THE UNITED REPUBLIC OF TANZANIA
PRESIDENT OFFICE

TANZANIA SOCIAL ACTION FUND

THE SECOND PRODUCTIVE SOCIAL SAFETY NETS PROJECT–

ORIGINAL FINANCING (P169165)
AND
FIRST ADDITIONAL FINANCING (P179701)

REVISED

STAKEHOLDER ENGAGEMENT PLAN (SEP)

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Definition of Terms

Beneficiary	Members of the Households and its dependents enrolled and benefiting in PSSN II
Communities	A unified body of individuals: such as people with common interests living in a particular area proudly
Stakeholders	Refers anyone including a person, group, organization or government or any other entity with a direct or indirect interest in operations actions and outcomes of PSSN II
Vulnerable Groups	In the context of PSSN II is defined as those individuals who likely to be adversely affected by project impacts and /or are more limited than others in their ability to take advantage of project benefits. These include Hunter-gatherer communities, pastoralist and agro-pastoralist communities. The vulnerability of these communities is evidenced by their livelihood style as most of them live in geographically difficult to access areas which deprive them access to social services.

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1.0   INTRODUCTION

The Government of the United Republic of Tanzania (GOURT) is implementing the Second Phase of Productive Social Safety Net (PSSN II) with a US$200 million Credit from the World Bank. The Project aims at protecting the poor from immediate effects of poverty, helping them to meet consumption needs and prevent further irreversible losses in assets, and enable poverty-stricken households to invest in their future and improve their livelihood. The Project Development Objective (PDO) is to improve access to income-earning opportunities and social economic services for targeted poor households while enhancing and protecting the human capital of their children. Activities under the Project will be implemented through, two main components (i) Productive Household Support; (ii) Institutional Capacity Strengthening and Integrated Delivery Systems. The proposed project (PSSNII) will build on the achievements of the predecessor project First Phase of Productive Social Safety Net (PSSNI) which has generated significant social benefits through provision of employment and livelihood opportunities to targeted communities.

PSSN II was designed to be implemented for a period of 4 years starting from December 2019 and ending on 30th September 2023 with estimated cost of USD 883.3 million. The total commitment from Development Partners (DPs) and the GoURT towards the Program was at about USD 649 million by 2020, thereby leaving a financing gap of about USD234 million.

Apart from the financial gap, the Program faced other two major challenges namely, delay in timing of technical launch and targeting that compelled the Program to commence 16 months after its effectiveness of PSSN II Program. Hence, need for an extension of 2 years starting from October 1st, 2023, to September 30th, 2025 to complete the planned activities. Following the approval of the extension, the GoURT requested for an additional financing (AF) from Development Partners hence a commitment of USD 200 million by the Word Bank.

PSSN II is implemented nationwide in Tanzania, both in rural and in urban settings. The project has targeted people living under the food poverty line both in urban and rural areas country-wide. SEP has been updated on November 2022 as part of the preparation of the extension of the Second Phase of PSSN Program and to fulfill the requirements of the AF Agreement.

Box 1: Main Features of PSSN II

Building on PSSN I, PSSN II aims to improve access to income-earning opportunities and socio-economic services for targeted poor households while enhancing and protecting the human capital of their children. PSSN II was designed to achieve its objectives through the implementation of a sequence of integrated interventions[1]. Activities were (and will continue to be) structured around two components, with respective subcomponents:

- Component 1: Productive Household Support (Benefits and Services)
    - Subcomponent 1.1. Cash Transfers (CTs)
    - Subcomponent 1.2. Public Works (PW)
    - Subcomponent 1.3. Livelihoods Support (Productive Inclusion) (LS)

- Component 2: Strengthening Institutional Capacity and Integrated Delivery System
    - Subcomponent 2.1. Institutional Capacity Enhancement
    - Subcomponent 2.2. Integrated delivery system development

Component 1: Productive Household Support (Benefits and Services) (Total US$731.90 million, of which IDA US$373.70 million equivalent) provides beneficiary households with an integrated package of support, including a foundational package and livelihoods support. The foundational package has been designed to provide transfers in the form of CTs and PWs.

Within Component 1, CTs comprise three types of benefits, layered as follows:
- A fixed transfer offered to all PSSN households. This transfer is unconditional only for households with no labor capacity and will be referred to as Direct Support. Households with labor capacity instead receive a time-limited Productive Transfer, which will be accompanied by soft-conditions in the form of community sessions and savings promotion; households receive the productive transfer only until they enroll in PW - once they start receiving PW transfers, the productive transfer stops.
- A fixed transfer for vulnerable groups provided to all households that include a child aged 0-18 years old (Child Grant) and to those that include a person with a disability (PWD) (Disability Grant). Households that include both a child and a PWD will receive both types of grants.
- A variable Human Capital Transfer (HCT) offered to households with children, subject to compliance with health or education conditionalities, and varying depending on the number of children and the children's ages / educational stages.

Labor intensive PW are a significant part of the Component 1 package. Participation in PW is open to PSSN-eligible households with working age members and willing to participate. The PW subprojects are selected through a participatory community-based planning approach. PSSN PW sub-projects with the potential to adapt to and mitigate climate change risks and those that promote livelihood activities of beneficiary households, and the community at large are encouraged. The participatory approach ensures that projects respond to the priorities of women as well as men in the community.

To enhance the productive impacts of the foundational packages, livelihoods support activities complement the above measures. They consist of: (i) basic livelihood support for all PSSN beneficiary households (community sessions focused on nutrition and early childhood development, and financial literacy, and promotion of community savings and investment groups – COMSIPs), and (ii) an enhanced livelihoods support package for 100,000 households (including support in the preparation of a simple business plan and a one-off productive grant to set up a small business). As in the case of PW, enhanced livelihoods support is targeted to households with labor capacity (at least one member aged 18-65 years).

Component 2 - Strengthening Institutional Capacity and Integrated Delivery Systems (Total US$151.40 million, of which IDA US$76.30 million equivalent) underpins the effective delivery of the benefits and services.

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[1] See Report No: PAD3139, Project Appraisal Document for the Tanzania Productive Social Safety Net Project II (P169165)

1.1 Summary of the Previous - PSSN I Stakeholder Engagement Activities

Targeting and Enrolment was the foremost Program activity to be implemented immediately after the project commencement. Prior to cash transfer to the enrolled beneficiary's households, two major activities of targeting and enrollment were carried out in all selected Villages/Mtaa/Shehia. During these two activities, Project Area Authority (PAA) facilitators were all trained using standard package of guidelines focusing on targeting and enrolment process at the community level. The key activities involved in the process included awareness creation to the communities on the program objectives, components to be implemented, benefits level, entitlements and responsibilities as well as anticipated results. After community sensitization, each Village Assembly meeting set up criteria for identification of poor households according to their local situation.

The set criteria were used to target poor households that will benefit from the program. Community teams were formed amongst community members and others who were conversant with families residing in the respective community. These were used to identify poor households in the respective community. Names of identified poor households were first discussed in the Village Council and thereafter were read in front of the general village assembly. The Village assembly was mandated to endorse, add, reject and validate the names. Since Kiswahili was widely used to explain key program features, translators were designated to translate into local language for ease of grasping and understanding.

Community targeting and enrolment were the most important steps of the project entry at the Village level. Village assembly meetings were held and involved every group in the community including the vulnerable communities. This was an important step towards inclusion of eligible program beneficiaries including vulnerable groups, where names of all poor households were read. This helped in minimizing inclusion and exclusion errors.

2.0 STAKEHOLDERS CONSULTATION DURING THE PREPARATION OF PSSN

Stakeholders Consultation has been a key element during the preparation of Safeguards instruments for PSSN II. Consultation was done to ensure effective participation of all stakeholders throughout the Program implementation period. It also enhances the dynamic process that involve different stakeholders across all levels from the national down to the community levels, to contribute their view to influence the meaningful decisions making process on the Program implementation for best outcome. During the PSSN II preparation the following stakeholder were consulted.

2.1 The communities

Consultation was done at community level to beneficiaries and among the general public, which mainly aimed at; collect information on the Program that would be taken as key lesson learnt throughout the implementation of PSSN I and enhancing the design of PSSN II. The PSSN II Project Preparation Team (PPT) made a site visit to selected PAAs to collect stakeholder views on design elements for the new Program phase. Among the components discussed during the consultation meetings, environmental and social safeguards were one of items identified for feedback as well as input into PSSN design. During consultation meetings it was reiterated that safeguards tools should be simplified for ease of documentation procedures, the option which has been observed through the application of ESF and its standards. At the community level consultation were held through public meetings which were organized by Village Councils and attended by all stakeholders in the areas.

2.2 Ministries and Government Institutions

Consultation was done to Ministries under the Government of the United Republic of Tanzania, Revolutionary Government of Zanzibar and various institutions. The ministries consulted include the Ministry of Land, Housing and Human Settlements Development, Presidents' Office Regional Administration and Local Government, while institutions consulted include the National Environment Management Council (NEMC), Zanzibar Environment Management Authority (ZEMA) and Division of Environment Vice Presidents' Office. The consultation with Ministries and governmental institutions was done in a specific consultative meeting convened to collect inputs on environmental and social safeguard for PSSN II design.

2.3 Vulnerable Groups

On consultation to vulnerable groups (previously known as Disadvantaged Communities) specific site visits was done to four of seven PAAs with such communities, namely Kiteto,

Hanang, Mbulu and Karatu. The consultation on VG communities was conducted in a special method whereby beneficiaries, general community and NGOs/CBOs operating in those areas were consulted in village meetings, focus group discussions and individual interviews. The objective was to gather opinion on PSSN I implementation and recommendations for environmental and social safeguards to serve as inputs to ensure adequate inclusion of vulnerable groups into PSSN II activities. During the consultation process, it was found that ESF through ESS 7 is adequately address issues of their interest, including among other being included into the decision-making organs of the communities they live in or have a collective benefit thereof.

2.4   Participation of Non-State Institutions and Organizations

The Environmental and Social Framework guide the participation of all Program stakeholders into activities undertaken by the Program. The Non-State Institutions and Organizations (NSIOs) are the institutions that do not belong to state, privately run and those organizations belong to various groups of the communities or individuals with specified objectives. The Non-State Institutions and Organization include but not limited to; Non-Governmental Organizations (NGOs), Community Based Organization (CBOs), Civil Society Organizations (CSOs), Professional Association and Faith Based Organizations (FBOs) and others operate in similar manner.

Stakeholder Engagement Plan aiming at fostering transparency and accountability to Program interventions by allowing different NSIO activities with sole objective of improving implementation to realize anticipated results. SEP describes the timing and methods of engagement with stakeholders during the entire Program implementation as indicated in Annex1 Information gathering and sharing will be crucial in the plan for each party involved to know what is expected of them and the outcomes of activity at a particular point in time. This will guarantee knowledge exchange and effective participation of the stakeholders who will ultimately make informed decision on prioritization of activities being implemented. Information will be communicated through community meetings, Focus Group Discussion, local radio, distribution of communication materials such as posters and fliers addressing issues around sub projects being implemented.

2.5   Stakeholders consultation during preparation of additional financing

Consultations during the preparation of the AF have been done to four PAAs of Mpwapwa, Kondoa, Singida and Iramba DC. The consultation process aimed at informing stakeholders about the AF and it involves Program beneficiaries, community leaders, PAA facilitators and stakeholders at National level. During the consultations the discussions focused on identifying the potential positive and negative impacts of Program

implementation and measures to enhance positive impacts; and mitigate negative impacts as far as the environmental and social impacts are concerned. Also, the consultations aimed at understanding stakeholders concerns and expectations related to the Program. Kiswahili language was used throughout the discussions in all PAAs. the consultation involved; visits to the subproject sites, hold discussion with Program Beneficiaries, hold discussion with community leaders and hold discussion with PAAs sector experts.

3.0   STAKEHOLDERS IDENTIFICATION AND ANALYSIS

3.1   Interested Parties

The Project will identify individual, groups, local communities and other stakeholders that may be directly or indirectly affected by the project either positively or negatively. Stakeholder Engagement Plan (SEP) focuses particularly on those communities that are directly and adversely affected by project activities. All community members in the villages will be affected during implementation of the Project because by implementing the project they will have either direct or indirect impacts. The consultation with the affected people will be held in the villages through special assembly meetings. These meetings will be organized by the Village Councils whereby its members have been informed the objectives of the meeting. This will enhance the attendance of many community members in the meetings.

3.2   Other Interested Parties

Other interested parties will include institutions that are working in villages; this will include PAA officials, village leaders and Civil Society organizations that are working with the affected communities. These groups will have a role to play and also will have a broader knowledge of the environmental and social characteristics of the project area and the nearby populations even if they are not directly affected. The government institutions at the national and local levels, development partners and civil society organization and other stakeholders are directly and/or indirectly engaged in the project.

3.3   Vulnerable Groups

These refer to those who are likely to be adversely affected by project impacts and /or are limited than others in their ability to take advantage of Program benefits. Such individuals or groups are susceptible to exclusion from, and/or are unable to fully participate in the mainstreaming consultation process and as such may require specific measures and assistance to ensure adequate inclusion in Program activities. Vulnerable Groups include hunter-gatherer communities, pastoralist, agro-pastoralist groups and those communities with limited access to social services due to geographic and

infrastructure-related constraints. It also includes other vulnerable category of people including women, children, elderly, people with disability, people with chronic illnesses, people marginalized due to social bias, etc.

4.0   STAKEHOLDERS ENGAGEMENT PLAN

Open and transparent engagement among Program stakeholders can improve the environmental and social sustainability of subprojects, enhance Program acceptance and make a significant contribution to successful Program design and implementation. During implementation of the Program different stakeholders (individuals or groups) that are likely to be affected by the Program will be consulted in order to foster a strong, constructive and responsive relationship which is important for successful management of environmental and social risks. Stakeholders to be involved as per nature scale of the project, its potential risks and impacts will include project participants, members of communities residing in the villages where project will be implemented and sector experts at all levels. Annex 1 details the overall stakeholder's engagement plan. The SEP will be updated from time to time, as appropriate, when specific details on project locations and relevant stakeholders are known.

4.1   Purpose and Timing of Stakeholder Engagement Program

The stakeholders' engagement plan will describe the timing and methods of engagement with stakeholders during targeting and recertification and throughout the life cycle of the sub project i.e. from, identification of sub projects, planning, implementation and decommissioning of sub projects. Further the engagement plan will identify timings in which information regarding the sub project will be communicated to stakeholders and type of information to be gathered for stakeholders. Information gathering and sharing will be crucial in the plan for each party involved to know what is expected of them and the outcomes of sub projects at a particular point in time. This will guarantee knowledge exchange and effective participation of the stakeholders who will ultimately make informed choices on the project being implemented.

Information will be communicated through community meetings, distribution of communication materials such as posters and fliers addressing issues around sub projects being implemented. Use of local languages in community meetings through interpreters will be necessary to ensure that participants fully understand what is being communicated to allow full participation in terms of voicing their views and seeking clarification when in doubt so as to institute measures to remove obstacles to participation. Needs of specific groups with specific information needs such as disability, gender and mobility will be accommodated to ensure they are equally informed.

4.2   Proposed Strategy for Information Disclosure

Information will be disclosed through public consultation and made available in brochures, leaflets, or booklets and media using both English and the official national language Swahilli. Where necessary, during project implementation, the relevant documents will be translated into the relevant vulnerable groups' languages. The full Stakeholders Engagement Plan will be made available in hard copies and in national language at PAA offices and any other local level public offices. Electronic versions will be available on the official website of the Tanzania Social Action Fund (TASAF) and the Bank's website. Information to be disclosed to participants will include (i) The purpose and nature of the sub project to be implemented, (ii) duration of proposed activities, (iii) potential risks and impacts of the project to local communities and mitigation measures. Also, disclosure of information will include how stakeholders will participate by developing meeting schedules, venues and procedure for receiving and addressing grievances. For the vulnerable groups risks and impacts are made available to the affected vulnerable groups in an appropriate form and manner.

4.3   Proposed Strategy for Consultation

Consultation process is the dynamic process of dialogue between stakeholders based upon a genuine exchange of views, with the objective of influencing decisions, policies or programs actions. The process involves listening to all stakeholders' opinions sincerely, respecting all participants, showing interests in their knowledge, and behaviors while encouraging them to share their knowledge and ideas. The following methods will be used for stakeholder's consultation at the community level; Discussion with key informants at all levels, Guided Focus Group Discussions and Special village assembly meetings.

4.3.1   Strategy to Incorporate the View of Vulnerable Groups

The Program will use Vulnerable Group Plans (VGPs) to ensure inclusion and meaningful participation of Vulnerable Groups (as defined in the VGPF) in the Project design, planning and undertaking of planned activities to enhance development process with full respect to dignity, human rights, economies, and culture of Vulnerable Groups. In this connection, VGPs for sub-projects will be prepared through a highly participatory, flexible and pragmatic process using participatory planning based on the findings of stakeholder's engagements conducted, in accordance with requirement spelled out in the VGPF. The PAAs facilitators, in consultation with Vulnerable Groups in their respective areas, will develop a specific VGP appropriate to the identified mitigation measures and livelihood enhancement activities.

Apart from Vulnerable Groups described above, other vulnerable persons may be focused due to disability or other nature of disadvantage, and/or maybe made more vulnerable as a result of them being excluded in decision making processes. Vulnerable persons may include orphans, persons with disabilities, elderly persons, HIV/AIDS affected/or infected, widows, people suffering from serious illnesses, women and children at risk of being dispossessed of their productive assets such as land, men or women excluded because of social bias, etc.

The consultation process to engage other vulnerable groups into Program activities involves listening to their views as well as other stakeholders' opinions sincerely, respecting all participants, showing interests in their knowledge, and behaviors while encouraging them to share their knowledge and ideas. The following methods will be used for stakeholder's consultation at the community level;
  i. Discussion with key informants at all levels,
  ii. Guided Focus Group Discussions and
  iii. Special village assembly meetings.
The view and opinion of other vulnerable groups will be treated with equal importance to enable them secure confidence on the Program implementation.

4.3.2 Community Session
Community sessions are meetings organized for Household Beneficiaries aimed to build capacity on key topics that will assist to transform their attitude and behavior towards a sustainable developed life. The sessions aim at verifying the existence of beneficiary household, reminder to beneficiaries of their roles and responsibility towards the implementation of the program and rectify any grievance/opinion received, related to the program implementation. Extension officers located at Ward are responsible for conducting community sessions. These sessions usually take place once bimonthly during payments events. It is mandatory for household representative to attend community sessions in order to be capacitated with knowledge on the different aspect of the Program.

The Program will use community session to disseminate key messages to the Beneficiaries in the community to ensure different community groups are equally participate in the Program activities regardless of social differences that prevails within respective society in order to get skills that will help to improve their social and economic wellbeing

4.3.3 Timelines
Stakeholders' engagement plan is necessary to commence prior to start of the project in order to identify who are key stakeholders, what role they can contribute to vulnerable group communities and maintaining meaningful interaction with them. Stakeholder Engagement is also done during Identification of beneficiaries to make sure all vulnerable groups are included. Stakeholders' engagement is done throughout the project

implementation when periodic monitoring is done to assess the progress and if implementation is done according to plan, challenges are identified on time to allow for corrections.

4.3.4 Review of Comments

Methodology used to gather comments during stakeholders' engagement interactions will includes; taking notes during focus group discussion, during interview with key informants and feedbacks during village assembly meetings. Data acquired will be analyzed and used to prepare report. The review will be done to assess the level of stakeholder's engagement to the project. This information will be used to prepare field reports, quarterly reports and semi-annual reports. Some of data to be gathered includes pictures, maps and minutes of village assembly meetings with attendance sheets.

4.4 Resources and Responsibilities for Implementing Stakeholder Engagement Activities
4.4.1 Human Resources

The resources for the implementation of stakeholder's engagements will depend on the size, nature, type and time. Both human and material resources will be required to implement the plan at all levels from the national up to the community. At the national level, there are Ministries, followed by Regional Secretariats, while at the District level, administrative roles are executed by the District Commissioners and District Administrative Secretaries. The Local Government level is handled by Local Government Authorities (LGA) Directors (Directors for City, Municipal and Town Councils and Executive Directors for District Councils). Under the LGA Directors, there are several heads of department who are supporting the Directors such as planners, community development officers, and water, natural resources, land specialists, etc.

At the community level, the governance is under Village Council/Mtaa/Shehia, whereby administrative roles are executed by Village/Mtaa/Shehia Executive Officers. The community administration is directly linked with its people, and it is at this level that community meetings are organized for the purpose of public consultation, involvement and notable participation into development activities such as sub-projects design, planning and implementation.

The TASAF Management Unit (TMU) is the executing agency of this project and PAAs are implementing agencies under the guidance of TMU. The TMU will be responsible for overall implementation, monitoring and supervision.

4.4.2 Management Functions and Responsibilities

Different stakeholders from national up to the community level will play different roles and responsibilities in relation to managing and implementing Stakeholders Engagement Plans (SEP) as follows;

4.4.2.1   Village and Ward Levels

Village and ward leaders, Extension Officers and Community Management Committees (CMC) LSP, will be responsible for ensuring all stakeholders are engaged in the project activities in their respective areas. Specific responsibilities will be;

  i.   Awareness creation in the community about the Stakeholders Engagement Plans;
 ii.   Facilitating meetings in the communities which involves all stakeholders;
iii.   Participating in the planning, implementation, monitoring and evaluation of Stakeholders Engagements Plans at the village level;
 iv.   Ensuring the Program implementation reports captures Stakeholders Engagements;
  v.   Address grievances at the community levels related to Stakeholders Engagements

4.4.2.2   PAA Levels

The PAA will be responsible for ensuring all stakeholders are engaged in the Project activities in their respective areas; specific responsibilities will be as follows:

  i.   Awareness creation at PAA levels about the Stakeholders Engagement Plan;
 ii.   Facilitating community to identify of key Stakeholders to be engaged into project activities;
iii.   Providing technical assistance to village leaders, CMCs and local communities as needed in the preparation and implementation of the Stakeholders Engagement Plans;
 iv.   Ensuring that Stakeholders Engagements Plans are mainstreamed into PAA Annual plans;
  v.   Participating in the planning, implementation, monitoring and evaluation of Stakeholders Engagements Plans at PAA levels;
 vi.   Prepare progress reports on the implementation of Stakeholders Engagements Plans;
vii.   Monitoring and evaluation planning and implementation of the Stakeholders Engagements

4.4.2.3   Regional Levels

The Regional levels will be responsible for ensuring all stakeholders at the regional are engaged in the Project activities; specific responsibilities will be as follows:

i. Awareness creation at Regional levels about the Stakeholders Engagement Plan;
ii. Providing technical assistance to PAAs as needed in the preparation and implementation of the Stakeholders Engagement Plans;
iii. Ensuring Stakeholders Engagements Plans are mainstreamed into regional Annual plans;
iv. Participating in the planning, implementation, monitoring and evaluation of Stakeholders Engagements Plans at PAA levels;
v. Monitor, evaluate and prepare Regional progress report on the implementation of Stakeholders Engagements Plans ;

4.4.3.4   National Level

At national level, TASAF Management Unit will ensure compliance of Environmental and Social Standards 10; Stakeholders Engagements and Information Disclosure as follows;

i. Providing technical support and capacity building to PAAs, Community and other Stakeholders on the implementations of Stakeholders Engagements and Information Disclosure;
ii. Monitoring and evaluation of the impacts of Stakeholders Engagements and Information Disclosure at the PAAs and Community levels;
iii. Prepare progress reports on the implementation of Stakeholders Engagements and Information Disclosure;
iv. Establishment and maintenance of effective M&E system including database and MIS at this level; and
v. Knowledge management and learning as far as the Stakeholders Engagements and Information Disclosure is concerned;

4.5   Monitoring and Reporting
4.5.1 Involvement of stakeholders in Monitoring Activities

During Project implementation, third parties will be involved in monitoring of the project performance and measuring associated impacts. During identification of sub-projects the VGs, VCs, CBOs and NGOs representatives who are working within the area and other community members will be involved. During implementation monitoring will be done on quarterly basis where stakeholders who were involved during consultation meetings can be invited on rotational basis (timeline and tools to be used will be shared). At each site visit technical advice on issues observed will be provided in the site visit book and back to office report prepared as per TASAF guidelines.

4.5.2 Reporting Back to Stakeholder Groups

Stakeholders will be involved in monitoring of the project performance and measuring associated impacts. During identification of sub-projects the VGs, VCs, CBOs and NGOs representatives who are working within the area according to evidence gathered. The report /findings on focus group discussions and progress of project activities will be shared at community level (Village assembly), PAA level and as well as National level. Emphasis will be made on availability of grievances redress mechanism and the process involved communicating grievances.

5.0   GENDER BASED VIOLENCE AND SEXUAL EXPLOITATION AND ABUSE

Implementation of the Program will have positive impacts to the community. However, there might be potential incidences of Gender Based Violence (GBV) and Sexual Exploitation and Abuse (SEA) among Program participants. Such incidences could happen in situation whereby the household representation who receives Program benefits is forced to surrender the cash to the spouse. Furthermore, the payments may be misused to entice young girls to engage themselves in unsafe sexual practices, or the leaders/participants interaction may cause forced sexual relationships in return for any kind of favoritism.

The Program will use community sessions to create awareness and to mitigate the effects of GBV and SEA. In all cases, the incidents will be reported and dealt with through the GRM procedure. Since GBV cases are qualitatively different from other complaints that are typically handled through the grievance redress mechanisms such cases need a specific channel for their management and since PSSN is a nation-wide program conditions may vary depending on local circumstances. All information must be treated as confidential and the GRM operator should be trained on how to approach survivors that must be referred to a safe and ethical GBV service provider.

6.0   GRIEVANCES REDRESS MECHANISM

The project will continue to strengthen and upgrade the Grievance Redress Mechanism (GRM) established during PSSN I and works through the appropriate institutional structures for Project management at national, PAA and community levels. This is well supported by the functional computerized Management Information System (MIS), and the monitoring and evaluation (M&E) system that has demonstrated its capacity to generate timely information on inputs, outputs and results.

Awareness and sensitization of grievance mechanism will continue to be carried out through community sessions for PSSN II participants and through posters placed at pay-point centers. A wide range of project-affected people: community members, members of vulnerable groups, project implementers, civil societies, and the media; will be encouraged to bring grievances and comments to the attention of project authorities.

Grievances will continue to be received through established communication channels; grievance registers village/street/Shehia office, .through phone, letters or face to face at the VEO/Sheha or DED offices, Toll free TASAF call center 0800 110 057/ 0800 110 058 and 0739 000 038 (not Toll free). For the purpose of strengthening management of GRM and implementation of PSSII AF, the GRM manual has been updated with detailed process for GBV related grievances, selection of focal person in each village, and outreach materials.

During PW implementation at the site Beneficiaries with grievances' can report it to site supervisor (LSP) or members of the Community Management Committee (CMC) or VEO. In additional to sensitization of how to lodge a grievance, it is also addressed during the community sessions for PSSN II participants and through posters placed at pay-point centers which provide the same message. The program will enhance a Grievance Redress Mechanism System as a formal process for receiving, evaluating and redressing program-related grievances from affected communities and the public. Grievances may be reported in form of claim, complaint or issue related to participation in works, benefit-sharing, etc.

The nature of grievance might necessitate involvement of different levels in decision making to be resolved; project shall not prohibit people with grievances from presenting their claims or criminal issue to responsible bodies.

| Village | → | Ward | | PAA | | TMU | | Court |

6.1   Gender Based Violence and Sexual Exploitation and Abuse

Implementation of the Program will have positive impacts to the community. However, there might be potential incidences of Gender Based Violence (GBV) and Sexual Exploitation and Abuse (SEA) among Program participants. Such incidences could happen in situation whereby the household representation who receives Program benefits is forced to surrender the cash to the spouse. Furthermore, the payments may be misused to entice young girls to engage themselves in unsafe sexual practices, or the leaders/participants interaction may cause forced sexual relationships in return for any kind of favoritism. The Program will use community sessions to create awareness and to mitigate the effects of GBV and SEA. In all cases, the incidents will be reported and dealt with through the GRM procedure. Since GBV cases are qualitatively different from other complaints that are typically handled through the grievance redress mechanisms such cases need a specific channel for their management and since PSSN is a nation-wide program conditions may vary depending on local circumstances. All information must be

treated as confidential and the GRM operator should be trained on how to approach survivors that must be referred to a safe and ethical GBV service provider.

6.2   The Procedure of Grievance Redress

Procedures to file grievances and seek action should be simple enough to beneficiaries and community in general and understandable. All grievances, simple or complex, should be addressed and resolved in a quick and constructive manner within a period of fourteen (14) days, supported by a timely feedback to aggrieved person where necessary. The affected person should file his grievance in writing, to the Village Council or Shehia committee. The grievance note should be signed and dated by the aggrieved person. Where the affected person is unable to write, he should obtain assistance to write the note and emboss the letter with his/her thumb print.

The Village Council or Shehia committee resolves those disputes it can, depending on the nature of the complaint and where the mandate lies for the issue concerned. Unresolved issues/disputes beyond their mandate are referred to adjudication to the PAA. Village Council or Shehia committee keeps records of all complaints received, whether and how the VC resolved these and which complaints were forwarded to the PAA coordinator. The Village Council will inform in writing the complainant on the decision within 14 days.

PAA Coordinator submits unresolved grievances to the PAA Grievance Committee. The PAA grievance Committee reviews the complaints and determines the appropriate course of action according to the laws, rules and regulation. All complaints about abuse in service, potential corruption must be channeled to proper authorities in no more than 14 days after the complaint is received. The PAA Grievance Committee generates a letter to the complainant to inform them of the action taken.

In addition to submitting a complaint to the VC, people may also lodge complains with any member of the PAA Management Team (CMT). Complaints received by CMT members are logged with TASAF coordinator and considered by the PAA Grievance Committee. If the coordinator is implicated in the complaint, then the complaint is forwarded directly to the   PAA Director/ Principal Secretary.

The PAA Grievance Committee should respond within 14 days during which any meetings and discussions to be held with the aggrieved person should be conducted. If the grievance relates to valuation of assets, PAA Grievance Committee should be requested to revalue the assets, and this may necessitate a longer period of time. In this case, the aggrieved person must be notified by PAA grievance committee through the Village Council that his/her complaint is being considered. The Grievance Committee will

produce a report containing a summary of all grievances and will make this available to the TMU on a quarterly basis.

If the aggrieved person is dissatisfied with the decision of the PAA Grievance Committee and other higher authorities or If no agreement is reached at this stage, then the complaint can be taken through the formal court process, i.e. to the Village Land Council, the Ward Tribunal where relevant, District Tribunal and the High Court (Land Division) at the National level. Samples of Grievance Reporting and Grievance Resolution Forms are as included in the Stakeholder Engagement Plan.

6.3   Potential Grievance/Disputes

Potential grievances and disputes related to the environmental and social likely to emerge during the course of Project implementation may include delay of Payment, inadequate Personal Protective Equipments, low amount of wages compared to number of working days, miss/lack of proper information, Exclusion and Inclusion error, unclear ownership of the assets created, inadequate treatment/control of dust by water or other means during road and water ponds construction and Gender based violence as a result of changes in power relations due to cash for work.

Annex 1: Stakeholder Engagement and Consultation Plan

	Program Phase	Type of stakeholder	Consultation method	Time frame (in year)						Expected Results	Monitoring indicator
				Yr 0	Yr 1	Yr 2	Yr 3	Yr 4	Yr 5		
1	Pre-inception period	PAA SE, LGA, Public/ villagers	Focus group Discussions (FGD), meetings, Information Education and Communication (IEC) Materials							Full participation of PAAs on design and implementation	Minutes of the meetings Number of peoples participated Reports No of IEC materials distributed No. of grievances received and resolved reported
		Beneficiaries, VGs	IEC Materials, FGD, meetings							Extends program knowledge to beneficiaries	Minutes of FGD, disseminated IEC materials
		Disadvantaged communities	IEC Materials, FGD, public meetings							Consultation with VGs to get views in respective areas, Have adequate involvement	Consultation reports, Minutes of the meetings,

	Program Phase	Type of stakeholder	Consultation method	Time frame (in year)						Expected Results	Monitoring indicator
				Yr 0	Yr 1	Yr 2	Yr 3	Yr 4	Yr 5		
										of VGs in the Program	Number of VGs
		Ministries, Development Partners (DPs)	Information sharing session, work sessions on guidelines review							Attain needed support from other stakeholders, systematic engagement of stakeholders	Minutes of the meetings
2	Targeting /enrolme nt/ recertific ation	VCs/Shehia, PAAs SE,	IEC Materials, FGD, meetings							Full participation of community on Program design and implementat ion	Minutes of FGD, disseminate d IEC materials
		Beneficiaries, VGs	IEC Materials, FGD, meetings							Full participation on design and implementat ion	Minutes of FGD, disseminate d IEC materials
		PAAs	FGD, meetings							Ensured adequate support from PAAs	Minutes of FGD, implementati on reports

	Program Phase	Type of stakeholder	Consultation method	Yr 0	Yr 1	Yr 2	Yr 3	Yr 4	Yr 5	Expected Results	Monitoring indicator
					Time frame (in year)						
3	Implementation phase	PAAs	IEC Materials, FGD, meetings		■	■	■	■	■	Full participation on design, imple-mentation and participatory monitoring	Minutes of FGD, disseminated IEC materials, implementation reports
		Participants, VGs and DisComs	IEC Materials, FGD, meetings		■	■	■	■	■	Full participation of community on Program design, implementation and monitoring.	Minutes of FGD, disseminated IEC materials
		VCs/ Shehia	IEC Materials, FGD, meetings		■	■	■	■	■	Provide needed support to Program implementation and participatory monitoring	Minutes of FGD, meetings, disseminated IEC materials
		NGOs, CBOs	IEC Materials, FGD, meetings		■	■	■	■	■	Full participation on design, implementation and participatory monitoring	Minutes of FGD, disseminated IEC materials

	Program Phase	Type of stakeholder	Consultation method	Time frame (in year)						Expected Results	Monitoring indicator
				Yr 0	Yr 1	Yr 2	Yr 3	Yr 4	Yr 5		
		DPs	Meetings, JRISM		▓	▓	▓	▓	▓	Provide needed support to Program design, implementation and participatory monitoring	Report from meetings, missions executed
4	Decommissioning/ pre-design of successive phase of the Program	NGOs, CBOs	IC Materials, FGD, meetings					▓	▓	Have adequate involvement in the Program decommissioning	Minutes of FGD, disseminated IC materials
		Participants, VGs	IEC Materials, FGD, meetings					▓	▓	Full participation on decom-missioning	Minutes of FGD, disseminated IEC materials
		PAAs	IEC Materials, FGD, meetings					▓	▓	Full participation on decom-missioning	Minutes of FGD, disseminated IEC materials and implementation report