

**Strengthening Foundations for
Improved Justice Service Delivery
Project**

No. P178599

**STAKEHOLDER ENGAGEMENT PLAN
(SEP)**

March, 2023

Summary

1	INTRODUCTION	6
1.1	Description of the Proposed Project's Activities and Context	6
1.2	Government Requirements regarding citizen engagement	10
1.3	World Bank Environmental and Social Standard on Stakeholder Engagement (ESS10).....	10
2	SUMMARY OF PREVIOUS STAKEHOLDER ENGAGEMENT ACTIVITIES	12
3	STAKEHOLDER IDENTIFICATION AND ANALYSIS.....	15
3.1	Project Affected and Other Interested Parties per components	15
3.2	Disadvantaged or Vulnerable Individuals or Groups	16
3.3	Summary of stakeholder engagement needs and Analysis of their Interest and Influence	16
4	STAKEHOLDER ENGAGEMENT PROGRAM	17
4.1	Purpose and timing of stakeholder engagement program	17
4.2	Proposed Strategy for Disclosure	17
4.3	Proposed Strategy for Consultation	18
4.4	Engagement tools	18
4.5	Proposed strategy to incorporate the view of vulnerable groups.....	19
4.6	Review of Comments	20
4.7	Future Phases of Project	20
4.8	Other Interested Parties	24
5	MANAGEMENT FUNCTIONS AND RESPONSIBILITIES.....	24
6	GRIEVANCE MECHANISM.....	24
6.1	Grievance administration.....	25
6.2	Grievance Admission and Process Value Chain	26
6.3	Monitoring and Reporting on Grievances	29
7	WORLD BANK GRIEVANCE REDRESS SERVICE	29
8	MONITORING AND REPORTING	29
8.1	Reporting back to stakeholder groups.....	32

List of Figures

Figure 1: The GM Process:	26
---------------------------------	----

List of Tables

Table 1: Summary of Stakeholders Engagement Activities	12
Table 2: Influence and interest matrix	16
Table 3: Proposed Strategy for Consultation	21
Table 5: Management functions and responsibilities	24
Table 6: Categories of Feedback	27
Table 7: GM and SEA/SH focal point contact details:	28
Table 8: Monitoring Indicators:	30

ABBREVIATIONS

DTAC	Technical Documentation for Construction Permit
DIEFP	Directorate for Implementing Externally Funded Projects
E&S	Environmental and Social
ESCP	Environmental and Social Commitment Plan
ESF	Environmental and Social Framework
ESIA	Environmental and Social Impact Assessment
ESMP	Environmental and Social Management Plan
ESS	Environmental and Social Standards
FS	Feasibility Study
FIC	First Instance Court
GBV	Gender Based Violence
GFP	Grievance Focal Point
GM	Grievance Mechanism
GRS	Grievance Redress Service
HCCJ	High Court of Cassation and Justice
HLUAC	High Level Urban Design Architectural Concept
LGD	Local Grievance Desk
LMP	Labor Management Procedures
NGO	Non-Governmental organization
OHS	Occupational Health and Safety
OIP	Other Interested Parties
PIU	Project Implementation Unit
PUD	Detailed Urban Plan
PUZ	Zonal Urban Plan
SEP	Stakeholder Engagement Plan
WB	World Bank

GLOSSARY

Consultation: The process of sharing information and getting feedback and/or advice from stakeholders and taking these views into account when making project decisions and/or setting targets and defining strategies.

Environmental and Social Standards (ESSs): The 10 Environmental and Social Standards (ESSs) setting out the requirements that apply to all new World Bank investment project financing enabling the World Bank and the Borrower to manage environmental and social risks of projects.

Other interested parties: refers to individuals, groups, or organizations with an interest in the project, which may be because of the project location, its characteristics, its impacts, or matters related to public interest. These parties may include regulators, government officials, the private sector, the scientific community, academics, unions, women's organizations, other civil society organizations, and cultural groups.

Stakeholder Engagement Plan (SEP): A document that will frame the process of engagement with stakeholders during Activities to be implemented under the Project, specifying ground rules about who should be receiving information and when and how, how feedback will be collected.

Project Affected Parties: includes those affected or likely to be affected by the project because of actual impacts or potential risks to their physical environment, health, security, cultural practices, well-being, or livelihoods. These stakeholders may include individuals or groups, including local communities.

Project: Refers to the Project for Strengthening Foundations for Improved Justice Service Delivery supported by the World Bank.

PIU: Means the implementing agency for the proposed project which is the Ministry of Justice and it's PIU i.e. Department of Implementation of Externally Funded Projects (DIEFP). The DIEFP has solid experience with implementation of World Bank projects.

Stakeholder engagement: is the continuing and iterative process by which the Borrower identifies, communicates, and facilitates a two-way dialogue with the people affected by its decisions and activities, as well as others with an interest in the implementation and outcomes of its decisions and the project. It considers the different access and communication needs of various groups and individuals, especially those more disadvantaged or vulnerable, including consideration of both communication and physical accessibility challenges. Engagement begins as early as possible in project preparation because early identification of and consultation with affected and interested parties allows stakeholders views and concerns to be considered in the project design, implementation, and operation.

Stakeholders: Collective reference to individuals or groups who: (a) are affected or likely to be affected by the project (*project-affected parties*); and (b) may have an interest in the project (*other interested parties*).

1 INTRODUCTION

1.1 Description of the Proposed Project's Activities and Context

The Government of Romania, through the Ministry of Justice will implement the **Strengthening Foundations for Improved Justice Service Delivery Project** (Hereinafter: **The Project**) which is financed by the World Bank (Hereinafter: **The Bank**).

Over the last 15 years, the government has made investments in improving justice infrastructure through rehabilitating several courts across the country, including with the support of the Judicial Reform Project (JRP P090309) and Justice Services Improvement Project (JSIP P160751), both supported by the World Bank. These two Project show excellent track record in implementation arrangements and performance which will be replicated in implementation of this Project. With the aforementioned experience, an understanding of the country's judicial reform process has been created, inclusive of the technical and institutional challenges that it poses, the World Bank standards and requirements and other factors that will be critical for the success of the Project. Preparation of this Project also benefitted from a Preparation Advance Agreement (hereinafter referred to as "PPA") between the International Bank for Reconstruction and Development ("World Bank") and the Government of Romania. The objective of the PPA was to facilitate the preparation of what in this Project identifies as the Justice District (which will be implemented as a standalone Project in the future). All of these were infused with meaningful and continuous stakeholder engagement activities and experiences.

The proposed project aims to improve access to and the resilience of justice services by improving both the downstream service delivery directly to users as well as strengthening key aspects of the sector's upstream management of its resources. The proposed project, to be carried out over the course of five years, is organized around two interlinked technical components; Component 1 – Improving Access to Justice Services, and Component 2 – Improving the Management of the Justice Sector's Resources; and a third Component related to Project Management.

Component 1. Improving Access to Justice Services. This component aims to address downstream challenges with service delivery by developing an integrated, user centric approach to justice service delivery through improvements to the management of legal aid, development and roll-out of a more integrated, user-centric model for justice service delivery, and modernization of selected courts' infrastructure. It includes:

Subcomponent 1.1. Development and implementation of a new, expanded framework for the provision of legal aid. This subcomponent aims to expand legal aid services to individuals and businesses to include pre-judicial guidance and legal advice, as well as to strengthen the management of judicial legal aid through improved planning, execution, and monitoring and evaluation of legal aid services. Its activities include:

- (a) A gap needs assessment of legal aid services in Romania, including the key factors impacting provision and considerations for vulnerable groups such as, women, Roma, FDPs, LGBTI, disabled persons, the elderly, etc.;
- (b) Development of a new framework for the provision of legal aid services based on an expanded definition which (i) includes pre-judicial guidance and advice, and (ii) defines roles and responsibilities, as well as mechanisms for accessing legal aid, including methodologies and protocols for the prioritization and non-discriminatory treatment of women, survivors of GBV,

ethnic minorities and other vulnerable groups, and monitoring and evaluation processes to assess the effectiveness of services;

- (c) Creation of new module integrated with the Resource Management System (RMS) to support the MoJ's and Courts' management of the new legal aid framework and provide transparency in its implementation as well as performance information to key stakeholders, including, inter alia, capabilities to collect and analyze demographic data (gender, age, urban/rural location, etc.) on recipients of legal aid; and
- (d) Development and implementation of change management, communications, and engagement initiatives to bring together justice sector actors engaged in the provision of legal aid and external users to generate improvements to legal aid services and partnerships in support of and to encourage their use, including training for the appropriate handling of legal aid for Roma, survivors of GBV and LGBTI related cases.

Subcomponent 1.2. Development and Rolling Out of a User-Centric Model for Integrated Service Delivery. This subcomponent will support the development of a more integrated and user-centric model to delivery of justice services, as well as the design and development of physical infrastructure needed to operationalize justice services under an integrated user-centric delivery model. Its activities include:

- Stocktaking of the most frequent claims brought forward by individuals and businesses and mapping of associated user processes in two selected district courts;
- Redesign and simplification of administrative processes in said selected district courts services to enable integrated service provision from the perspective of end users;
- Development of a system-wide model for integrated, user-centric provision of justice services with a special focus on reducing access barriers to justice for vulnerable groups such as, women, Roma, FDPs, sexual minorities, disabled, the elderly, etc.;
- Development and implementation of change management and communications initiatives to bring together internal justice sector actors and external users to generate support for the new model and increase awareness of reforms;
- Design, construction, refurbishment, furnishing, and operationalization of at least two new Integrated Justice Service Centers for selected priority services in selected courts outside of Bucharest. Construction of both will take into account energy efficiency and resilience standards; and
- Preparatory work for the development of a consolidated Justice District in Bucharest such as: (i) finalization of the detailed design of the buildings, including interior spaces and landscaping, taking into account energy efficiency standards, enabling obtainment of the required building and demolition permits; (ii) support for quality control over technical engineering and architectural design, including consistency with HLUAC (masterplan) and adjustment of urban documentation to new site plans; and (iii) support as needed, inter alia, establishing appropriate facility management arrangements for the envisaged Justice District as well as refinement of social and environmental standards documents, associated stakeholder engagement activities, and communication throughout project implementation.

Subcomponent 1.3. Modernization of Selected Courts under MoJ Authority. Activities will include:

- (a) Assessing court building infrastructure;

- (b) Designing, Building and rehabilitating selected courthouses and tribunals in underserved regions¹ set forth in the Project Operational Manual (construction will take into account energy efficiency and resilience standards);
- (c) Providing site supervision services for courthouses and tribunals included under (b); and
- (d) reconstruction of LAN (Local Area Network) for courts for which LAN assessment was performed under JSIP and still have insufficient funding.

Component 2. Improving the Management of the Justice Sector's Resources. The component aims to strengthen the resilience and management capacities of justice sector institutions through improvements to the management of the justice sector's resources, including continuing advancements in digitalization and the development of business continuity plans, as well as by addressing new institutional capacity building needs within the HCCJ linked to the upcoming transfer of payroll management. It includes:

Subcomponent 2.1. Strengthening Institutional Foundations for Digital Transformation of the Justice Sector. This subcomponent aims to the development of key tools and capacities needed to lead the digital transformation of the justice sector. In particular, it includes:

- (a) Development of a Digital Strategy, guidelines, and methodologies for the adoption of key digital principles in the justice sector including, among others, interoperability, once-only, use and reuse, and digital by default and identification of future potential areas of reform which could include, inter alia, enabling of e-hearings, use of artificial intelligence tools, etc.;
- (b) Development of business continuity plans for the overall justice sector, the HCCJ, the MoJ, and all FIC, including planning for disruptions from, inter alia, climate change induced natural disasters and other events;
- (c) Delivery of skills development training, and other change management and targeted capacity building activities on priority subjects such as EU funded ECRIS V, including digital skills, RMS related operational or support skills and cybersecurity for internal and external users of services; and
- (d) Reengineering of Resource Management Software (RMS) which is in place at the level of entire judiciary system, in line, inter alia, with the new justice laws' provisions. This complex process also includes update of RMS applications and databases, development of new functionalities, elaborate new hardware specifications and purchase it, provide user support staff training, and outsourcing of specialized support services.

Subcomponent 2.2. Transition to Digital Archives Management. This subcomponent aims to strengthen the justice sector's management of information through the development of recommendations to the regulatory framework, methodologies and processes needed to support the transition to digital archives management and their rolling out in the Bucharest Tribunal. The project focuses the introduction of new digital archives in Bucharest as it is the jurisdiction generating the largest volume of paper. Piloting the transition to digital archives in the Bucharest Tribunal will also reduce or eliminate the need to transfer physical archives files to the planned Justice District in Bucharest. This subcomponent includes:

- (a) Development of an assessment and action plan for the management of archives in the justice

¹ Selection criteria for courts to be rehabilitated could include condition of infrastructure, court caseload/needs of judicial staff, and the needs of poor and vulnerable communities (particularly Roma and FDP).

sector aligned with the Digital Strategy of the Justice Sector, including required interoperability mechanisms, cybersecurity, and resilience systems needed to enhance the resilience of courts' operations to disruptions from, inter alia, climate change natural disasters and other events;

- (b) Reviewing and updating of regulations for archives management;
- (c) Design of methodologies and processes for transitioning from a paper-based archive system to a centralized and digital system, including a methodology for transferring all justice archives to the Bucharest Justice District;
- (d) Rolling out of digital archiving methodologies and processes in the Bucharest Tribunal, including acquisition of necessary hardware and software; and
- (e) Delivery of skills development, training, and other targeted capacity building and change management activities on transitioning to digital archives.

Subcomponent 2.3. Strengthening of the Capacity of the HCCJ to Manage the Justice Sector's Financial Resources. This subcomponent aims to strengthen the capacity of the HCCJ to effectively carry out its new responsibilities for management of the sector's financial resources. In particular, it will include:

- (a) Updating of the organizational structures of the HCCJ to supports its new budget and payroll management responsibilities;
- (b) Assessing and addressing legal vacuums and outdated regulations, administrative processes and internal planning mechanisms to support the implementation of the entity's new mandate;
- (c) Development of new functionalities within the RMS module for budget and payroll management and payment, and support to its implementation within the HCCJ; and
- (d) Capacity building on the HCCJ's new mandate.

Subcomponent 2.4. Improving Coordination and Collaboration within the Justice Sector. This subcomponent aims to strengthen the capacity of justice institutions to cooperate and coordinate in the planning, implementation, and monitoring and evaluation of key sector priorities. It includes:

- (a) Identification of vacuums, and the updating of regulatory frameworks and institutional structures to support intra and inter-institutional coordination and collaboration;
- (b) Design and operationalization of coordination platforms for justice sector institutions' oversight of the implementation of reforms included in the Justice Sector Strategy, Justice Digital Strategy and the NRRP;
- (c) Delivery of training and coaching sessions to key selected staff on new platforms for coordination and collaboration across the justice sector, especially for critical cross-cutting topics, including, inter alia, strategic planning, performance-based budgeting and others required in NRRP implementation.

Component 3. Project Management. This component will provide support for carrying out of project coordination and management activities, including operation of the Project Implementation Unit (PIU) - the Department for Implementation of Externally Financed Projects (DIEFP), monitoring and evaluation, fiduciary, audit, and reporting tasks. Based on lessons learned in the implementation of JRP and JSIP projects, this component will also support the carrying out of activities that support the implementation of the SDJ and the development objective of this project and that are agreed between the parties.

1.2 Government Requirements regarding citizen engagement

The national legal framework requires that the Project-sponsoring entity engages with citizens, and the specifics of the engagement are set forth by the local administration. Requirements for citizen engagement are outlined below.

In addition, the rights of citizen stakeholders – including neighboring residents and vulnerable groups – are covered in a wide array of regulations covering building design, including, but not limited to:

- MoH² Order 119/2014: regulating the provision of sufficient light for neighboring residents of new developments, to be demonstrated through sunlight studies;
- NP³ 051/1996: setting design regulations underpinning accessibility for disabled persons to buildings;
- OUG⁴ 195/2002 with GD 1391/2006 for the application of the OUG and Ordinance 43/1997: setting out required signaling for temporary traffic restrictions, including those connected to construction sites.
- Law No. 52/2003 regarding decision transparency in public administration.
- DTAC (Construction permit)
- Law 50/1991, Art 7, Par (23), Art 43

Construction permits are made available to the public by local administration, including: The permit itself and annexes, Justification of granting permit, Measures for preventing, minimizing, and mitigating negative impacts, when applicable, according to the administrative act issued by the competent authority for environmental protection.

The public is effectively consulted for investments requiring evaluation of impact upon the environment, as set by environment agency.

1.3 World Bank Environmental and Social Standard on Stakeholder Engagement (ESS10)

The World Bank's ESS 10, "Stakeholder Engagement and Information Disclosure", recognizes "the importance of open and transparent engagement between the Borrower and project stakeholders as an essential element of good international practice". Specifically, the ESS10 requires the following:

- "Borrowers will engage with stakeholders throughout the project life cycle, commencing such engagement as early as possible in the project development process and in a timeframe that enables meaningful consultations with stakeholders on project design. 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 how the engagement with stakeholders will take place; (iii) disclosure of information; (iv) consultation with stakeholders; (v) addressing and

² Ministry of Health

³ Design Norms

⁴ Emergency Government Ordinance

responding to grievances; and (vi) reporting to stakeholders.

- The Borrower will maintain and disclose as part of the environmental and social assessment, a 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.”

2 SUMMARY OF PREVIOUS STAKEHOLDER ENGAGEMENT ACTIVITIES

The PIU has undertaken various implementation activities thus far, related to the overall project activities planned under the Project. These activities are summarized in the table below.

Table 1: Summary of Stakeholders Engagement Activities

Consultation topic	Stakeholder consulted	Consultation timelines	Consultation methods and communication
High Level Urban Architectural Concept (HLUAC) for the Justice District	<p>Institutional leadership of project beneficiaries: Court of Appeal, Bucharest Tribunal, General Prosecutor's Office, Superior Council of Magistracy, National Institute of Magistracy, National School of Clerks, Judiciary Inspection.</p> <p>In addition, the Chief Architects of Bucharest and Sector 3 were also consulted on the concept.</p> <p>Also, the final concept proposal was shared on MoJ Facebook page for the general public.</p>	<p>Consultations took place between July 2019 and July 2020 and resumed between June and August 2021.</p> <p>Face-to-face meetings with the heads of court beneficiaries was held on July 27, 2021.</p> <ul style="list-style-type: none"> - July 2, 2020, with General Prosecutor's Office; - July 8, 2020, with Superior Council of Magistracy, Judiciary Inspection and educational institutions; - July 9, 2020, with representatives of Courts of Law; - July 20, 2020, with Chief Architects. 	<p>Invitations to participate in meetings for concept approval were generally sent via email – in June/July 2020.</p> <p>Presentations for beneficiaries in electronic format (e.g., pdf) shared during meetings and subsequently via email – in July 2020.</p> <p>A presentation of the concept for the public was made in video form and shared on institutional web pages (including MoJ's Facebook page) to garner feedback from public during the summer of 2020. Written documents (reports and estimates) disclosed via regular mail/letters (in print) or email (digital versions) to beneficiaries – between the summer of 2019 and end of year 2021.</p>
Review of the Sector 3 Zonal Urban Plan, including the Justice District (PUZ)	General public and City Hall as the approving authority	October 1, 2018	Public consultation, including a public debate.

Detailed Urban Plan (PUD) final draft	General public	August 8, 2022	Public consultation. Disclosure on the Sector 3 Website soliciting feedback during a period of 15 days.
Detailed Urban Plan (PUD) approval of final document	General public	October 21, 2022	Disclosure on the Sector 3 Website soliciting feedback during a period of 10 days.
Final approval of the PUD	General public and all interested stakeholders	December 15, 2022	Sector 3 Council public meeting, open to all members of the public and stakeholders.
Surface areas for all beneficiaries Office space areas, particularly for institutional leadership Archival space, particularly for courts Public lobbies, particularly for courts	Institutional leadership of project beneficiaries	July 2018 to August 2021	Official Letters. E-mail correspondence.
Transitioning to digital archives	Institutional leadership of project beneficiaries (Bucharest Courts) Private archiving operators	December 2021 – September 2022	In-person and online meetings, and visit to several court's archive depot.
Modernization of Courts – assessing Courts	Institutional leadership of beneficiaries	In place since December 2022 - ongoing. Visits to Filiași, Oravița, Șimleul Silvaniei FIC. Planned visits to Vălenii de Munte FIC and Sibiu Tribunal.	In-person meetings during on-site visits.

<p>Consultation undertaken during the earlier and forthcoming Justice Functional Review (JFR)</p>	<p>These include both internal stakeholders - judges, court administrators, public prosecutors, and external stakeholders - the parties to a dispute, as well as with the Executive and Legislative branches, bar associations, lawyers, and civil society. In fact, justice sector stakeholders include society as a whole. Over 40 consultations with users, bar associations, and civil society organizations in discussions held during the implementation of the JFR.</p>	<p>Since 2012 and ongoing</p>	<p>On-line and in-person meetings, questionnaires, site visits.</p>
--	--	-------------------------------	---

3 STAKEHOLDER IDENTIFICATION AND ANALYSIS

ESS 10, read in conjunction with ESS1, recognizes the following categories of stakeholders:

1) *Project Affected Parties*. This category includes those likely to be affected by the project because of actual impacts or potential risks to their physical environment, health, security, cultural practices, wellbeing, or livelihoods. These stakeholders may include individuals or groups, including direct project beneficiaries and local communities.

2) *Other Interested parties (OIPs)* refers to: individuals, groups, or organizations with an interest in the project, which may be because of the project location, its characteristics, its impacts, or matters related to public interest. These parties include regulators, government officials, the private sector, the scientific community, academics, unions, women's organizations, other civil society organizations, and cultural groups.

3) *Disadvantaged/Vulnerable Individual or Groups*. Includes those who may be more likely to be adversely affected by the project impacts and/or more limited than others in their ability to take advantage of a project's benefits. Such an individual/group is also more likely to be excluded from/unable to participate fully in the mainstream consultation process and as such may require specific measures and/ or assistance to do so.

3.1 Project Affected and Other Interested Parties per components

Component 1		PAP	OIP
S 1.1	Legal aid	Current legal aid providers; vulnerable groups	MoJ
S 1.2	User-Centric model	Selected Courts	MoJ
	Preparatory work for JD	JD informal working group	
S 1.3	Modernization of courts	Selected Courts	MoJ
Component 2			
S 2.1	Foundations for digital transformation	MoJ; Courts;	
S 2.2	Transition to digital archives	Archiving informal working group	
S 2.3	Strengthening HCCJ's capacity for financial management	MoJ; HCCJ	
S 2.4	Improving coordination and collaboration	MoJ; Courts	

Working Groups

For streamlining the workflow, two working groups have already been created in respect to Activities of the Project. The first working group relates to the Justice District and is composed of executive leadership and/or representatives of the Beneficiaries, MoJ, Contractors. The other working group relates to transitioning to digital archives and is composed of executive leadership and/or representatives of Bucharest's Courts and of the MoJ. The working groups shall also serve

as focal points to respective topics on engagement and information flow as applicable will be channeled through their respective members.

3.2 Disadvantaged or Vulnerable Individuals or Groups

In spite of advances, access to justice remains an important challenge for Romanians. A feasibility study⁵ conducted by a team of experts proposed by the Council of Europe, the Norwegian Courts Administration and the Romanian Superior Council of Magistracy, found that there is a diversity of opinions as to whom the vulnerable categories in regard to justice are, but that an overall emphasis is being put on poverty and social exclusion. There does not seem to exist an extensive understanding of vulnerable categories in general nor in accordance with the existing Romanian legislation addressing the people with disabilities, HIV, Roma, socially excluded or disadvantaged categories. However, according to data from the World Justice Project, in 2018 (latest data available) there are barriers to obtaining justice services in Romania that tend to disproportionately affect poor and vulnerable groups (rural population, women, Roma, and FDPs, as well as small and medium enterprises (SMEs)). Roma communities face particular obstacles related to the lack of identity documents, low levels of education, low levels of knowledge about the judiciary, legal proceedings. The lack of information has been identified as having significant impacts, preventing them from lodging complaints about rights violations and seeking redress⁶. In the absence of necessary information, they cannot make use of existing resources and support services. Other vulnerable and marginalized groups targeted by the project include sexual minorities and forcibly displaced peoples, particularly from Ukraine, will benefit from improved access to justice services.

3.3 Summary of stakeholder engagement needs and Analysis of their Interest and Influence

Identified stakeholder groups and their level of influence cross-referenced with the interest they may have in the project will determine the type and frequency of engagement activities necessary for each group. Using the color coding of interest and influence matrix below will help determine where to concentrate stakeholder engagement efforts and why.

The table below identifies the key stakeholder groups and categories, the nature of their interest in the project and their level of interest in and influence over the Project's Activities and is based on the color code in the matrix below. This coding is reflected in Table 3 below.

Table 2: Influence and interest matrix

High	Engage closely and actively: require regular and frequent engagement, typically face-to-face, including written and verbal information
Medium	Keep informed and satisfied: require regular engagement, typically through written information
Low	Monitor: require infrequent engagement, typically through indirect written information

⁵ <https://sites.google.com/a/csm.csm1909.ro/norwaygrantsen/projects>

⁶ EEA/Norway Grants and the Ministry of Justice Romania, report on Access to Justice for vulnerable groups, 2014

4 STAKEHOLDER ENGAGEMENT PROGRAM

4.1 Purpose and timing of stakeholder engagement program

The Stakeholder Engagement Plan was disclosed on March 23rd, 2023. The disclosure period is 10 business days and will end on April 7th, 2023.

The consultation meeting took place on March 31st, 2023. During the meeting there were no questions or complaints related to the topic of the SEP.

The attendees were informed that the disclosure period is still open and that any comments that may arise can be submitted by the end of the disclosure period. Details of the consultations are in Annex 3

4.2 Proposed Strategy for Disclosure

ESF documents will be disclosed electronically on the Justice District web page part of Ministry of Justice website and will be available in Romanian and English at: <https://www.just.ro/cartierul-justitiei/>.

Project related notifications, information and relevant documents will be disclosed on the MoJ website and at locations of the final beneficiaries, i.e. the 7 Bucharest Courts benefitting from investments under the Project.

The activities as relevant shall be announced through written and electronic media as well as available official social media accounts and web pages of Ministry of Justice.

Quarterly reports and any documents produced will be disclosed on the Project webpage and made available at the level of project.

Additional efforts will be made to provide the key institutional stakeholders with electronic copies of the documents for review and feedback.

Printed copies will be made available at PIU premises. During Project Implementation any of the documents disclosed during preparation, if updated shall be re-disclosed and public consultations held.

Contractor's documents related to management of environmental and social risks (these may include traffic Management Plan, Emergency preparedness and response plans, Codes of Conduct for Employees and Contracted workers, etc.) shall be made available at Contractor's website. Information on timing of project activities and related information shall be made public via various means of publication at least 2 weeks prior to actual execution.

During the Project development and construction phase, the Social and Environmental specialist will prepare monthly (as needed) reports on E&S performance for the PIU and the WB which will include an update on implementation of the stakeholder engagement plan. Monthly reports will be used to develop quarterly reports. The quarterly reports will be disclosed on the Project website and made available at the level of project.

4.3 Proposed Strategy for Consultation

Different engagement methods are proposed, and alternative ways will be adopted in accordance with the local laws and policies, as well as relevant WHO guidelines regarding COVID-19. Whatever the proposed channels of engagement are chosen it should clearly specify how feedback and suggestions can be provided by stakeholders.

4.4 Engagement tools

Project Launch meeting: The consultation event on this SEP shall serve as a formal project launch meeting.

Mass/social media communication: The PIU shall lead Stakeholder engagement and coordinate Project public relations, and beyond, and shall be responsible for, inter alia: outreach to and disclosure, dissemination of information and communication with the local population. The media for communication shall be as seen fit for each community taking into consideration the type and sensitivity of stakeholders. The local context shall be taken into consideration.

Communication materials: Information about activities and their timeline will be disclosed to the public in written form (such as flyers, posters and public information about the activities on MoJ's website). The PIU will also update the Project's web page, part of the MoJ's website, regularly, with key updates and reports on the Project's environmental and social performance both in English and Romanian. The webpage will also provide information about the grievance mechanism for the Project (see next sub-section).

Grievance Mechanism: In compliance with the World Bank's ESS10 requirement, a specific grievance mechanism has been set-up for the Project. The GM, detailed in chapter 6, covers the raising of the grievances, administration and processing. The GM procedure is scheduled for integration in the MoJ's enterprise document registry.

Citizen/PAP perception survey and feedback: The PIU will conduct a sample-based stakeholder satisfaction surveys to collect feedback on: i) engagement process and the quality and effectiveness of methods ii) level of inclusiveness in the engagement process, iii) quality of the communication and dialogue with the internal stakeholders (PIU, providers of supported services and activities, etc.) during the Project's activities. This will allow the PIU to identify potential issues. Survey results with proposed corrective measures will be published on Ministry website and discussed at consultation meetings.

Meetings with officials: Intended work programme and/or PowerPoint (PPT) slide presentation will be made available. These will be used, as appropriate, depending on the stakeholders and the timing of the meetings. Materials will be available in Romanian versions.

Focus group, face to face, and other types of non-public meetings: Leaflet and PowerPoint slide presentation. Leaflets will be available in Romanian and English versions and the appropriate versions will be distributed according to stakeholder type and needs. Leaflets will be distributed at least 5 working days prior to meetings. PowerPoint presentations will be made at the beginning of meetings. Each meeting agenda will have time allocated to clarifications and questions focused on the Project.

Utilizing existing information avenues within the judicial system including official websites, notice boards, etc. The MoJ shall have a section dedicated on its website where project related

information will be shared. These efforts will include also websites of the courts selected to benefit from physical improvements and the notice boards to reach out with information understandable both in substance and language on benefits of the project, how these can be accessed, and announcement of engagement events and the existence of the GM.

Legal aid service: The project supports a gap needs assessment for implementation of expanded framework for legal aid to be ultimately approved by the Parliament. MoJ shall closely cooperate with the Legal aid service to identify most common barriers reported by service users. Based on this barriers MoJ shall ensure the gap assessment reaches out to those groups which have been most impeded by these barriers by including these groups in an appropriate manner (the types of outreach and engagement will vary based on the specific needs identified, e.g. these will be tailored to verbal communication for groups of illiterate persons, non-Romanian language speaking groups might benefit from interpretation and information in other languages, visually and hearing impaired persons will be assisted by persons knowledgeable in sign language, etc).

Integrated Justice Service Centers: for selected priority services in selected courts outside of Bucharest will serve also as legal clinics/legal information centers working within the communities to explain the procedures to the beneficiaries with targeted focus on the underserved groups. This would in turn include activities related to inform Roma of how to get ID documents and advocate the need to collectively address the problems faced by Roma who are without ID documents as one of the issues in accessing justice.

4.5 Proposed strategy to incorporate the view of vulnerable groups

The Project will take special measures to ensure that disadvantaged and vulnerable groups have equal opportunity to access information, provide feedback, or submit grievances ensuring proactive outreach to all population groups.

During the implementation of the Project, the PIU will carry out consultations with vulnerable groups to understand concerns/needs in terms of accessing information, facilities and services supported by the project and other challenges they face at home, at work places and in their communities, commensurate to the activities. Some of the strategies that will be adopted to effectively engage and communicate to vulnerable groups will provide information in accessible formats, appropriate to the identified vulnerability.

One of the strategies will be interlinked with the Selection criteria for courts to be rehabilitated could include besides technical criteria the needs of poor and vulnerable communities (particularly Roma and FDPs including recent ones from Ukraine).

The overall approach to reach underserved groups in the aim to provide information, educate and raise awareness will be through the overall engagement tools adopted for stakeholder engagement, with more focused messages for vulnerable groups:

- a. On rights and accessing legal aid, training for development of digital skills;
- b. By including representative samples or civil society organizations active in the area of supporting inclusive access to justice for vulnerable groups;
- c. By building upon the results of earlier conducted needs assessment survey to inform the needs assessment of demand side challenges faced by service users and adjustments to legal frameworks and other aspects of project implementation to ensure that justice service users' views (including those of non-citizens such as FDPs) are well-incorporated;

- d. By collection of feedback on perceptions of justice providers and users. Feedback will be sought through perception surveys, focus groups, and other mechanisms (such as feedback polls administered through text message). Surveys will assess levels of satisfaction of internal (justice sector employees) and external (individuals and businesses) users, including vulnerable groups, and will identify bottlenecks impacting the efficiency and accessibility of services. Results will be disaggregated by type of user and demographic information (gender, age, ethnicity, citizenship/migration status) and will be used to inform project activities, monitor progress, take corrective action, and assess impact at project closing. In order to close the feedback loop, survey results will be shared publicly on the MoJ's website.

To address any gender disparities specific actions will be deployed including:

- a. Targeted capacity enhancing campaigns responding to specific needs of the women in terms of rights-awareness and access to justice and legal assistance services;
- b. Designated services within the Integrated Justice Service Center to serve the needs of women;
- c. Disaggregating assessments of access by gender to discern if there is a need to adjust and differentiate project implementation approaches, and
- d. Targeted focus groups to deepen engagement with women throughout project implementation.

4.6 Review of Comments

The comments, concerns and feedback on all disclosed data and documents developed under the Project will be reviewed immediately upon arrival by MoJ. Comments as feasible, will be incorporated in the final version of the documents and disclosed, accompanied by a report on the feedback.

4.7 Future Phases of Project

Stakeholders will be kept informed of future activities. For future activities, a separate Project implementation specific Project Stakeholder Engagement Plan shall be adopted, disclosed and consulted on.

Table 3: Proposed Strategy for Consultation

Project Stage	Target stakeholders	Topic(s) of engagement	Method(s) used	Location/frequency	Responsibilities	Level of influence
Preparation	Project Affected Parties and other Interested Parties in line with Chapter 3 of this SEP	<ul style="list-style-type: none"> - Regular updates about the Project; - Grievance mechanism process; - Environmental and Social risks and mitigation measures; - Design development activities; - Detailed timeline of onsite activities (related to measurement and investigation including measurement of seismic activities and geotechnical investigation) including any permitting requirements; - Potential Labor influx stemming from construction works; - Awareness raising on Gender Based Violence (GBV); - Community Health and Safety; - Information about disruption of services or constraints related to physical interventions on selected courts. 	<ul style="list-style-type: none"> - Public notices; - Electronic publications via online/social media and press releases; - Video conferences (as needed); - In-person coordination meetings (as needed). 	<ul style="list-style-type: none"> - In advance of any key activity allowing sufficient feedback time; - Monthly (as needed) for general updates and information; - Weekly/ daily (as needed) for information related to physical interventions in selected courts, and - Information disclosed on the MoJ website; - Communication through mass/social media (in line with chapter 4.4). 	<ul style="list-style-type: none"> - PIU; - Designer - ensure that the Activities incorporate stakeholder engagement in a manner consistent with ESS10; - Social and Environmental Safeguards Consultant. 	

Preparation	Other Interested Parties (External) in line with Chapter 3 of this SEP	<ul style="list-style-type: none"> - Present information and planned activities: scope, rationale, E&S principles, envisaged timeframes; - Coordination mechanism; - Grievance mechanism. 	<ul style="list-style-type: none"> - In-person coordination meetings; - Video conferences; - Phone and email; - Official letters. 	Weekly (as needed).	<ul style="list-style-type: none"> - PIU; - Social and Environmental Safeguards Consultant. 	
	Direct Beneficiaries as identified in line with Chapter 3 of this SEP	<ul style="list-style-type: none"> - Project Design; - Rationale and E&S principles; - Envisaged timeframes; - Grievance mechanism process; - Potential Labor influx stemming -from construction works; - Awareness raising on Gender Based Violence (GBV); - Community Health and Safety; - Environmental and Social risks and mitigation measures. 	<ul style="list-style-type: none"> - Phone and email; - Official letters; - Video conferences (as needed); - In-person coordination meetings (as needed). 	Quarterly (as needed).	PIU.	
Implementation	Other Interested Parties (Internal)	<ul style="list-style-type: none"> - Project information - scope and rationale and E&S principles; - Coordination activities; - Grievance mechanism; - Potential Labor influx stemming from construction works; - Awareness raising on Gender Based Violence (GBV); 	<ul style="list-style-type: none"> - In-person coordination meetings; - Video conferences - Phone and email; - Official letters. 	As needed.	PIU.	

		<ul style="list-style-type: none"> - Community Health and Safety; - Environmental and Social risks and mitigation measures. 				
Implementat ion	Other Interested Parties (Internal) as defined in Chapter 3 of this SEP	<ul style="list-style-type: none"> - Project information; - Coordination activities; - Grievance mechanism. 	<ul style="list-style-type: none"> - In-person coordination meetings; - Video conferences; - Phone and email; - Official letters. 	As needed.	PIU.	
Preparation and implementat ion	Vulnerable and disadvantaged groups	<ul style="list-style-type: none"> - Community Health and Safety; - Environmental and Social risks and mitigation measures; - Access to project benefits; - Inclusion into project design; - Grievance mechanism; 	Utilizing strategies outlined in chapter 4.5	<p>From the Project launch meeting Targeted messages and outreach at least once a month, or as needed;</p> <p>Awareness raising to be part of behavioral changes to be achieved through continued communication and information sharing activities as required to provide inputs to the design of project activities</p>	PIU in collaboration with final beneficiaries of the Project, CSO and NGO	

4.8 Other Interested Parties

“Other Interested Parties” constitute 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. Accordingly, various other stakeholder groups have expressed, or may express, interest in the Project. This category would include the project partners, political institutions, service providers, civil society organizations, NGOs, religious institutions, political authorities, academic institutions, etc.

5 MANAGEMENT FUNCTIONS AND RESPONSIBILITIES

The MoJ will be overall responsible for planning and implementation of stakeholder engagement activities, as well as other relevant outreach, disclosure and consultation activities, and the GM. MoJ was already strengthened by a Social and Environmental Safeguards Consultant to support management of social risks and impacts of the Activities and aligning all activities with the ESS10. MoJ will oversee activities of providers of services and activities under the Project.

Table 4: Management functions and responsibilities

Actor	Stakeholder engagement responsibilities
Ministry of Justice	<ul style="list-style-type: none">- High level promotion of the overall Project- Promotion of activities under the Project- Engage with other relevant Ministries high level stakeholders
PIU	<ul style="list-style-type: none">- Liaise with and manage the relationship with the Project service providers- Receive and register any grievance voiced by project-affected parties or other interested parties- Maintain the Stakeholder Engagement Log (SEL)
PIU	<ul style="list-style-type: none">- Develop a communications strategy covering the Project- Liaise with and manage the relationship with any contracted companies producing communication materials- Plan and manage the project’s communications via all media channels- Build and maintain constructive relationships with all stakeholder groups in the respective municipality- Support the planning and logistics for capacity-building and communication events
Social Safeguards and Environmental Consultants	<ul style="list-style-type: none">- Identify any issue that may result in heightened concern to provide an early warning system on community issues and communicate these to the PIU

6 GRIEVANCE MECHANISM

Effective grievance administration strongly relies on a set fundamental principle designed to promote the fairness of the process and its outcomes. The grievance procedure shall be designed to be accessible, effective, easy, understandable and without costs to the complainant. Any grievance can be brought to the attention of the GM personally or by telephone or in writing by

filling in the grievance form by phone, e-mail, post, fax or personal delivery to the addresses/numbers to be determined. All grievances can be filled anonymously.

The project Grievance Mechanism is already in place and housed under the MoJ – the DIEFP.

The Grievance Mechanism is developed with the following aims:

- To build and maintain trust with all stakeholders;
- To prevent adverse consequences of failure to adequately address grievances; and
- To help identify and manage stakeholder concerns and thus support effective risk management.

The system and requirements (including staffing) for the grievance redress chain of action – from registration, sorting and processing, acknowledgement and follow-up, to verification and action, and finally feedback – are embodied in this GM. As a part of the GM outreach campaigns, MoJ will make sure that the relevant staff are fully trained and has relevant information and expertise to provide phone consultations and receive feedback.

Initially, the GM would be operated manually, however, development of an IT based system is proposed to manage the entire GM. Quarterly reports in the form of Summary of complaints, types, actions taken and progress made in terms of resolving of pending issues will be prepared and disclosed (the tool for such reports is presented in **Error! Reference source not found.**). Once all possible avenues of redress have been proposed and if the complainant is still not satisfied then the GM would advise of their right to legal recourse.

In addition to the GM, legal remedies available under the national legislation remain (courts, inspections, administrative authorities, etc.).

A separate workers' Grievance Mechanism for direct project workers will be established and will be operated by the DIEFP and will be separate from the public grievance mechanism.

The Project's Gender Based Violence (GBV) risk is assessed as moderate. This may reflect the influx of FDPs from Ukraine, a vulnerable group with a high risk of gender-based violence, SEA/SH. This situation may constrain accessibility, availability, and effectiveness of GBV services and may increase demand for related justice services. This group is also targeted by this project's activities. A GBV action plan will be prepared to mitigate risks related to sexual exploitation, abuse, and harassment, both in relation to justice services' access and physical infrastructure upgrades. SEA/SH related grievances will be managed separately, by designating the GM focal point as the primary uptake channel for such grievances, to ensure confidentiality and survivor centered approach. The focal point will also provide referral pathways to appropriate services.

6.1 Grievance administration

The awareness campaign by using tools adopted in chapter 4.4 will serve to inform all stakeholders of the grievance mechanism by communicating the availability, its function, the contact persons, and the procedures for submitting comments/concerns or grievances related to project activities. External communications from stakeholders are considered to involve comments/concerns and grievances, when they arise from a specific impact or incident that is related to a project activity.

They can be positive or negative observations on general project performance and, also, can take the form of questions or requests for information; and

Information on the GM including the Public Grievance Form, a Public Grievance Leaflet (Annex 1) will be disclosed and made available through:

- The MoJ website: <https://www.just.ro/cartierul-pentru-justitie/>
- The website/social media managed by the MoJ
- The notice boards (and frequently visited places) of local communities impacted by the Project
- The notice boards of courts and other final beneficiaries of the Project
- Through social media campaigns
- At construction sites prior to commencement of any on ground activities (the exact locations of the courts which will benefit from physical interventions are not yet known as the selection is part of the assessment to be undertaken within the scope of the project. Hence this SEP shall be updated to reflect the decisions taken including the exact locations of the courts that will benefit from physical interventions)

Comments/concerns will be conveyed to MoJ via the same means as grievances (see section below). Once received they will enter into MoJ external communication procedures and feedback will be provided according to the requirements of the procedure. Concerns will be identified and every month, or as needed, concerns will be analyzed and a report provided to the senior ministerial level. This will alert to concerns, and acting as ‘early warning’ enable swift action to be taken to address the concerns and, thus, avoid the receipt of grievances in the future.

The overall process to handle grievances is comprised of 6 steps: (1) uptake; (2) sorting and processing; (3) acknowledgment and follow up; (4) verification, investigation and action; (5) monitoring and evaluation; and (6) feedback (see Figure below):

Figure 1: The GM Process:



Source: Post & Agarwal, 2011.

6.2 Grievance Admission and Process Value Chain

The GM includes the following steps:

STEP 1: Uptake. Project stakeholders will have the opportunity to provide feedback and report complaints through several channels (in-person, mail, email, telephone, fax).

An information and complaint form is available on the MoJ website for GM users to submit their feedback via mail, fax, phone, email or in person based on the following details:

Mail: Ministry of Justice. Department for Implementation of External Funded Projects. To the attention of the GFP. 17 Apolodor Street, Sector 5, Bucharest.

Fax: +4 037 204 1092

Phone: +4 037 105 1212

Email: cartieruldejustitie@just.ro

STEP 2: Sorting and Processing. To consolidate, monitor and report on information related to the Project, it is essential to document feedback upon receipt and to categorize and prioritize these inputs to manage the process effectively.

Documentation. A grievance log is maintained and includes feedback received through the Project GM, as well as existing avenues being used by MoJ, including the Communication and Public Relation Service, the Registry or the Minister's Cabinet. The Project's grievance log will document the following information:

- A summary description of the feedback received
- The date that feedback was received
- Case number assigned to the feedback
- The channel through which it was received (in-person, letter, telephone, etc.)
- Name of GM user
- Gender of GM user
- Whether the complaint/ feedback is anonymous (this would include cases in which the person providing the feedback has expressed a preference for anonymity)
- The date that feedback was acknowledged
- The description of actions taken (investigation, corrective measures)
- Whether the issue is pending or it has been resolved
- Date of resolution
- Date of response to GM user
- Whether the issue was escalated to court.

Categorization. The feedback received will be organized into the categories presented in the table below:

Table 5: Categories of Feedback

Category 1	Complaints
Category 2	Queries
Category 3	Suggestions
Category 4	Compliments

STEP 3: Acknowledgement and Follow-Up. If the person submitting the complaint is known, the GM focal point will communicate the timeframe and course of action to her/him within 3 days of receipt of feedback.

STEP 4: Verification, Investigation & Action. Verification and investigation involve gathering information about the grievance to determine its validity and to generate a clear picture of the circumstances surrounding the issue under consideration. This process normally includes site visits, document reviews, a meeting with the GM user (if known and willing to engage) and

meetings with individuals and/ or entities who can assist with resolving the issue. For grievances related to the misuse of funds, it may also require meetings with suppliers and contractors.

Potential actions include responding to a query or complaint based on the approval and signature of the PIU's senior management, providing GM users with a status update, or imposing sanctions.

STEP 5: Monitoring & Evaluation. Monitoring refers to the process of tracking grievances and assessing the extent to which progress is being made to resolve them. Ultimately, the PIU will be responsible for consolidating, monitoring and reporting on the total number of complaints and other types of feedback that has been received and resolved.

STEP 6: Providing Feedback. This step entails responding to the GM users and is integral to increase users' trust in the system. The PIU's grievance focal point can respond by contacting the GM user directly if s/he is not anonymous, within the 30-day response time. For anonymous complaints, the response will be posted on the MoJ webpage, in the Project dedicated section. For feedback received through the Communication and Public Relation Service and the Minister's Cabinet, the response will be relayed back through these channels within the 30-day response period.

The PIU will make reports available to the World Bank team on the implementation of the Project GM on request. In addition, data on grievances and/or original grievance logs will be made available to the World Bank mission on request, and through the periodic monitoring reports as required by the World Bank.

Moreover, semi-annual updates shall be made available on the MoJ website. These updates shall be disaggregated by gender, location, type of feedback, the number of cases received that have been addressed and number of pending feedback cases.

Finally, the PIU's GM focal point will administer a short and simple feedback questionnaire to each of the GM users regarding the accessibility and effectiveness of the process.

Table 6: GM and SEA/SH focal point contact details:

Description	Contact details
Implementing agency:	Directorate for Implementation of Externally Financed Projects
Main contact:	Mr. Radu-Emil Șendroi
Address:	Apolodor 17, 050741, Sector 5, Bucharest
E-mail:	radu.sendroi@just.ro
Website:	https://www.just.ro/cartierul-pentru-justitie/GM/
Telephone:	+40 371 051 212

6.3 Monitoring and Reporting on Grievances

The GM focal point will be responsible for:

- Collecting data serving as admission point on the number, substance and status of complaints and uploading them into the GM component of the MoJ's system in place;
- Maintaining the grievance logs on the complaints received;
- Disclosing semi-annual GM reports;
- Summarizing and analyzing the qualitative data received on the number, substance and status of complaints and uploading them into the GM component;
- Monitoring outstanding issues and proposing measures to resolve them.

Monitoring reports documenting the environmental and social performance of the Project will be prepared by the PIU and submitted to the World Bank quarterly as part of the overall progress reporting requirements as set forth in the Project.

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 responsible staff 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. Information on public engagement activities undertaken during the Project will be conveyed to the stakeholders through a brief annual report on project's interaction with the stakeholders.

7 WORLD BANK GRIEVANCE REDRESS SERVICE

Communities and individuals who believe that they are adversely affected by a World Bank (WB) supported project may submit complaints to project-level grievance redress mechanism or the WB's Grievance Redress Service (GRS). The GRS ensures that complaints received are promptly reviewed in order to address project-related concerns. Project affected communities and individuals may submit their complaint to the WB's independent Inspection Panel which determines whether harm occurred, or could occur, as a result of WB non-compliance with its policies and procedures. Complaints may be submitted at any time after concerns have been brought directly to the World Bank's attention, and Bank Management has been given an opportunity to respond. For information on how to submit complaints to the World Bank's corporate Grievance Redress Service (GRS), please visit: <http://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service>

8 MONITORING AND REPORTING

MoJ will be responsible for preparing monitoring reports documenting the environmental and social performance of the Project and submitting them to the WB, on semi-annual basis. These shall be part of the overall progress reporting requirements as set forth in the respective Loan Agreement (to be signed). These reports will include sections dedicated to stakeholder engagement and grievance management.

The Monitoring and reporting requirements shall be structured to be completed in-house during the preparation stage. Arrangements for third party monitoring may be made either related to a specific element of a project (such as the grievance mechanism or compensation scheme) or its overall implementation during the implementation phase of the project. The Monitoring indicators are provided in **Error! Reference source not found..**

Table 7: Monitoring Indicators:

Indicator	How will it be monitored	Responsibility	Frequency
Engagement with affected parties			
Number and location of formal meetings	Minutes of Meetings	PIU	Quarterly
Number and location of informal/ spontaneous meetings	Minutes of Meetings	PIU	Quarterly
Number and location of community awareness raising or training meetings	Minutes of Meetings	PIU	Quarterly
Number of men and women that attended each of the meetings above	List of Attendees	PIU	Quarterly
For each meeting, number and nature of comments received, actions agreed during these meetings, status of those actions, and how the comments were included in the Project environmental and social management system	Minutes of Meetings	PIU	Quarterly
Engagement with other stakeholders			
Number and nature of engagement activities with other stakeholders, disaggregated by category of stakeholder (Governmental departments, municipalities, NGOs)	Minutes of Meetings	PIU	Quarterly
Grievance Resolution Mechanism			
Number of grievances received, in total and at the local level, on the website, disaggregated by complainant's gender and means of receipt (telephone, email, discussion)	Grievance Log	PIU Grievance Focal Point	Quarterly
Number of grievances received from affected people, external stakeholders	Grievance Log	PIU's Social Specialist, Grievance Focal Point	Quarterly

Indicator	How will it be monitored	Responsibility	Frequency
Number of grievances which have been (i) opened, (ii) opened for more than 30 days, (iii) those which have been resolved, (iv) closed, and (v) number of responses that satisfied the complainants, during the reporting period disaggregated by category of grievance, gender, age and location of complainant.	Grievance Log	PIU's Social Specialist, Grievance Focal Point	Quarterly
Average time of complaint's resolution process, disaggregated by gender of complainants and categories of complaints	Grievance Log	PIU's Social Specialist, Grievance Focal Point	Quarterly
Number of LGD meetings, and outputs of these meetings	Minutes of meetings signed by the attendees	PIU's Social Specialist, Grievance Focal Point	Quarterly
Trends in time and comparison of number, categories, and location of complaints with previous reporting periods	Grievance Log	PIU's Social Specialist, Grievance Focal Point	Quarterly

Note: Minutes of meetings of formal meetings and summary note of informal meetings will be annexed to the quarterly report. They will summarize the view of attendees and distinguish between comments raised by men and women

Stakeholder engagement activities will be documented and filed in order to ensure accountable delivery of commitments made to stakeholders.

The following documentation will be used and maintained during pre-construction, construction and operation phases:

- **Stakeholder engagement log:** Used to store, analyze and report on stakeholder dialogue activities. It will be populated with details on information presented, audience questions, MoJ responses and actions, and meeting evaluation results, when appropriate. The database will also be used to track frequency of meetings over the life of the Project.
- **Commitments register:** used to keep track of the commitments made to various stakeholders.
- **Meeting minutes:** used to document meetings held and agreements made; to be filed within the stakeholder engagement log and commitment register (as needed).
- **Stakeholder list:** ongoing updates to the list, including key contacts and contact details (telephone number, email address, etc.) as additional stakeholders are identified.
- **Grievance log** will record all grievances received, management actions taken and whether it has been closed out satisfactorily.
- **Clippings:** Media monitoring of press and radio stories relevant to the Project.

Records will be reviewed on a quarterly basis to ensure that records are being used and maintained. Commitments and actions recorded during community interaction activities will also be regularly reviewed to ensure they are taken forward.

8.1 Reporting back to stakeholder groups

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 responsible staff and referred to the senior management of the PIU. 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 the stakeholders in the following possible ways:

- Publication of a standalone annual report on project's interaction with the stakeholders. Adopt software solutions to scale up the two-way interaction and feedback, by using survey platforms, preferable using one dashboard to make it easy to measure and understand the feedback (any platform in use at central governmental level, or alternatively /in addition (as required) SurveyMonkey or alternative online platform can be applied), in order to meet citizens' expectations for change created by their engagement, use their input to facilitate improved development outcomes.

Annex 1: Grievance Registration Form

GRIEVANCE FORM –	
INFORMATION ABOUT THE PERSON SUBMITTING THE GRIEVANCE	
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	First name _____ Last name _____ <input type="checkbox"/> I wish to raise my grievance anonymously <input type="checkbox"/> I request not to disclose my identity without my consent
Contact Information: Please mark how you would like to be contacted (mail, phone, e-mail)	<input type="checkbox"/> By Post: Please provide mailing address: _____ <input type="checkbox"/> By _____ Telephone: _____ <input type="checkbox"/> By _____ E-mail _____ <input type="checkbox"/> I don't wish to be contacted and will follow up on the resolution on the MoJ website
Preferred Language for communication	<input type="checkbox"/> Romanian <input type="checkbox"/> Other please specify _____
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	<input type="checkbox"/> One-time incident/grievance (date _____) <input type="checkbox"/> Happened more than once (how many times? _____) <input type="checkbox"/> On-going (currently experiencing problem)
What would you like to see happen to resolve the problem?	
Signature: _____ (not required in case of anonymous complaints) Date: _____	
Please return this form to: Ministry of Justice. Department for Implementation of External Funded Projects. To the attention of the GFP. 17 Apolodor Street, Sector 5, Bucharest. Fax: +4 037 204 1092 Phone: +4 037 105 1212 Email: cartieruldejustitie@just.ro	

Annex 2: Community Grievance Register, tracking report and generic dashboards generated

COMMUNITY GRIEVANCE STATUS TRACKING REPORT

DASHBOARD STATUS AS OF: Thursday, January 26, 2023

Status Report	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Open cases at beginning of month												
New cases this month												
Cases closed this month												
Open cases at end of month												
Average time between receipt and closing out of complaints												
% of closed cases that were closed on time												
% of complainants that were satisfied with the process												
% of complainants that were satisfied with the outcome												



MINISTERUL JUSTIȚIEI

Ministry of Justice, Apolodor 17, 050741, Bucharest, Romania

Strengthening Foundations for Improved Justice Service Delivery Project - No. P178599

REPORT ON PUBLIC CONSULTATIONS for **STAKEHOLDER ENGAGEMENT PLAN**

The Government of Romania, through the Ministry of Justice will implement the Strengthening Foundations for Improved Justice Service Delivery Project (Hereinafter: The Project) which is financed by the World Bank (Hereinafter: The Bank). Over the last 15 years, the government has made investments in improving justice infrastructure through rehabilitating several courts across the country, including with the support of the Judicial Reform Project (JRP P090309) and Justice Services Improvement Project (JSIP P160751), both supported by the World Bank. These two Project show excellent track record in implementation arrangements and performance which will be replicated in implementation of this Project. With the aforementioned experience, an understanding of the country's judicial reform process has been created, inclusive of the technical and institutional challenges that it poses, the World Bank standards and requirements and other factors that will be critical for the success of the Project. Preparation of this Project also benefitted from a Preparation Advance Agreement (hereinafter referred to as "PPA") between the International Bank for Reconstruction and Development ("World Bank") and the Government of Romania. The objective of the PPA was to facilitate the preparation of what in this Project identifies as the Justice District (which will be implemented as a standalone Project in the future). All of these were infused with meaningful and continuous stakeholder engagement activities and experiences.

2. REPORT ON PUBLIC CONSULTATION, MARCH 31, 2023

- Through a PowerPoint presentation, the consultation meeting introduced the project objective, components, activities and details of stakeholders identified in relation to the project. The presentation also described applicable Bank policies and national legislation and summarized the various instruments which have been prepared to manage project risks and impacts, as well as to enhance positive project outcomes.
- The Stakeholder Engagement Plan was developed by the PIU, and on March 22nd, 2023 it received the clearance from the Bank, for disclosure and consultation.
- The disclosure period started on March 23rd, 2023 and will close on April 7th, 2023. The Stakeholder Engagement Plan was published on the Ministry of Justice's website.
- The public consultation of the Stakeholder Engagement Plan was held on March 31st, 2023.
- The following stakeholders were invited to the consultations:
 - The Secretary General of the Ministry of Justice;
 - The Public Management Unit of the Ministry of Justice;
 - The IT department of the Ministry of Justice;
 - The Bucharest Tribunal;
 - The Dolj Tribunal;
 - The Caraş-Severin Tribunal;
 - The National Agency for Roma;
 - The Feasibility Study developer for the Justice District
- In addition, a lawyer specialized in land acquisition was invited, and the Bank's Social Development Specialist attended as an observer.
- An open invitation for the general public was also published on the Ministry's website.
- The consultation meeting took place in a hybrid format, partly on-line and partly in-person.
- The meeting started according to the schedule at 10:00 AM.
- The SEP document was presented in detail to the attendees by the PIU representatives.
- During the consultation there were no questions or complaints related to the topic of the SEP.
- It was relayed to the attendees that the disclosure period is still open and that any comments that may arise can be submitted during the disclosure

period.

- The Consultation meeting ended at 11:00 AM.