

# Ministry of Agriculture

## **Stakeholders' Engagement Plan for the Second Additional Financing of Strengthen Ethiopia's Adaptive Safety Net (SEASN AF)**

Date Updated: 23 May  
2022

Contents

- 1. Introduction ..... 4
  - 1.1 Project Background..... 4
  - 1.2 Purpose of the Stakeholders Engagement Plan (SEP) ..... 5
- 2. Brief Summary of Previous Stakeholder Engagement Activities ..... 6
- 3. Stakeholder Identification and Analysis ..... 7
- 4. Stakeholder Engagement Plan ..... 15
- 5. Implementation Arrangements for Stakeholder Engagement Plan ..... 18
  - 5.1 Roles and Responsibilities ..... 18
  - 5.2 Stakeholder Engagement Methods to be used ..... 21
- 6. Information Disclosure for SEASN ..... 23
- 7. Estimated Budget for Information Disclosure ..... 26
- 8. Grievance Redress Mechanism ..... 27
- 9. Monitoring and Reporting..... 29
- 10. Central Point of Contact..... 29

## Acronyms

BoFED	Bureau of Finance and Economic Development
BoA	Bureau of Agriculture
BoH	Bureau of Health
BoWCYA	Bureau of Women, Children, and Youth Affairs
BoWCSA	Bureau of Women, Children and Social Affairs
CBHI	Community Based Health Insurance
CCC	Community Care Coalition
CFSTF	Community Food Security Task Force
ESAP	Ethiopia Social Accountability Program
ESCP	Environmental and Social Commitment Plan
ESF	Environmental and Social Framework
ESMF	Environmental and Social Management Framework
ESS	Environmental and Social Standards
FGD	Focus Group Discussion
FSCD	Food Security Coordination Directorate
GBV	Gender Based Violence
GoE	Government of Ethiopia
GRM	Grievance Redress Mechanism
HEW	Health Extension Worker
IDP	Internally Displaced Person
JRIS	Joint Review of Implementation Status
KAC	Kebele Appeals Committee
KFSTF	Kebele Food Security Task Force
KIIs	Key Informant Interviews
KPI	Key Performance Indicator
MoA	Ministry of Agriculture
MoEFCC	Ministry of Environment, Forestry, and Climate Change
MoF	Ministry of Finance
MoWSA	Ministry of Women and Social Affairs
EDRMC	Ethiopian Disaster Risk Management Commission
NRM	National Resource Management
NRMD	National Resource Management Desk
OHS	Occupational Health and Safety
PAP	Project Affected Party
PBC	Performance Based Condition
PDO	Project Development Objective
PSNP	Productive Safety Net Program
PW	Public Work
SBCC	Social and Behavior Change Communication
SEAH	Sexual Exploitation, Abuse, and Harassment
SEASN	Strengthen Ethiopia's Adaptive Safety Net
SOE	State of Emergency
WFSTF	Woreda Food Security Task Force
WoLSA	Woreda Office of Labor and Social Affairs
WoA	Woreda Office of Agriculture

## 1. Introduction

### 1.1 PROJECT BACKGROUND

The World Bank is currently implementing the Strengthen Ethiopia's Adaptive Safety Net (SEASN) project to support the Government of Ethiopia (GoE) implement its fifth phase of the Productive Safety Net Program (PSNP5). Environmental and social issues related to the Parent Project have been assessed using the World Bank's Environmental and Social Standards (ESS) set out under its new Environment and Social Framework (ESF). One of the Standards - ESS10 - relates to stakeholder engagement. This plan identifies SEASN's stakeholders and the arrangements for the government's engagement with them during the preparation of the Parent Project as well as its implementation.

The proposed Additional Financing will allow the SEASN project to finance the purchase of cereal to mitigate the deteriorating food security situation in the country. The cost and availability of food has been affected by the crisis in Ukraine and this Additional Financing will ensure that much-needed food reserves are available for rapid transfer to drought affected communities through the shock responsive component of the project. Financing from the AF will also allow the reestablishment of critical implementation capacity in districts affected by recent conflict. The restructuring will include a revision of implementation arrangements so that a third-party agency will implement and monitor the operation in Tigray and other conflict affected areas.

**SEASN's Project Development Objective (PDO)** is to expand geographic coverage and enhance service delivery of Ethiopia's adaptive rural safety net to improve the well-being of extremely poor and vulnerable households in drought-prone communities. Below is a description of the project components.

- **Component 1: Adaptive Productive Safety Net.** This component will provide labor intensive Public Works (PW) opportunities for selected rural poor households in drought-prone woredas; support a mother and child package of early childhood development services targeted for selected PW participants in temporary direct support status; safety net transfers; and complementary Livelihoods (LH) services for client households.
- **Component 2: Improved Shock Responsiveness of the Rural Safety Net.** This component will support the expansion of PSNP to additional drought-prone woredas in PSNP regions, invest in underlying systems to deliver timely and adequate assistance to households affected by drought shocks, and finance vertical and horizontal expansion of transfers in case of emergency (drought).
- **Component 3: Program Management Support.** Activities in this component aim to consolidate several important initiatives to build systems under previous phases of the PSNP. This will enhance service delivery in the areas of payments, information for operations, and program dynamism and responsiveness to beneficiaries, including taking advantage of technology to improve the program's efficiency and governance.

---

<sup>1</sup> There are currently four categories of operators: the FSCD delivering support through the PSNP, the National Disaster Risk Management Agency who is still involved in providing humanitarian food assistance (although their role is expected to lessen over the life of the SEASN operation), the World Food Programme, and Non-Government Organizations.

The Parent Project was prepared under the World Bank’s Environment and Social Framework (ESF). As per ESS 10: Stakeholders Engagement and Information Disclosure, implementing agencies should 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. 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 will continue during the whole project lifecycle from preparation through implementation. Stakeholder engagement will be free of manipulation, interface, coercion, and intimidation;
- **Informed participation and feedback:** information will be provided and widely distributed among all stakeholders in an appropriate format; conducted based on timely, relevant, understandable and accessible information related to the project; opportunities provided to raise concerns and assure that stakeholder feedback is taken into consideration during decision making;
- **Inclusiveness and sensitivity:** stakeholder identification is undertaken to support better communications and building effective relationships. The participation process for the project is inclusive and the stakeholders are always 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, particularly women headed households, youth, elderly and the cultural sensitivities of diverse ethnic groups.

For the Second Additional Financing(AF2) of the SEASN, Social risks remain substantial while it will be moderate for Environment. As the AF2 will be for direct food transfers to shock affected households, there will not be any on-the-ground public works and livelihood activities with potential negative environmental impacts, environment .However, under the capacity building component, the AF2 will finance (US\$50 million) the procurement of IT equipment, vehicles and other physical capacity to re-establish critical capacity in the conflict affected woredas. Hence, occupational health and safety (OHS) and waste management concerns are anticipated to be a relevant risk as a result of the project activities. Under the World Bank’s ESF the environmental risk of the project is moderate while the social risk of the project is assessed as **Substantial**. The potential social impacts could be related to social exclusion from benefits , as well as Sexual Exploitation and Abuse(SEA) and security risk for interventions in conflict affected areas.

## 1.2 PURPOSE OF THE STAKEHOLDERS ENGAGEMENT PLAN (SEP)

This SEP aims to:

- Establish a systematic approach to stakeholder engagement that will help SEASN project implementers identify stakeholders and build and maintain a constructive relationship with them, in particular project affected parties.
- Assess the level of stakeholder interest and support for the project and to enable stakeholders’ views to be taken into account in project design and environmental and social performance.
- Promote and provide means for effective and inclusive engagement with project-affected parties throughout the project life cycle on issues that could potentially affect them.
- Ensure that appropriate project information on environmental and social risks and impacts is disclosed to stakeholders in a timely, understandable, accessible, and appropriate manner and format.
- Define roles, and responsibilities for implementation of the SEP
- Define monitoring and reporting measures to ensure effectiveness of the SEP

- Provide project-affected parties with accessible and inclusive means to raise issues and grievances and allow project implementers to respond to and manage such grievances.

## 2. Brief Summary of Previous Stakeholder Engagement Activities

SEASN follows a series of World Bank-project phases that, since 2005, have supported the GoE’s rural Productive Safety Net Program (PSNP). Over the past fifteen years, PSNP has embedded regular consultations with its various stakeholders into its programming. The below table lists those consultations that have recently taken place and affected SEASN project design.

2. Table 1: List of recent consultations that SEASN’s design takes into account

Consultation	Description	Modality	Frequency	Impact
<b>PSNP5 Design Workshop</b>	Discussion between government and donor partners to improve program design for PSNP5	Workshop	September 2019	Consolidated decision to shift program focus to extreme poverty, instead of food insecurity
<b>Federal and regional Joint Review &amp; Implementation Status (JRIS)</b>	Consultation for federal and regional PSNP government stakeholders as well as donor partners to discuss various aspects of program performance	National and regional meetings	Bi-Annual	Highlighted timeliness of payments as a key issue to tackle for PSNP5 (proposed PBCs for SEASN)
<b>Impact evaluation workshop</b>	Discussed and presented findings of 2018 impact evaluation	Workshop	January 2019	Highlighted program implementation and impact gaps in specific areas, including timeliness of payments, nutrition
<b>Timeliness payments workshop</b>	Discussion between government and donor partners to improve persistent challenges around timeliness of payments	Workshop	October 2019	Joint government and donor partner decision to introduce new/innovative solutions and resulted in the introduction and roll-out of automatic payments.
<b>PIM consultation</b>	Brought together governmental representatives from FSCD, NDRMC and regions to improve PIM for frontline implementers so that it is more operational and modular, and provides more clarity on processes and upcoming design changes of PSNP5.	Workshop	November 2019	Build consensus around changing aspects of PSNP design to facilitate operational efficiency

<b>Early Warning System – Scalability Workshop</b>	Discussion between government, donor partners and stakeholders on the preliminary findings from the review of the national early warning system.	Workshop	October 2019	Presented preliminary options to improve the early warning system to better meet information requirements to enable early and scalable food and cash response.
<b>Technical Working Groups</b>	Discussion among working groups comprised of government and development partner experts on specific subject areas – livelihoods, public works, payments, shock responsive safety net, social and gender development, program management, etc.	Meetings	Bi-weekly	Inputs are consolidated into log frame for PSNP5 design.

### 3. Stakeholder Identification and Analysis

This stakeholder analysis identifies and determines the likely relationship between the project and its various stakeholders. As there are no new and additional activities to be included under the Additional Financing for SEASN, the identified stakeholders under the Parent Project and their description remains relevant for this Additional Financing SEP.

Stakeholders are those directly or indirectly affected by a project, as well as those who may have interests in a project and/or the ability to influence its outcome, either positively or negatively. Stakeholder analyses help to identify the perceptions, interests, needs, and influence of actors on the project. ESS10 classifies stakeholders in two broad categories: “Project-affected parties” (PAPs) and “other interested parties”. Within these categories, persons or groups may be categorized as especially disadvantaged or vulnerable.

**Project-affected parties:** persons, groups and other entities within the project area of influence 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. Table 2 provides a list of key stakeholder groups identified as project-affected parties.

**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. Table 3 provides a list of key stakeholder groups identified as other interested parties.

**Disadvantaged or vulnerable groups:** persons who may be disproportionately impacted or further disadvantaged by the projects as compared with any other groups due to their vulnerable status, and that may require special engagement efforts to ensure their equal representation in the consultation and decision-making process associated with the projects. Table 4 provides a list of key stakeholder groups identified as disadvantaged or vulnerable.

**Table 2: Description of the project-affected parties**

Name of stakeholder	Description	Issues	Significance level
<b>Community/kebele level</b>			
<b>PSNP Core beneficiaries</b>	Public Works beneficiaries	Due to lack of access to information of program provisions (PIM, GSD), many lack a clear understanding of their rights and responsibilities in regard to targeting and exit criteria, work norms, transfer schedule. Should have awareness about GBV/SEAH and its related complaint handling, GRM	High
	Temporary Direct Support beneficiaries	Due to lack of access to information on program provisions (PIM, GSD), hesitate to request time off from PW activities or lack confidence to request their entitlement without participating in PW; are unaware of existence of GRM or may lack confidence in the GRM body (KAC) to present their appeals	High
	Permanent Direct Support beneficiaries	Due to lack of access to information on program provisions (PIM, GSD), lack confidence to complain about the delay or reduction of their PSNP entitlement; are unaware of existence of GRM or may lack confidence in the KAC to present their appeals; may lack awareness on GBV/SEAH issues and its related complaint handling procedures.  Due to mobility issues, may require assistance collecting payments, and accessing relevant social services including health/CBHI, nutrition and education services for dependents.	High
<b>PSNP Emergency response beneficiaries (HFA)</b>	Those targeted through the horizontal scaling up of PSNP to enable them to withstand shocks	Low access to information regarding who is entitled to benefits, its duration, and the transfer amount. May be unaware of existence of GRM or may lack confidence in the KAC to present their appeals,	High

Name of stakeholder	Description	Issues	Significance level
<b>PSNP Woreda contingency beneficiaries</b>	Beneficiaries included in program through use of contingency budget because they: a) have successfully appealed for their inclusion into program; b) are affected by small-scale localized shocks; c) are mothers of families of children enrolled in emergency nutrition programs	May lack access to information on their entitlements and the duration of their benefits, what conditionalities are expected from them, and the GRM and complaint procedures for GBV/SEAH.	High
<b>Waitlisted - potential beneficiaries</b>	Community members who are pursuing GRM or waitlisted for PSNP	May lack access to information on the basic principles and operational procedures of the program including targeting and exit (time, criteria), transfer (schedule/timeliness, amount, mode of transfer); correct GRM procedure for filing an appeal and following up; may lack awareness of what GBV/SEAH violations are and how to file a complaint.	High
<b>Development Agents (DAs)</b>	Responsible for coordinating and implementing all PSNP-related activities in kebeles	May not have access to the guidelines and procedures needed for properly planning PW, livelihoods, GSD and nutrition activities and facilitating payments and linkages to social services for beneficiaries.  Due to lack of a clear procedure for the confidential management of GBV, DAs may not properly manage GBV-related issues.	High
<b>Community members affected by PW</b>	Those who live in the watershed and benefit from the improved physical environment as a result of PW activities	May be unaware of the program's GRM	Medium
<b>Youth in PSNP kebeles</b>	Selected youth may serve as community facilitators (assistant to the DAs)	Require training on their assigned support tasks, the program's GRM, and the nature of GBV/SEAH violations and their related complaint procedures.	High
<b>Kebele Food Security Task Force (KFSTF)</b>	Responsible for targeting beneficiaries	May lack access to guidelines on the appropriate inclusion and exit criteria for program. Due to lack of awareness or accountability regarding the boundaries of their role, may not forward grievances to the KAC. Lack of awareness regarding the nature of GBV/SEAH violations may expose potential beneficiaries to risk.	High
<b>Kebele Appeals Committee</b>	Manage all grievances related to PSNP	Lack stationary to record complaints, do not have an assigned office space. May lack access to procedures and guidance on how to	High

Name of stakeholder	Description	Issues	Significance level
<b>(KAC)</b>		<p>resolve specific types of grievances.</p> <p>Due to lack of a clear procedure for the confidential management of GBV, KAC may not properly manage GBV-related issues.</p>	
<b>Kebele Council</b>	<p>Need to support KAC by reviewing GRM recommendations and communicating with the Woreda Council</p>	<p>In some areas, lack of capacity has prevented the Kebele Council from supporting the PSNP's GRM as expected.</p>	<p>High</p>
<b>Health extension workers (HEWs)</b>	<p>Deliver SBCC consultations to PW beneficiaries</p>	<p>Overburdened with other health projects, and not specifically incentivized to work on PSNP. Absent in lowland areas.</p> <p>Should they receive GBV/SEAH related complaints from PSNP beneficiaries, may not be aware of the correct procedure to manage them.</p>	<p>High</p>
<b>Kebele Women Development Army</b>	<p>Will support the planning, implementation and monitoring of gender and GBV issues related to the program. Will be part of KAC to address GBV issues through the GRM</p>	<p>Need to know which linkages are relevant to the different types of PSNP clients and how to facilitate referrals; have awareness of GBV/SEAH violations and the current procedures for handling complaints related to them</p>	<p>High</p>
<b>Community Care Coalitions (CCC) and associations for elderly and persons with disability Project Affected People in conflict affected areas</b>	<p>Support linkages of relevant PSNP clients such as TDS and PDS to available and relevant social services like health, nutrition, education</p> <p>Direct beneficiaries from the project outcome</p>	<p>In areas where they exist, may be weak because they are a voluntary group.</p> <p>Lack a clear understanding of their rights and responsibilities in regard to targeting and transfer schedule. Should have awareness GRM</p>	<p>High</p>

**Woreda level (in previously PSNP woredas, former Humanitarian Food Assistance (HFA) woredas, and split woredas)**

\* Woreda level program operators include government (285 woredas), WFP (45 woredas in Somali), and NGOs (53 woredas)

<b>WoA FS desk</b>	Lead overall coordination of the PSNP planning, implementation and monitoring in woreda	In some woredas, overlapping responsibilities and weak coordination between FS desk and DRM/EW, resulting in duplication of efforts.	High
--------------------	---	--	------

<b>EW and Response desk</b>	Lead the timely collection and communication of woreda level EW data for accurate and timely early warning information.	In some woredas, overlapping responsibilities and weak coordination between FS desk and DRM/EW, resulting in duplication of efforts.	High
-----------------------------	---	--	------

Name of stakeholder	Description	Issues	Significance level
<b>WOLSA /Women &amp; Social Affairs</b>	<p>Oversee the provision of linkages to social services for PDS and TDS beneficiaries and facilitate case management</p> <p>Upon request, need to be available to dispense guidance on labor-related grievances submitted to the KAC.</p> <p>May collaborate with Women, Children and Youth Affairs desk in Office of Agriculture, which will take the lead to address issues related to gender mainstreaming and GBV</p>	<p>In some areas, low capacity of WOLSA affects implementation of PDS case management (although available at the woreda level, may not reach kebele easily)</p>	High
<b>Women, Children and Youth Affairs desk in Agriculture office</b>	<p>Will oversee implementation and reporting on gender and GBV. It will also collaborate with WoLSA on child labor related issues.</p>		
<b>Office of Women, Children and Youth Affairs</b>	<p>Depending on capacity at woreda level, will advise on gender mainstreaming in the project planning and implementation, and consult on issues related to gender, GBV, children and youth</p>	<p>Need to be familiar with program objectives and activities, as well as safeguards. Has not previously engaged with PSNP.</p>	High
<b>Woreda Health Office</b>	<p>Technically responsible for mainstreaming of nutrition component of the program</p>	<p>Are not well integrated into PSNP activities; PSNP overlaps with a lot of hotspot woredas and Woreda Health Offices are busy managing emergencies</p>	High
<b>Woreda Council</b>	<p>Support KACs by reviewing their recommendations for GRM and forwarding their decisions to the WoA FS desk</p>	<p>In some areas, due to lack of knowledge or capacity, has not engaged in the management of the PSNP GRM to level of responsibility assigned in the PIM.</p>	
<b>Finance Office</b>	<p>Oversee the financial management of PSNP in woreda, responsible for timely preparation of payroll and disbursement</p>		High
<b>WFP</b>	<p>Implement PSNP in 45 woredas in Somali, implement</p>		High

	humanitarian responses, support food management		
<b>NGOs</b>	<p>Provide transfers and oversee public works across 53 woredas. Supported by USAID.</p> <p>Coordinate with government woredas and share experience regarding implementation of GSD and nutrition and livelihood components.</p>	Need support from donors and government bodies to discharge their responsibilities	High
<b>Regional level</b>			
<b>BoA - Regional FS</b>	Coordinates annual implementation plans and budgets for the region, support training and capacity buildings for woredas, print and distribute client cards		High
<b>BoA - NRM</b>	Approve and monitor PW activities		High
<b>BOLSA/BO WSA</b>	Responsible for ensuring compliance with labor and social standards		High
<b>Bureau of Finance</b>	Ensure suitable accounting system for regional and woreda levels is established; collect, aggregate, and report on all financial data from BOLSA/BoWCSA, BOA, woredas		High
<b>EW and Response Directorate</b>	Transfer EW data to the federal level on a monthly basis, coordinate humanitarian interventions		High
<b>BoWCSA</b>	Oversee gender, children, and youth issues mainstreaming in the project planning and implementation	Need to be familiar with program objectives and activities, as well as safeguards. Has not previously engaged with PSNP.	High
<b>BoH</b>	Technically responsible for mainstreaming of program's health and nutrition component.		High

Name of stakeholder	Description	Issues	Significance level
<b>Federal level</b>			
<b>MoA- FSCD</b>	Responsible for program's overall coordination, implementation, and monitoring		High
<b>MoA - NRM</b>	Responsible for program's community asset building component and ensure full functioning of regional substructures		High
<b>MoA- Women, Children, and Youth Affairs</b>	Responsible for overseeing and monitoring of GBV. It will also collaborate with MoLSA on child labor related issues		High
<b>NDRMC</b>	Ensure full functioning of key systems such as early warning and needs assessments	Government has issued directive revising institutional arrangement for emergency response, which has yet to be operationalized.	High
<b>MoF</b>	Responsible for program's overall financial management, and transfer of funds to BOFEDs, FSCD		High
<b>MoWSA – Social Protection Coordination Directorate, Women Affairs Directorate</b>	Responsible for coordinating with the regional substructure to provide necessary training and support to enable the monitoring on safeguards of SEASN – OHS, GBV, child labor – as well as the tracking of labor-related grievances submitted to the program GRM		High
<b>MoH</b>	Responsible for overseeing of nutrition mainstreaming, coordinating with regional substructure to provide necessary training and support to enable the delivery of health services	PSNP works with the Nutrition Case Team but to be effective, needs to collaborate with other MoH directorates such as the Health Extension Directorate. Need for MoU to be signed at a ministerial level.	High
<b>Jobs Creation Commission</b>	Engages in design of livelihood component		High
<b>E-payment providers</b>	Provide technological service to speed up cash transfer payment	Dependent on network to facilitate payments.	High

**Table 3: Description of other interested parties**

<b>Name of stakeholder</b>	<b>Description</b>	<b>Significance level</b>
<b>Ministry of Women and Social Affairs</b>	Provide policy direction and technical guidance on issues related to the welfare of women, children and youth.	High
<b>Ministry of Environment, Forest and Climate Change</b>	Regulatory agency for the management of environmental and social issues associated with the implementation of subprojects.	High
<b>Donors</b>	Development partners who co-finance the PSNP.	High
<b>Media</b>	May report on impacts of PSNP to the general public.	High
<b>Water, Roads, Education</b>	Provide technical backstopping to ensure quality PW implementation.	Medium
<b>Financial Service Providers</b>	Third party payment service providers.	Medium
<b>ESAP Steering Committee</b>	Coordinates ESAP at the federal level, comprised of government, civil society, and DPs.	Low

**Table 4: Disadvantaged and vulnerable groups**

<b>Name of stakeholder</b>	<b>Issues</b>	<b>Significance level</b>
<b>Sub Saharan African Historically Underserved Traditional Local Communities</b>	Includes pastoralist communities. Project interventions may have unintended consequences on their communities.	High
<b>Pregnant women and lactating mothers</b>	May be forced to engage in PW.	High
<b>Women in male-headed and female-headed beneficiary households</b>	May experience GBV/SEAH at home, or on their way to PW site or payment collection.	High
<b>Polygamous households</b>	Co-wives and their children are dependent on one male household head and may therefore be treated (irrespective of the number of dependent children each of them has) as one	High

family during the targeting for PSNP.

<b>The elderly</b>	May have challenges accessing payments.	High
<b>Disabled/persons affected by chronic diseases/bedridden</b>	May have challenges accessing payments.	High
<b>Children</b>	May be exposed to harm when taken to PW sites by their caretakers or left at home alone when parents are performing PW. May be withdrawn from school to attend PW.	High
<b>Protracted IDPs</b>	May be excluded from project interventions despite vulnerability.	High

#### 4. Stakeholder Engagement Plan

Stakeholder engagement activities need to provide specific stakeholder groups with relevant information and opportunities to voice their views on topics that matter to them. PSNP is a highly interactive program, and beneficiaries have frequent opportunities to interact face to face with program implementers (for example, during PWs, SBCC consultations, livelihood consultations, and transfer pickups). Taking into account the large-scale directly affected population (approximately 8 million), and the fact that the project will extend support to ‘new’, currently excluded, woredas as well as re-allocate the caseload geographically, the SEP will capture the views of sample communities in:

- (i) Existing PSNP-supported woredas where no significant caseload changes are planned;
- (ii) Existing PSNP-supported woredas where caseload re-allocation is planned;
- (iii) ‘New’, currently excluded woredas in PSNP regions where the PSNP will be introduced for the first time.

The SEP will pay particular attention to:

- any historically underserved traditional communities affected, to ensure that services provided will be appropriate;
- especially vulnerable and disadvantaged groups, including the elderly, persons with disabilities, female-headed households, orphans and vulnerable children;
- Neighbouring communities that might be directly or indirectly affected by the project.

Due to the Covid-19 pandemic, consultations that were scheduled to take place prior to appraisal have been postponed. Following the lifting of State of Emergency, additional field-based consultations will be made in selected new and old woredas to verify the early results and update the instruments.

Table 6 outlines the consultations scheduled

**Table 6: Planned Stakeholder Engagement activities**

Consulting/ entity	With whom	Frequency	Channels of Engagement	Engagement methods	Purpose
<b>Targeting</b>					
CFSTF (Community Food Security Task Force)	Community	Every 2 years for large scale retargeting of core caseload, and annually for minor adjustments; and as required for targeting of transitory clients. Full targeting exercise completed by October 2022.	Community committee  Through posting of client lists	Community meeting	Full retargeting, partial retargeting - To ensure inclusion of poor and vulnerable PAPs in program
KAC/ESAP in select communities	Community	After each targeting/program exit exercise and periodically thereafter	Through availing the service of KAC to Community following listing of client list.	GRM/ Through hearing of grievances of any appellant	To hear any complaints regarding targeting inclusion and exclusion. To receive, respond or escalate to other complaints regarding PSNP implementation
Kebele Food Security Task Force(KFSTF)	Community	At the beginning of the program and every two years.	Community General Assembly	Community meeting	To discuss and verify the results of the targeting processes, as well as the list of eligible households and whether they are categorized for Permanent Direct Support (PDS) or PW, views on project design, target subproject environmental and social potential risks, mitigation measures, grievance redress mechanisms and SEP
<b>Planning for PW</b>					
Development Agents (DAs)	Community	Annual and every 5 years	Community gathering and discussion.	Community discussion for need identification and prioritization	To request and plan for type of PW required for watershed
DAs	Concerned households	Annual	Consultations with affected households	Environmental and social screening	ESMF for PW
<b>Social Development</b>					
FSCD	Disadvantaged and	Once	Enhanced Social	Community	For the ESS, this study was undertaken before project

Consulting/ entity	With whom	Frequency	Channels of Engagement	Engagement methods	Purpose
	vulnerable groups		Assessment and Consultations	consultations	effectiveness to ensure SEASN meets the needs of all beneficiaries in the appropriate manner, with a particular focus on the most vulnerable and historically underserved populations. FSCD has adopted its recommendations.
FSCD	Beneficiaries and program implementers	Once	Gender Analysis and GBV Risk Assessment	FGDs and KIIs	This assessment was conducted during preparation to assess and analyze risk of GBV/SEAH in program and develop risk mitigation measures, conducted during the project preparation
<b>Program Review and Monitoring</b> (*on a sample basis)					
FSCD	PSNP Beneficiaries and implementers at regional and woreda level	Every 2 years	Impact evaluation*	FGDs and household surveys	To assess program impacts on beneficiaries.
FSCD	PSNP Beneficiaries and implementers at regional and woreda level	Bi-Annual	National Spot Checks*	KIIs and household surveys	To ensure program operational compliance
FSCD	Implementers + Regions + Woreda Donors	Bi-Annual	JRIS	Meetings	To monitor progress on results. Held on December 2020 and May 2021.
FSCD	PSNP Beneficiaries and implementers at regional and woreda level	Annual	PW and Livelihoods Reviews*	Key informant interviews, focus group discussions	To assess program compliance and results
FSCD	PSNP Beneficiaries and implementers at regional and woreda level	Annual	GRM Review*	Key informant interviews, focus group discussions	To assess functionality and performance of the program's GRM.
NRMD	Community and PW implementers	Every two years	Public Works Impact Assessment*	Key informant interviews, focus group discussions	To assess impact of PW interventions
WOLSA/Women & Social Affairs	Community and PW implementers, PW sites	Monthly	Monitoring Visits		To assess labor standards on PW sites with regard to child labor, OHS, and GBV

## 5. Implementation Arrangements for Stakeholder Engagement Plan

The FSCD is responsible for the PSNP’s day-to-day program management, including environmental and social management and addressing potential environmental and social risks. MoA-FSCD will be responsible for engaging with stakeholders and managing the program’s GRM and MoA –Women, Children and Youth Affairs Directorate will also be responsible for GBV. There will be no changes to the implementation arrangements of the project under the Additional Financing, and there will be no new activities introduced.

### 5.1 Roles and Responsibilities

Before the fifth phase of the PSNP, FSCD processed the majority of stakeholder engagement activities on an individual basis, by assigning an available expert to review its terms of reference and oversee its contracting. Under PSNP5, FSCD has formalized this role by establishing a Stakeholder Engagement Focal Person to regularly follow up and track Stakeholder Engagement.

To implement the various activities envisaged in the SEP, the Stakeholder Engagement Focal Person will need closely coordinates with other key stakeholders, including other government agencies and PAPs. The roles and responsibilities of these actors/stakeholders are summarized in Table 7 below. The implementation monitoring and evaluation activities in high-risk and conflict-affected areas will be led by a contracted or sub-contracted third party implementer and third party monitoring organization or firm.

**Table 7. Responsibilities of key actors/stakeholders in SEP Implementation**

Actor/Stakeholder	Responsibilities
<b>National level</b>	
<b>MoA - Food Security Coordination Directorate</b>	<ul style="list-style-type: none"> <li>• Planning and implementation of the SEP (lead all related activities)</li> <li>• Management and implementation of program GRM</li> <li>• Coordination/supervision of contractors on ESCP/SEP activities</li> <li>• Monitoring and reporting on social performance to GoE and WB</li> <li>• Assign Stakeholder Focal Person to manage PSNP stakeholder engagement and monitor the management, resolution, and reporting of grievances by communicating with the regional GRM focal person</li> </ul>
<b>MoA – Women’s Affairs Directorate</b>	<ul style="list-style-type: none"> <li>• Monitoring of and reporting on issues related to GBV and reported to program GRM.</li> </ul>

Actor/Stakeholder	Responsibilities
<b>MoWSA – Social Protection Coordination Directorate, MoH Women’s Affairs Directorate</b>	<ul style="list-style-type: none"> <li>• Sign a tripartite MoU with MoA and MoH for joint coordination, implementation and monitoring of linkages for the program’s social services component</li> <li>• Monitoring of and reporting on issues related to OHS and child labor, and as well as tracking labor-related issues reported to the program GRM</li> <li>• Collaborate with MoA-WAD on GBV issues and participate in federal taskforce.</li> </ul>
<b>MoH - MCHD</b>	<ul style="list-style-type: none"> <li>• Sign a tripartite MoU with MoA and MoWSA for joint coordination, implementation and monitoring of linkages for the program’s social services component.</li> <li>• Provide technical support on the implementation of health and nutrition provisions of the program</li> <li>• Monitor and report on SBCC, health and nutrition status as part of the national nutrition reporting system</li> </ul>
<b>Third Party Implementer(TPI)</b>	<p>The implementation of program activities including the SEP in Tigray/conflicted affected areas</p>
<b>Third Party Monitoring (TPM)</b>	<p>Monitor activities implementation by the TPI</p> <p>Report the monitoring result to the MoA and the WB</p>
<b>Regional level</b>	
<b>BoA-FSCD</b>	<ul style="list-style-type: none"> <li>• Inform FSCD of any issues related to their engagement with stakeholders;</li> <li>• Monitoring and reporting on gender and social development performance to federal FSCD</li> <li>• Transmit and resolve complaints caused by the project interventions in close collaboration with and as directed by FSCD</li> <li>• Assigns GRM focal person to monitor the management, resolution, and reporting of grievances. This focal person will be responsible for receiving the list of appeals and resolutions from the woreda level and transmitting them to the federal GRM focal person.</li> <li>• The gender desk in regional BoA will be monitoring issues related to GBV and reported to the program GRM, to report to FS bureau</li> </ul>

<b>BOLSA/BoWCSA</b>	<ul style="list-style-type: none"><li>• Monitoring of issues related to OHS, child labor, as well of tracking of labor related grievances reported to the program GRM, to report to FS bureau</li><li>• Monitoring of progress and status of stakeholders with regard to linkages to social services, to report to FS bureau</li></ul>
---------------------	--

Actor/Stakeholder	Responsibilities
<b>Woreda level</b>	
<b>Woreda Food Security Desk</b>	<ul style="list-style-type: none"> <li>• Participate in the implementation of assigned activities in the SEP;</li> <li>• Provide report on all grievances submitted to the GRM to the Regional GRM focal person;</li> <li>• Make available project information (brochures, flyers) and GRM procedures to the public.</li> <li>• Provide guidance for the formation of the Kebele Appeals Committee</li> <li>• Support awareness-creation activities</li> <li>• In woredas with MIS, input list of grievances and their resolution into the system</li> <li>• Approve the use of woreda contingency budget</li> <li>• The women, children and youth desk in office of agriculture will monitor issues related to GBV and reported to the program GRM, to report to FS bureau. WoLSA will be part of the woreda BoA women, children and youth desk .</li> </ul>
<b>Woreda NRM</b>	<ul style="list-style-type: none"> <li>• Regarding Voluntary Asset Donation, along with DA, confirms that the voluntary asset donor understands the procedure to be followed. Once confirmed, facilitates the signing and filing of four copies of the agreement (one completed copy is filed at the Kebele Land Administration Office; one at the DA’s office, one remains with the donor, and one is filed at the Woreda NR Case team office.)</li> </ul>
<b>Woreda Council</b>	<ul style="list-style-type: none"> <li>• Assist in resolving escalated and unresolved appeals</li> </ul>
<b>WoLSA/Women &amp; Social Affairs</b>	<ul style="list-style-type: none"> <li>• Raise awareness about program and provide guidance to community structures (CCCs, associations of elderly and persons with disability)</li> <li>• Conduct mapping of potential stakeholders for social service linkages</li> <li>• Upon request, provide guidance to KAC on labor-related grievances submitted to GRM</li> <li>• Monitor and report on social and environment safeguards – OHS, child labor. WoLSA/Women &amp; Social Affairs will be part of the woreda office of agriculture Women, Children and youth desk and collaborate on the implementation.</li> </ul>
<b>Woreda Health Office</b>	<ul style="list-style-type: none"> <li>• Plan and implement health and nutrition component of the program</li> </ul>

Actor/Stakeholder	Responsibilities
	<ul style="list-style-type: none"> <li>Jointly (with woreda office of agriculture (WoA)/Food security desk and WoLSA) implement, monitor and report on SBCC and linkages to social services component of program</li> </ul>
<b>Woreda Women, Children, and Youth Affairs</b>	<ul style="list-style-type: none"> <li>Depending on capacity, will advise on gender mainstreaming in the project planning and implementation, and consult on issues related to gender, GBV, children and youth</li> </ul>
<b>Community level</b>	
<b>KAC</b>	<ul style="list-style-type: none"> <li>Receive grievances from PAP</li> <li>Provide a listing of the grievances received and their resolution to the Kebele Council and Woreda Council within two months of the complaint being heard.</li> </ul>
<b>Kebele Council</b>	<ul style="list-style-type: none"> <li>Assist in establishing and ensuring the effective operation of the KAC</li> <li>Review unresolved appeals from KAC and forward them to the Woreda Council and the Woreda Food Security Desk every quarter</li> <li>Forward the list of grievances, their resolution and any unresolved cases to the Woreda Council</li> </ul>
<b>DA or KFSTF</b>	<ul style="list-style-type: none"> <li>Ensures that up-to-date listings of clients and listing of appeals and appeal resolutions are posted in public locations at woreda, kebele and community levels.</li> <li>With regard to voluntary asset donation, after satisfying him/her that the donor is making the donation on a voluntary basis, the DA arranges a meeting between the donor(s), the DA, the Chair of the Kebele Land Administration Committee, and the Wereda NR Expert.</li> </ul>
<b>PAP</b>	<ul style="list-style-type: none"> <li>Invited to engage and ask questions about the Project during community gatherings</li> <li>Lodge their grievances using the Grievance Resolution Mechanism defined in the SEP</li> </ul>

## 5.2 Stakeholder Engagement Methods for SEASN

### Public/community meetings

At the national level, FSCD has organized a high-level project launch meeting for national stakeholders on March 29, 2021. On top of this, FSCD has assigned a SE focal person who is responsible for the overall coordination of the SEP. During the following month of April, similar launch events took place at the regional

level

in Oromia, SNNPR, Somale, Harari, Dire Dawa, Afar, Amhara, and SNNP. At the community level, DAs have organized community gatherings to disclose relevant project information including information on targeting, environment and social impacts and the GRM as part of the PIM awareness session.

### **Enhanced Social Assessment and Consultation (ESAC)**

The Parent Project conducted consultations to capture the views of disadvantaged and vulnerable members of the community so that this information informs the program's design and implementation. The consultations were finalized prior to project effectiveness and FSCD has adopted the recommendations to inform its planning activities. Reports have been posted on the website of MoA for public disclosure.

### **Communication materials**

Written information will be disclosed to the public through a variety of communications materials, including brochures, flyers, posters, etc. These communications materials are printed and disbursed to regions. The distribution to Woreda and Kebele level is being finalized. FSCD will also create a webpage on the Ministry of Agriculture's website, to be updated regularly with key project updates and reports on the project's performance. The website will also provide information about the grievance mechanism for the project's GRM.

### **Information table at the woreda level**

Information tables at the Woreda Food Security Desk will provide information to local residents, PAPs and stakeholders on SEASN's project interventions and contact details of the stakeholder engagement focal point. Brochures and fliers on various project related social and environmental issues will be made available at these information tables.

### **Program Review and Monitoring Surveys**

FSCD will organize a number of surveys to assess the quality of program implementation. These will include: Impact Assessments, PW and Livelihoods Review, GRM Reviews, PW impact assessment, and GSD and nutrition reviews (see Table 6).

### **Grievance Redress Mechanism**

In compliance with the World Bank's ESS10, a project-specific grievance mechanism will be set up for the project to handle complaints and issues (see Chapter 8). Detailed communications materials (specifically, a GRM brochure or pamphlet) has been developed to help PAPs become familiar with the grievance redress channels and procedures. SEASN will also work to establish an MIS-based GRM to better enable FSCD to capture and track grievances from submission to resolution and communication with complainants.

The initial effort to resolve grievances to the complainant's satisfaction will be undertaken by the KAC. The KACs will provide a listing of the grievances submitted and their resolution to the Kebele and Woreda Councils, who will then submit it to the Regional GRM focal person for final submission to the FSCD.

### **Training, workshops**

Trainings on a variety of topics and issues were provided to FSCD and other relevant government service providers. Issues covered include sensitization to targeting, PIM, environment and PW, livelihoods, FM, labor issues, gender, case management and linkage, and GRM. In June 2021, FSCD has launched a TOT training on PSNP5 PIM familiarization which was cascaded down to the community level. FSCD technical experts are conducting the activities in a cluster approach: Afar, Amhara and Tigray 1<sup>st</sup> cluster, Dire Dawa, Harare, Somali 2<sup>nd</sup> cluster and Oromia, and Sidama and SNNPR 3<sup>rd</sup> cluster. PSNP beneficiaries will receive SBCC consultations to raise awareness about GSD and nutrition. PW beneficiaries who receive livelihood interventions will also participate in financial literacy and skills training.

As part of the ongoing capacity building supports, technical skills training courses will be designed and offered to woreda-level stakeholders (e.g., WOLSA, EW desk, Finance Office, etc.), in line with the activities they intend to carry out as part of the program.

### **Review**

Program biannual review meetings will be organized to provide and collect periodic feedback on project implementation progress and identify and discuss new and emerging issues.

## **6. Information Disclosure for SEASN**

Disclosing project information is essential for meaningful consultation on project design and for stakeholders to understand the potential opportunities of the project as well as its risks and impacts. To enable meaningful consultations with stakeholders, FSCD will disclose the following information:

- The purpose, nature and scale of the project
- The duration of Parent Project activities
- Information from the environmental and social assessment process, regarding potential risks and impacts of the project on local communities, including:
  - Proposals for mitigating risks and impacts
  - Potential risks and impacts that might disproportionately affect vulnerable and disadvantaged groups
  - Description of differentiated measures taken to avoid and minimize disproportionate risks and impacts
- The proposed stakeholder engagement process, highlighting ways in which stakeholders can participate and contribute during project design and/or implementation
- The time and venue of proposed public consultation meetings, and the process by which meetings will be notified, summarized and reported
- The process and means by which grievances can be raised and addressed

To disclose project information widely, FSCD will set up a webpage on the Ministry of Agriculture's website. All future project-related social monitoring reports listed in the above sections will be disclosed on this webpage. An easy-to-understand guide to the terminology used in the social reports or documents will be provided on the website. All information brochures/fliers will be posted on the website. Contact details of the Stakeholder Engagement Focal Person will also be made available on the website.

Upon disclosure of project information, provision will be made for secure portals where the general public and concerned stakeholders may submit their comments, observations and questions regarding the project. For information disclosed through meetings, instant feedback will be collected through designated rapporteurs who will be available during the meetings. Participating stakeholders shall also be given freedom to take their own minutes of the proceedings and share a copy with the rapporteurs.

After the deadline for submission has passed, comments placed in suggestion boxes will be collected from the sites for consolidation, analysis and inclusion into the project documents. A summary of how comments were taken into account will be made and shared with the stakeholders through project implementation inception meetings once concerned authorities make the final decision on the project.

Table 5 provides information on other means of project disclosure.

**Table 5: Information Disclosure for SEASN**

	<b>With whom</b>	<b>Frequency and timing</b>	<b>Channels of Engagement</b>	<b>Engagement methods</b>	<b>Purpose</b>	<b>Current status</b>
<b>FSCD</b>	All stakeholders	Once, beginning of implementation	National project launch meeting		To launch project and disclose information to	Completed. High level ministerial launch for PSNP5 took place March 29, 2021.
<b>FSCD</b>	Regional stakeholders	Once, beginning of implementation	Project launch meeting	Meetings	To launch project and disclose information to general public	Completed. FSCD technical experts traveled to Oromia, SNNPR, Somale, Harari, Dire Dawa, Afar, Amhara, and SNNP and Tigray regional states for PSNP V launch and design orientation events.
<b>Woreda and Kebele FS offices</b>	Community	Throughout implementation	Information table	Fliers, brochures, posters, GRM summary	To disclose information about SEASN and its GRM to local communities in relevant languages	<p>Completed. Fliers for targeting, GSD and nutrition provisions, and GRM targeting frontline implementers were developed, translated into regional languages, and disseminated.</p> <p>Community posters were also disseminated to raise community awareness of targeting provisions and beneficiary entitlements, including GRM.</p> <p>Woreda-level Information Disclosure booklet has been developed and will be translated into regional languages for dissemination.</p>

<b>KFSTF /DAs/ KAC</b>	PSNP Beneficiaries/ Community	Annual throughout implementation	GRM	Community gathering/Fac e to face meetings	To ensure beneficiaries are informed about the project level GRM.	<p>Community gathering to raise awareness on GRM has taken place as part of targeting activities.</p> <p>Training planned to be cascaded through the government structures, to reach community through the KFSTFs.</p> <p>Reference materials for frontline workers (brochures) have been disseminated so that they are aware of appropriate information that they must communicate to stakeholders. Abridged kebele PIM booklet is under development.</p>
<b>FSCD</b>	All stakeholders	During project implementation	Project website	Key project updates, information about GRM	To disclose information about SEASN to general public	<p>As part of the PIM familiarization, key project update and information sharing about GRM and other social safeguard element has been conducted for regional and selected zonal representatives.</p> <p>In progress. Website text under preparation</p>

	<b>With whom</b>	<b>Frequency and timing</b>	<b>Channels of Engagement</b>	<b>Engagement methods</b>	<b>Purpose</b>	<b>Current status</b>
FSCD	PSNP Beneficiary	Once	Client Cards	Client Cards	To make beneficiaries of their rights and entitlement under PSNP5	Standardized client cards that have all PSNP5 rights and entitlements listed on them have been developed at the federal level. Will be translated into regional languages and regions will disseminate them.

## 7. Estimated Budget for Information Disclosure

The FSCD, through its Stakeholder Engagement Focal Person, will be responsible for planning and implementation of stakeholder engagement activities, as well as other relevant outreach and disclosure activities. In order to ensure successful SEP implementation, a series of capacity building activities are necessary for which the project has to provide adequate funding. The stakeholder engagement activities so far mentioned may be part of other project documents, so it is possible that they have also been budgeted for in other plans.

A tentative budget for the project's information disclosure is reflected in Table 6. **This table will be updated to include all stakeholder activities, including workshops, trainings, and program review and monitoring activities.**

**Table 6. Information Disclosure Activities – Estimated Budget (TBD)(5 years)**

Stakeholder Engagement Activities	Quantity	Unit Cost, USD	# of years	Total cost (USD)
Stakeholder Engagement Focal Person	1	12,000	5	60,000
<b>Information Disclosure</b>				
Project launch meeting at national level	1	5,000	1	5,000
Project launch meeting at regional level	8	3,000	1	24,000
Program wide community gatherings on project design and GRM (via cascading through government structures)	1	2M	1	2M
Information table and communications materials at woreda	384		5	10,000
Organize a workshop on the SEP (including federal and regional level implementers)			2	100,000
Total				2,199,000

## 8. Grievance Redress Mechanism

A grievance redress mechanism system is currently in place for the PSNP, and modernizing this paper-based system through the establishment of an MIS is envisioned under Component 3 of the project: Enhanced Service Delivery. However, until the MIS becomes operational across all PSNP woredas, the GRM system currently in place will have to be modified so that it can become accessible to the full range of project stakeholders.

FSCD will be responsible for managing the GRM by assigning a Stakeholder Engagement Focal Person at the federal level. This focal person will communicate with the regional GRM focal persons assigned by the Regional BoA, who will receive listings of appeals and their resolution from the Woreda Food Security Desk, which in turn would have received it from the Woreda Council, Kebele Council, and KAC. Through this arrangement, FSCD should be able to address and report on grievances raised at the grassroots level.

### 8.1 Grievance resolution process

Information about the GRM will be shared during the community gatherings, and posters will be displayed in public spaces such as government offices and health posts. Information about the GRM will also be posted on FSCD's webpage.

The overall process for the GRM is comprised of five steps.

**Step 1: Uptake.** At the Kebele level, project stakeholders will be able to provide feedback and submit complaints through the KAC, which is comprised of several focal persons.<sup>2</sup> A member of the KAC will be available at kebele office once a week (e.g., Monday afternoons) to receive grievances in person resolve.<sup>3</sup> Standardized intake forms for acknowledgement receipt and grievance listing will also be developed and distributed.

**Step 2: Sorting and processing.** Complaints and feedback will be compiled by the DA or an assigned KAC member and recorded in a register. Cases should be resolved within one month of being heard. KACs in PSNP4 were expected to use standardized internal processes to categorize similar cases and prioritize them according to urgency. However, 70 percent of KACs were found to be without a GRM manual to guide the process of sorting. The project will support the development, translation, and program-wide distribution of a GRM manual. Cases will initially be sorted and processed into the following four categories: i) appeals (disagreement with decisions passed by program implementers); ii) implementation concerns (dissatisfaction with the quality of implementation); iii) program design (procedures and parameters set by the National level or the Region that requires changes to the program); iv) transparency and right based (cases that filing and investigating must ensure greater delicacy and anonymity).

---

<sup>2</sup> KAC is comprised of the following: 1 elected Kebele Council member (not the chairperson), 1 DA, 1 or 2 members of the Community Care Coalition (if existing in the kebele, 1 of whom should be female), 1 health extension worker, one social worker (if represented in the kebele and if available female), two elder representatives (one of whom should be female). One Development Agent (DA). Aside from the DA and Kebele Council member, everyone else is a volunteer and may or may not be literate. To mitigate this, the project will establish a literate youth community facilitator as a member of the KAC to serve as its secretariat.

<sup>3</sup> During PSNP4, it was found that 44% of KACs do not have a regular schedule to meet and 34% meet monthly while the rest meet weekly, quarterly and on an as needed basis. It was also found that there was no uniform mode of appeal uptake and more than 55% is done orally. The use of standard template to log appeals is very low.

**Step 3. Acknowledgement and follow up.** During PSNP4, it was found that a weak use of pre-determined acknowledgement and follow up was prevalent among KACs, and if follow up occurred, it happened orally. The project will establish literate youth community facilitators as members of the KAC, so that in lieu of their PW hours, they can facilitate more timely and proactive follow up of cases. Standardized intake forms for acknowledgement receipt and grievance listing will also be developed and distributed.

**Step 4. Verification, investigation and resolution.** The KAC will be responsible for collecting additional information and investigating through field visits, consultation with community elders and residents and cross-checking documents (PIM, PSNP GRM Manual). When relevant, the KAC will reach out to confer with the social worker at WOLSA. A template document will be provided to the KAC so that they can document their verification, investigation and resolution process.

The KAC will give resolution to the appeals and send a listing of the cases to the Kebele and Woreda Council, who in turn will validate the recommendation and forward the appeal to the Woreda Food Security Task Force for implementation.

**Step 5. Feedback and Monitoring and Evaluation.** The KAC will inform the grievant about the resolution of their appeal and their right to escalate the appeal if they are not satisfied with the decision. Within four weeks of the complaint being heard, the KAC will report and provide a listing of all the grievances heard and resolved to the Kebele Council, who in turn will share the list to the Woreda Council. In woredas where the MIS system is operational, the Woreda Food Security Desk will be responsible for inputting the grievances into the system. In woredas where the MIS is not yet operational, the Woreda Food Security Desk will forward the appeals listing to the regional GRM focal person, and they in turn will forward it to FSCD.

## 8.2 Grievance Logs

KACs will maintain grievance logs, and regularly submit copies to the Kebele and Woreda Councils, who will then distribute upwards. FSCD will maintain a master grievance log. The grievance logs will include the following information.

- Individual reference number
- Name of the person submitting the complaint, or other feedback, address and/or contact information (unless the complaint has been submitted anonymously)
- Details of the complaint or feedback
- Date of the complaint
- Name of committee person who registered the complaint (acknowledge to the complainant, investigate, propose resolutions, etc.)
- Details of proposed resolution, including person(s) or body (e.g., WFSTF) who will be responsible for authorizing and implementing any corrective actions that are part of the proposed resolution
- Date when proposed resolution was communicated to the complainant (unless anonymous)
- Date when the complainant acknowledged, in writing if possible, being informed of the proposed resolution
- Details of whether the complainant was satisfied with the resolution, and whether the complaint can be closed out
- Date when resolution is implemented (if any, whether successful or otherwise. If unsuccessful, reason it wasn't resolved).

## 9. Monitoring and Reporting

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

Biannual 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 responsible staff and referred to FSCD's senior management. 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.

Information on public engagement activities undertaken by the project during the year may be conveyed to stakeholders in two possible ways:

- **Publication of a standalone annual report on project's interaction with the stakeholders.**

FSCD will maintain a Stakeholder Engagement Log that chronicles all stakeholder engagement undertaken or planned. The Engagement Log includes location and dates of meetings, workshops, and discussions, and a description of the project-affected parties and other stakeholders consulted. The Project will also develop an evaluation form to assess the effectiveness of every formal engagement process. The questions will be designed as appropriate for the relevant audience.

- **A number of Key Performance Indicators (KPIs) will also be monitored by the project on a regular basis, including the following parameters:**

- Number of public consultations held by woredas on beneficiary entitlements (annually)
- Number of communications materials on beneficiary rights developed and disseminated to beneficiaries
- Number of press materials published/broadcasted in the local, regional, and national media

## 10. Central Point of Contact

The point of contact for the Stakeholder Engagement Program is:

Name: Guluma Soboksa

Organization: Ministry of Agriculture, Food Security Coordination Directorate

Email: guluma.snsf@gmail.com

Telephone: 0911685632