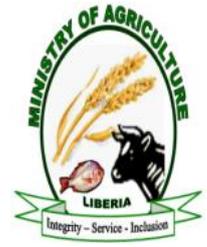




**Republic of Liberia**



**Ministry of Agriculture**

**Liberia: Rural Economic Transformation  
(RETRAP) Project**

**STAKEHOLDER ENGAGEMENT PLAN (SEP)**

**Project ID No.: P175263**

**March 15, 2021**

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## Acronyms and Abbreviations

CAADP	Comprehensive African Agricultural Development Program
CARI	Central Agricultural Research Institute
CBO	Community based organization
CDA	Cooperative Development Agency
CERC	Contingency Emergency Response Component
DFCS	Dokodam Farmers' Cooperative Society
EPA	Environmental Protection Agency
ESCP	Environmental and Social Commitment Plan
ESIA	Environmental and Social Impact Assessment
ESMF	Environmental and Social Management Framework
ESMP	Environmental and Social Management Plan
ESS	Environmental and Social Standard
FDA	Forestry Development Authority
GBV	Gender Based Violence
GoL	Government of Liberia
GRC	Grievance Redress Committee
GRM	Grievance Redress Mechanism
GRS	Grievance Redress Service
LLA	Liberia Land Authority
MFDP	Ministry of Finance and Development Planning (MFDP)
MIA	Ministry of Internal Affairs
MOA	Ministry of Agriculture
MOC	Ministry of Commerce
MPW	Ministry of Public Works
NCO	National Coordination Office
NGOs	Non-Governmental Organizations
NSL	National Standards Laboratory
PAPD	Pro-Poor Agenda for Prosperity and Development
PAPs	Project Affected Person
PCU	Project Coordination Unit
RAP	Resettlement Action Plan
RETRAP	Rural Economic Transformation Project
SEA	Sexual Exploitation and Abuse

SEP	Stakeholder Engagement Plan
SH	Sexual Harassment
TRFMCS	Todee Rubber Farmers and Multipurpose Cooperation Society
UNICEF	United Nation Children Fund
VAC	Violence Against Children
WB	World Bank

## **Executive Summary**

The Rural Economic Transformation Project (RETRAP) supports the GoL Pro-Poor Agenda for Prosperity and Development (PAPD) and the MoA three-year strategy plan for the Agriculture sector which provides an approach to building an agribusiness ecosystem aimed at dealing with the twin issues of Liberia's inability to meet domestic food requirements, to export at quality levels required for market success. It seeks to improve the performance and sustainability of agricultural production, using productive infrastructure and technological interventions along the selected value chains and to become a major source of decent, secure jobs. It also supports the GoL achieve its commitments under the Comprehensive African Agricultural Development Program (CAADP), which commits the country's government to investing more in the agriculture sector.

The GOL has also prioritized the agriculture sector in their commitment to diversify the economy and has identified eight priority value chains requiring support under the PAPD 2018–23. These include rice, oil palm, horticulture, cocoa, rubber, and cassava, poultry, and pig husbandry. Within the framework of its Pro-Poor Agenda for Prosperity and Development, the GoL is focusing on three fundamental issues: improved national food and nutrition security with the objective to increase food availability and production in order to spur local economic development and food security; enhanced agricultural productivity, competitiveness, and linkages to markets; focusing on strengthening efficiency, promoting innovation, fostering sustainability, and leveraging opportunities in national and external markets; broadening and strengthen private sector participation; increasing public investments (mainly in rural infrastructure); and creating an enabling macroeconomic environment; and strengthened human and institutional capacities with the thrust to establish effective and efficient public sector frameworks in agricultural planning and coordination; reduce risks and improve coping mechanisms; mainstream gender and youth in agriculture and rural development and ensure sustainable use of natural resources.

The Rural Economic Transformation (RETRAP) therefore seeks to address important challenges to developing agri-food value chains in the country. The specific challenges include: (i) weak institutional capacity to deliver agribusiness support services and the organizational capacity of smallholders; (ii) low agricultural productivity resulting from limited access to improved technology, modern inputs, and advisory services; (iii) weak access to markets resulting from inadequate post-harvest, road, transport, and marketing infrastructure; and (iv) limited private sector investment in production, processing capacity, and value-added activities. The project will use a multi-level approach to address those challenges and create lasting economic opportunities for actors in the selected value chains.

The development objective of the project is to improve productivity and market access for smallholder farmers and agri-enterprises for selected value chains in project participating counties.

The project has four components:

- Component 1: Improving the Enabling Environment, Strengthening Producer Organizations and Enhancing Agribusiness Development (IDA US\$6million). The objective
- Component 2: Enhancing Competitiveness and Market Access through Productive Alliances (IDA US\$12.5 million).
- Component 3: Agro-logistics and Infrastructure Investments (IDA US\$31.5 million).
- Component 4: Project coordination and Management and Contingency Emergency Response (IDA US\$5 million).

RETRAP will contribute to creating long-term economic opportunities for actors in selected value chains through a threefold approach, by: (i) strengthening critical institutions overseeing the development of the sector; (ii) intervening at various level of the supply chain to build capacity and support investment subprojects to improve the agricultural productivity and climate resilience of the agri-food system; and (iii) improving rural access and agricultural marketing by upgrading selected roads and rural markets.

This Stakeholder Engagement Plan (SEP) is designed to establish an effective platform for productive interaction with potentially affected parties and persons with interest in the implementation and outcomes of the Liberia **Rural Economic Transformation (RETRAP) Project**. It identifies the major stakeholders affected by the project either directly or indirectly (including vulnerable groups) as well as those with other interests that could influence decisions about the project. It outlines previous stakeholder engagement efforts carried out as part of the preparation of the project and articulates a range of strategies for timely, relevant, and accessible stakeholder engagement throughout implementation. The SEP is also prepared in compliance with the application of the World Bank Environmental and Social Standard 10 on Stakeholder Engagement and Information Disclosure.

Based on the planned subproject interventions, the project environmental and social risks have been assessed as Substantial. The potential environmental and social risks and impacts have been identified and mitigation measures proposed in the Environmental and Social Management Framework (ESMF) and Resettlement Framework prepared for the project. Stakeholder groups identified under the project include individual beneficiaries, communities, private sector entities, Contractors, Training Service Providers, government agencies, Civil Society Organizations (CSOs), Non-Governmental Organizations (NGOs), Academia and Research Institutes. Vulnerable groups identified include persons with disabilities, women, and youth in the agriculture value chain.

Strategies for engaging stakeholders identified in this SEP include use of both traditional and modern media communication channels such as community sensitization meetings, websites, printed media, information center boards, community meetings, newsletters, brochures, fact sheets, conduct of periodic surveys/citizen's engagement. Follow up on grievances and actions taken will form part of the overall monitoring of the project. Further, various strategies for involving stakeholders in project monitoring and reporting have been identified. Resources and implementation arrangements for SEP activities will be covered under Component four: Project Coordination and Management.

## 1. Introduction

**Agriculture is the foundation of Liberia’s economy and key to food security.** Agricultural production constitutes the most important livelihood for the average Liberian, involving more than 70 percent of the population. The sector accounted for 27.3 percent of real GDP in 2019 (a decline from 38.8 percent in 2010) and 43.3 percent of total employment (down from 57.4 percent in 1995). Majority of farmers grow cereals/staples, including rice (64 percent) and cassava (60 percent), followed by a variety of vegetables, such as a peppers (50 percent), bitter balls (44 percent), okra and green leaves (30 percent). Most of these famers cultivate an average of 0.7 hectares under rain-fed conditions generating small marketable surpluses. Tree crops, especially rubber, oil palm, cocoa, and coffee, make an important cash crops to smallholder farmers and contribute significantly to the economy. Rubber is the most important cash crop in Liberia and accounts for almost 65 percent of total export earnings<sup>1</sup>.

**The Government of Liberia (GoL) considers agricultural growth to be critical for reducing poverty.** The GoL has developed a five-year National Development Plan referred to as the Pro-Poor Agenda for Prosperity and Development (PAPD) and has identified eight priority value chains requiring support under the PAPD 2018–23. These include rice, oil palm, horticulture, cocoa, rubber, cassava, poultry, and pig husbandry.

**Liberia’s agriculture is characterized by a diversified structure of production.** Forest-based and tree crop farming systems cover the largest proportion of the land area in Liberia. They include tree crop-based systems in which vegetables and other food crops are produced on a minor scale, mostly in the central belt of the country; root crop-based systems (with cereals) concentrated in the northern region; and fishing and land-based mixed cropping enterprises along the coastal belt.

**Liberia’s agricultural productivity has been lagging.** The long-lasting conflicts in Liberia have destroyed agricultural capital and disrupted food production, further compounding structural impediments and past policy failures. Because of low productivity, most of the population in rural areas is trapped into poverty. According to the Liberian household survey (2016), close to 80 percent of households headed by a self-employed person in agriculture are poor. The sector is poorly integrated to the rest of the economy and lacks basic infrastructure such as machinery, farming equipment/tools, farm-to-market roads, food storage capacity, and more importantly quality inputs such as certified seed.

**Poor road infrastructure has significantly hindered the growth of the agricultural sector.** Farmers’ ability to access valuable markets and improved inputs to increase production is limited by the poor quality of the country’s network of roads. During the May–September rainy season, movement from rural areas is significantly restrained due to heavy rainfall, especially in lowland swamp areas. As a result, smallholders tend to sell produce in local markets where prices are relatively lower. Despite the government’s current initiative to rehabilitate main roadways and some key feeder roads in productive areas, more work is needed to improve road and bridge infrastructure in remote rural areas.

**Women are major players in the agriculture sector, although facing substantial gender inequalities.** They comprise approximately 60 percent of the rural agricultural labor force and carry out 80 percent of agricultural activities throughout the planting season, including land clearing, planting, harvesting, and marketing. Although they play a dominant role in

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<sup>1</sup> Rubber production increased from 46,819 mt in 2018 to 65,743 mt in 2019 (40.4 percent. Annual Report, CBL, 2019.

agricultural production, few women are able to own land, access loans, or control the income they earn from their labor. Gender Gap Analysis conducted at project preparation stage flagged the structural bottlenecks women face in the agricultural sector. These bottlenecks are restricting women to operating at subsistence levels and limit their upward mobility along agri-food value chains including weaker influence in the marketplace, limited access to credit, significant disadvantages in accessing land use rights because of unclear land rights, cultural norms and the inability to pay cooperative membership fees to use cooperative land or lease land due to high cost.

**GoL recognizes that transformation is required in the food and agriculture sector to maximize its contribution to economic growth and poverty reduction.** Within the framework of its Pro-Poor Agenda for Prosperity and Development, the GoL is focusing on three fundamental issues: (i) improved national food and nutrition security with the objective to increase food availability and production in order to spur local economic development and food security; (ii) enhanced agricultural productivity, competitiveness, and linkages to markets; focusing on strengthening efficiency, promoting innovation, fostering sustainability, and leveraging opportunities in national and external markets; broadening and strengthen private sector participation; increasing public investments (mainly in rural infrastructure); and creating an enabling macroeconomic environment; and (iii) strengthened human and institutional capacities with the thrust to establish effective and efficient public sector frameworks in agricultural planning and coordination; reduce risks and improve coping mechanisms; mainstream gender and youth in agriculture and rural development and ensure sustainable use of natural resources.

The Stakeholder Engagement Plan (SEP) is designed to establish effective platforms for productive interaction with potentially affected parties and persons with interest in the implementation and outcomes of the Liberia Rural Economic Transformation **Project (RETRAP)** throughout the project cycle. Effective stakeholder engagement is a necessary aspect of any good project and the SEP will help solicit feedback to inform project design and implementation while simultaneously managing expectations of project beneficiaries and project affected person (PAPs).

RETRAP stakeholders include persons or groups directly or indirectly affected by the project, as well as those who may have interest in the project and/or the ability to influence its outcome, either positively or negatively. This SEP is prepared in compliance with the application of the World Bank Environmental and Social Standard 10 on stakeholder engagement and information disclosure.

### 1.1 Project Description

**The Project Development Objective** is to improve productivity and market access for smallholder farmers and agri-enterprises for selected value chains in project participating counties. The project addresses important challenges for developing agri-food value chains, paving the way for rural economic transformation. The specific challenges include: (i) weak institutional capacity to deliver agribusiness support services and the organizational capacity of smallholders; (ii) low agricultural productivity resulting from limited access to improved technology, modern inputs, and advisory services; (iii) weak access to markets resulting from inadequate post-harvest, road, transport, and marketing infrastructure; and (iv) limited private sector investment in production, processing capacity, and value-added activities. The project

will use a multi-level approach to address those challenges and create lasting economic opportunities for actors in the selected value chains.

**Target value chains.** The project will focus its support on the cassava, rubber, poultry, pig, and vegetable value chains, which complement the value chains that are targeted by the World Bank–funded Smallholder Agriculture Transformation and Agribusiness Revitalization Project (STAR-P, P160945): rice, oil palm, and horticulture. The value chains targeted under the project were selected through two sector scanning studies<sup>2,3</sup> that assessed them against a range of development impact criteria, including: (i) evidence-based market demand for the commodities; (ii) high growth potential, demonstrated by positive growth trends in the value chains, the scope for expanding production and increasing sales, and the scope for adding value through processing; (iii) the potential for poverty reduction;<sup>4</sup> and (iv) the existence of infrastructure and complementarities with other projects in the country. Home gardens (vegetable production and backyard poultry) will be supported because they are important for generating incomes for women and for diversifying nutrition at the household level. See Annex 4 for further details on the selected value chains.

The main beneficiaries of the proposed project will be smallholder farmers and agri-entrepreneurs (private agribusiness investors, cooperatives, and small and medium enterprises processing or providing other services to agri-food systems) who are engaged in the selected value chains. Within this group, the project will give priority to women who are heavily engaged in food crop production, processing, and marketing, as well as young people who are active in various segments of the value chain. The project is expected to reach 60,000 beneficiaries of which at least 50% are women. Other project beneficiaries will include: (i) key public institutions and their staff involved in agricultural support services, such as MoA, the Central Agricultural Research Institute - Soil and Crop Laboratory (CARI), and National Standards Laboratory of Liberia (NSL); and (ii) NGOs and service providers engaged to implement the project.

The project is designed to be implemented through the following four main components: **Component 1: Improving the Enabling Environment, Strengthening Producer Organizations and Enhancing Agribusiness Development (IDA US\$6million).** The objective of Component 1 is to improve the enabling environment for agribusiness development in Liberia. This objective will be achieved through the following interventions: (i) building the capacity of public agribusiness services to deliver quality services to private investors, including smallholder farmers; (ii) enhancing value chain coordination and public-private dialogue; and (iii) supporting agricultural research and development (R&D) and extension. This component will finance specialized technical assistance, training, works, goods, consulting, and non-consulting services.

**Subcomponent 1.1: Improving public agribusiness services.** This intervention aims at enhancing the capacity of selected public services that are critical for enabling agribusiness, principally within MoA and the Cooperative Development Agency (CDA). The project will undertake a functional review of these entities and recommend/implement appropriate solutions for improving the quality of their agribusiness services. The focus will be on strategies and solutions for: (i) enhancing entrepreneurship development in agribusiness and promoting private investments in the sector (with a focus on women and youth

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<sup>2</sup> Netherlands Enterprise Agency (2017), "Sector Scan—Liberia Agriculture Sector."

<sup>3</sup> World Bank, International Finance Corporation, and GoL (2017), "Agricultural Commercialization and Agribusiness Development Project: Sector Scan Report."

<sup>4</sup> Potential for poverty reduction is based on locally available raw materials and skills, new job opportunities created, low entry barriers for small-scale entrepreneurs, and prospects for women and youth.

entrepreneurship); in particular the project will support key activities towards the functioning of an Agribusiness Growth Delivery Unit (AGDU) that is being established as an agribusiness strategy incubator and strategic advisory arm of MoA; (ii) improving governance and partnerships across the selected value chains, and collaboration among agribusiness development programs/projects in the country; and (iii) enhancing the resilience of the food system through the dissemination of climate-smart practices.

**Subcomponent 1.2: Enhancing value chain coordination and public-private dialogue.** For targeted value-chains, the Project will: (i) conduct a stakeholder mapping exercise as the basis to put in place a representative and inclusive Private Public Dialogue (PPD) mechanism; this mapping will also consider climate change actors/agencies which would benefit from a focused training on impacts of climate change on value-changes and mitigation/adaptive measures; (ii) support the establishment and operation of this mechanism, including training of main stakeholders on its effective use to improve the performance of the value-chains; and (iii) support increased consultations among the value chain stakeholders, through inter alia regular forums to discuss the various constraints of their sub-sectors, review and update the government strategies, develop a shared vision and harmonized approach to minimize potential conflict, devise mechanisms for coordinating donor assistance and creating an enabling environment for private and public investments. Under this intervention, the project will also finance capacity-building for FBOs involved in targeted value-chains.

**Subcomponent 1.3: Support to agricultural R&D and extension.** The Project will strengthen the capacities of the Department of Regional Development, Research and Extension (DRDRE) of the MoA to carry out its mandates. Support will be provided to: (i) facilitate linkages between extension and research system through information sharing and production of joint periodic bulletin; a main focus would be on climate-smart practices and technologies; (ii) promote the use of e-extension services; (iii) integrate the delivery of nutritional information into the extension advice package; (iv) train County Level Facilitators (CLF) on extension guidelines; these guidelines will incorporate climate change related risks and impacts on agriculture and ways to address them; (v) develop or introduce and adapt climate-smart technologies and practices to enhance resilience at county level; and (vi) strengthen seed multiplication capacity (improved and drought-resistant seeds). In addition, the project will support the Central Agricultural Research Institute - Soil and Crop Laboratory (CARI), and National Standards Laboratory of Liberia (NSL) to identify and implement specific demand-driven knowledge and innovative research and testing equipment.

**Component 2: Enhancing Competitiveness and Market Access through Productive Alliances (IDA US\$12.5 million).** The objective of this component is to support smallholders and commercially oriented farmers to improve their capacity to operate competitively in selected value chains and have strengthened and more reliable linkages with buyers. Productive Alliance (PA), a globally recognized approach to enhancing farmer market access, involves three core agents: a group of smallholder producers, one or more buyers, and the public sector. These three agents are connected through a business proposition (“business plan”), which describes the capital and services needs of the producers and proposes improvements that would allow them to upgrade their production capacities and skills to strengthen their linkage with the market, i.e. the buyer(s).

**Subcomponent 2.1: Pre-Investment Activities (IDA US\$2 million).** This subcomponent will support pre-investment activities to: (i) promote the project concept and increase outreach

to potential Farmer-Based Organizations (FBO) and member beneficiaries, commercial partners, and private financing entities, as well as identify productive alliances among FBOs, agri-enterprises, processors and commercial partners; (ii) identify potential business opportunities for the productive alliances; (iii) prepare business plans and proposals for Investment Subprojects reflecting the identified opportunities; (iv) build capacity among technical service providers to enhance the quality of the services provided to the productive alliances; (v) support project-related studies to promote specific, prioritized value chains and evaluate the potential for investments contributing to climate change mitigation and resilience and to the economic inclusion of otherwise marginalized groups. Key climate change adaptation/mitigation measures will be promoted for adoption in these business plans, including: (i) use of climate-resilient seed varieties; (ii) investment in infrastructure and techniques for retaining soil nutrients and preventing soil erosion; (iii) improved water management in the context of warming weather systems; (iv) the use of flood-resilient production design; and (v) the adoption of efficient pest- and disease-management methods and technologies.

**Subcomponent 2.2: Investment Subprojects Supporting Productive Alliances (IDA US\$10.5 million).** This subcomponent aims at supporting improving smallholders' capacity to increase competitiveness, thus allowing them to meet market demands and establishing sustainable linkage with buyers and effectively integrate in the targeted value chains. Under this component, the project will finance matching grants for smallholder farmers organizations (FBOs), agribusinesses, processors, aggregators, and other participating partners, to contribute to the costs of implementing investment Subprojects. The Liberian Agriculture Commercialization Fund (LACF) is a special designated account under the existing PIU, managed by an independent fund manager, and will be the instrument to handle the funds for these matching grants.

Eligible expenditure under these Subprojects (under all windows) include: (i) civil works (for example, lowland rehabilitation; clearing of bushland; construction of post-harvest, storage, and processing facilities; and small-scale, efficient irrigation systems); (ii) goods, such as productive equipment (for example, farm machinery, processing equipment, storage units, and transport vehicles); (iii) incremental working capital (for example, for improved inputs); (iv) technical assistance and business advisory services supporting the implementation of the subprojects and enhancing organizations' administrative and managerial capacities.

**Component 3: Agro-logistics and Infrastructure Investments (IDA US\$31.5 million).**

The objective of this component is to improve access to markets through the rehabilitation of existing roads, construction of short-span critical cross-drainage structures, and modernization of selected agri-markets. The component is designed to improve infrastructure along a major corridor (Tappita–Zwedru road)<sup>5</sup> to unlock productivity in the agricultural sector and provide logistics support to the private sector.

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<sup>5</sup> The Ganta–Tappita road, extending almost halfway to Zwedru, is being financed under SECRAMP as follows: GoL is financing the 39-km Ganta–Saglepie stretch, and the World Bank and LRTF are financing the 61-km Saglepie–Tappita stretch. AfDB is financing the paving of the stretch from Zwedru to the southern border with Côte d'Ivoire. A gap of about 85 km is still under discussion for financing by donors in the next round of allocations.

**Subcomponent 3.1: Roads construction (IDA US\$30 million).** Complementing the planned road works financed as part of the South Eastern Corridor Road Asset Management Project (SECRAMP, P149279), under which 100 km of road between Ganta and Tappita is to be rehabilitated, the project will support rehabilitation of a 40-km segment of the 112-km Tappita–Zwedru road, and also undertake spot improvements of critical sections of the feeder roads that link the targeted production zones to the corridor road. The spot improvements will include the construction of river crossing structures, with specific focus on rural roads that link high volume production areas to markets. This segment was selected for rehabilitation based on several considerations. Despite its relatively short length, it will provide a critical connection between the agricultural food basket corridor running from Ganta to Zwedru and the all-weather southeastern corridor transport network. It will facilitate the movement of agricultural goods and delivery of services (including the development of transport services), significantly improve access to the main market centers of the southeastern corridor, and foster greater interaction between farmers, businesses, traders, and agro-processors. It also complements ongoing improvements elsewhere in the feeder road network, which will unlock the agricultural potential of the entire southeastern region, provide a link to the Sub-region of West Africa and support movement of produce between Liberia and other West African Countries.

For this road work, the project will use Output- and Performance-Based Road Contracts (OPRCs) under a Design, Build and Transfer (DBT) arrangement and will finance the associated consultant services. The conceptual design that has been developed includes full construction of a two-lane carriageway with bituminous surfacing along the existing right-of-way, with a 20-year design life. The design reflects the fact that ordinary road rehabilitation parameters will be ineffective, given Liberia’s topography and the risks related to climatic change. The design study anticipates reduced travel time, lower vehicle operating costs, and reliable year-round access, resulting in significant additional traffic. The design will incorporate modern, climate-smart infrastructure standards that increase resilience. Contractors will be incentivized to select materials and implement processes that generate less emissions, and the project will enforce the use of bioengineering, which involves the use of vegetation either alone or in conjunction with other civil engineering structures.

**Subcomponent 3.2: Modernization of selected agri-markets (IDA US\$1.5 million).** Subcomponent 2 will finance the modernization of selected existing agri-markets in rural areas; including the construction of: (i) a number of open market sheds and small storage and processing facilities; and (ii) basic market infrastructure such as internal market pathways, drainage infrastructure, and water and sanitation facilities, as well as selected facilities for specialized handling of agricultural produce. All construction work will be based on a business plan submitted by FBOs or other stakeholders in the market and would be supported by a clear management and maintenance plan, identifying the functions and responsibilities of all parties involved (private or public). The upgradation of these markets will also incorporate design standards that will ensure resilience to the main local risk factors (geophysical conditions and climate change) and reduce green gas emissions by making adopting energy efficient material for the storage facilities and renewable energy systems. The precise locations of these markets will be identified during project implementation.

**Component 4: Project coordination and Management and Contingency Emergency Response (IDA US\$5 million).**

The aim of this component is twofold: (i) establishing appropriate coordination, monitoring and evaluation (M&E), and communication regarding project implementation; and (ii) ensuring that GoL is better equipped to respond to crises and emergencies.

**Subcomponent 4.1: Project Coordination and Management (IDA US\$5 million).** This subcomponent will facilitate: (i) administrative, technical, and financial management of the project; (ii) coordination among all institutional partners to ensure the efficient flow of information and support to all value-chain actors; (iii) effective contractual arrangements with key implementing partners as well as private sector operators; (iv) monitoring and evaluation (M&E) of project performance in procurement, financial management (FM), and environmental and social impacts; and (v) development of communication activities to publicize and disseminate project results, best practices, and success stories.

**Subcomponent 4.2: Contingency Emergency Response Component – CERC** (zero allocation). The purpose of this subcomponent is to enable an immediate response if an eligible crisis or emergency arises, as may be presented in the future.

The project Environmental and Social Risk Rating has been assessed as Substantial. The classification is based on the potential environmental and social risks and impacts, the sensitivity of the project environment and the capacity of the implementing agencies to manage the risks. The project's adverse environmental risks and impacts will mainly emanate from interventions under Components 1, 2 and 3. The environmental risks expected from the Matching Grant (MG) scheme described under Component 2 include land clearing associated with farming and provision of infrastructure, lowland rehabilitation, expansion of farmlands and/or renovation of agricultural infrastructure such as post-harvest, storage warehouses, processing facilities, small-scale, efficient irrigation systems, electricity connectivity etc. which could contribute to deforestation, forest degradation, destruction of natural habitats, soil erosion and depletion of biodiversity. There are about 125 subprojects in these components that will be implemented by the farmers and businesses. Agricultural intensification and commercialization could trigger extensive use of pesticides with adverse repercussions on human health and biodiversity. The proposed support to poultry and piggery industry will produce animal waste (manure) which could contaminate ground and surface water as well as contribute to green-house gas emissions if poorly managed. Similarly, effluents from processing facilities e.g. cassava processing under the MG scheme could contribute to water contamination, eutrophication, and unsightly scenes in communities. The proposed road improvement of 40 km under subcomponent 3.1 and sub-component 3.2 activities could result in environmental, occupational, and community health and safety risks.

The social risks associated with project interventions under sub-component 1.2 include potential risks of conflicts between beneficiary communities and the project if the selection of project beneficiaries is not done in a fair and transparent manner through adequate stakeholder consultations.

Project interventions under Components 2.2 also presents risk of exclusion of vulnerable groups along the agri-business value-chain from the Matching Grants particularly smallholder farmers, women and youth businesses. Mechanisms to prevent elite capture and to ensure meaningful and broad-based inclusion, in particular female and youth applicants will be needed to mitigate this risk. The development of rural infrastructure to support agribusiness clusters under Component 3 can lead to temporary or permanent land acquisition, restrictions on land use and involuntary resettlement. In particular, economic or physical displacement is anticipated under the proposed rehabilitation of a 40km section of the 112km long Tappita -

Zwedru Road could lead to temporary or permanent land acquisition and economic losses and physical displacement. Other social risks include road safety concerns and potential legacy issues related to impacts of previous road construction activities on Project Affected People (PAP) and communities along the proposed road corridor to be rehabilitated. Economic or physical displacement and inaccessible market facilities cannot be ruled out under the proposed investment under Sub-component 3.2. Sexual Exploitation and Abuse and Sexual Harassment and exposure to communicable diseases including COVID-19 are also anticipated.

The anticipated environmental and social risks and impacts have been identified and mitigation measures proposed in the Environmental and Social Management Framework (ESMF), Resettlement Policy Framework and this SEP prepared for the project. A standalone Environment and Social Impact Assessment and Resettlement Action Plan are being prepared for the 40km road to identify and mitigate impacts on people and the environment. The project builds on experiences and lessons from the ongoing Smallholder Agriculture Transformation and Agribusiness Revitalization Project (STAR-P – P160945) and seeks to improve agriculture productivity, social inclusion, expansion of income earning opportunities for farmers and agribusinesses. Measures to mitigate potential risks related to COVID-19 and other health and safety issues as well as sexual exploitation and abuse and sexual harassment has been articulated in the environment and social instruments prepared for the project.

## **2.0 Objective of Stakeholder Engagement Plan**

The main objectives of this SEP are to adopt a systematic, transparent, and participatory approach to stakeholder engagement and information disclosure, and maintenance of positive stakeholder relationships, monitoring of stakeholder feedback and implementation of an accessible and responsive grievance redressal mechanism. The SEP also aims to facilitate stakeholder feedback and engagement on project design and implementation, including, identification and mitigation of environmental and social risks and impacts.

### *2.1 National and State Legal and Regulatory Framework for Citizen's Engagement*

This SEP considers the existing institutional and regulatory framework within the context of the National and State legal instruments as well as the safeguard compliance requirements of Environmental and Social Standard (ESS) of the World Bank.

The 1986 Constitution of Republic of Liberia acknowledges the right to information under Article 15(c) as a fundamental human right of all citizens. This right will be properly enjoyed where the public is efficiently informed about government interventions to improve the wellbeing of citizens.

The Freedom of Information (FOI) Act 2010 provides for the implementation of the constitutional right to information held by a public institution, subject to the exemptions provided in Chapter 4 of the Act that are necessary and consistent with the protection of the public interest in a democratic society, to foster a culture of transparency and accountability in public affairs and to provide for related matters. The Act mandates state institutions to uphold the right of a person to access information subject to the provisions of the Act.

The Food and Agriculture Policy and Strategy (March 2005) of the Ministry of Agriculture prioritizes information dissemination and stakeholder consultations across the agriculture value chain.

***Table 1: Description of the Relevant National and State Acts and Policies***

Policy	Relevant to the Project
National Environmental Policy of Liberia	The necessity for formulating a national environmental policy is in recognition of the severe impact of man's activities on all components of the natural environment, especially the influences of population dynamics, high density urbanization, resource exploitation and the further realization regarding the critical importance of restoring and maintaining environmental quality to the overall welfare and development of the people.
Environmental Protection and Management Law (EPML 2002)	The EPML as well as the Environmental Protection Agency Act (EPA Act) and the EPA Environmental and Social Impact Assessment Procedural Guidelines provides for the participation of stakeholders at all levels of project implementation in order to ensure that their concerns and inputs are considered as part of the design, planning, project implementation and decommissioning. The law provides provision for public hearing, provides the platforms for complaints by aggrieved persons, and the opportunity to make comments and provide suggestion on project matters
The Decent Work Act of Liberia (2015)	The Decent Work Act is the national labour legislation that outlines worker's rights. The Decent Work Act (2015) contains provisions on several issues including, but not limited, wages and deduction, working hours and breaks, leaves, labour disputes, and Occupational Health and Safety (OHS).

<p>Land Rights Acts (2018)</p>	<p>The Land Rights Policy of Liberia concerns four land rights categories (Public Land, Government Land, Customary Land, and Private Land), and a cross-cutting sub-category called Protected Areas, which must be conserved for the benefit of all Liberians. For Public Land and Government Land, the Policy sets forth critical policy recommendations regarding how the Government transfers such land, and how the Government acquires land, especially through the exercise of eminent domain (i.e., forced acquisition). With respect to the new category of Customary Land, there are several significant recommendations: Customary Land and Private Land are equally protected; and communities will self-define, be issued a deed, establish a legal entity, and strengthen their governance arrangements to make them fully representative and accountable.</p> <p>LSMFP activities will be implemented based on the suitability of the areas/lands thus distinguishing the different categories of land and their purpose and will observe the procedures of the land policy on acquisition and use of land for developmental purposes in accordance with adequate planning and Environmental Impact Assessment.</p>
<p>Land use Acquisition Regulations</p>	<p>Land Acquisition in Liberia is governed by the Constitution of the Republic of Liberia of 1986 and the Revised Laws and Administrative Regulations for Governing the Hinterland (RLARGH) of 1949.</p> <p>Article 66 of the RLARGH states that, “title to the territory of the Republic of Liberia is vested in the sovereign state.”</p> <p>The right and title of the respective tribes to land of an adequate area for farming and other enterprises essential to the necessities of the tribe main interest in the land to be utilized by them for their purposes; and whether or not they have procured deeds from Government, delimiting by notes and bounds such reserves, their rights and interests in and to such areas, are a perfect reserve and give them title to the land against any person or persons whomsoever. The article further states that when the tribe should advance, they should petition the Government for the division of the land into family holdings and the Government should grant deeds to each family in fee simple.</p>
<p>Law establishing Real Property Valuation (September 2020)</p>	<p>Provides interpretations for section 201(b) and section 204(b) 2 of the Revenue Code.</p> <p>Section 1.3.1 Method for determining assessed value of real property: “stipulates that each parcel of land so subject to assessment and taxation shall be inspected and its assessed value determined on the basis of its market value as at the date of inspection. Such assessed value shall be carried on the real property assessment record books by the Minister (now commissioner General) for a period of 5 years from the</p>

	date such valuation becomes operative in accordance with subsequent rules
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## 2.2 The World Bank’s Stakeholder Engagement Requirements

The World Bank’s Environmental and Social Framework sets out the World Bank’s commitment to sustainable development, through a Bank Policy and a set of Environmental and Social Standards that are designed to support projects, with the aim of ending extreme poverty and promoting shared prosperity. The Environmental and Social Standards (ESS) 10: Stakeholder Engagement and Information Disclosure sets out the requirements for stakeholder consultation throughout the project life cycle. ESS 10 recognizes the importance of open and transparent engagement between the project and stakeholders as an essential element of good international practice.

### *2.3 Brief Summary of Stakeholder Engagement done during project preparation*

The design and implementation of RETRAP has been guided by stakeholder consultations carried out at the local, regional, and national levels. These consultations have been carried out with stakeholders at different levels in Bong, Sinoe, Grand Kuru, Grand Bassa, Bomi, Grand Cape Mount, Grand Gedeh, Margibi, Maryland, Montserrado and Nimba Counties. Within the 11 counties, stakeholder meeting was held with farmers, chiefs, woman groups, youth, persons with disabilities, elderly people from different agricultural backgrounds, cooperatives, and town dwellers.

The preparation of this SEP followed the ESS 10 stakeholder consultative processes and COVID-19 prevention protocols and will continue throughout project implementation. Stakeholders were further engaged during the preparation of the ESMF and RPF; and ESIA and RAP for the road construction component, which sought to identify potential environmental and social impacts from the project activities, and to disseminate and disclose proposed mitigation measures.

This SEP will be updated periodically as necessary during project implementation. Stakeholders will be kept informed as the project develops, including reporting on project environmental and social performance and implementation of the Stakeholder Engagement Plan and the grievance mechanism. The table below summarizes stakeholder engagement and consultation process held during the preparatory stage of this project.

**Table 2: Summary of stakeholder consultation during project preparation (including SEP, ESMF, RPF, ESIA and RAP preparation)**

Stakeholder Group	Institutions/Group	Topic of Consultation	Method of Engagement	Responsibility
<b>Government agencies</b> (Ministry of Commence, Ministry of Agriculture, Ministry of Finance & Development Planning, Forestry Development Authority Ministry of Internal Affairs and Environmental Protection Agency)	Ministry of Finance Implementing partners, Ministry of Public Works Ministry of Commence, Ministry of Agriculture, Ministry of Finance & Development Planning, Forestry Development Authority, Ministry of Internal Affairs and Environmental Protection Agency	Design of the project including Project objectives, scope, preparation timelines, costing, and budgeting,  Sectoral and Institutional context,  Project implementation arrangement	Project preparation and Technical Review Meetings through Video Conference (VC)/Webex meetings	MOA/PCU/Ministry Public Work
	Environmental Protection Agency	Discussion on the implementation and monitoring of the following environmental tools ESMF, SEP, RAP, EIA, Gender Action Plan	Face to Face interview with the Director for Compliance at the EPA Along with the Manager for MEA	MOA/IIU
	LLA	Discussion on the implementation and monitoring of the following environmental tools ESMF, SEP, RAP, EIA, SEA/SH prevention measures	Face to Face interview with the Director for Compliance at the EPA Along with the Manager for MEA	MOA/IIU
County Level Stakeholder	Chiefs, farmers, women groups, PAPs	Project activities and environment and social risks and impacts and	Discussion/presentation/information sharing	Consultant/MOA/IIU of MPW

		mitigation measures, project Implementation & Arrangement; COVID-19 prevention measures under the project		
<b>Private sector Actors</b>	J-Palm, Civil Society Organizations, NGOs BRAC Liberia, grow green Ma Bendu Farm Inc.	Activities and environment and social risks and impacts and mitigation measures, project implementation & arrangement; COVID-19 prevention measures under the project	Discussion/ presentation/information sharing	Consultant/MOA/IIU of MPW, MOH
Development Partners	World Bank	Design of the project including Project objectives, scope, preparation timelines, costing, and budgeting, Sectoral and Institutional context, Project implementation arrangement		
<b>Academia/ Research Institutions</b>	CARI, NSL, MOA Reference Lab	Project implementation arrangement, presenting project documentation such as ESMF, SEP, RAP, EIA, SEA/SH prevention measures	Discussion/ presentation/information sharing	Consultant/MOA/IIU of MPW, MOH
<b>CSOs/ NGOs</b>	BRAC Liberia, Grow green	COVID-19 prevention		

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**Note:**

Attached are annex 1 and 2 of photo and attendance listing of stakeholder engagement and consultation done during project preparation respectively.

*Table 3: Outcomes of Stakeholder Consultative Meeting in county*

<b>Key outcomes of Stakeholder Consultative Meetings</b>	
<b>Issues Raised</b>	<b>Response Provided</b>
Beneficiaries asked if the RETRAP will provide storage facilities vegetables, to enhance and preserved food for market	The RETRAP will provide storage facilities for vegetables, to enhance and preservation of product for market used
Beneficiaries asked if the RETRAP will provide financial support to women groupings to enhance their economic abilities	The project will provide access to finance gaps for small & medium size agribusiness individuals/units, women, youth
Beneficiaries asked if the RETRAP will provide financial support to small holder's farmers to enhance their economic abilities	The project will provide micro loan to small holder's farmers to improve their economic abilities
Beneficiaries asked if the RETRAP will provide road and financial support to small holder's farmers to enhance their economic abilities	As part of the government Pro-poor agenda for development and prosperity (PAPD) the project will support the rehabilitation of roads connecting market places for the transportation of farm products.
Some of the existing challenges farmers face are: access to finance, marketing, and access to markets, food safety and equipment.	The project will provide micro loan to smallholder farmers, constructing roads and building storage facility for market products
Beneficiaries asked if the RETRAP will provide capacity development and infrastructural support of CMAs	The Project will provide routine training for stakeholders and selected project sites.
Beneficiaries asked how is the project going to address environmental issues like climate change and risk associated with farming and other risk such as gender and social issues	Knowing that the issues of climate change will negatively impact agriculture growth, the RETRAP will train project beneficiaries on climate adaptation measures. As it relates to gender issues the project is developing a framework for SEA/SH prevention measures and that will address all gender related issues and the GRM will be established to address complaint from project affected persons.
Beneficiaries asked if the RETRAP will provide capacity to support institutions for delivery of agribusiness services	Training of stakeholders including government agencies, agri-business actors, farmers etc. is included in the project design
Beneficiaries asked if the RETRAP will provide access to improved technologies, modern inputs, and advisory services to farmers	Strengthened human and institutional capacities with the thrust to establish effective and efficient public sector frameworks in

	agricultural planning and coordination; reduce risks and improve coping mechanisms; mainstream gender and youth in agriculture and rural development and ensure sustainable use of natural resources
PAPs asked if the Project will address impacts related to support to rehabilitate roads and compensate for loses where such impacts are unavoidable.	Yes, the project will screen and prepare environmental and social impact assessment to address the environment impact and resettlement action plan will also be prepared to compensate for loses where such impacts are unavoidable

As shown in the above table, following the concept stage of the project, several stakeholders' engagements have been carried out from December 2020 to February 2021 as part of the project preparation including the preparation of the E&S instruments (e.g. ESMF, RPF, SEP and RAP and ESIA for the road construction etc.). A total of 63 farmers, 281 project affected persons, three EPA officials and officers of the MOA and MPW have directly participated in the stakeholders' engagement exercises as part of the E&S instrument preparation and in the entire engagements process. Some of the questions raised by farmers and PAPs and answers given by the project proponent are summarized as followed:

Beneficiaries asked the project proponent if RETRAP will provide : i) storage facilities for vegetables to enhance and preserved food for market, ii) financial support to women groupings to enhance their economic abilities, iii) financial support to smallholder farmers to enhance their economic abilities, iv) access to finance, marketing, and access to markets, food safety and equipment, v) capacity development and infrastructural support, vi) to address environmental issues like climate change and risk associated with farming and other risk such as gender and social issues, vii) compensation for displacement and economic loses, viii) capacity to support institutions for delivery of agribusiness services and, ix) access to improved technologies, modern inputs, and advisory services to farmers, x) support to rehabilitate roads connecting market places for the transportation of farm products and xi) compensate for loses where such impacts are unavoidable.

Project proponent responded to each of the questions affirmatively. Project proponent representative confirmed that the project will provide farmers with: i) storage facilities for vegetables to enhance and preservation of product for market used, ii) access to finance for small & medium size agribusiness individuals/units, women, youth, iii) micro loan to small holder's farmers to improve their economic abilities, iv) micro loan to smallholder farmers, constructing roads and building storage facility for market products, v) routine training for stakeholders and selected project sites, vi) training for project beneficiaries on climate adaptation measures, vii) framework for Gender action plan that will address all gender related issues and the GRM will be established to address complaint from project affected persons, viii) effective and efficient public sector frameworks in agricultural planning and coordination; ix) reduce risks and improve coping mechanisms; x) mainstream gender and youth in agriculture and rural development and ensure sustainable use of natural resources, xi) support to rehabilitate roads connecting market places for

the transportation of farm products and xii) compensate for losses where such impacts are unavoidable.

### 3.0 Stakeholder Identification and Analysis

Stakeholders for the Rural Economic Transformation (**RETRAP**) project include government agencies, development partners, Civil Society groups and leaders, Non-Governmental Organizations, communities-based organization, policies makers, the media, Local farmers, religious leaders. This Stakeholder Engagement Plan sets out details of the purpose, timing and methods of stakeholder engagement and strategy for information disclosure. It incorporates the view of all persons directly and or indirectly affected by the project.

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

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

RETRAP stakeholders can be grouped into:

- c) **Primary stakeholders:** Individuals, groups or local communities that may be affected by the project, positively or negatively and directly or indirectly especially those who are directly affected, including those who are disadvantaged or vulnerable.
- d) **Secondary stakeholders:** Broader stakeholders who may be able to influence the outcome of the project because of their mandate, relationship, and knowledge about the project, affected communities or political influence.

Cooperation and negotiation with the stakeholders throughout the Project development often also require the identification of persons within the groups who act as legitimate representatives of their respective stakeholder group, i.e. the individuals who have been entrusted by their fellow group members with advocating the groups’ interests in the process of engagement with the Project. Community representatives may provide helpful insight into the local settings and act as main conduits for dissemination of the Project-related information and as a primary communication/liaison link between the Project and targeted communities and their established networks. Verification of stakeholder representatives (i.e. the process of confirming that they are legitimate and genuine advocates of the community they represent) is an important task in establishing contact with the community stakeholders. Legitimacy of the community representatives can be verified by talking informally to a random sample of community members and heeding their views on who can be representing their interests in the most effective way.

### 3.1 Methodology

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

- **Openness and life-cycle approach:** public consultations for the project(s) will be arranged during the whole lifecycle, carried out in an open manner, free of external manipulation, interference, coercion or intimidation;
- **Informed participation and feedback:** information will be provided to and widely distributed among all stakeholders in an appropriate format; opportunities will be provided for communicating stakeholders' feedback, for analysing and addressing comments and concerns;
- **Inclusiveness and sensitivity:** stakeholder identification will be undertaken to support better communications and build effective relationships. The participation process for the projects will be inclusive. All stakeholders at all times will be encouraged to be involved in the consultation process. Equal access to information will be provided to all stakeholders. Sensitivity to stakeholders' needs will be the key principle underlying the selection of engagement methods. Special attention will be given to vulnerable groups, in particular single women, persons with disabilities, youth, and elderly those living in remote or inaccessible areas. For the purposes of effective and tailored engagement, the project stakeholders can be divided into the following core categories:

**Affected Parties** – persons, groups and other entities within the Project Area of Influence (PAI) that are directly influenced (actually or potentially) by the project and/or have been identified as most susceptible to change associated with the project, and who need to be closely engaged in identifying impacts and their significance, as well as in decision-making on mitigation and management measures. The stakeholders in this category identified for this project include:

- Members of poor communities
- Farmers male and female
- Project Affected Persons
- Community Development Authority
- Smallholder Farmers Association (SFA),
- Communities and villagers in the area of the project's planned activities who will be the recipients/beneficiaries of the project.

**Other Interested Parties** – individuals/groups/entities that may not experience direct impacts from the Project but who consider or perceive their interests as being affected by the project and/or who could affect the project and the process of its implementation in some way.

The stakeholders in this category identified for this project include:

The local population who can benefit indirectly from the project

- Public in targeted urban and rural areas as well as key social institutions such as village councils, women's groups (Public Awareness Campaign), academia/ universities, and etc.
- Ministry of Finance and other government agencies.
- Provincial government institutions at regional level involved with the project stakeholders and playing key role in preparation and implementation of the project. This includes Paramount Chiefs, superintendent, Town Chief, Clan Chief, and local authorities

- Residents and labors, contractors, and sub-contractors, and individual in the area of the project.
- Local, regional and national level civil societies and non-governmental organizations (NGOs) with interest in areas of agriculture, irrigation schemes, watershed and may have in-depth knowledge about the environmental and social characteristics of the project area and the nearby populations, and can help play a role in identifying risks, potential impacts, and opportunities for consider and address in the assessment process.
- Media and other interest groups, including social media

**Vulnerable Groups** – persons who may be disproportionately impacted or further disadvantaged by the project(s) as compared with any other groups due to their vulnerable status and that may require special engagement efforts to ensure their equal representation in the consultation and decision-making process associated with the project. The stakeholders in this category identified for this project include:

- Elderly/ Aged farmers
- Persons with disabilities and their caregivers
- Low-income families/extreme poor and especially female headed households
- Nomadic communities/farmers
- Women farmers, particularly women-headed households or single mothers with underage children with low mobility and living in hard to reach communities;
- Youth;
- Farmers with low or no education;
- Daily wage earners in the agricultural value chain

Special efforts will be taken to disseminate project information to these groups and to ensure their inclusion in the stakeholder engagement process. Vulnerable groups and individuals will be updated and consulted through dedicated means, as appropriate throughout the project life cycle.

### 3.2. Stakeholder Analysis

This section identifies key stakeholders, including individuals, groups, or communities who will be affected or who may have an interest, and who will be informed and consulted about the project. It also identifies and assesses the needs of some disadvantaged or vulnerable individuals or groups, who may have limitations in participating and/ or in understanding the project information or in participating in the consultation process. Based on this assessment and considering other aspects including stakeholder requirements/ needs and interests, the stakeholder list below is categorised as (i) affected parties; (ii) actors; (iii) other interested parties; and (iv) disadvantaged/ vulnerable individuals or groups. The stakeholder list is a ‘living document’ which will be updated regularly throughout the project life as appropriate.

**Table 4: Table: List of Affected Stakeholders and Level of Impact**

Level of Impact			
Type of Stakeholder	High Impact	Medium impact	Low Impact
Affected	Single Women, Small & medium scale farmers, Agri-business investors, cooperative & micro, Youth group	MOA, Commence MPW, CARI Agriculture National reference Lab, National Standard Lab	<ul style="list-style-type: none"> <li>• Civil Society Organizations (CSOs)</li> <li>• Non-Governmental Organizations (NGOs)</li> <li>• Contracted Third Parties</li> <li>• Service Provider</li> </ul>
Other Actors	<ul style="list-style-type: none"> <li>• J-Palm Liberia,</li> <li>• BRAC Liberia,</li> <li>• Grow Green</li> <li>• Religious Organization</li> <li>• Educational Sector</li> </ul>		
Other Interested	Environmental Protection Agency (EPA) Development Partners Office of the President Financial Institutions Community Based Organizations (CBOs) Sector Working Group (development partners, CSOs, private sector and academia) FOA	<ul style="list-style-type: none"> <li>• Parliament/ House of Assembly</li> <li>• Media Group</li> </ul>	<ul style="list-style-type: none"> <li>• Civil Society Organizations (CSOs)</li> <li>• Non-Governmental Organizations (NGOs)</li> <li>• Contracted Third Parties</li> </ul>
Vulnerable	<ul style="list-style-type: none"> <li>• Persons with Disabilities (PWDs)</li> <li>• Aged/elderly</li> <li>• Women</li> <li>• Youth</li> <li>• Persons living in poor farming communities</li> <li>Homeless/displaced persons</li> </ul>		

## 4.0 Stakeholder Engagement Program for the Project

### 4.1. Purpose and Timing of Stakeholder Engagement Program

This Stakeholder Engagement Plan (SEP) is designed to establish an effective platform for productive interaction with the potentially affected parties and others with interest in the implementation outcome of RETRAP. Meaningful stakeholder engagement throughout the project cycle will:

- Solicit feedback to inform project design, implementation, monitoring and evaluation

- Clarify project objectives, scope, and manage expectations
- Assess and mitigate project environmental and social risks
- Enhance project outcomes and benefits
- Build constituencies and collaboration
- Disseminate project information/ materials
- Address project grievances

Adequate stakeholder consultations will require effective timing and advanced planning. To ensure information is readily accessible to affected stakeholders, and adequate representation and participation of the different groups in the process, the Project will adopt different methods and techniques based on an assessment of stakeholder needs

#### 4.2 Summary of Project Stakeholders Needs and Methods, tools, and techniques for stakeholder engagement

An extra ordinary precautionary approached were duly considered during the consultation process with relevant stakeholders to prevent spread of COVID-19 diseases given the highly infectious nature of the virus. The project will continue to adhere to the precautions as may prevail at the time of consultation and through the following:

- Avoid public gatherings (taking into account national restrictions or advisories), including public hearings, workshops, and community meetings.
- If smaller meetings are permitted/advised, conduct consultations in small-group sessions, such as focus group meetings. If not permitted or advised, make all reasonable efforts to conduct meetings through online channels.
- Diversify means of communication and rely more on social media and online channels. Where possible and appropriate, create dedicated online platforms and chat groups appropriate for the purpose, based on the type and category of stakeholders.
- Employ traditional channels of communications (TV, newspaper, radio, dedicated phone-lines, and mail) when stakeholders do not have access to online channels or do not use them frequently. Traditional channels can also be highly effective in conveying relevant information to stakeholders and allow them to provide their feedback and suggestions.
- Where direct engagement with project affected people or beneficiaries is necessary, identify channels for direct communication with each affected household via a context specific combination of email messages, mail, online platforms, dedicated phone lines with knowledgeable operators; other traditional means of communication should be deployed such as dialects and local vernacular messages.
- Each of the proposed channels of engagement would clearly specify how feedback and suggestions can be provided by stakeholders.

The strategy for stakeholder engagement takes into consideration the limitation posed by the COVID-19 crisis and will rely extensively on online and virtual tools (TV, radio, phone, and websites, local vernaculars messages) to accommodate the need for social distancing. This will be revised to include other methods of engagement as the situation improve during implementation. The methods of engagement are listed in Table 5 below:

**Table 5:RETRAP Stakeholder Engagement Methods**

<b>Engagement Technique</b>	<b>Description and use</b>	<b>Target audience</b>
Websites	The Project PAD and PIM, as well as the ESMF, RPF, ESCP, and SEP, ESIA and RAP, procurement, Gender Action Plan (GAP), Implementation progress and other relevant project documentation will be published on the official websites of MOA, MPW and other relevant implementing agencies	All stakeholders
Media announcements	Advance announcements of commencement of major project activities, project Grievance Redress Mechanism, and other outreach needs of the project e.g. sensitization on beneficiary selection criteria and enrolment processes	All implementing actors at national, and county levels. Project-affected stakeholders and communities
Information Boards	Use of public notice boards in project communities for announcement of commencement and progress for major project activities. IEC materials on COVID-19 will also be displayed on these Boards.	Project-affected communities IA County Offices
Sensitization on beneficiary selection criteria and enrolment meetings	These meetings will be held at the community level whilst observing COVID-19 social distancing protocols to orient potential beneficiaries on the project’s eligibility criteria and planned activities. These community sensitization meetings and consultations will include discussions around potential environmental risks and impacts of project activities and proposed mitigation measures, as well as compliance with COVID-19 protocols should the pandemic persist.	Project -affected communities
Community durbars/ public meetings	These interactive platforms will be used to convey general information on the Project to to a large group of stakeholders, especially communities e.g. project environmental and social risks and mitigation measures, grievance redress mechanisms available for affected and interested parties to submit complaints and to obtain information, make enquiries, or provide their views and feedback on the project; and to provide regular updates on implementation progress to county and national level stakeholders in order to build relationship with	Project-affected communities and any other stakeholders and interested parties  County Actors

Engagement Technique	Description and use	Target audience
	the communities, especially with vulnerable people and to distribute non-technical information (as required). . These meetings will also be used to create more awareness and education on COVID-19 protocols and compliance.	
Correspondence by phone/ email/ written letters	Distribute project information to government officials, organizations, agencies, and companies and invite stakeholders to meetings	Government officials, NGOs, CSOs, CBOs, trade associations, Development Partners
Printed media advertisement	This will be used to disseminate and disclose project documents intended for general readers and audience (e.g. ESMF, RPF, ESCP, SEP, ESIA, RAP) Advertise project procurements, as applicable	General public
Distribution of printed public materials: Project information leaflets, brochures, fact sheets and other IEC materials	This will be used to convey general information on the Project and to provide regular updates on its progress to county and national stakeholders. IEC materials on COVID-19 will be distributed to create more awareness about the global pandemic.	General public
Internet/ Digital Media	The official websites of MOA and MPW and related implementing agencies will be used to promote various information and updates on the overall Project, impact assessment and impact management process, procurement, as well as the Project’s engagement activities with the public.	Project stakeholders and other interested parties that have access to the internet resources.
One-on-one interviews/meetings	This will be used to solicit views and opinions on project activities, challenges, solutions and impacts as appropriate whilst observing the prevailing COVID-19 social distancing protocols. This is to enable stakeholder to speak freely about sensitive issues and build trust in the project.	Project beneficiaries and non-beneficiaries, other vulnerable individuals, CSOs, NGOs, DPs etc.
Workshops/ formal technical meetings	This channel will be used to: (i) Present project information to stakeholders; (ii) Allow stakeholders to provide their views and opinions; (iii) Design participatory exercises to facilitate group discussions, brainstorm issues, analyze information, and develop recommendations and strategies; and (iv)	Government, NGOs, CSOs, DPs, Private Sector organizations, Disability Associations

<b>Engagement Technique</b>	<b>Description and use</b>	<b>Target audience</b>
	Record and share results of recommendations and actions to be taken.	
Focus group meetings	This will be used to present project information to stakeholders and to facilitate discussions and to obtain feedback on specific issues such as SEA/SH, disability inclusion, displaced persons resulting from natural disaster, that merit collective examination with various groups of stakeholders in order to build trust in the project.	Vulnerable groups
Surveys/ Independent evaluations	Surveys will be used to gather beneficiary opinions and views about project interventions. CSOs would also be engaged to support citizen feedback surveys and E&S audits for the project.	Project beneficiaries

*Table 6: Summary of stakeholder need and communication method*

Stakeholder Group	Characteristic of stakeholders	Language needs	Preferred Communication method	Specific needs (Accessibility larger print, daytime meeting)
<i>Affected Parties</i>				
Individual small and marginalized farmers, existing CBOs of farmers, joint forest management, agriculture, and animal husbandry	Direct Beneficiaries and affected farmers and head of households	English local dialect	Through phones & Engagement Meetings & consultation	Meetings held in large conference hall OHS measures, hand hygiene and PPE, extra safety measures, such as social distancing were adhered to
Todee Rubber Farmers and Multipurpose Cooperation Society (TRFMCS)	Have an acquired land of 16,000 acers of land with the total of 513 members of the organization in which women constitute 200 on its membership	English local dialects	Through phones & Engagement Meetings & consultation	conference hall OHS measures, hand hygiene and PPE, extra safety measures, such as social distancing were adhered to
Kokotona,	Acquired the total of 2,400 acers of land for farming	English local dialects	Through phones & Engagement Meetings & consultation	conference hall OHS measures, hand hygiene and PPE, extra safety measures, such as social distancing were adhered to
Dokodam Farmers' Cooperative Society (DFCS),	Group of farmers organization who are direct beneficiaries of project activities	English local dialects	Through phones & Engagement Meetings & consultation	conference hall OHS measures, hand hygiene and PPE, extra safety measures, such as social distancing were adhered to

<b>Other Interested Parties</b>				
Civil society groups and NGOs that pursue environmental and socio-economic interests and may become partners of the project	Non-for-profit organizations on County, national and local levels that pursue environmental and socio-economic interests and may become partners of the project	Local Languages or dialect, English	Emails. Social media Platform, website,	Donor funding to contribute to emergency response procedures
County Level Institution	County authority, local leaders,	Local language	Official channels of communication	Coordination, information dissemination and engagement at county level
The Media, & Social media platforms	Users of Facebook, Instagram etc., active internet users	Official language		Reliable information sources, timely updates on distribution of good and legibility of households
Departments of Forests, Agriculture, Fisheries, Environment, EPA Public Works, Conservation , Ministry of Finance UNICEF	Other interested parties that might either directly or indirectly be affected by the project	General and official English	Emails, telephone calls, social media, the media, news papers	Reliable information sources, timely updates on distribution of good and legibility of households
<b>Vulnerable and Disadvantages Person</b>				
Women farmers and women headed households, Single Mother	Vulnerable groups	English and local tribal language	Through self-help groups, community coordinators, local & county Authority	Meetings aligned with meeting schedule of self-help groups, village leaders and other CBOs; within their habitations

Disadvantaged and Vulnerable Households, including landless and disabled households.	Vulnerable and Disable	Local dialect, English	Through self-help groups, community, representative and local NGOs, CBOs	Special Meetings organized with advance notice organized at suitable timings and in accessible places;
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### 4.3 Proposed Strategy for Information Disclosure and Engagement Method

Unlike traditional types of engagement – Communication and Consultation, Citizen Engagement is an interactive two-way process that encourages participation, exchange of ideas and flow of conversation. It reflects the willingness to share information and make citizens a partner in decision making. Active engagement gives the right to hold others accountable, and accountability is the process of engaging in participation. It seeks greater accountability from the service providers through increased dialogue, consultation and monitoring and assessing performance externally and mutually.

The PCU of the Ministry of Agriculture will disclose the final draft of the Stakeholder Engagement Plan (SEP) on the project websites and World Bank portal and share with all the counties as well as the targeted project affected persons. The SEP will be disclosed and publicly accessible throughout the project implementation period. During implementation, all updated versions will also be re-posted on MOA website and the World Bank portal. The PCU will use various methods of engagement that will be used by the implementing agencies as part of their continuous interaction with the stakeholders. The method of engagement will be constantly reviewed for its appropriateness, outreach, and impact, as well as inclusivity.

Ensuring the participation of vulnerable individuals and groups in project consultations will require the implementation of tailored techniques. The vulnerable groups identified by the project include the rural population, people living with disabilities, single women, farmer women and disadvantaged youth in other context called ZOGOs. Attention will be given to the vulnerable groups to ensure that they are not denied project benefits. This will be done by focus group discussions, monitoring participation, undertaking beneficiary assessments, using online platforms to allow access to otherwise disadvantaged groups, and ensuring that at least more of participants are females knowing that there are more female vulnerable farmers in Liberia.

The table below summarizes the variety of methods that would be used for information disclosure to reach all the key stakeholders. A summary description of the engagement methods and techniques that will be applied by project developer is provided below. The summary presents a variety of approaches to facilitate the processes of information provision, information feedback as well as participation and consultation.

*Table 7: Information Dissemination and Mode of Disclosure and Engagement for Consultation*

<b>Project Stage</b>	<b>Targeted Group</b>	<b>List of Information to be disclosed</b>	<b>Tools of Engagement, Modes of Disclosure</b>	<b>Frequency</b>	<b>Responsibility</b>
<b>Project Preparation</b>	Government Agencies, Local Community, NGOs CBOs, International Partners, CSOs	Project Appraisal Document (PAD), E&S documents (SEP, ESMF, ESCP, GRM, LMP, Gender Action Plan, RFP, ESIA, ESMP, RAP)	Dissemination of Information on dedicated project website, distribution of hard copies with relevant agencies and at designated project locations  Publication of disclosure notice once in 2 national daily newspapers with wider coverage	Information dissemination & sharing on need basis	PCU/MOA/MPW/IIU & Partners
<b>Implementation and supervision Phase</b>	Project beneficiary communities, project affected parties, public at large, vulnerable groups, public and community workers, farmers, project staff and implementing agencies, other government entities/ public authorities	Update on project design and implementation  Awareness/sensitization of project direct beneficiaries about the Project interventions, selection criteria, awareness on agricultural policies and regulations	Community meetings with chiefs and town authority observing social distancing,  Dissemination of hard copies of reports at designated public locations;  Press releases in the local media;  Information leaflets and brochures;  audio-visual materials, focus group meetings	County level meetings, village level meetings, workshops should be initiated  Bi-Annually	PCU/MOA/MPW/IIU & Partners  World Bank

	<p>Project beneficiary communities, project affected persons; neighbouring communities; project and community workers, Public authorities; county &amp; government authority (Land commissioners, EPA, Public works etc): civil society organizations, Religious Institutions/bodies, CSOs/NGOs and the general public</p>	<p>ESIA, ESMP, LMP, RAP, updated SEP, GRM procedures and SEA/SH prevention plan, workers code of conduct, regular updates on Project implementation.</p>	<p>Public notices; Electronic publications and press releases on the Project website &amp; via social media; Publication of disclosure notice of E&amp;S instruments once in at least 2 national daily newspapers with wider coverage; Distribution of hard copies to relevant institutions (e.g. community libraries) and publication of disclosure notices at public locations/notice boards in project communities; Consultation meetings, focus group meetings xxx Publication of disclosure notice once in 2 national daily newspapers with wider coverage</p>	<p>Mid and end of year consultative meetings with relevant stakeholders (e.g. district officials, project affected persons, community stakeholders), Workshops for capacity building to be conducted as needed.</p>	<p>Project Coordination Unit (PCU)/MOA/MPW/IIU</p>
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	Local farmers neighbouring communities, Towns Local NGOs, direct project Beneficiaries, Vulnerable people, Youth Group, Single women farmers, community workers, farmers, government entities	Relevant E&S Implementation of project documents specially ESMF, SEP, ESIA, RAP GRM, Performance of subprojects, grants, awareness on SEA/SH, Environmental and Social Risk management performance reports, updates on project implementation	Public notices; publications and press releases on the Project web-site & via social media; Dissemination of hard copies at designated public locations; Press releases in the local media; Consultation meetings, separate focus group meetings with vulnerable groups, while making appropriate adjustments to consultation formats in order to take into account the need for social distancing Participatory & integrated Consultative meetings, workshops	Throughout the life cycle of the project implementation	Project Coordination Unit (PCU)/MOA/MPW/IIU
Project Completion Stage	All relevant Stakeholders	Achievement of project implementation, affected project beneficiaries awareness and participation and information sharing.	Through media, consultative meeting, village meetings, counties meetings, press release	At the end of project implementation	Project Coordination Unit of Ministry of Agriculture

#### 4.4. Proposed strategy to incorporate the views of vulnerable groups

As stated, the principle of inclusiveness will guide stakeholder engagements, particularly with respect to vulnerable individuals and groups. The project will make provisions to cater for communities in remote areas especially climate vulnerable (e.g. flood) areas, and persons with disabilities (e.g., limited physical abilities, vision, hearing, and speech impairment, etc.). In cases where vulnerable status may lead to people's reluctance or physical incapacity to participate in large-scale community meetings, the project will hold separate small group discussions with them at an easily accessible venue. This way, the project will reach out to groups who, under normal circumstances, may be insufficiently represented at general community gatherings. Some strategies to be adopted to reach out to these groups and to ensure inclusiveness include:

- Identifying vulnerable and marginalized groups, their location and leaders to reach-out to these groups
- Maintaining information flow through existing disability associations and maintaining a database of marginalized groups
- Including disability in the establishment of beneficiary selection and targeting criteria
- Ensuring easy and safe access to subproject sites and training venues
- Providing disability friendly training materials
- Ensuring SEA/SH codes of conduct and monitoring mechanisms are in place
- Engaging community leaders, CSOs and NGOs working with vulnerable groups
- Organizing face-to-face focus group discussions with these populations.

#### 5.0 Resource and Responsibility for Implementing the Stakeholder Engagement Activities

Though the Project Coordination Unit (PCU) under the Ministry of Agriculture, the PCU will be charged with the responsibility with the coordination and implementation of the SEP. The PCU coordinator under the supervision of Ministry of Agriculture will coordinate the supervision of the SEP while the Social Safeguard Officer of the PCU will be responsible for its full implementation and report to the project coordinator for the World Bank. The Specialist will on a timely basis engage with stakeholders throughout the life cycle of the project.

#### 5.1 Resources

The MOA PCU will be in charge of stakeholder engagement activities. The mitigation measures of the social and environmental impacts of project is included in the project budget. The budget for implementing activities under the SEP is estimated at USD 77,000.00 and will be funded under the Project Component 4: Project management coordination. The table below presents the budget breakdown of the activities to be implemented:

**Table 8: Budget**

<b>Activities</b>	<b>Timing/Frequency</b>	<b>Cost Per Year</b>	<b>Total Budget per annual</b>
Community sensitization meetings during targeting and enrolment in project activities	Throughout the life cycle of the project	Lump sum	USD 35,000.00
Establishment of GRM, Sensitization and Implementation	Two GRM meeting per County	750:00 per meeting/per County	USD 15,000.00
Sensitization of county implementation teams and other actors	Two meetings conducted per county	350:00 per County	USD 7,000.00
Knowledge management events	Throughout project duration	Lump sum	USD 10,000.00
Publication in media, newspapers, Social platform, disclosure of project documents such as (ESMF,SEP,ESCP,RAP, Gender Action Plan)	As require by the project	Lump sum	USD 10,000.00
<b>Total</b>			<b>USD 77,000.00</b>

## 5.2 Institutional Arrangement

The MoA will be responsible for overall SEP implementation through its National Coordinating Office (NCO). The MoA will collaborate closely with other relevant ministries and their respective departments and agencies, including the Ministry of Commerce and Industry for project activities and the Ministry of Public Works (MPW) on the road works component. The Infrastructure Implementation Unit (IIU) of the MPW which is currently implementing the IDA financed transport projects will be responsible for implementation of the civil works. At the county level, the NCO will coordinate project implementation through county project facilitators in cooperation with county-level agricultural offices to implement project activities.

## 6.0 Grievance Redress mechanism

This section describes avenues for PAPs to lodge a complaint or express a grievance against the project, its staff, or contractors during RAP implementation. It also describes importance, procedures, roles, and responsibilities in grievance management process. To be effective, the mechanism shall utilize existing local administrative and community structures.

A grievance mechanism must be made available to parties who have grievances or are not satisfied with any part of the resettlement and compensation process. These grievances could relate to the valuation of assets, amount of compensation paid, level of consultation, non-fulfilment of contracts, and timing of compensation, amongst others. Complaints and grievances also concern issues related to construction safety and nuisances caused by construction. Grievances will be handled through negotiation aimed at achieving consensus.

The project GRM will be improved by the World Bank's Grievance Redress Service (GRS), which provides an easy way for project-affected communities and individuals to bring their grievances directly to the attention of Bank Management. The GRS will ensure that complaints are directed promptly to relevant Bank Task Teams and/or Managers for review and action, as appropriate. The goal is to enhance the Bank's involvement, responsiveness, and accountability.

### 6.1 Procedures in Grievance Redress

The environmental safeguards team from MoA/PCU shall work with community leaders in the project area to set up a Grievance Committee to be the first point grievances are addressed. All attempts shall be made to settle grievances amicably before resort to courts of law. Entities seeking redress and wishing to record grievances will do so by notifying their Local Leader, chiefs, elders who will chair a Local Grievance Committee at local level set up with guidance of the Safeguards team.

The Local Leader will inform and consult with the District Administration to determine validity of claims. If valid, the Local Leader will convene a meeting of the Grievance Committee to resolve the grievance and notify the complainant of the outcome. If the complainant's claim is rejected, the matter shall be brought before the District authority for settlement. All objections to land acquisition shall be made in writing, in the language that the PAPs understands and are familiar with, to the Local Leader. Copies of the complaint shall be sent to MoA PCU offices, within 20 days after the public notice. Channeling complaints through the Local Council Grievance Committee is aimed at addressing the problem of distance and cost the PAP may have to face.

The Local authority shall maintain records of grievances and complaints, including minutes of discussions, recommendations and resolutions made. The grievance logbook shall be provided by the MoA. The procedure for handling grievances should be as follows:

- a) The affected person should file his/her grievance in writing, to the Local Leader. The grievance note should be signed and dated by the aggrieved person. Where the affected person is unable to write, s/he should obtain assistance to write the note and emboss the letter with his/her thumbprint.
- b) The Local Leader 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, a valuer may need to revalue the assets. In this case, the aggrieved person must be notified by the Local Leader that his/her complaint is being considered.

- c) If the aggrieved person does not receive a response or is not satisfied with the outcome within the agreed time (s) he can lodge his grievance to the Local Administration (District).
- d) The Local Administration will then attempt to resolve the problem (through dialogue and negotiation) within 14 days of the complaint being lodged. If no agreement is reached at this stage, then the complaint is taken to MoA Grievance Committee comprising the following entities:
  - i. A Grievance Officer (MoA/PCU)
  - ii. A Local County administration
  - iii. District administration (e.g. CAO or Member of District Land Commissioner)
  - iv. A community representative in project area (e.g. religious leader)

**The specific tasks of the goal will be**

- a) Set up a systematic process of recording grievances in a register (“Grievance Book”) as well as electronically. The register should be located in the PCU office and should be accessible to residents.
- b) Both written and verbally communicated grievances should be recorded.
- c) Suggested categories are grievances regarding:
  - i. Replacement structure or land, and procurement of construction materials
  - ii. Agriculture and crops;
  - iii. Livelihoods; and
  - iv. Valuation process and payment of compensation.
  - v. Damaged property during construction
  - vi. Exclusion in the census
  - vii. Complaints on the consultation process followed
  - viii. Complaints against contractor and labour
  - ix. Any social other issue related to project intervention affecting the communities
- d) Prepare a database for recording and keeping track of the grievances and how they were resolved. The database should be a ‘living’ document, updated weekly. It should also record the status of each grievance (date opened/in-process/closed). Access to making entries into the database should be restricted to the implementation team, but the general community should be able to use “Grievance Book”/ register to see the status of their complaints.
- e) Communicate the grievance procedure to the people, the process for recording their complaints and the timelines for redress. Communication should be done through a community meeting involving the resettled community. Pamphlets outlining the procedures and commitments of the grievance mechanism should be distributed to all households.
- f) Raise grievances at the regular implementation team meeting for discussion. Some resolutions will require coordination/ interaction with the local authorities, which the GO should follow up, while some would require intervention from the ministry.
- g) Provide a regular update on the status of grievances via the database, including reasons for delay, if any. This update needs to be provided on a weekly basis.

## 6.2 Women’s access and participation in the grievance process

All subprojects under the RETRAP should ensure that women have fair representation on all its committees. Established forms of gender segregation and defined roles and responsibilities may affect women’s access to and use of a grievance mechanism. Women may also be inhibited or hindered from complaining about specific incidents (e.g., compensation, land ownership, harassment, and inequality in getting employment). In some communities, women may have lower literacy rates than men and be less familiar with formal processes. The subprojects should ensure that consultation on design of the mechanism provides for inclusion and participation of women, and that its implementation facilitates women’s access.

The RAPs therefore should ensure that the grievance mechanism committee to be established includes female staff who are aware of and sensitive to the role of women in local society and the issues they face. The project should train personnel in the handling of gender-sensitive issues, preferably the social development specialist for MoA should have a training in Gender based Violence.

### 6.2. Recommended Grievance Redress Time Frame

The table below provide tentative information on the timeline and implementation on grievance redress for the RETRAP project.

**Table 9: Proposed GRM Time Frame**

<b>Step</b>	<b>Process</b>	<b>Time frame</b>
1	Receive and register grievance	within 24 hours
2	Acknowledge	within 24 hours
3	Assess grievance	Within 2 Days
4	Assign responsibility	Within 2 Days
5	Development of response	within 21 Days
6	Implementation of response if agreement is reached	within 21 Days
7	Close grievance	within 30 Days
8	Initiate grievance review process if no agreement is reached	within 30 Days
9	Implement review recommendation and close	within 30 Days
10	Grievance taken to court by complainant	As applicable

### 6.4. Grievance Documentation and Reporting

#### **Receipt, Classification and filing of complaints**

- **Receipt of Complaint:**
- Ability of the Complaints Management Committee to initiate its own proceedings on the basis of complaints recorded in supervision reports, press articles, etc;

- Self-referral by the Management Committee based on facts identified during meetings, field visits, etc.

Standard mail sent to the MOA/IIU Project Coordination Unit at the appropriate addresses

### **Filing of Complaints**

- All complaints received will be entered in the register opened for this purpose at the premises of the MOA/IIU,
- Filing will be done immediately, on the day the complaint is received
- Case eligibility will be assessed within ten (10) working days of the filing of the complaint

### **Acknowledgement of Receipt**

- The acknowledgement of receipt will only be systematic in the case of written complaints (letter, email).
- The Complaint Management Committee will send an acknowledgement letter within a maximum of five (5) business days following the filing of the complaint
- In the event of ineligibility of the complaint, the acknowledgement of receipt will explain the reasons to the complainant
- If the disagreement persists, the Complaints Management Committee shall inform the complainant about other means of redress outside the CMC (legal or non-legal)

### **Review of complaints and identification of possible solutions**

- All complaints deemed eligible for the CMC will be thoroughly examined. Depending on the seriousness of the complaint, the Complaint Management Committee (CMC) may:
  - - If no investigation is necessary, send a written response to the complainant within thirty (30) days of the filing of the complaint, proposing the action(s) to be taken to resolve the complaint.
  - Assign a team of investigators to determine the causes, consequences and possible solutions. In cases of sensitive complaints, the CMC may use an independent means of investigation for appropriate resolution.
- **Implementation and follow-up of agreed measures**
- The Environmental and Social Safeguard Specialist will be responsible for ensuring the proper implementation and monitoring of the proposed solution(s) and will report on progress to the Complaints Management Committee (CMC).
- He shall ensure that the agreed measures are implemented within a period not exceeding ninety (90) days

## **Closure and Archiving of Complaint**

- The closure of the complaint takes place after verification of the implementation and verification of the effectiveness of the solutions proposed by all relevant stakeholders.
- It may be necessary to ask the complainant to provide feedback on how satisfied they are with the complaint process and the outcome thereof.
- The Complaint Administrator (Environmental and Social Safeguard Specialist) will be responsible for archiving complaint files (the complaint form, acknowledgement of receipt, investigation reports, complaint resolution agreement, unresolved complaints, etc.).

## **Reporting on Grievance**

- With a view to continuously improving the CMC, the Complaints Administrator shall prepare a monthly monitoring report and a semi-annual summary report that shall include the necessary statistics and comments, as well as proposals for improvement.

### **6.5 The World Bank's grievance redress service (GRS)**

Communities and individuals who believe that they are adversely affected by a World Bank (WB) supported project may submit complaints to existing project-level grievance redress mechanisms 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>. For information on how to submit complaints to the World Bank Inspection Panel, please visit [www.inspectionpanel.org](http://www.inspectionpanel.org).

## **7.0 Monitoring and Reporting**

Monitoring and tracking the implementation of stakeholder engagements is paramount for the success of the project. The project will maintain a Stakeholder Engagement Log that documents all stakeholder engagements planned and undertaken. The Social Safeguard Officer will be providing regular updates on implementation of the SEP based on information received from project direct affected parties. The SEP will be updated as necessary in the course of project implementation in order to ensure that the information presented herein is consistent and is the most recent, and that the identified stakeholders and methods of engagement remain appropriate and effective in relation to the project context and specific stages of the implementation. Any major changes to the project related activities and to its schedule will be duly reflected in the SEP.

## 7.1 Reporting

The main instrument for reporting on SEP implementation will be the Bi-annual ESF implementation progress report, which would cover implementation of the ESMF, ESCP as well as the SEP. The biannual report will be based on regular monthly and quarterly updates, and these will include public grievances, enquiries, and related incidents, together with the status of implementation of associated corrective/preventative. These periodic updates 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. The project will be using newsletters and communication campaigns/products on the GRM and the SEP status. The project will also conduct Citizen's survey to assess the effectiveness of the engagement process. The questions will be designed as appropriate for the relevant audience.

## Annexes

### Annex 1. Stakeholders Consultation Activities Conducted

#### Photos



ATTENDANCE LISTS

Feb 23/2021

PREPARATION OF RURAL ECONOMIC TRANSFORMATION PROJECT (RETRAP)

NO	Name	Designation	Organization	Contact	Signature
	J. Thony Davis	Todee	Farmer	05553172	<i>[Signature]</i>
	Jamy Fahn	Todee	Farmer	-	
	Juniata Brown	"		0886277851	
	SAMUEL K. BOE	Todee	- - -	0886722273	
	JOSEPH K. VARNET	TOLBE	- - -	0880565012 JLP	
	RICHARD SMITH	TOLBE	- - -	08820540830	
	James Singbah	Todee	- - -	0886882372	
	Jacobs Brown			0880566236	
	Edward J. Fahn	TC		0887761435	
	Mama Sertie			0888930406	
	Moses Zwilline	"	"		
	Zolt Karbale	"	"	0880572222	
	Abel Klomo	"	"	0887815411	
	James Molubah	"	"	088966759	
	Anthony Kofia	Todee	"	0887112112	
	Ballah Gault	"	"	088152032	
	Oretha Signah	"	"		
	Kola Tojba	"	"	0886737670	
	Yatz Daddah	"	"	0881546486	
	Esley Molubah	"	"	088455456	
	Hellen Klomo	"	"	0886009641	
	Kamush Fahn	"	"	0886612988	

Consultation Meeting

Date: 02/27/2021

Attendance				
No.	Name of Participant	Institution/Town	Position	Signature
1.	Anthony Kollie	Tomato Camp	FARMERS	A.K
2.	Alfred Mulbah	Tomato Camp	FARMERS	A.M
3.	Edward Flomo	Tomato Camp	FARMERS	E.F
4.	HELENA YARKPAWOLO	Tomato Camp	FARMERS	H.Y
5.	Oliver T. Warmah	TOMATO CAMP	FARMERS	O.T.W
6.	Marie Tokpah	TOMATO CAMP	farmers	M.T
7.	Mamie Dolo	Tomato Camp	farmers	M.D
8.	Sarah Flomo	Tomato Camp	farmer	S.F
9.	Nyenpu DAVID	Tomato Camp	farmers	N.D
10.	GORMA KOLLIE	Tomato Camp	farmers	G.K
11.	LORPU BEYAN	TOMATO CAMP	farmers	L.B
12.	Betty Tonelah	TOMATO CAMP	farmer	B.T
13.	RUFUS Dolo	TOMATO CAMP	Farmer	R.D
14.	ESTHER KOLLIE	TOMATO CAMP	farmer	E.K
15.	ANNIE KOLLIE	TOMATO CAMP	Farmer	A.K
16.	GERTRUDE DOLD	TOMATO CAMP	Farmer	G.D
17.	VERBETH DUNCAN	TOMATO CAMP	Farmer	K.D
18.	ELTON KARPEE	TOMATO CAMP	Farmer	E.K
19.	DAVID KOLLIE	TOMATO CAMP	Farmer	D.K
20.	JAMES KAPAKPAH	TOMATO CAMP	Farmer	J.K
21.	DAVID KOLLIE	TOMATO CAMP	Farmer	D.K

Consultation Meeting

Date: 02/20/2021

Attendance				
No.	Name of Participant	Institution/Town	Position	Signature
1.	Anthony Kollie	Tomato Camp	farmer	A.K
2.	Alfred Mulbah	Tomato Camp	Farmer	A.M
3.	Edward Flomo	Tomato Camp	Farmer	E.F
4.	HELENA YARKPAWOLO	Tomato Camp	farmer	H.Y
5.	OLIVER T. WARMAH	TOMATO CAMP	farmer	O.T.W
6.	MAMIE DOLD	TOMATO CAMP	farmer	M.D
7.	MARIE TOKPAH	TOMATO CAMP	FARMER	M.L.T
8.	SARAH FLOMO	TOMATO CAMP	FARMER	S.F
9.	NYENPU DAVID	TOMATO CAMP	FARMER	N.D
10.	GORMA KOLLIE	TOMATO CAMP	Farmer	G.K
11.	LORPU BEYAN	TOMATO CAMP	FARMER	L.B
12.	BETTY TONELAH	TOMATO CAMP	FARMER	B.T
13.	RUFUS DOLD	TOMATO CAMP	FARMER	R.D
14.	MARTHA FLOMO	TOMATO CAMP	FARMER	M.F
15.	EDITH DOLD	TOMATO CAMP	FARMER	E.D
16.	ESTHER KOLLIE	TOMATO CAMP	FARMER	E.K
17.	ANNIE KOLLIE	TOMATO CAMP	farmer	A.K
18.	GERTRUDE DOLD	TOMATO CAMP	farmer	G.D
19.	VERBETH DUNCAN	TOMATO CAMP	farmer	K.D
20.	ELTON KARPEE	TOMATO CAMP	farmer	E.K
21.	DAVID KOLLIE	TOMATO CAMP	Farmer	D.K

Consultation Meeting

Date: 02/19/2021

Attendance				
No.	Name of Participant	Institution/Town	Position	Signature
1.	REBECCA BEE	TOMATO CAMP	Farmer	R.B
2.	Alfred mutbah	TOMATO CAMP	farmer	A.M
3.	Edward Flomo	TOMATO CAMP	farmer	E.F
4.	Helena Yarkawoto	TOMATO CAMP	farmer	H.Y
5.	OSVEY T. BIARMAN	TOMATO CAMP	farmer	O.T.W
6.	MAMIE DOLO	TOMATO CAMP	FARMER	M.D
7.	ORETHA BARSEE	TOMATO CAMP	Farmer	O.B
8.	MARTE IDLPAH	TOMATO CAMP	FARMER	M.S
9.	SARAH FLOMO	TOMATO CAMP	farmer	S.F
10.	AYENPU DAVIS	TOMATO CAMP	Farmer	A.D
11.	GERMA KOLLET	TOMATO CAMP	Farmer	G.K
12.	LORPU BEYAN	TOMATO CAMP	Farmer	L.B
13.	BETH TONELAH	TOMATO CAMP	Farmer	B.T
14.	RUFUS DOLO	TOMATO CAMP	FARMER	R.D
15.	MARTHA FLOMO	TOMATO CAMP	FARMER	M.F
16.	EMTH DOLO	TOMATO CAMP	FARMER	E.D
17.	ESTHER KOLLIE	TOMATO CAMP	FARMER	E.K
18.	ANNIE KOLLEC	TOMATO CAMP	FARMER	A.K
19.	GERTRUDE DOLO	TOMATO CAMP	Farmer	G.D
20.	KEBBE DUNCAN	TOMATO CAMP	Farmer	K.D
21.	ELTON KAR REE	TOMATO CAMP	Farmer	E.K

STAKEHOLDER ENGAGEMENT RECORD

Project Name						
Date						
Purpose of Consultant (tick appropriate box)	Scoping		IPMP	SEP		
	Sanitation				ESMF	✓
	RPF					
Proponent						
Name of person met	Designation	Organization/community	Contact	Sign		
John K. Jalkel	Manager	EPA	0888121715	[Signature]		
Edward G. Wing	Asst Mgr	EPA	0886576150			
Janey P. Day	Compliance Analyst	EPA	0770128650			