

*Economic Community  
of West African States*



*Communauté Economique  
des Etas de l'Afrique de l'Ouest*

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**WEST AFRICAN POWER POOL (WAPP)**  
**SYSTEME D'ECHANGES D'ENERGIE ELECTRIQUE OUEST AFRICAIN**

**Regional Emergency Solar Power Intervention Project (RESPITE)**  
**(P179267)**

Draft

**Stakeholder Engagement Plan**  
**(SEP)**

**November 2022**

## 1. Introduction

The West Africa sub-region has one of the lowest electrification rates coupled with some of the highest electricity costs in Sub-Saharan Africa. Countries faced with poor infrastructure, high losses and inadequate generation capacity have tried to meet demand through oil-based emergency power plants, resulting in high costs of electricity supply. Rising oil prices have further increased the liabilities of electricity utilities, who are unable to pay for their power purchases and often turn to the government for additional support to keep the lights on. With very limited fiscal space to support the rising sector arrears, countries are staring at an acute power supply crisis that threatens to upend their economic growth. Rising oil prices are impacting the countries' ability to address critical issues such as the impending food crisis and investing in other social sectors. The Ukraine crisis and its impact on further increasing oil prices has left a major gap in government budgets across many countries in the region.

As the crisis in Ukraine unfolded, the International Monetary Fund (IMF) predicts that the rising fuel and food prices are likely to lower economic growth in Sub-Saharan Africa to 3.8 in 2022 to 4.5 percent in 2021<sup>1</sup>. While addressing the rising food prices is a critical issue, the governments have been hit by the rising cost of electricity supply, putting an increased burden on the already tight fiscal situation. The costs of electricity supply have risen significantly for the region over the past few months as oil prices increased.

The impact of the Ukraine crisis and rising oil prices is not just felt in government budgets but is also being seen in increased power outages. In Liberia, the 33MW of liquid fuel plants are woefully inadequate to cover the demand resulting in significant load-shedding during the past dry season and leaving many areas with electricity supply for only a few hours a day. In Sierra Leone, the government had arrears of about USD30 million with IPPs as of August 2022 causing the IPPs to reduce their generation output or even at times to completely shut down operations, leading to significant blackouts in the country.<sup>2</sup> Most of the countries in the region have financial assistance from the International Development Association of the World Bank (IDA) assistance at the national level, albeit very limited, to deal with the current electricity supply crisis in their countries. Limited IDA allocations restrict the ability of countries to respond. However, the use of regional IDA allows for short-term needs to be met and long-term strategic commitment to be maintained. The region has a high share of heavy fuel oil (HFOs) in the power generation mix, which results in high costs. This exacerbates the access challenge and delays the energy transition. Reducing dependence on HFO in favor of renewable energy promotion is a solution can reduce the effect of price increases in electricity supply.

The proposed **Regional Emergency Solar Power Intervention (RESPITE) Project** will form part of the World Bank Group (WBG) response to the energy crisis faced by the region. **The project development objective** is to rapidly increase grid-connected renewable energy capacity and facilitate regional interconnection in West and Central Africa.

Instead of offering support to fuel purchases, as was done in the past, the WBG aims to wean countries away from heavy fuel oil (HFO) and diesel power generation by taking a different approach: scaling up renewable power generation and improving capacity for energy trade in the future. The Bank, through RESPITE, will support public procurement of emergency renewable power generation that can help set a benchmark for greater private sector deployment of renewables in the future. At the same time, the project will support associated investments in transmission and distribution infrastructure needed to use the new generation

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<sup>1</sup> [https://blogs.imf.org/2022/04/28/africa-faces-new-shock-as-war-raises-food-and-fuel-costs/?utm\\_medium=email&utm\\_source=govdelivery](https://blogs.imf.org/2022/04/28/africa-faces-new-shock-as-war-raises-food-and-fuel-costs/?utm_medium=email&utm_source=govdelivery)

<sup>2</sup> RESPITE Project Appraisal Document (PAD), version 03 Nov. 2022

capacity as well as technical assistance to further facilitate regional energy trade in the future. The regional approach developed for RESPITE i) provides economies of scale; ii) increases regional trade through development of power capacity and optimization of infrastructure; iii) reduces regional emissions with extensive positive externalities that cross country boundaries and iv) develops regional public good through establishment of a platform for knowledge sharing and capacity building. Moreover, the proposed intervention will connect at least 65 MWp (51 MW) of solar generation and 41 MW of hydro power to the CLSG interconnector available for regional trade, it will support synchronization of the West African Power Pool (WAPP)<sup>3</sup> network and provide further technical assistance for regional integration.

## 1.1 Project Description

The project will support (i) the installation of solar and hydropower generation and battery storage capacity with near-term (about 3-year) O&M contracts for the provision of solar supply; (ii) as needed, necessary grid connection infrastructure; (iii) grid modernization and upgrades to ensure effective penetration of variable solar generation and (iv) capacity building among the implementing agencies and technical assistance for greater regional integration.

There are four components in this project. The West Africa Power Pool will be responsible for component 4(a) which focuses on the Technical Assistance activities:

- Component 1:* Construction of Solar PV, with BESS and Grid Connections (US\$184 million equivalent IDA)
- Component 2:* Expansion of Mt. Coffee Hydro Power Plant and Dam Safety Enhancement (US\$61 million equivalent IDA)
- Component 3:* Distribution Expansion and Transmission Optimization (US\$15.5 million equivalent IDA)
- Component 4:* Regional Coordination, Institutional Strengthening, Implementation Support and Technical Assistance (US\$50.5 million equivalent IDA)

### **Component 4: Regional Coordination, Institutional Strengthening, Implementation Support and Technical Assistance (US\$50.5 million equivalent IDA).**

#### *Sub-Component 4A: Regional Integration and Technical Assistance (RITA) to WAPP (US\$20 million):*

This sub-component will continue support for activities that commenced under Component 2 of the WAPP APL4 (Phase 1) (P113266) under the Integrated Technical Assistance Program (ITAP) of the Côte D'Ivoire, Sierra Leone, Liberia, and Guinea Power System Re-Development Project (WAPP-CLSG Project, P113266) when financing under that project closes, namely:

- (i) finalization and operationalization of the legal, regulatory and technical frameworks to enable efficient regional trade between WAPP countries including for the CLSG Interconnection and the North Core Interconnection;
- (ii) technical integration of the WAPP network by improving the synchronous operation and reliability of interconnectors;
- (iii) preparation, implementation and monitoring of priority regional projects preparatory studies for the solar PV project on Liberia's Mt Coffee Island (*Sub-Component 1A*) and the Mt Coffee

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<sup>3</sup> West Africa Power Pool (WAPP) in French is Le Système d'Echanges d'Energie Electrique Ouest Africain (EEEOA)

- HPP extension (*Component 2*);<sup>4</sup>
- (iv) strengthening of the institutional and technical capacity of the WAPP Secretariat to undertake its regional mandate. This activity will be ringfenced from the other components of the project as it has its own separate implementation entity.

Specific activities include:

- a) Synchronization (synchronization of 3 groups of countries in the WAPP system led by Cote d'Ivoire and Nigeria)<sup>5</sup>:
- i. Power system stabilizer tuning, governor testing, and change of settings at about 30 power stations, of which the testing and tuning etc. has been completed at over half of the power stations.
  - ii. Synchronization test between Area 2 (Part of Togo/Benin - Ghana – Burkina Faso – Cote D'Ivoire – Liberia – Sierra Leone – Guinea - Part of Mali) and Area 3 (part of Mali – Senegal - Gambia - Mauritania) at the end of September 2022, and a synchronization trial between Area 1 (Part of Togo/Benin – Niger – Nigeria) and Area 2. This involves coordinating with the utilities of the countries to ensure that when the connection is made between two areas the power systems are stable and flows and voltages are within specified limits.
  - iii. Dynamic simulation studies. Running computer simulations of regional network models to ensure that the power system will operate within specified limits.
- b) Ghana-Burkina-Mali (GBM) Transmission Line (spans all three countries)– Feasibility Study, 3 ESIA's, 3 RAPs (from the TA component under ITAP of the CSLG)
- c) Median Core (this is for the under the ITAP component under CSLG project (TA component for future works)) – Transmission Lines (Nigeria, Benin, Togo, Ghana, and Cote d'Ivoire) (Studies to be developed: ESIA/ESMP, RAP, Feasibility Study and Transmission Line Routing Report)
- d) Liberia preparatory studies for priority hydro-solar generation investment projects under RESPITE, (i) Solar PV ESIA and (ii) Mt Coffee hydro power extension ESIA, and ES Audit (all three have been prepared and are under review by the World Bank), and (iii) St. Paul 2 (SP2) hydro power (future works not under RESPITE)
- e) TA supporting WAPP countries' commercial energy transactions and capacity building of governance (e.g., CLSG, North Core Interconnector (P162933)).
- i. Finalization of the legal, regulatory and technical frameworks to enable efficient regional trade between WAPP countries transmission service agreements (TSAs) to use transmission interconnectors to trade power. This is being provided for the CLSG and North Core

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<sup>4</sup> WAPP prepared draft ESIA's for the Mt Coffee Hydropower Plant and Solar Polar for Liberia, which is now funded to be implemented under RESPITE.

<sup>5</sup> Synchronization consists of testing and tuning of power station control systems, supervision of equipment in transmission substations during its guarantee period, replacement of some telecommunication equipment in transmission substations, coordination of national transmission system operators in the conduct of tests of the synchronization of different zones of the WAPP transmission network and preparation of post-test analysis and reports, and desktop training of transmission system operators in conducting the synchronization tests. These activities will take place in Ghana, Nigeria, Cote d'Ivoire, Mali, Togo, Niger and Benin in the control room of power stations, the WAPP ICC control room, and substations of transmission system operators.

interconnectors.

- a. This activity provides commercial, technical, legal and transaction support to (i) agree on power purchase agreements (PPAs) between buyers and sellers for regional trade in the WAPP region, (ii) agree on transmission service agreements (TSAs) to use transmission interconnectors to buy and sell power for regional trade, and (iii) provide capacity building through hands on training workshops on how to prepare and negotiate PPAs and TSAs, based on the model PPA and TSA and accompanying guide developed by ECOWAS Regional Electricity Regulatory Authority (ERERA) and WAPP.
  - b. Advisory services from financial, legal and technical experts to prepare PPAs and TSAs have benefited not only the countries participating in the CLSG and North Core interconnectors, but also Togo and The Gambia. Hands-on training workshops to build capacity in the use of the commercial framework developed by ERERA and the WAPP was provided to those in charge of negotiating these commercial agreements for CEB, CLSG, North Core, OMVG, Ghana and Mali.
- ii. Support WAPP to organize meetings as part of governance of the CLSG interconnector and other regional meetings.

Environmental and Social Standard 10 (ESS10), Stakeholder Engagement and Information Disclosure of World Bank’s Environmental and Social Framework, requires the preparation of a Stakeholder Engagement Plan (SEP). This ESS recognizes the importance of open and transparent engagement between the Borrower and project stakeholders as an essential element of good international practice. Effective stakeholder engagement can improve the environmental and social sustainability of projects, enhance project acceptance, and make a significant contribution to successful project design and implementation.

### 1.3 Summary of Environmental and Social Risks and Impacts of WAPP activities

The activities under the WAPP component are mostly technical assistance in the form of preparatory environmental and social instruments and feasibility studies. No physical works will be undertaken.

The Table below summarizes the environmental and social risks of the proposed project activities:

**TABLE 1: Potential Environmental and social risks**

Activity	Potential risks and impacts	Mitigation measures
Synchronization of power systems	Risk of accidents in the work place	Use of Personal Protective Equipment (PPE) in site based activities
	Risk of SEA/SH in the workplace	Sensitization of Codes of conduct for project workers
	Inappropriate disposal of waste resulting from the change of parts at the power plants and the substations	Proper management of waste as defined in the ESMP

	Risk of interruption of power supply which can affect businesses	Provide early information about the power supply interruption to allow businesses and individuals to arrange accordingly
Feasibility studies for the Transmission lines for Ghana, Burkina Mali lines	Risks of traffic accidents in the communities/project workers undertaking activities	Sensitize the drivers on safe driving/road safety and ensure that vehicles used are in good working condition
	Risk of exclusion of vulnerable groups in the decision-making process	Put in place specific measures such as transportation and use of appropriate language to access vulnerable groups and ensure their participation
	Risk of SEA/SH due to project workers in communities	Sensitization and institute/sign Code of Conduct for project workers
	Risk of communicable disease in the community e.g. Covid-19, STD, STIs, HIV	Sensitize the consultants on the risks ; and with respect to COVID-19, follow WHO and national protocols for the prevention of COVID -19 transmission ; sensitization of sexually communicable diseases
	Risk of conflict arising from non-observance of local customs and traditions	Sensitize consultants on the need to respect local custom and tradition
	Risk that ESF considerations are not properly taken into account in the studies	ESF Capacity building for WAPP and consultants.  WAPP to submit updated consultant contracts and TORs which incorporate ESF requirements for existing and new TA studies for Bank clearance
Feasibility Studies for the Transmission Lines (Nigeria, Benin, Togo, Ghana, and Cote d'Ivoire)	Risks of traffic accidents in the communities during stakeholder consultations	Sensitize the drivers on safe driving and Ensure that vehicles used are in good working condition
	Risk of conflict arising from non observance of local customs and traditions	Risk of conflict arising from non-observance of local customs and traditions
	Risk of SEA/SH	Sensitization and institute Code of conduct for project workers
	Risk of communicable disease in the community e.g. COVID-19, STD, STIs, HIV	Sensitize the consultants on the risks and with respect to COVID-19 required that the WHO and national protocols for the prevention of COVID-19 are respected.
	Risk of exclusion of vulnerable groups in the decision -making process	Put in place specific measures to access vulnerable groups
Liberia preparatory studies for priority	Risks of traffic accidents in the communities	Sensitize the drivers on safe driving and Ensure that vehicles used are in good working condition

hydro-solar generation investment projects and Mt Coffee hydro power extension ESIA, and ES Audit	Risk of conflict arising from non observance of local customs and traditions	Risk of conflict arising from non-observance of local customs and traditions
	Risk of SEA/SH	Sensitization and institute Code of conduct for project workers
	Risk of communcable disease in the community e.g. COVID-19, STD, STIs, HIV	Sensitize the consultants on the risks and with respect to COVID-19 required that the WHO and national protocols for the prevention of COVID-19 are respected.
	Risk that ESF considerations are not properly taken into account in the studies themselves	ESF capacity building for WAPP and consultants. WAPP to submit updated consultant contracts and TORs which incorporate ESF requirements for existing and new TA studies for Bank clearance
Strengthening the institutional and technical capacity of the WAPP Secretariat	Risk of SEA/SH	Sensitization and institute Code of conduct for project workers
	Risk of communcable disease such as COVID-19	Sensitize the consultants on the risks, and with respect to COVID-19 implement the WHO and national protocols for the prevention of COVID-19.

## 2. Brief Summary of Previous Stakeholder Engagement Activities

There were stakeholder consultations for the preparation of previous instruments under TA. However, because of the emergency nature of this project there were no recent consultations.

Summary of Recent Previous Stakeholder Engagement Activities.				
Date	Topic (related to activity)	Stakeholder	Location(s)	Key issues raised by stakeholder
9/28/ 2022	Synchronization -date for the synchronization trial between synchronization trial between Area 2 &	Representatives of countries affected by the synchronisation : Area 2 (Part of Togo/Benin - Ghana – Burkina – Cote D'Ivoire – Liberia – Sierra Leone – Guinea - Part of Mali) et Area 3 (part of Mali – Senegal - Gambia - Mauritania).	Video-conference	Agreement on the date for synchronization trial (October 5, 2022)

10/17/2020	Information about the Project, studies to be conducted and potential impacts	Village chief, religious leaders and Local communities members (women and youth)	Liberia :  Villages of Vilengue, Tambas Ta, and Benmu	Communities welcomed the project but also raised the issue of health/respecting mitigation measures to prevent communicable disease transmission protocols, and road conditions in their communities
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Because of the emergency nature of the preparation, the stakeholder consultations have been limited; however, the SEP will be updated with a wider consultation of stakeholders, as per the SEP, during project implementation. The SEP will be updated accordingly and redisclosed upon Bank approval.

### 3. Stakeholder identification and analysis

The key stakeholders who will be informed and consulted about the project, including individuals, groups, or communities that:

- Are affected or likely to be affected by the project (project-affected parties); and
- May have an interest in the project (other interested parties).

#### 3.1. Affected parties

- All member state electricity companies participating in the WAPP that will be benefitting from the studies. These utility companies include:
  - Benin: Communauté Électrique du Bénin (CEB)/Electricity Company of Benin and Société Béninoise d'Énergie Électrique (SBEE) /Electricity Production Company of Benin (SBPE)
  - Togo: Compagnie Énergie Électrique du Togo (CEET)
  - Ghana: Ghana Grid Company (GRIDCo)
  - Nigeria: Transmission Company of Nigeria (Nigeria-TCN)
  - Côte d'Ivoire: CI Énergie (CI)
  - Burkina Faso: Société Nationale d'Électricité du Burkina Faso (Burkina Sonabel)
  - Mali: Énergie du Mali (EDM)
  - Niger: Société Nigérienne d'Électricité (NIGELEEC)
  - Senegal: Société nationale d'Électricité du Sénégal (SENELEC)
- Independent power producers (IPPs) such as Contour Global operating in Togo), Azura-Edo IPP (Nigeria), Access Power (Mali), AMDA (Burkina Faso)
- Project affected persons whose land and assets may be affected by future projects covered in the various studies prepared under the Project



- Small business owners, including women led local businesses and around the project areas where the TA studies will be taking place who would be positively impacted by the provision of electricity of potential future energy works.
- Other potentially affected are those communities where future consultations and the feasibility studies will be taking place
- Small business and essential services dependent on energy access in all affected countries under the TA
  - Health posts
  - Schools
  - Local businesses
  - Local community and religious leaders and community meeting points (village chiefs and village development committees)

### 3.2. Other interested parties

Interested parties also include parties other than those directly affected, including in project countries:

- Regional institutions working to promote the development of electricity in the sub-region-
- Regional and municipal territorial administrations in countries concerned by the TA activities-
- National institutions or State Services at the central level having a role in the approval and implementation of the Project for the operationalization of the ECOWAS regional electricity market such as: L' Autorite de Regulation de Secteur de l'Electricite (Togo); L'Autorite de Regulation de Secteur de l'Energie (Niger)
- Ministries among the various countries pertaining to: Finance, Energy, Environment, gender/women/youth/social welfare, Employment and Skills Development, lands and land administration, local/community development
- Various state or parastatal organizations playing a role in the management of workers, social protection (health insurance, retirement) such as: Institut National d'Assurance Maladies (INAM) in (Togo), SUNU Assurance (Ghana), Syndicat National des Travailleurs du Niger, Syndicat des travailleurs de l'Energie (Burkina Faso), and others.
- Traditional chiefs and local customary chiefs of where studies will take place such as: Côte d'Ivoire and Ghana; Liberia, Burkina, Mali, Togo, Nigeria, Niger and Sierra Leone, Benin, Senegal.
- Local religious authorities
- NGOs whose area of interest is environmental and/or social (biodiversity conservation organizations, GBV NGOs, security/humanitarian NGOs, NGOs that assist refugees and migrants, NGOs assisting persons with disabilities, NGOs supporting youth and women led local businesses
- Media outlets (such as Office de Radio diffusion et Télévision du Bénin (ORTB); Radio diffusion Television du Burkina, Ghana Broadcasting Corporation and Daily Graphic newspaper; Radiodiffusion Television Ivoirienne and Soir Info newspaper).
- UN agencies and international organizations such as IUCN (International Union for the Conservation of Nature), UNHCR (UN High Commissioner for Refugees), UN Women, UNICEF (UN Children's Education Fund), UNEP (UN Environment Programme)

### 3.3. Disadvantaged / vulnerable individuals or groups

It is important to understand how future energy projects may disproportionately affect disadvantaged or vulnerable individuals or groups. Disadvantage can stem from race, gender, age, culture, citizenship status, health status, economic status, disability, sexual orientation and gender minorities, dependence on other individuals or resource dependent livelihoods, among others.

Therefore, the SEP provides clarity on which stakeholders should be consulted and considered in the development of mitigation measures and project benefits, to ensure project activities do not cause disproportionate impacts on vulnerable groups, and enable inclusive development opportunities, and inclusive decision-making in the project.

As TA activities will develop environmental and social studies (i.e., feasibility assessments, ESIA/ESMPs, RAPs and transmission line routing reports), these reports need to consider and consult with vulnerable groups or individuals who may be adversely impacted by future energy investments. This may include:

- Those without income, the landless and the very poor and children/youth living in these households who may be required to work as child labor to assist household income
- Persons with disabilities (including intellectual and/or physical, those with mobility challenges who may not be able to access consultation venues)
- Households headed by women
- Illiterate persons
- Local businesses headed by women, youth and elderly
- Households whose head of household is destitute or almost destitute and/or without income
- Linguistic, cultural, and religious minorities
- Those living in rural areas, including the elderly and women/young women who do not have access to basic services, including electricity, and information and communication technology
- Those leasing land for agricultural/pastoralism and other resource dependent livelihoods
- Internally displaced persons, refugees, those fleeing conflict (especially in Togo, Nigeria, Mali, Burkina, Nigeria)
- Registered and unregistered immigrants and migrant workers, including women, youth who may not be able to participate in the formal employment system
- Those practicing traditional livelihoods requiring access to seasonal lands such as transhumant pastoralists
- Sexual and gender minorities
- Persons involved in sex work in the proposed project area(s)

### 3.4. Summary of project stakeholder needs

Activity	List of information to be communicated	Target stakeholders	Key characteristics	Language Needs	Preferred notification means (email, letters, radio, phone, in person/meetings)	Responsibilities
Synchronization	Environmental and social management instruments (ESIA/ESMP, SEP, LMP) timing of the synchronization.	Member electricity companies of the WAPP participating in the T/A activities  The company hired by WAPP to carry out the synchronization activities	Approximately 15 companies either as Power Producers, transporters and distributors of electricity	English French	Official written correspondence; Emails; Telephone Videoconférence Meetings	- PIU WAPP
		Regional institutions working to promote the development of electricity in the sub-region	Approximately 4 institutions Directorate of Energy (ECOWAS), ERERA, ECREEE & WAPP		Official written correspondence Email; Telephone Videoconférence	- PIU
Studies for the Transmission lines Ghana-Burkina-Mali (GBM). Preparation of pre-investment studies that includes (i) an updated line alignment, (ii) an updated ESIA/ESMP, environmental	Environnemental & Social risk management instruments (ESIA/ESMP, RAP)	Ministries in charge of energy, environment, finance and gender, urban and Land Administration, gender, youth, Ministry of Internal Security agencies for countries experiencing conflict and violence.  Other funders: African Development Bank, Agence Française de Développement (AFD)  National Electricity companies	Institutions and agencies at the central level having a role in the approval and implementation of a futureProject	English French	Official written correspondence Emails Telephone Videoconférence Meetings	PIU Consultant firms

<p>impact statement, RAP, (iii) an updated feasibility study, (iv) and bidding documentation. Note that these studies are in the process of being prepared and jointly funded by AFD, AFDB and WB.</p> <p><u>These studies are underway but will be updated to be in line with th ESF.</u></p>	<p>Potential environmental and social risks, such as physical and economic displacement, negative impacts on biodiversity, labor influx, OHS, tc. e</p>	<p>Consumer groups</p> <p>Local community (community elders , religious leaders, women business groups, youth groups and small businisses, Farmers), Vulnerable groups NGOs such as Alliance Nationale de Consommateurs et de l'Environment of Togo Media Affected Communities / persons/ businesses</p>	<p>Exist or work in communities providing service and support</p>	<p>English, French and local languages e.g. EWE in Ghana, Moore in B/Faso, Hausa in Niger and Nigeria)</p>	<p>Meetings Radio and television, Workshops</p>	<p>PIU Consultant firms PIU</p>
<p>Preparatory studies for priority hydro-solar generation investment projects in Liberia (ESIAs/ESMPs, RPF, RAP, labor influx and work camp management plans</p> <p>Above studies for potential future investment, St. Paul River 2 HP.</p> <p>E&amp;S instruments for solar PV in</p>	<p>Project objectives Potential environmental and social risks, such as physical and/or economic displacement, negative impacts on biodiversity, labor influx management, dam safety, E&amp;S legacy of previous implementation of RAPs in 2017, biodiversity management</p>	<p>Ministries of Finance, Energy, Environment, Agriculture , Health and Social Welfare, Ministry of Land, Ministry of Gender and Development, Ministry of Labor</p> <p>Liberia Electrcity Company</p>	<p>Overall responsibility for the development of electricity</p>	<p>English</p>	<p>Official written correspondence Emails Telephone Videoconference meetings</p>	<p>PIU Consultant firms</p>

<p>under Sub-Component 1A and Mount Coffee HPP extension in Liberia under Component 2 of RESPITE</p>						
<p><i>Median interconnection – preparation of studies</i> (Nigeria, Benin, Togo, Ghana, Côte d’Ivoire) in</p> <p>Studies include (i) a line route and ESIA/ESMP, RAPs, (ii) a feasibility study, and (iii) bidding documentation. These studies are currently under implementation and the WB is the only donor involved.</p>	<p>Project objectives</p> <p>Potential environmental and social risks, such as physical and/or economic displacement, negative impacts on biodiversity, labor influx management,</p>	<p>TCN (Nigeria), CEB (Togo-Benin), GRIDCo (Ghana), and CI-ENERGIES (Cote d’Ivoire)</p>	<p>Overall responsibility for the development of electricity</p>	<p>English French</p>	<p>Official written correspondence Emails Telephone Videoconference meetings</p>	<p>PIU</p>
<p>TA supporting WAPP countries’ commercial energy transactions and capacity building of governance</p>	<p>power purchase agreements transmission service agreement</p>	<p>National Electricity companies participating in the T/A activities</p>	<p>Power producers involved in both production and transmission</p>	<p>English French</p>	<p>Official written correspondence Emails Telephone Videoconference</p>	<p>PIU</p>



## 4. Stakeholder Engagement Program

### 4.1. Purpose and timing of stakeholder engagement program

The purpose of the stakeholder engagement program include:

- Establish a constructive dialogue between the Project Implementation Unit, the WAPP General Secretariat, National Electricity Companies, Member State Governments, NGOs, technical and financial partners, local organizations and associations, and representatives of local populations etc.
- Engage stakeholders in the information disclosure and consultation process in an appropriate and effective manner throughout the Project cycle, consistent with the principles of public participation, non-discrimination and transparency
- Ensure that relevant stakeholders, including groups marginalized by gender, poverty, educational background, and other elements of social marginality, have equitable access to information and the opportunity to voice their opinions and concerns, and that these are effectively taken into account in Project decisions
- Monitor and evaluate the quality of any engagement process undertaken by third parties on behalf of the Project

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 WAPP under the RESPITE project will adopt different methods and techniques based on an assessment of stakeholder needs and at different stages of the project as noted below.

### 4.2. Proposed strategy for information disclosure

The stakeholder engagement strategy for information disclosure will follow the standard project management cycle, which are: (i) Preparation of the TORs for the studies ; (ii) research/development of studies; (iii) Monitoring Phase; and (iv) Completion, validation and final disclosure of the instruments Phase. The strategy for information disclosure is presented in Table 2 below.

**Table 1: Proposed strategy for information disclosure**

Project stage	Information to be disclosed	Methods proposed	Timetable: Locations/ dates	Target stakeholders	Percentage to reach	Responsibilities
Preparation and design	Project Appraisal Document (PAD), ESF instruments for WAPP ( SEP, ESCP)	<p>Official websites</p> <p>Letters</p> <p>Emails</p> <p>WhatsApp</p> <p>Press releases on WAPP websites</p>	<p>Countries of the project Liberia, Ghana Burkina, Mali, Togo, etc.</p> <p>Throughout project implementation</p>	<p>UTILITIES/ countries: Transmission Company of Nigeria (TCN)- Nigeria</p> <p>Communaute Electrique du Benin (CEB) - Togo/Benin</p> <p>GRIDCo - Ghana</p> <p>VRA - Ghana</p> <p>Côte d’Ivoire (CIE) - Côte d’Ivoire</p> <p>CI-ENERGIES- Côte d’Ivoire, etc</p> <p>ministries, agencies and departments, research organisations, NGOs, CSOs, Development partners</p> <p>Local communities</p>	100%	PIU/WAPP
	ESMF, SEP, ESIA/RAP/ GRM	<p>Official websites</p> <p>Regional and District level Publications</p> <p>Workshop</p> <p>Meetings</p> <p>Local disclosure</p>	<p>Countries of the project Liberia, Ghana Burkina, Mali, Togo, etc.</p> <p>Throughout project implementation</p>	<p>UTILITIES/ countries: TCN- Nigeria</p> <p>CEB - Togo/Benin</p> <p>GRIDCo - Ghana</p> <p>VRA - Ghana</p> <p>CIE - Côte d’Ivoire</p> <p>CI-ENERGIES- Côte d’Ivoire, etc</p> <p>ministries, agencies and departments, research organisations, NGOs, CSOs, Development partners</p> <p>Local communities</p>	100%	PIU



Implementation Phase of the TA studies	ESMP, ESIA, RAPS, other ESF instruments required, Labor Management Procedure, Occupational Health and Safety Plan Emergency preparedness and response Project Monitoring and E&S compliance report	Official websites Regional and District level Publications Workshop Meetings Local disclosure	Countries of the project Liberia, Ghana Burkina, Mali, Togo, etc.  Throughout project implementation	UTILITIES/ countries: TCN- Nigeria CEB - Togo/Benin GRIDCo - Ghana Volta River Authority (VRA) - Ghana CIE - Côte d'Ivoire CI-ENERGIES- Côte d'Ivoire, etc ministries, agencies and departments, research organisations, NGOs, CSOs, Development partners Local communities	100%	PIU
Completion Phase	Completed reports of the study and final disclosure	Official websites Regional and District level Publications Workshop Meetings	Countries of the project Liberia, Ghana Burkina, Mali, Togo, etc.  Throughout project implementation	UTILITIES/ countries: TCN- Nigeria CEB - Togo/Benin GRIDCo - Ghana VRA - Ghana CIE - Côte d'Ivoire CI-ENERGIES- Côte d'Ivoire, etc ministries, agencies and departments, research organisations, NGOs, CSOs, Development partners Local communities	100%	PIU

### 4.3 Proposed strategy for consultation (see Annex 1 for Consultation Tools and Methods)

Project stage	Topic of consultation	Methods used	Timetable: Locations/ dates	Target stakeholders	Responsibilities
Preparation and design of the sub-projects	<ul style="list-style-type: none"> <li>• Project design</li> <li>• Project benefits &amp; risks</li> <li>• Institutional arrangements</li> <li>• Identification of implementing partners</li> <li>• Project financing</li> <li>• Other donor interest in the project</li> </ul> Project risks and impacts How to	<ul style="list-style-type: none"> <li>• Public meetings, focus groups</li> <li>• Interviews</li> <li>• Formal meetings</li> <li>• Video conference</li> <li>• Letters &amp; memos</li> </ul>	Countries of the project Liberia, Ghana Burkina, Mali, Togo, etc.  Throughout project preparation	NGOs, CSOs, Development partners Local communities	PIU/WAPP
<b>Development of E &amp; S documents (ESIA, LMP &amp; SEP, RAP, other relevant ESF instruments)</b>	<ul style="list-style-type: none"> <li>• Project benefits</li> <li>• E&amp;S impacts and risks</li> <li>• Stakeholder consultation requirements</li> <li>• Gender</li> <li>• Vulnerable groups</li> <li>• GM Procedures including SEA/SH reporting procedures</li> <li>• Potential land requirements for project activities</li> </ul>	<ul style="list-style-type: none"> <li>• Key Informant Interviews</li> <li>• Focus group discussions</li> <li>• Meetings with women groups facilitated by a female facilitator</li> <li>• Meetings with the affected households</li> </ul>	In the relevant subproject areas	<ul style="list-style-type: none"> <li>• Government technical departments and Implementing Partners</li> <li>• Local communities</li> <li>• NGOs active in the community</li> </ul> Vulnerable groups including women and girls	PIU and Consultants
Implementation Phase	Sensitization of stakeholders including project beneficiaries about the E & S instruments	<ul style="list-style-type: none"> <li>• Meetings</li> <li>• Workshops</li> <li>• Community/local radios &amp; TV</li> <li>• Women only meetings in communities</li> </ul>	Countries of the project Liberia, Ghana Burkina, Mali, Togo, etc.  Throughout implementation of the studies	NGOs, CSOs, Development partners Local communities Vulnerable groups including women	PIU

	WAPP utilities 's participation in in the E&S measures implementation,	Workshop Meeting	Countries of the project Liberia, Ghana Burkina, Mali, Togo, etc.  Throughout project preparation	UTILITIES/ countries: TCN- Nigeria CEB - Togo/Benin GRIDCo - Ghana VRA - Ghana CIE - Côte d'Ivoire CI-ENERGIES- Côte d'Ivoire, etc ministries, agencies and departments, research organisations, NGOs, CSOs,	PIU
Operational phase	Communities' participation in the E&S measures during operational phase	Public meetings, focus groups	Countries of the project Liberia, Ghana Burkina, Mali, Togo, etc.	NGOs, CSOs, Development partners Local communities	PIU
	WAPP utilities 's participation in in the E&S measures during operational phase	Workshop Meeting	Countries of the project Liberia, Ghana Burkina, Mali, Togo, etc.  Throughout project preparation	UTILITIES/ countries: TCN- Nigeria CEB - Togo/Benin GRIDCo - Ghana VRA - Ghana CIE - Côte d'Ivoire CI-ENERGIES- Côte d'Ivoire, etc ministries, agencies and departments, research organisations, NGOs, CSOs, Development partners Local communities	PIU

#### 4.4 Proposed strategy to incorporate the view of vulnerable groups

The principle of inclusiveness, transparency, participation, and accessibility will guide the stakeholder engagement plan of the WAPP, particularly with respect to vulnerable individuals and groups. In cases where vulnerable status may lead to individuals or communities being reluctant to speak openly in large meetings or in cases where there are mobility and/or other disabilities which may prevent individuals from participating in person, the WAPP will hold separate small group discussions with them at an easily accessible venue. This will include hiring interpretation if required, large lettering on materials, providing verbal presentations for those who are illiterate, providing transportation assistance to those who may not have access to transportation or have other limitations, knowing when women are unable to attend meetings due to household or work obligations and organizing meetings around those times, among others. This way, the project will reach out to groups who, under normal circumstances, may be insufficiently represented at general community gatherings to ensure their voices and concerns are heard and considered throughout the project lifecycle and to make sure their considerations are included in project design for the technical assistance activities.

Some strategies to be adopted to reach out to these groups include:

- Identify leaders of vulnerable and marginalized groups, where they exist to reach-out to these groups
- Through the existing vulnerable people associations, maintain a database of marginalized groups such as various associations of persons with disabilities, refugees, migrants, women-led businesses, etc.
- Leverage existing projects which include vulnerable populations who overlap with this project to use their systems to identify and engage them
- Ensure the social baselines in studies adequately capture the constraints on the time of various vulnerable groups, such as women who may not be available during certain times of the day, knowing when religious days/times are observed, knowing which languages communities speak and having interpreters or facilitators who speak that language, ensuring women led facilitators to meet with women to discuss sensitive issues such as GBV or risks related to the project, etc.
- Engage community leaders, religious leaders, CSOs and NGOs working with vulnerable groups
- Organize face-to-face focus group discussions with affected communities

#### 4.5 Timelines

The timelines for project phases and key decisions are presented in the table below

**Table 2: The timelines for project**

Project phases	Timelines	Key decisions	Deadlines for comments
Preparation of TA instruments, Feasibility and Transmission Routing Studies, ESIA/ESMPs, RAPs	Throughout project preparation	Review of content by stakeholders at regular interval throughout the preparatory process and implementation	1 month after receipt of each draft document

Implementation phase: ESMP, Labor Management Procedures, Occupational Health and Safety Plan Emergency preparedness and response Project Monitoring and ESF monitoring report	Throughout project implementation	Approval of the Project level ESMP (including security assessment/plans, OHS, waste management plan, traffic safety, , Emergency preparedness and responseplan, LMP, Project Monitoring and ESF monitoring and reporting	15 days after all the stakeholders received the document
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#### 4.6 Review of Comments

Comments will be gathered both orally and in writing during the ESIA/RAP/ESMP validation meetings. The comments will be reviewed by the E&S experts from the PIU and other stakeholders. The documents review will be transmitted to all the stakeholders to ensure them how their comments were considered.

#### 4.7 Future Phases of Project

People will be kept informed as the project develops, including reporting on project environmental and social performance and implementation of the stakeholder engagement plan and grievance mechanism. WAPP will report at least annually to stakeholders, but often will report more frequently during particularly active periods, such during ESIA/RAP/ESMP validation meetings, or other meetings. WAPP will report quarterly during implementation to the World Bank and the other stakeholders. The grievance mechanism will be accessible to affected parties and project workers throughout the entire duration of the project, and during a period of at least six months following closure.

### 5. Resources and Responsibilities for implementing stakeholder engagement activities

#### 5.1. Resources

The environmental specialist, social specialist, GBV specialist and E&S consultant in the WAPP will oversee implementing the SEP. There is currently one in-house environmental specialist as full-time staff under the project and a consultant social specialist. The WAPP will be hiring a full-time social specialist and GBV specialist. The social specialist will have overall responsibility to manage the grievance mechanism and ensure that key milestones in the SEP are adhered to. Stakeholders who have comments or questions about the project or the consultation process could contact the Director of Department of Planning, Investment Programming and Environment Safeguards (D/PIPES) of WAPP : Contact : +229 21 33 41 97.

In addition, WAPP shall put in place a **toll-free number in each of participating countries to facilitate access to the GM, as well as a specific email to communicate with the PIU will be created within 1 month of Effective Date** (in addition the general email which currently exists info@WAPP.org)

## 5.2. Management functions and responsibilities

Stakeholders' engagement activities will be incorporated into the project's management system throughout the PIU of the WAPP. The environmental expert and social expert of the WAPP will be responsible for carrying out each of the stakeholder engagement activities.

The management of the WAPP will be involved in the stakeholder engagement plan implementation by providing all the technical information necessary to prepare all the environmental and social studies (ESIA/RAP, ESMP, GM). The management will also give all the resources for the implementation of environmental and social reports. The process will be documented, tracked and managed by producing periodical reports as per the ESCP.

## 6. Grievance Mechanism

The Grievance Mechanism describes the process that affected stakeholders and interested parties affected by WAPP's project activities can raise their grievances and concerns to the project management's attention and ensure how they will be considered and addressed in an impartial, effective, efficient and in a transparent process. The Grievance Mechanism will be further developed in the coming months and will be submitted to the World Bank for review and clearance and disclosed on the WAPP website. It will be implemented within 90 days of Project Effective Date.

### **Sexual Exploitation and Abuse/Sexual Harassment (SEA/SH)-GM:**

As this SEP was prepared under emergency procedures, **the GM process to address complaints related to sexual exploitation and abuse/sexual harassment (SEA/SH) will be developed during implementation within 90 days of Project Effective Date.** This mechanism will ensure a timely, confidential, anonymous, effective reporting and recording system, with mapping of gender-based violence services that include at minimum, medical and psycho-social support services. This mechanism will include appropriate measures for reporting, documenting, and handling these allegations in a safe, confidential, and ethical manner through complaint mechanisms.

The mandate of an SEA/SH-sensitive complaint management mechanism is to: (1) allow for multiple entry points confirmed as safe and accessible by women during consultations; (2) allow for linkages between the survivor and GBV service providers, including a linkage to the national legal system (only with informed consent), (3) allow for a dedicated team to determine the likelihood of an allegation being related to the project using confidential and survivor-centered procedures. Specific procedures for SEA/SH complaints will be developed by an expert consultant and appended to the project's SEA/SH complaint management mechanism document. These procedures will place particular emphasis on the guiding principles of confidentiality and survivor safety in line with a survivor-centered approach to responding appropriately to allegations.

In addition, in sensitizing communities and workers, the link between the grievance mechanism and the project's standards of conduct must be reinforced. All workers will need to understand the links between the grievance mechanism and the code of conduct, their roles, responsibilities and prohibited behaviors (such as SEA/SH) will be detailed in the code of conduct with sanctions for misconduct.

This will be completed within three months of Project Effective and subsequently the SEP will be updated.

### **6.1. Grievance Mechanism (GM) Bodies (to be revised/updated during implementation including incorporation of SEA/SH-GM process)**

The grievance mechanism for managing complaints in all the countries covered by the WAPP technical assistance activities has three levels of accessing grievances outside the judicial level: a local or community level, a communal, municipal or prefectural level and a national level.

- **Local level:** Consultants preparing instruments will provide an opportunity to collect complaints in person and will provide a local number local community members and indirect stakeholders to lodge complaints/ask questions (including via text/WhatsApp). Local communities can also lodge complaints with the Village Development Committee (VDC) who will contact consultants. All stakeholders will also be able to reach the WAPP directly via email, toll free number or SMS/What's App. Questions that can be addressed by consultants, will be recorded in the grievance registry and answered. However, complaints which are more complex will be referred to the national level.
- **The national level:** a Grievance Resolution Committee (GRC) , which will include the Director of the Project Management Unit or the Steering Committee as chairman, the environmental or social specialist, one female representative and one youth representative selected from the potential beneficiary communities. The social specialist will be responsible for recording complaints and recording minutes of resolution.
- **Regional Project level at WAPP PIU:** complaints that cannot be resolved at the national level will be forwarded to the PIU where a grievance resolution committee will be established to consider such cases. National grievance committees will also forward quarterly reports about their activities to the PIU, which will be included in the quarterly report of the Unit to the World Bank.
- **Judicial level:** GM also include recourse to the judiciary should complaints prefer remedy or resolution via their judicial system. Stakeholder meetings will ensure that it is communicated that stakeholders have this option and will not be prevented from accessing the legal system and bringing the matter before the appropriate judicial authority if they are dissatisfied with resolution outcomes in the WAPP GM, in accordance with the laws of the Country. However, costs associated with accessing the judiciary by complainants will be borne by complainants themselves. As such, the WAPP will communicate to stakeholders that it aims to be as accessible as possible and will encourage stakeholders to communicate with the WAPP in the aim of finding amicable, efficient and accessible resolution of grievances.

### 6.2. Grievance Mechanism Steps (for non-SEA/SH related complaints)

The WAPP project GM process will consist of nine (9) steps. These begin with the registration of the complaint and registered in a registry (see Annex 4) and end with the archiving of the resolution file upon confirmation from the claimant and recording it in the registry that the grievance has been satisfactorily addressed.

In the implementation phase of the project, the Grievance Mechanism will be structured around the ten (10) steps:

#### Step 1: Receiving and recording complaints

The channels for receiving complaints will be diversified and adapted to the socio-cultural context of project implementation. Complaints will be made :

- Verbally by telephone (fixed or mobile)
- By toll-free number
- In writing: email, SMS, letter, etc.
- ECOWAS website
- WhatsApp

Verbal complaints must be transcribed into writing before the process continues to ensure traceability (by the secretariat). All complaints, whether verbal or written, are immediately recorded in a register log (see Annex 4).

The addresses and contacts of the Grievance Committee members will be notified to potential complainants in all WAPP countries of intervention during outreach activities. The complainant will receive an acknowledgement of receipt within 48 hours of filing the complaint. The channels of transmission of complaints are the telephone, referral by an intermediary (NGO, consumer protection association, trade unions), and submission by the complainant. A desk will be available at ECOWAS and in all countries where the project is active.

### **Step 2: Review of complaints**

Complaint handling bodies will screen for sensitive and non-sensitive complaints based on the specific criteria outlined in the SEP. A review procedure adapted to each type of grievance will be adopted. Non-sensitive complaints will be handled by either the local, national or regional level that has been established depending on the complexity of the complaint. The outcome of the processing of a grievance is sent directly to the complainant. The time required to analyze a complaint cannot exceed ten (10) working days after acknowledgement of receipt for non-sensitive complaints and 15 working days for sensitive ones.

### **Step 3: Investigation on the merits of the complaint**

At this stage, information and evidence will be gathered to conclude whether the grievance is valid and to select solutions to address the complainant's concerns. Specific expertise may be sought if not available within the GM bodies. A maximum of ten (10) working days after classification and preliminary analysis is retained for this step for all complaints requiring further investigation for resolution. The complainants concerned shall be informed of the additional time limits in writing by the chairperson of the national or regional body depending on who is reviewing the grievance.

### **Step 4: Response Proposals**

Based on the documented results of the investigation, a written response is sent to the complainant. This response will highlight the validity or otherwise of the grievance. If valid, the complaint management body will notify the complainant in writing (email, letter, emails, SMS) of the conclusions of their investigations, the solutions adopted, the means of implementing the corrective measures, the implementation schedule and the budget. The proposed response is made within five (5) working days after the investigations. Similarly, when the complaint is unfounded, a written and reasoned notification will be sent to the complainant in the same format.

### **Step 5: Review of responses in case of non-resolution in the first instance.**

If the complainant is dissatisfied, he or she may challenge the action taken. The complainant may then request a review of the resolutions by the complaint management body. The period allowed for this is a maximum of fifteen (15) working days from the date of receipt of the notification of the resolutions by the complainant. In such circumstances, the management body shall have ten (10) working days to review its decision and propose additional measures if necessary. The revised measures shall be notified to the complainant in writing.

### **Step 6: Implementation of Corrective Action**

The implementation of the measures retained by the complaint management committee cannot take place without prior agreement of both parties, especially the complainant, to avoid any form of dissatisfaction and abuse. The procedure for implementing the corrective action(s) will be initiated five (05) working days after the complainant acknowledges receipt of the letter notifying him/her of the selected solutions and in return for the complainant's agreement recorded in a consent form. The Complaints Management Body will put in place all the necessary means to implement the agreed resolutions and will play its part to ensure that the agreed schedule is respected. A report signed by



the Chairman of the Complaints Management Committee and the complainant will sanction the end of the implementation of the solutions.

#### **Step 7: Judicial Option**

If all attempts at amicable resolution fail to meet with the complainant's approval, the complainant may resort to judicial processing. Every effort should be made to facilitate the amicable resolution of complaints (with the exception of SEA/SH complaints) through the mechanism established for this purpose, but complainants are free to initiate the judicial process if they wish. Thus, complainants must be informed of their freedom to seek legal recourse and the implications of going to court. Any legal fees or costs associated with the court action will be borne by the complainant.

#### **Step 8: Closure or termination of the complaint**

The procedure will be closed by the Complaints Authority if the mediation is satisfactory to the parties, in this case the complainant, and the agreement is proven by a Minutes signed by both parties. The file will be closed after five (05) working days from the date of implementation of the response certified for the instances by the regional body. The termination will then be documented by the different authorities according to the level(s) of processing involved.

#### **Step 9: Reporting**

All complaints received under the Project GM will be recorded in a processing log, within ten (10) business days of the implementation date of the resolution for the regional jurisdiction. This will allow the entire complaint management process to be documented and lessons learned through a simple, customized database designed for this purpose. The database will also report on the most frequently submitted issues and the geographical areas with the most complaints, the resolutions applied, suggestions or best practices.

#### **Step 10: Archiving**

The project will establish a physical and electronic filing system for complaints (see Annex 4). Archiving will be done within five (5) working days of the end of the reporting. All supporting documentation of the meetings that were necessary to reach a resolution will be included in the complaint file. The filing system will provide access to information on i) complaints received ii) solutions found and iii) unresolved complaints requiring further action.

### **6.3. Operationalization of the Grievance Mechanism**

The WAPP GM will be made operational through human and material resources of the PIU/WAPP to render the GM operational. The social specialist and environmental specialist will be responsible for overseeing the implementation of the GM, and as GM Operators. The WAPP PIU will ensure the regional Grievance Committee is provided with: (i) training materials, a complaints register; (ii) a monthly fee to cover the committee's operating costs. At the same time, assessment and capacity building sessions for consultants and the WAPP will be organized before the start of activities and will continue throughout the implementation of the project. At least one-two trainings session each year. The WAPP will also disseminate information via local radio and television stations where the TA activities are which can serve as information channels about the existence of the GM, project activities, the members/access points who make up the GM at all levels, its mode of operation, and the channels of recourse available to them.

In terms of the timeframe for handling complaints, the Committee will take a maximum of 10 days (for non-sensitive complaints) to respond to complaints brought to its attention. After this period, a committee is obliged to transfer the file to the next higher structure. Any complaint brought to the attention of the National Committee must, under normal circumstances, be dealt with within 21 days, in case a thorough examination or investigation is not necessary (non-sensitive complaints). For gender-sensitive complaints of a serious nature, the time frame may exceed 21 days.

## 6.4. Grievance Mechanism Implementation Budget

**Table 3: Estimated Grievance Mechanism budget**

Activities	Unit costs in CFA	Total in CFA	USD
Establishment of bodies and appointment of Regional GM Committee members	No cost	No cost	
Equipment and materials (grievance registries, and hotline) and toll-free number), publications materials, and media (tv, radio, etc.)	Fixed price	1,584,726	\$2,500.00
Operating expenses (organization and holding of meetings of the GRC)	Fixed price	2 000 000	\$3,070.00
SEA/SH-GM process * <i>TBD pending completion of GBV mapping/GM preparation activities during implementation</i>			
<b>Total (incomplete pending other activities)</b>	<b>2500 000</b>	<b>3,528,285</b>	<b>\$5,570.00</b>

## 6.5. GM monitoring reporting

### 6.5.1. Reporting to stakeholder groups

All program activities will be documented by the PIU, and consolidated reports will be made available to stakeholders and relevant authorities. The PIU's Social expert with the support of the environment expert will have primary responsibility for coordination of the management and monitoring of the implementation of the SEP. To this end, the E & S team will consult with all stakeholders to ensure the proper implementation of this SEP to achieve all the expected results. In addition to drafting the minutes of meetings and workshops, these experts will ensure the sharing and dissemination of these minutes and summary reports on the processing of complaints to the various stakeholders. In addition, they are also required to ensure the dissemination and communication of the results and impacts of the SEP according to a communication plan developed at the start of the project. Monthly summaries and internal reports on public grievances, investigations, and related incidents, as well as the status of implementation of associated corrective/preventive actions, will be compiled by the two responsible specialists and forwarded to project senior management.

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

- i) Publication of a standalone annual report on project's interaction with the stakeholders and meetings with stakeholders to discuss the report in community meetings and workshops; and
- ii) Publication of the reports on the project website, social media, TV, newspapers, PIU office etc.

Finally, the quarterly activity reports, on the stakeholder engagement will be shared with other stakeholders, including the World Bank and two weeks prior to implementation support missions. In addition, the GM registry will also be shared with the Bank every quarter and for missions.

## 7. MONITORING AND REPORTING

### 7.1. Involvement of stakeholders in monitoring activities

The WAPP PIU will have oversight over the SEP implementation. The environmental expert and social experts of the WAPP will monitor the Stakeholder Engagement Plan (SEP).

Every month data for monitoring of the SEP activities, will be collected through self-reporting, following a schedule, and using standardized forms and procedures and sent to social expert at the PIU for the attention of the GRC. This information will be collected through monitoring visits by assigned staff from implementing ministries and utilities. Regular consultations will be held with women associations and girls to establish and then to help monitor the effectiveness of the GM procedures, including those specifically designed to address SEA/SH risks, and whether the GM is in fact accessible, safe, and adequate to address the needs and risks of these stakeholders. These consultations should not seek out or discuss personal experiences of violence or abuse of individual survivors but ask for overall feedback from women and girls.

In addition to the monitoring responsibilities by the PIU and the respective implementing ministries and utilities, independent third parties like NGO, firms will also be engaged periodically to monitor progress and performance of the SEP implementation. The criteria for selection of these third parties will be clear and based on their experiences.

### 7.2. Reporting back to stakeholder groups

The SEP will be periodically revised and updated as necessary during project implementation to ensure that the information presented herein is consistent and is the most recent, and that the identified methods of engagement remain appropriate and effective in relation to the project context and specific phases of the development. Any major changes to the project related activities and to its schedule will be duly reflected in the SEP. Monthly summaries and internal reports on grievances, enquiries, and related incidents, together with the status of implementation of associated corrective/preventative actions will be collated by responsible staff and referred to the senior management of the project. The monthly summaries will provide a mechanism for assessing both the number and the nature of complaints and requests for information, along with the Project's ability to address those in a timely and effective manner. Information on public engagement activities undertaken by the Project during the year may be conveyed to the stakeholders in two possible ways:

- Publication of a standalone annual report on project's interaction with the stakeholders.
- A number of Key Performance Indicators (KPIs) will also be monitored by the project on a regular basis

Further details will be outlined in the updated SEP, to be prepared within 30 days of project Effectiveness.

#### **Monitoring Indicators**

The following indicators will be used to monitor and evaluate the effectiveness of the mobilization activities:

- Number of stakeholders mobilized by category;
- Number of meetings of different types (public consultations, workshops, meetings with

leaders or association representatives) held with each stakeholder category and the number of participants; and

- Number of suggestions and recommendations received by the PMU through various feedback mechanisms;
- Number of publications covering the project in the media;
- Number of complaints and grievances received and addressed.

## **7. Monitoring and Reporting**

### **7.3. Involvement of stakeholders in monitoring activities**

Some projects include a role for third parties in monitoring the project or impacts associated with the project. Describe any plans to involve project stakeholders (including affected communities) or third-party monitors in the monitoring of project impacts and mitigation programs. The criteria for selection of third parties should be clear. For further information, see the World Bank's Good Practice Note on Third-Party Monitoring.

### **7.4. Reporting back to stakeholder groups**

Describe how, when, and where the results of stakeholder engagement activities will be reported back to both affected stakeholders and broader stakeholder groups. It is advised that these reports rely on the same sources of communication that were used earlier to notify stakeholders. Stakeholders should always be reminded of the availability of the grievance mechanism.

**Table 4: Estimated budget for the implementation of the SEP**

<b>Activity</b>	<b>Responsibility</b>	<b>Date of Commencement</b>	<b>Cost in FCFA</b>	<b>Cost in USD</b>
<b>Disclosure and dissemination of the SEP</b>	PIU/ WAPP	After approval of the SEP by the WAPP and WB	1 000 000	2 000
<b>Development and implementation of the communication plan (Holding of communication sessions with governmental officials and representatives of socio-professional associations, local communities etc.)</b>	PIU/WAPP	Before the start of the work and throughout the duration of the work	1 000 000	2 000
<b>Radio &amp; TV programs</b>	PIU	After approval of SEP and throughout the studies	7 500 000	15 000
<b>Management of complaints not related to SEA/SH and VAC - Sensitization and training of management committees and office supplies</b>	PIU/WAPP	After establishment of committees and throughout the studies	2 500 000	5,000
<b>SEA/SH Training and awareness; Case management and support for psycho-social victims</b>	PIU/WAPP	After updating the SEP and throughout implementation of the studies	3 000 000	6 000
<b>Publications (Brochures, flyers, posters, documents and non-technical summary reports,</b>	PIU	Throughout project implementation	5000 000	10 000
<b>Transportation, Accommodation (to facilitate access to vulnerable groups/persons living in remote areas )</b>	PIU/WAPP	During implementation of project activities	2000 000	4 000
<b>Setting up a platform (interactive website, Facebook pages, WhatsApp)</b>	PIU/WAPP	Before the start of the work and throughout the duration of the work	7 500 000	15 000
<b>Monitoring and Evaluation</b>	PIU/WAPP	Annually (based on overall project reporting)	Included in the project budget	
<b>External evaluation of the SEP</b>			2 500 000	5 000
<b>GM</b>			<b>3,528,285</b>	5570
<b>Total</b>			<b>35 525 285 000</b>	<b>69 570</b>

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## ANNEX 1: Consultation Tools and Methods

Several consultation tools and methods are used depending on the context. The recommended consultation tools and methods are presented in the table below

**Table 5: Consultation tools and methods**

Tools / Methods of consultation	Description
Public information and consultation meetings	<p>The public information meeting is one of the most widely used tools for informing and consulting the public in the context of a project such as the one considered here. Such a meeting is advertised in advance in the press, on local posters, on the Web, on the radio, and also through administrative channels.</p> <p>In a specific context such as the case of COVID-19, public gatherings are to be avoided (taking into account national restrictions), including public hearings, workshops and community meetings. If small meetings are allowed, consultations should be conducted in small group sessions, such as focus group meetings, respecting barrier measures (such as wearing masks) and physical distancing.</p>
Open Days	<p>This is a very useful method for obtaining the opinions of a group of people on specific issues posed by the Project, and on which the Project wishes to obtain reviews from government officials and/or other stakeholders. In the Covid-19 context, public gatherings are to be avoided (taking into account national restrictions), including public hearings, workshops, and community meetings. If small meetings are allowed, consultations should be conducted in small group sessions, such as focus group meetings, with due regard for safeguards (such as masking) and physical distancing.</p>
Forums and workshops	<p>Holding multi-stakeholder forums and workshops is a tool for sharing information about the project, building consensus, and fostering commitment among the various actors involved. Thematic workshops can be organized around a specific topic where relevant stakeholders at the local and national levels are involved. In the COVID-19 context, online communication tools will be used more to design virtual and remote workshops.</p>
Face-to-face interviews	<p>This approach targets in particular local authorities, local elected officials, opinion leaders, etc. This method is an excellent way to involve these actors. In the COVID-19 context, respecting barrier measures and physical distancing</p>
Focus group discussions	<p>Focus group discussions involve bringing together a small, relatively homogeneous group of people and inviting them to discuss a specific topic. In practice, this might mean discussing an issue such as land compensation to a specific group. It may also involve presenting and discussing the ways in which local businesses can access the Project's contracts, or discussing a specific issue with government officials, civil society representatives, or representatives of religious or charitable organizations.</p>

Covid-19 considerations	Given the COVID-19 context, where warranted, online communication tools will be used to design virtual and remote workshops. If small meetings are allowed, barrier measures, sanitizers, and physical distance will be in place.
Press releases	Mass media (newspapers, radio, television, websites, social networks) provide opportunities for widespread dissemination of information through press releases; project coverage; launch campaigns; interviews with project management; organized site visits; etc.



**ANNEX 2: Stakeholder consultation Template**

<b>Date of the Consultation:</b>		
<b>Location of consultation:</b>		
<b>Subject of the consultation</b>		
<b>Stakeholders consulted</b>	<b>Organization</b>	<b>Name and function</b>
	1.	
	2.	
	3.	
	4.	
	5.	
	6.	
	7.	
	8.	
	9.	
	10.	
<b>Discussion points -</b>	<ul style="list-style-type: none"> <li>•</li> <li>•</li> <li>•</li> <li>•</li> <li>•</li> <li>•</li> </ul>	
<b>Recommendations</b>		
Women/men present (numbers) and total participants		

**ANNEX 3: Template-Complaints Form**

Date: \_\_\_\_\_ Prepared by: \_\_\_\_\_

Last name and first name(s): \_\_\_\_\_

Place of residence (and City/Town): \_\_\_\_\_

Location where the complaint is being lodged: \_\_\_\_\_

Contact information: \_\_\_\_\_

Preferred method of contact: (phone/WhatsApp/email/other):

\_\_\_\_\_

Reason for the complaint: -

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Detailed description of the concern/question/grievance presented by the complainant

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Prepared by: \_\_\_\_\_

Date: \_\_\_\_\_

**ANNEX 4: Grievance Monitoring and Tracking Log (for non-SEA/SH Complaints)**

Case no.	Date Claim Received	Name of Person Receiving Complaint	Where/how the complaint was received	Name & contact details of complainant (if known)	Type of Claim  Add content of the claim (include all grievances, suggestions, inquiries)  *please note if the complaint was related to the project. If not, note it here and refer complainant to PIU for further processing	Was Receipt of Complaint Acknowledged to the Complainant? (Y/N – if yes, include date, method of communication & by whom)	Expected Decision Date	Decision Outcome (include names of participants and date of decision)	Was Decision communicated to complainant? Y/N If yes, state when, by whom and via what method of communication	Was the complainant satisfied with the decision? Y/N  State the decision.  If no, explain why and if known, will pursue appeals procedure	Any follow up action (and by whom, by what date)?

