of men as they proceed to Iran for petty employment, therefore women-to-women consultation groups will be created for regular inflow of information about needs and gaps and appropriate response for sustainable impact. In addition to that women and men's proximity to animals expose them to various health risks. Particularly, handling of raw animal products leads to higher vulnerability to different health issues. Women are traditionally the household members responsible for handling food for both family consumption and sale (milking animals, processing the milk and preparing meals) therefore some diseases are transmitted to humans through food, women are the key actors for the implementation of disease mitigation strategies once they have been given information about the ways in which these diseases are transmitted and have been trained in safe food processing practices. Therefore, provision of hygiene kit for safe handling of dairy products is another need to be focused. Furthermore, men and boys will be engaged through gender transformation to support and create market linkages for marketing of dairy products and develop resilience through economic empowerment with equitable participation.

Overall, consultations for the update of the SEP were conducted with FAO water users, Mirabs, lead farmers, representatives from watershed benefiting villages and provincial water and agriculture stakeholders in following regions; Kandahar region from 08-12 October 2023, Eastern region from 5-9 November 2023, Southeast region 10-14 December 2023, West region from 10-14 December 2023 with two FAO teams, and in North region from 18-20 December 2023. During consultation, the participants expressed their appreciation for the EFSP services and actions including highlighting the criticality of the support provided through improved wheat seed, fertilizer distribution, rehabilitation of canals, excavation of trenches and construction of micro check dames for harvesting of rainwater, riverbank protection, drainage cleaning, canal rehabilitation/lining, and restoration of rangelands in their respective regions. From the watershed management, the representatives mentioned that the rainwater harvested in the recent rainfall in the check dames and trenches, livestock owners are using from the stored water, similarly, they satisfied from all EFSP services and activities through improvement of irrigation and agriculture sections. They requested FAO to continue these types of services as they are facing with drought and water shortage, the watershed management and canal rehabilitation reduced the impacts of droughts on their livelihoods.

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/liason 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 as well as the horticulture assistance under AF.
- Local communities engaged in trainings on best practices for irrigation management and conservation of water resources.
- Beneficiaries participating in the labor-intensive works of the restoration of irrigation and water resources structures.

- Formal Water Users Associations (WUAs), Irrigation Association (IA) Watershed Associations (Was); Informal Water Management Bodies (Mirabs),
- The landowners who give temporary access to their assets to the project in order to facilitate the construction works during implementation of targeted irrigation schemes.
- Male and female laborers engaged in CFW and construction works which are being implemented by IP and construction companies respectively.
- 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
- 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.

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

5. STAKEHOLDER ENGAGEMENT PROGRAM FOR THE PROJECT

The project includes considerable resources to implement the actions included in the plan. 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 SEP continuously updated throughout the project implementation period when required and 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.
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.

Stakeholder group	Key characteristics	Language needs	Preferred communication means (e-mail, phone, radio, letter)	Specific needs (accessibility, large print, child care, daytime meetings)
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).

Stakeholder group	Key characteristics	Language needs	Preferred communication means (e-mail, phone, radio, letter)	Specific needs (accessibility, large print, child care, daytime meetings)
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 results 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 in the World Bank's external website and on FAO's disclosure portal 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 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 3: 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	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	FAO World Bank; Project affected parties Other identified stakeholders	EFSP Unit under FAO	
Preparation of the SEP including the GRM	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	Project affected parties, interested parties, vulnerable persons Other identified stakeholders Implementing partners	EFSP Unit under FAO SEP Consultant	
Preparation of the Environmental and Social Commitment Plan (ESCP)	Official correspondence Availability of the ESCP report on FAO and World Bank website	No more than one month after validation of the report	FAO Project affected parties List of identified stakeholders Implementing partners	EFSP Unit under FAO World Bank E&S Consultant	
EXECUTION PHASE AND SUPERVISION OF THE PROJECT					
EXECUTION	Project Start/Project Introduction	Project Information/ Presentation of Project Activities The launch workshop is accompanied by the distribution of physical documents on the Project (brochure, leaflet, etc.)	At the time of Project effectiveness	All EFSP stakeholders, including affected parties, interested parties, vulnerable persons and implementing partners	Project Environmental Specialist Project Social Development Specialist Community Health and Safety (CHS) specialist, FAO Project Team Leader

Phase and process	Information dissemination activities	Indicative calendar	Targeted stakeholders	Responsibility	
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	Affected parties Interested parties Vulnerable persons Implementing partners Other identified stakeholders	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. The overarching agreement between FAO Office of Inspector General (OIG) and WB INT will serve as the primary reference point for the incidents and accidents related reporting and investigation requirements.	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	Project Environmental Specialist Project Social Development Specialist Community Health and Safety (CHS) specialist FAO Project Team Leader. World Bank Project Task Team Leader
	EFSP mid-term evaluation	Publication of the report at mid-term Summary of Project Successes/Achievements and Lessons Learned	Mid-term of the Project	FAO World Bank; Identified stakeholders	EFSP Monitoring and 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	Project Environmental Specialist Project Social Development Specialist Community Health and Safety (CHS) specialist	

Phase and process	Information dissemination activities	Indicative calendar	Targeted stakeholders	Responsibility
			Other identified stakeholders	FAO Project Team Leader. SEP Final Evaluation Consultant World Bank Assigned Environmental and Social Specialists

5.3.2. Timetable for Stakeholder Engagement

Table 4: 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 update.	FAO	
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

Phase and process		Information dissemination activities	Indicative calendar	Targeted stakeholders	Responsibility
SUPERVISION	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
	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; Project affected parties, interested parties and vulnerable persons Other identified stakeholders	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	FAO World Bank; 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

6. GRIEVANCE REDRESS MECHANISM

Grievance redress is part of FAO's broader Framework for Environmental and Social Management (FESM) as well as its commitments to Accountability to Affected People (AAP). FAO integrates such concerns within its Accountability to Affected Populations Policy and Complaints Feedback Mechanism SOP. The policy covers compliance related issues such as prevention of sexual exploitation and abuse (PSEA), Fraud and Corruption, Environmental, Social and Gender (ESG) issues and overall programme quality issues.

FAO-AF has established both reactive and proactive feedback and complaint mechanisms. Reactive mechanisms include eight toll free lines that are managed by Monitoring, Evaluation, Accountability and Learning (MEAL) Specialists in all the eight FAO's regional offices, emails, and complaint boxes that are set up in distribution centers. Proactive feedback mechanisms include *focus group discussions, independent post distribution/ad hoc monitoring, information/help desks, one on one session during field monitoring, and satisfaction surveys, where exist.*

FAO has a partnership with AWAAZ's Afghanistan's Interagency call center managed by UNOPS. The call center has a toll-free number which is a short code number, 410 and any person in Afghanistan with access to a phone can speak with one of Awaaz Afghanistan's eight multilingual operators. Any complaint relating to FAO and its Implementing Partners is referred to FAO for further processing and after resolution, the feedback loop is closed. Some of the complaints received through this channel include request for assistance (cash and inputs). Further to this, all the complaints received through Awaaz have been addressed fully in consultation with the relevant FAO colleagues and the feedback loop closed.

This enhances accountability and transparency at the inter-agency level and provides beneficiaries with a harmonized platform where their concerns can be heard and addressed.

Additionally, FAO is in the process of establishing its own call center based in Kabul. The Call Centre is going to be operational in the first quarter of 2024. All the Human Resource requirements have been completed, including the hiring of 8 call operators, however the procurement of the call center platform which includes the hardware and software component is at an advanced stage. The call center will act as a proactive and reactive mechanism to address beneficiary concerns in a timely manner. The call center operators will be trained on FAO Code of Conduct, environmental and social safeguards, CHS, PSEA, Anti-Fraud training to equip them with knowledge about handling beneficiary feedback with confidentiality including sensitive information and escalating to the relevant departments for further processing.

To ensure accessibility, FAO's implementing partners/service providers conduct information sharing sessions with community members during distribution or registration on the rights and entitlement of the registered beneficiaries, information on selection and inclusion criteria. Information sharing is conducted through the word of mouth and IECs materials. IECs such as flyers and vinyl are shared and displayed and well explained before, during and after distributions.

All staff are trained on Core Humanitarian Standards (CHS), Do No Harm and importance of confidentiality in handling Feedback or complaints mechanisms (FRM) Complaints received through outlined channels are shared to Accountability Specialist, Regional MEAL specialist and are closed within an outline standard timeframe for each type of complaints. Feedback and complaints are captured through standard feedback registration form (available in KOBO) and shared with the Accountability Specialist. Partners have standard FRM database that they share to FAO on a weekly basis, and review of the feedback loop closure is conducted by conducting a satisfaction survey to check on the quality of response.

Sensitive complaints such as Fraud, corruption and PSEA are reported directly to FAOR through triage process under the Compliance Unit. Complaints found by the Compliance Unit to be related to fraud and other corrupt practices, as well as other types of misconduct such as sexual exploitation and abuse are reported to FAO's Office of the Inspector General for investigation by the FAOR. FAO AF works with partners to ensure feedback provider or complainant receive the action taken by FAO on a timely manner. All frontline workers including FAO and its Implementing Partners are trained in PSEA, sexual exploitation, abuse, and sexual harassment (SEA/SH) and the focus is mainly on how to prevent and respond. This ensures that all the frontline workers know how to safely report potential cases of Sexual Exploitation /Harassment/Abuse and action

can be taken in a timely manner. This is mainly covered by the survivor centered approach where the safety and interests of the survivors/beneficiaries is put first during the entire reporting phase of the potential case.

Informed by the above background, this GRM guidance note has been contextualized for ESFP project. The project will have three levels of grievances and redress mechanism based on the type of grievance received. These are:

1. Level 1 will be for gender-based and violence against children, SEA/SH against women and children included in this SEA/SH Action Plan
2. Level 2 will be for workers hired by the project on labour and working conditions, included in the Labor Management Procedures, and,
3. Level 3 will be for issues related to programme quality and delivery.
4. Level 3 will also be for issues related to noncompliance with FAO environmental and social safeguards standards specially:

The objective of a Grievance Redress Mechanism (GRM) is to assist in resolving complaints in a timely, effective, and efficient manner. Project-level GRMs provide the most effective way for stakeholders to raise issues and concerns about the project that affects 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 is designed in accordance with the World Bank's ESS10 and FAO safeguard policy 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.

Importance of establishing and maintaining a grievance redress system include:

- Responds to the needs of beneficiaries and to address and resolve their grievances.
- Resolves disputes before they escalate and become more difficult to manage – serves as an 'early warning system'.
- Helps build trust and confidence of community members in a sub project and encourages productive working relations between communities and project staff/management.
- Serves as a conduit for soliciting inquiries, inviting suggestions, and increasing community participation.
- Collects information that can be used to improve operational performance.
- Enhances the project's legitimacy among stakeholders.
- Promotes transparency and accountability.
- Deters fraud and corruption and mitigates project risks.
- Minimizing the risk of harm through meaningful participation.
- Reducing protection risks through robust, safe, accessible, and inclusive grievance redressal mechanism.

Key Principles of GRM

- **Do No Harm:**
 - Do no harm is the overarching guiding principle in FAO- ESFP grievance and redress mechanism case management cycle.
 - For SEA/SH cases, three guiding principles of confidentiality, centrality of protection and survivor safety are to be applied as per the World Bank's guidance, using the updated Environment and Social Incident Response Toolkit (ESIRT). Reporting mechanisms will enable the 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.
- **Cultural appropriateness:**
 - The project-level GRM is designed in a culturally appropriate way so as to effectively respond to the needs and concerns of all affected parties such as landowners, farmers, affected men and women, boys and girls, vulnerable and person with disabilities. The GRM will ensure provide factual, objective, and actionable

information in the local language spoken by affected men and women that enables people to make informed decisions.

- An accountability to affected population assessment shall be conducted to understand the preferred channels for sharing grievances and way of conducting two-way communication with affected population.
- Learning and adaptation in the role out and implementation of GRM will be a standing agenda in execution and review of the functionality of GRM. Receiving feedback through MEAL processes on effectiveness, and efficiency and overall satisfactions with the established GRM mechanism at community and country level.

- **Transparency and accountability:**

- The GRM would be well-publicized and known to all affected population. The implementing agency will ensure that the GRM is widely circulated 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, confidentiality and survivor centred approach, time of response, the referral and appeal processes.
- Regarding actual grievances handling, the GRM shall provide for relaying regular information and feedback concerning and partner staff members involved in implementing the CFM must follow the procedures outlined in this SOP the redressed of the grievance to the aggrieved.
- 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.

- **Accessibility and effectiveness:**

- 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 to allow variety and choices in sharing feedback and any grievances.
- A functioning multilevel structure for handling different aspects of the grievance resolution process such as receiving, recording, and sorting complaints; conducting assessments and resolution processes, coordination, and monitoring.
- Gender sensitive and inclusive: 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. The multi-tier structure will allow different entry points corresponding to the needs of different age groups and genders. 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 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.

Organizational learning and adaptive management

- Grievance tracking, monitoring, and reporting to the community and emanating analysis will be used for course correction and adaptive management at different level with FAO and its partners with the project cycle management.
- Adequate resources to cover costs such as capacity building, awareness raising, documentation etc.
- Clearing triaging, processing, and sorting processes.

GRM Channels

The GRM Channels are divided into two: reactive and proactive channels.

Reactive channels include:

1. **Awaaz toll free hotline:** 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.
2. 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, 410), 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>).
3. **Telephone Hotline:** The complainant can report his/her grievance verbally to a dedicated telephone hotline (the number of which will be disseminated in the Project areas). This number will be active during official time. E.g. from 8:00am to 4:30 pm from Sunday to Thursday except in public holidays. Table 1 below includes all the numbers in all the regions.

Table 5 Hotline numbers per region

Hotline Number	Region
0728670001	Kabul
0728670002	Bamyan
0728670003	Mazar
0728670004	Kunduz
0728670005	Nangarhar
0728670006	Gardez
0728670007	Herat
0708210210	Kandahar

Note: these lines will be replaced once the call center is established in the first quarter of 2024.

In 2023, FAO received 320 cases through its CFM, this included 15% of female and 85% men. Hotline with 89%, has been major medium of communication used by affected communities. Most of the cases related to Wheat cultivation package, home gardening and cash for work with 54%, 21% and 23 % share based on the intervention type. These cases included 60% of complaints, 78% requesting additional information, while assistance request and Feedback composed 12% and 4% of the cases reported. Of these 320 cases reported 81% were closed as solved, as the due information was provided, or case was referred to relevant unit for redressal.

During the course of EFSP implementation, 159 Grievance Redress Committee (GRC) for canal rehabilitation and 615 GRC for watershed management have been established. The members of these GRCs were from the targeted community, nominated by the targeted community. By the time of updating this SEP, 86 grievances were registered with eight FAO regional offices from June 2022 to September 2023, and solved at the community level. The major types of the registered grievances were late payment to the labors by the contractor, insufficient Personal Protective Equipment (PPE) in the construction site, use of machineries in the field, and poor quality of the construction work. FAO regional offices did not register any complaints from watershed management, because the shortcomings from the watershed management directly communicated with the respective IPs and the IPs took action to improve the situation immediately. Moreover, the watershed management is implemented through cash for work modality of work for a short period of 20 working days.

Based on the TPM report from the watershed management, the community is satisfied with the CFW and no negative social and environmental impacts have been recorded by the TPM from the watershed management from throughout of Afghanistan. In short, the GRM for EFSP has been fully implemented, to listen for voice of community, a GRC has been established at the sub project level, the sub project level performed their tasks as GRM members. The financial and technical capacities of implementing partners play a vital role in the reduction of grievances in the field.

4. **Suggestion Boxes:** Will be in a visible place in each distribution center.
5. **FAOAF Call Centre:** The call centre is expected to be fully operational in the first quarter of 2024. The Call centre will be managed by the Compliance Unit and its operationalization will initiate gradual phase out of the eight-hotline provided above to enhance transparency, confidence and reduces fears of retaliation in event of launching complaints.
6. **FAO OIG:** Complaints containing allegations that there has been a breach of the Organization's environmental and social standards or confidential/sensitive case e.g. SEA/SH cases, these cases must be made in writing and communicated to OIG by mail, courier, email or fax, directly or via any FAO office. All complaints should ideally provide, as a minimum, the following information:
What happen?
 - Describe the events with as much as relevant details as possible?
 - When did it happen?
 - Date, time, how many times, etc.
 - When did it happen?
 - Who was involved?
 - Who was impacted? And the complaint's name and information, where possible, additionally, anonymous complaints will be accepted and addressed.

The addresses to file a written complaint are:

- By courier or mail: Inspector General, Food and Agricultural Organization, Viale delle Terme di Caracalla, 00153 Rome, Italy
- By confidential fax: (+39) 06 570 55550
- By email: Investigations-hotline@fao.org

Pro-active channels include:

1. **GRM focal points at community level:** These are 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. GRM flyers are prepared and distributed for the convenience of the beneficiaries for accessing to the project GRM, a sample flyer is added in Annex 11.

2. **Focus group discussion.**
3. **Face to face conversation/consultation:** Complainants can personally submit his/her grievance to one of the relevant Grievances -- Redressed Committees like, FAO staff, TPM staff, community representatives, IPs and construction company's staff or any person that introduced to the community GRM awareness session. (including oral or written communications received during field visit).
4. **Informal meetings with community members.**

The mechanism includes the following stages:

1. In the instance in which the individual or group has the means to directly file the grievance, he/she has the right to do so, presenting through the indicated channels of the project/office (i.e.: email, mailbox, phone, etc.). The process of filing a grievance will duly consider confidentiality, and if requested by the individual or group bringing the grievance, anonymity as well as any existing traditional or indigenous dispute resolution mechanisms and it will not interfere with the community's self-governance system.

2. The individual or group bringing the grievance files a grievance through one of the channels of the grievance mechanism. This will be sent to the Project or FAO Decentralized / Country Office Grievance focal point to acknowledge and log the grievance, assess whether it is eligible and determine responsibility for attempting to resolve the grievance in line with the processes agreed for the project. The confidentiality of the grievance must be preserved during the process. For every grievance received by the project grievance focal point, written proof will be sent within ten (10) working days; afterwards, a resolution proposal will be made within thirty (30) working days.

The Grievance focal point will also be responsible for recording the grievance and how it has been addressed if a resolution was agreed.

3. If the situation is too complex, or the individual or group bringing the grievance does not accept the proposed resolution, the Grievance focal point must be informed and they must send the grievance to the next highest level, until a solution or acceptance is reached.

4. In compliance with the resolution, the person in charge of dealing with the grievance may interact with the individual or group bringing the grievance, or may call for interviews and meetings, to better understand the reasons.

Upon acceptance of a solution by the individual or group bringing the grievance, a confidential record will be maintained.

GRM for SEA/SH grievances

Survivor centered approach and Do No Harm: SEA/SH related grievances are handled through a survivor-centered approach through proper case management. 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 of 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.

All grievances of misconduct (such as allegations of fraud or other corrupt practices, harassment or sexual exploitation and abuse) by FAO project or country office employees are either submitted directly to the Office of the Inspector General (OIG) by the complainant or forwarded to OIG by FAO colleagues in a prompt and strictly confidential manner. OIG is responsible for investigating allegations of misconduct.

Absolute confidentiality: 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.

Responsible data management; 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 of having opened an investigation into the case. Additionally, report allegations of SEA through the UN's SEA tracker and inform the bank within 48 hours of having opened an investigation into the case.

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 PIU 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.
- III. The Environmental and Social safeguard core and regional teams have responsibility for implementation and monitoring of the SEP and other safeguard instruments. Mitigation measures for SEP have been incorporated in the safeguard monitoring checklist, which has been regularly followed by regional safeguard teams in the field during implementation of sub-projects. In addition, the FAO assigned Third Party Monitoring Agency (TPMA), the mentioned agency hired 34 Provincial Safeguard Monitoring Associates for real monitoring of safeguard requirements including SEP and provides regularly monitoring reports to FAO team. The process will be followed in the additional financing implementation activities.
- IV. The SEP for EFSP has been updated based after restructuring of sub-components under additional financing, quick consultation meetings have been conducted in few regions to know the stakeholder's expectations and feedback for the extension of the EFSP. The stakeholders mapping remains unchanged as only On Farm Water Management and establishment of Orchards have been added under additional financing activities.

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.

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 6):

Table 6 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.	FAO-AF Safeguard and AAP
2	Number of channels and frequency of information provided to stakeholders	FAO-AF Safeguard and AAP
3	Number of community awareness and training on the functioning of the GRM;	FAO-AF Safeguard and AAP
4	Number of press releases published or broadcasted in local, regional and national media;	FAO-AF Safeguard and AAP
5	Number of training programs on GRM management for key project stakeholders;	FAO-AF Safeguard and AAP
6	Number of complaints handled within the prescribed time;	FAO-AF Safeguard and AAP
7	Number of complaints received regarding GBV/SEA/SH.	FAO-AF Safeguard and AAP

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 7 The Project Implementation Unit (PIU) will be responsible for the preparation and physical implementation of the SEP.

Table 7: 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.
Environmental Specialist	<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.

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 and 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	<input type="checkbox"/>	Unsolved	<input type="checkbox"/>
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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"> 1. Project Affected Parties – are affected or likely to be affected by project, 2. 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. 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.</p> <p>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)</p> <p>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>	Broadly aligns	Apply World Bank ESF ESS 10 to projects and/or FAO Environment & Social Management Guidelines, 2015 – A. Stakeholder Engagement - Paragraph 10 -
<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>	Broadly aligns Consistent with ESS 10	Apply World Bank ESF ESS 10 to projects and/or FAO Environment & Social Management Guidelines, 2015 – A. Stakeholder Engagement - Paragraph 10
<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 	<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 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>	Broadly aligns	Apply World Bank ESF ESS 10 to projects and/or FAO Environment & Social Management Guidelines, 2015 – I. Grievance Review Mechanism, (Paragraphs 43 -50).

<ul style="list-style-type: none">- 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			
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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 and 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 to date:

- 15 Nov 2021: 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
- 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)
- 08 October -20 December 2023: Overall, consultations for revision of the SEP were conducted with FAO water users, Mirabs, lead farmers, representatives from watershed benefiting villages and provincial water and agriculture stakeholders in following regions; Kandahar region from 08-12 October 2023, Eastern region from 5-9 November 2023, Southeast region 10-14 December 2023, West region from 10-14 December 2023 with two FAO teams, and in North region from 18-20 December 2023. During consultation, the participants expressed their appreciation for the EFSP services and supports which includes improved wheat seed, fertilizer distribution, rehabilitation of canals, excavation of trenches and construction of micro check dams for harvesting of rainwater and restoration of rangelands in their respective regions. From the watershed management, the representative mentioned that the rainwater harvested in the recent rainfall in the check dams and trenches, livestock owners are using from the stored water, similarly, they satisfied from all EFSP services and supports through improvement of irrigation and agriculture sections. They requested FAO to continue these types of services as they are facing with drought and water shortage, the watershed management and canal rehabilitation reduced the impacts of droughts on their livelihoods.

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. 	<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"> • 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. • None had received humanitarian assistance in Herat and all were relying on handouts from “passers-by”. 	
<p>Farmers and livestock owners/pastoralists in 6 districts of Kandahar - January/Feb 2022</p>	<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"> • 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)

Stakeholders	Responses/Concerns about the project	Recommendations/Suggestions
	<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. • 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 	<ul style="list-style-type: none"> • Livestock feed / animal health support • Support to restocking • Income-earning/employment opportunities

Stakeholders	Responses/Concerns about the project	Recommendations/Suggestions
	<ul style="list-style-type: none"> • Factory was not working during our visit. Was working same time previous year. 	
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. • 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. 	<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 order to plan for their influence on the training outcome. • 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).
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	<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. 	<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 household’s diets and small enterprise development <p>Conduct the awareness-raising programs focussed on nutrition/consumption and small business development</p>

Stakeholders	Responses/Concerns about the project	Recommendations/Suggestions
	<ul style="list-style-type: none"> • 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. • 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"> • Conduct awareness-raising programmes retailers/wholesalers • 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
Helmand River Basin Authority	<ul style="list-style-type: none"> • Support to watershed management facilities: highlighting 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. 	<ul style="list-style-type: none"> • Community-level activities to increase access to water by restoring collapsed/poorly managed water infrastructure (using cash-for-work modalities)
Afghanistan Seed Sector		

Stakeholders	Responses/Concerns about the project	Recommendations/Suggestions
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 	<ul style="list-style-type: none"> • 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).
Community Representatives		
Community Representatives in Gardiz Kandahar (08-12 Oct-2023)	<ul style="list-style-type: none"> • Support to watershed management facilities: 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. Same as previous, request for extension. • 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. Request for extension and longtime support. 	<ul style="list-style-type: none"> • Community-level activities to increase access to water by restoring collapsed/poorly managed water infrastructure (using cash-for-work modalities). • Requested for using cash for work modality for period from 20 days to 40 days or more)
Community Representatives in eastern Region (5-9 Nov 2023).	<ul style="list-style-type: none"> • Support to watershed management facilities: highlighted the need for support to upstream facilities, many of which are inactive due to lack of capacity/equipment. Same as previous, request for extension. • 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. Request for extension and longtime support. 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. <ul style="list-style-type: none"> • Farmers were worried about the continuing drought. 	<ul style="list-style-type: none"> • Community-level activities to increase access to water by restoring collapsed/poorly managed water infrastructure (using cash-for-work modalities). • Requested for using cash for work modality for period from 20 days to 40 days or more) • 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 to increase access to water (rehabilitation of small-scale irrigation infrastructures using cash-for-work (double objective)
Community Representatives in southeast Region 10-14 December 2023	<ul style="list-style-type: none"> • Support to watershed management facilities: highlighted the need for support to upstream facilities, many of which are inactive due to lack of capacity/equipment. Same as previous, request for extension. 	<ul style="list-style-type: none"> • Community-level activities to increase access to water by restoring collapsed/poorly managed water infrastructure (using cash-for-work modalities). • Requested for using cash for work modality for period from 20 days to 40 days or more)

Stakeholders	Responses/Concerns about the project	Recommendations/Suggestions
	<ul style="list-style-type: none"> ● 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. Request for extension and longtime support. 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. <ul style="list-style-type: none"> ● Farmers were worried about the continuing drought. <p>Same concerns were replicated</p>	<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 to increase access to water (rehabilitation of small-scale irrigation infrastructures using cash-for-work (double objective))
Community Representatives West Region 10-14 December 2023	<ul style="list-style-type: none"> ● In addition to above same concerns, added bellow points as well: ● livestock has been mentioned as the major source of livelihood stated by women and men, animal shelter and feed for livestock has been mentioned as important need to sustain this basic source. ● Women are primarily responsible for livestock management, women become key player in food security. 	<ul style="list-style-type: none"> ● Provision of hygiene kit for safe handling of dairy products is another need to be focused. ● -Animal feed packages need to be provided for livestock owners, mostly women engaged in the livestock production.
University professors 06 Dec 2023	<ul style="list-style-type: none"> ● Pest and disease affect the production. ● Absence of agricultural extension worker to improve their agricultural practices. ● Lack of pruning and training equipment and facilities ● Poor fruit fruits harvesting practices in the field. ● Lack of value chain system ● Poor marketing system ● Women are involved in Fruit processing at household level, but in poor condition 	<ul style="list-style-type: none"> ● IPM method need to be deliver to the farmers. ● Establishment Farmers Field schools for training ● Need to provide fruit harvesting equipment to the farmers. ● Need awareness on packing, grading and sorting of precooling facilities. ● Need to provide facilities for village women proper processing of the fruits.

Stakeholders	Responses/Concerns about the project	Recommendations/Suggestions
<ul style="list-style-type: none"> Action Aid Afghanistan (INGO-Implementing partner) in Herat 29 Dec 2023 	<ul style="list-style-type: none"> Lack of irrigation water because of drought Lack of drinking water because of lowering of ground water table in the wells. Drying up of the Karezes Livestock Shelter because of the recent earthquake shock. 	<ul style="list-style-type: none"> Irrigation schemes to be rehabilitated and schemes to be built with high efficiency (lining in the canal to minimize water loss) High efficiency irrigation systems (HIES such as drip systems) to be introduced. Watershed management through bioengineering (agroforestry) and structural measures (contour trenches-water harvesting, check dams for ground water recharge and reservoirs for water storage). Drinking water supply for the community to be preserved (ponds, karezes and to be cleaned/constructed/repared) Cost effective livestock shelter to be constructed. Livestock water points such as Karezes and ponds to be constructed/repared.