

FEDERAL REPUBLIC OF SOMALIA



FEDERAL MINISTRY OF ENERGY AND WATER RESOURCES (MOEWR)

STAKEHOLDER ENGAGEMENT PLAN

HORN OF AFRICA GROUNDWATER FOR RESILIENCE PROJECT(P174867)

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ABBREVIATIONS AND ACRONYMS

ASAL	Arid and Semi-Arid Land
CBO	Community-based organization
CoC	Code of Conduct
CSO	Civil society organization
DG	Director General
ESF	Environment and Social Framework
ESIRT	Environmental and Social Incident Reporting
ESMF	Environmental and Social Management Framework
ESS	Environment and Social Standards
FGS	Federal Government of Somalia
FMS	Federal Member State
FPIC	Free, prior, informed consent
GBV	Gender-based Violence
GRC	Grievance Redress Committee
GM	Grievance Mechanism
GRS	Grievance Redress System
IDPs	Internally Displaced Persons
LMP	Labour Management Procedures
M&E	Monitoring and Evaluation
MDAs	Ministries, Departments and Agencies
MoEWR	Ministry of Energy and Water Resource
MoF	Ministry of Finance
NGO	Non-governmental Organization
NPCU	National Project Coordination Unit
OHS	Occupation health and safety
OIP	Other Interested Parties
PAD	Project Appraisal Document
PAI	Project Area of Influence
PDO	Project Development Objective
PMC	Project Management Committee
PWDs	Persons with disabilities
RPF	Resettlement Planning Framework
SEAH	Sexual Exploitation, Abuse and Harassment
SEP	Stakeholder Engagement Plan
SPIU	State Project Implementation Unit
TOR	Terms of Reference
WASH	Water and Sanitation Hygeine
WBG	World Bank Group

1.0 INTRODUCTION

1.1 Background

1. The World Bank in consultation and collaboration with Horn of Africa Initiative target countries and regional authorities is preparing a project: the ***Horn of Africa Groundwater for Resilience Project*** the first phase will be implemented in Kenya, Somalia and Ethiopia. Subsequent phases may include Sudan and Djibouti. (IGAD) are also implementing a regional component covering member states. The Horn of Africa (HOA) is characterised by under-development, resource scarcity, conflict and violence, economic shocks, food insecurity and climate change impacts. The climate is characterized by short, rainy seasons and recurrent droughts and about 30% of the region is arid and semi-arid lands (ASALs). Approximately 70% of the population live in rural areas and exhibit high levels of poverty (from 69.4% in Somalia to 22.5% in Djibouti) and high unemployment rates. Most of the population depends on rainfed agriculture and pastoralism for their livelihoods. The HoA is also home to a large number of displaced people, including countries of origin (Somalia), and countries of asylum (Ethiopia and Kenya), as well as internally displaced populations, especially in Somalia.
2. Somalia is generally arid with limited surface water resources and only 2 permanent rivers, in the south. Elsewhere, all rivers are ephemeral, flowing only for hours or days at best after the rains. Somalia is a water scarce country where renewable fresh water per capita has declined dramatically over time from 2,087 m³ in 1962 to approximately 411 m³ in 2017 which is far below the UN recommended threshold of 1,000 m³ per capita per year 2017 (World Bank, 2020). This continuous decline in freshwater availability has resulted in fierce competition over water resources and has resulted in conflicts in some regions of Somalia. The deteriorating quality of groundwater resources as a result of overexploitation. Increasing population and pollution is another challenge. Furthermore, these challenges have been exacerbated by climate change which has been manifested through recurrent floods and droughts.
3. Groundwater (GW) is the most important and available water resource for most of the country. However, accessing it is difficult and expensive. Somalia has insecure areas, with potential conflict over water and land use between agriculturalists, pastoralists, and domestic water users including IDPs, minority groups and castes. There are gender and age dynamics in water access and management with women focused on access for domestic use, while men are decision makers in water resource management and water use. Youth are under-represented in customary water sharing management arrangements. Land is generally under communal ownership and land rights and access to land can be complex, with women having less say on land matters.
4. The proposed project will be implemented at the Federal Government of Somalia (FGS) and Federal Member State (FMS) levels. The participating FMS are Puntland, Jubaland, Hirshabelle, Galmudug and South West States. The project aligns with the National Water Resource Strategy (2021 – 2025), which identifies three Strategic Goals that provide basis for water sector development:

Goal 1: Establishing a Functional Water Sector Governance Framework. This provides the strategic approach and actions towards strengthening water sector governance.

Goal 2: Operationalizing Integrated Water Resources Management. For improved and integrated water resource management as a basis for ensuring sustainable water resource development and the provision of sanitation services.

Goal 3: Improving the Provision of Priority Water Services – strategic approach and actions to guide the development of water resources to realize improvements in the various services.

1.2 Project description

1.2.1 Project Development Objective

5. The Project Development Objective is ‘To increase the sustainable use and management of groundwater by beneficiary groups in the Horn of Africa’. By improved groundwater development, management and monitoring, the project will enhance sustainable management and use of groundwater in both rural and urban areas in Somalia.
6. The project emphasizes community level use and engagement in the management, operation and maintenance of GW, cost-effective infrastructure interventions, GW information and knowledge, as well as institutional capacity building to ensure inclusive access and sustainability of the resource. This is intended to strengthen the sustainable management of GW in Somalia, so as to ensure that the resource continues to be available for use by people and communities, and to foster economic growth over time, long after the project is concluded. This project will be funded, coordinated and monitored by the Federal Government of Somalia and implemented by the Federal Member States (Galmudug, Hirshabelle, Jubaland, Puntland and South West States).
7. Project implementation consists of an initial period focused on preparatory activities in order to strengthen the country’s GW supply and pilot field investments, followed by activities focused on delivering improved governance, management and monitoring, and building knowledge and capacity. All the activities will be implemented within a five-year period. Investments in improved water conditions in the initial stages will focus on so-called “low-hanging fruit”, i.e., interventions that are easy to initiate, manage and can deliver tangible results to people as well as preparing the project for the subsequent main investment period. The subsequent investments will be based on the experience gained in early activities.

1.2.2 Project Components

The project consists of three main components. In Somalia these are:

8. **Component 1. Delivering inclusive groundwater services to priority areas.** This component addresses the urgent need for investments in groundwater development, community management, and use of groundwater for human consumption and livelihood development. The project will improve access to safe and clean water through investments in new supply and a rehabilitation of existing systems, address urgent WASH needs, and construct and rehabilitate distribution systems. Additionally, the project will conduct community mobilization and awareness-raising on health and hygiene, as well as community engagement and mobilization to build local capacity and set the basis for the co-management of priority investments. Finally, the project will support the development of sustainable, gender-sensitive, and productive uses of water.
9. **Sub-component 1.1. Hydrogeological surveys and research, assessing aquifers, and identifying potential water point locations.** This sub-component will undertake geological, hydrogeological and geophysical surveys in order to identify the location of promising aquifers and water points for development. Listed activities include the data and information required in order to locate, develop and

construct new groundwater supply schemes and to rehabilitate old schemes.

10. **Sub-component 1.2. Invest in groundwater infrastructure development, including community engagement and improved water distribution and water usage.** This component covers investments in increased and better quality groundwater supply, community mobilization, and training and management of new supply and usage schemes. Increased supply is linked to the construction of new wells and boreholes, rehabilitation of old schemes, and to enhance rainfall harvesting and a collection of surface runoff. Investments will also address demand-side options, including efficient distribution, sharing and use of water, thus delivering priority services and goods (e.g., WASH, food, milk), all in a sustainable and equitable manner. All investments include technical backstopping support. Ongoing operation and management of investments will be gradually shifted from government and the project to village development committees and water user associations, established and trained by the project, as a planned process.
11. **Sub-component 1.3. Increasing private sector involvement in groundwater development and management.** The private sector is a key actor in groundwater development, management, and distribution. It is to a great extent unregulated, working according to its own norms and standards, and representing both very small-scale entities and large urban utility-like entities. Promoting the private sector and enhance its cooperation with civil society and federal, state and local authorities provide opportunities for improved water services to people. This activity will propose and seek the adoption of new business models, developed under Sub-component 2.1, and working according to a project-developed system of interim regulation and standards formulated in Sub-component 2.1.
12. **Component 2. Generating groundwater information and strengthening regional and national groundwater institutions.** This component will focus on establishing a uniform system for groundwater development and management across Somalia. This includes developing a groundwater governance system, increasing capacity of professional staff and establishing appropriate groundwater offices in the Federal Government and Federal Member States, arranging access to required data and management, and developing a system and agree on how to develop and manage groundwater resources in the country. The component depends on and benefits from very close cooperation between the Federal Government and Member State Governments. The system will be developed at the federal level – although in close cooperation with Member State Governments – and shared and incorporated into member state approaches to groundwater development and management.
13. **Sub-component 2.1. Develop a groundwater governance system for Somalia.** This sub-component seeks to contribute to the development of a uniform groundwater governance system for Somalia that is also aligned with the Somalia National Water Resources Strategy, starting with a diagnostics of existing groundwater governance conditions and practices, and proposing a new institutional set up, a new groundwater policy and regulation, clarification of the roles and responsibilities of government, civil society and the private sector in relation water resources and services and arrangements for cooperation and coordination between different federal and state authorities, within governments and with civil society on groundwater management. Activities will also assess and propose new quality standards, regulation and monitoring arrangements. to the new governance system will progressively enable the coordination of interventions between federal and state governments, between ministries, and between government, the private sector and civil society.
14. **Sub-component 2.2. Establish and operationalize groundwater offices in the Ministry of Water in**

Federal and Member State Governments. The various offices from the Ministry of Water in involved state governments will be supported to establish operational groundwater offices. The support will focus on (i) having suitable offices, equipment, computer software, internet access and more; (ii) arranging an appropriate organizational structure, with clarity on positions, roles and responsibilities, workplans, and guidelines; and (iii) identifying and engaging staff for new positions. Activities will focus on upgrading existing conditions or establishing new offices.

15. **Sub-component 2.3. Sector-wide capacity development in groundwater development, management and monitoring.** Capacity to manage groundwater exists in Somalia, but it is scarce and must be developed in numbers, topics, quality and equality. A needs assessment will be carried out, feeding into both national and regional projects. Access to groundwater is an issue for both men and women, and both must be empowered with capacity and knowledge to manage this critical resource. Capacity development will address many issues, like (i) engineering-supply, (ii) groundwater management, and (iii) monitoring and evaluation. Supported capacity development will take place in both Somalia and in the region.
16. **Sub-component 2.4. Groundwater data and information management.** Sustainable water management – whether surface or subsurface – requires strong input of data, turned into information, and information feeding into planning, decision making and managing the resource. As part of the new Somalia National Water Resources Strategy and Roadmap, Flagship Project No. 7 focuses on data and information management in the water sector and the establishment of a water data and information centre at MoEWR in Mogadishu. The centre will compile data and information, and coordinate participation in joint regional studies and assessments. This sub-component is intended to feed into and support the establishment of a specific groundwater section within this centre, focused on supporting groundwater development, management and monitoring in Somalia.
17. **Sub-component 2.5. The Merti transboundary aquifer.** The Merti aquifer, located mainly in Kenya but stretching into Somalia, will be promoted as a case for regional cooperation and development, taking advantage of recently develop Feasibility Study on this aquifer developed by IGAD which identify the scope for cross boundary groundwater development opportunities. A focus on cooperation is critical, including trust building, fact finding missions, and establish a joint transboundary committee. Such work should lead pilot projects in the immediate border area and the Merti lessons could be developed as an example of transboundary groundwater cooperation and development for the region at large, that IGAD and the two states could help disseminate.
18. **Component 3. Project Management and M&E and Internalized Knowledge Management and Learning.** This component will finance the operational costs of one Project Coordination Unit (PCU) at the federal level and three Project Implementation Units (PIUs) in the FGS MoEWR, Hirshabelle, Galmudug, Jubaland, Puntland and South West. The PCU and PIUs will be housed in new Groundwater Offices in the Ministries of Water. This component will ensure that the project is implemented efficiently. The component would also be responsible for M&E, knowledge management and learning, and evidence-based policy inputs.
19. **Sub-component 3.1 Project management and structure.** This sub-component focuses on establishing a project management structure and management, from federal to state/community levels. The component includes all activities required to establish different units (identify members, develop Terms of Reference, confirm responsibility allowance structures).

20. **Sub-component 3.2 Monitoring and evaluation, knowledge management, and internal learning.** This sub-component will develop a monitoring and evaluation system. Through the project, much will be learned about groundwater in Somalia (geology, water resources, supply techniques, usage and how to arrange with community groups and town authorities to manage and maintenance the shared resource) as well as how to implement a large, long-term project. This learning (information) will be collected and shared across the country and project.

1.3 Project beneficiaries

21. Project beneficiaries will be communities that suffer from poor water supply in Somalia, and that face increasingly difficult conditions relating to climate change, a rapidly growing population, and increasing conflicts over scarce resources. The total beneficiary number is estimated at 350,000. It includes:
- Rural communities. Lacking enough clean water to maintain healthy living conditions.
 - Livestock owners. Delivering about half of Somalia's food security and a very large share of the countries' export value.
 - Women and girl-children. Traditionally being responsible for collecting household water, often from very far distances from the household.
 - Urban populations. Depending on rural groundwater sources and trucked into cities by private operators, sold at often exceedingly high prices.

At the *institutional level*, Project beneficiaries will include institutions responsible for groundwater management at the federal, Federal Member States, and districts, including line ministries, departments and agencies.

Indirect beneficiaries are those who will benefit from the availability of groundwater information as well as policies developed at the federal and Federal Member State level to inform decision making and enhance the sustainable use of the water resources.

1.4 Project implementation arrangements

All project interventions implementation will be led by state-level ministries, while overall coordination, tracking and reporting of project progress will happen at the federal level.

1.4.1 Federal Level Roles and Responsibilities

22. **A federal inter-ministerial Project Steering Committee (PSC) will be established for the purposes of the project and will consist of representatives from the following federal ministries:** (a) Ministry of Energy and Water Resources (MoEWR); (b) Ministry of Finance (MoF); and (c) Federal Member State Water Ministries. The membership of the steering committee will consist of three representatives from the MoEWR, one representative from MoF, and two representatives from each of the FMS Water Ministries. The PSC will be chaired by the MoEWR. The steering committee will meet quarterly to review project progress, resolve cross-sectoral and cross-ministerial project implementation issues and identify policy and regulatory issues. Minutes of the PSC meetings will be provided by the National Project Coordinator.

23. **A National Project Coordination Unit (NPCU), headed by a National Project Coordinator, will be housed in the Federal Ministry of Energy and Water Resources.** The National Project Coordinator will be an individual contracted by the Ministry of Energy and Water Resources (MoEWR). The National Project Coordinator will be selected through a competitive process. The Project Coordinator will be a member of the Project Steering Committee (PSC) and will also act as its Secretary. The Project Coordinator will work closely with counterparts in the World Bank and the Chair of the Project Steering Committee (PSC).
24. **The National Project Coordinator will be supported by a team of water engineers, senior groundwater specialists, and fiduciary specialists (environmental and social safeguards, procurement and finance) and an M&E specialist from the MoEWR.** All supporting staff will be selected on a competitive basis and receive a responsibility allowance. If qualified staff cannot be found within government, then consultants may be contracted following the World Bank procurement policies and Capacity Injection Manual (CIM). Other specialists required for medium and short-term inputs will be appointed on an ad hoc basis.

1.4.2 State-Level Roles and Responsibilities

25. **State Level Project Implementation Units. Each FMS will establish a State Level Project Implementation Unit (PIU) in the Ministry of Water Resources.** The objective of these PIUs is to manage implementation of project activities at the state level. The PIUs will be staffed with civil servants who will receive responsibility allowances. Specialists will be contracted as needed depending on the state level mix of activities selected from the four components of the Horn of Africa GW4R results framework. The specialists could include, but are not limited to, project management personnel, fiduciary and safeguard specialists, M&E specialists, gender specialists, etc. Drawing from prior Bank projects where improved project implementation outcomes were realized due to increased key roles for women in PIUs, the GW4R PIUs will aim to be gender balanced. This will also help to develop a cadre of women engineers or water experts for Somalia.
26. **Community level institutions and mobilization.** Project activities that are implemented at the community level will work through representative community institutions. These community level units should include representatives from various stakeholder groups within the village/community. The main role of these community level units will be to provide oversight to the GW4R activities implemented in their respective communities. The GW4R will channel community level project activities through existing Village Development Committees where possible. The GW4R project will draw significantly from the World Bank financed Biyoole Project which is enabling the government to pioneer country led community driven development.
27. **Community mobilization and planning-** Community level institutions will lead the identification and prioritization of water sector investments which fall under the scope of the GW4R. These local and district level committees will be in charge of operating, managing, and maintaining infrastructure in their respective district/community levels, this will include construction of infrastructure (hand dug and manual drilled wells by local entrepreneurs). Committees will ensure representation of disadvantaged groups including minorities, IDPs, women, youth and people living with disabilities through appropriate quotas for representation.

1.3 Objectives and Scope of the SEP

28. Stakeholder engagement refers to a process of sharing information and knowledge in a meaningful manner, seeking to understand and respond to the concerns of individuals or groups potentially impacted or affected by the HOAGW4R project in a transparent, inclusive and timely manner and building relationships based on trust. The scope of the Stakeholder Engagement Plan (SEP) covers the HoA GW4R Project in its entirety in the FGS and five Federal Member States. As such, the SEP includes the various stakeholders positively, neutrally and adversely affected by the project.
29. The aim of the SEP is the identification and analysis of stakeholders (including disadvantaged groups), their characteristics and interests, and the methods of communication, engagement and consultation that are appropriate for different groups at different stages of the project. The SEP describes the timing and methods of engagement with stakeholders throughout the lifecycle of a project. Stakeholders are usually categorized as “project-affected parties” and “other interested parties”. Effective stakeholder engagement is expected to improve the environmental and social sustainability of projects, enhance project acceptance, and contribute to successful project design and implementation and sustainability.
30. This SEP is intended to be a ‘live’ document that is updated throughout the project lifecycle to document the implementation of community and stakeholder engagement, communication strategy and information disclosure in the changing Project landscape. This SEP will be reviewed regularly by the National Project Implementation Unit at FGS MoEWR in collaboration with State Project Implementation Units (SPIUs (MoEWR) led by the social specialist.
31. The SEP has been prepared in line with the requirements of the World Bank’s Environmental and Social Framework (ESF) notably ESS10 on *Stakeholder Engagement and Information Disclosure* as well as the following Guidance Notes: “Public Consultations and Stakeholder Engagement in WB-supported operations when there are constraints on conducting public meetings” and the ESF/Safeguards Interim Note: “COVID-19 Considerations in Construction/Civil Works Projects”.

The specific objectives of the SEP include:

- i. Facilitate open and continuous communication and consultation between various groups including project managers, stakeholders, and the general public.
- ii. Provide timely and appropriate information prior to and during project implementation to enable informed participation in the project and definition of appropriate mitigation measures.
- iii. Assist in building strong relationships with the local community and reduce the potential for delays through the early identification of issues to be addressed as the project progresses.
- iv. Document practical engagement strategies, achievements and lessons learnt.
- v. To provide stakeholders with a clear process for providing comments and raising grievances.
- vi. To allow stakeholders the opportunity to raise comments/concerns anonymously using the existing hotlines.
- vii. To structure and manage the handling of comments, responses and grievances, and allow monitoring of effectiveness of the mechanism.
- viii. To ensure that comments, responses and grievances are handled in a fair, timely and transparent manner in line with international best practice and WB expectations.

1.5 World Bank Requirements for Stakeholder Engagement

32. The project is being prepared under the World Bank's Environment and Social Framework (ESF). As per ESS10 on *Stakeholder Engagement and Information Disclosure*, the borrower/implementing agencies are required to provide stakeholders with timely, relevant, understandable and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination and intimidation.
33. Stakeholder engagement is an inclusive process conducted throughout the project life cycle. Where properly designed and implemented, it supports the development of strong, constructive, and responsive relationships that are important for successful management of a project's environmental and social risks. Stakeholder engagement is most effective when initiated at an early stage of the project development process, and is an integral part of early project decisions and the assessment, management, and monitoring of the project's environmental and social risks and impacts.
34. World Bank Requirements on Stakeholder Engagement, specifically, the requirements set out by ESS10 include the following principles:
- The government will engage with stakeholders throughout the project life cycle, commencing such engagement as early as possible in the project development process and in a timeframe that enables meaningful consultations with stakeholders on project design. The nature, scope and frequency of stakeholder engagement will be proportionate to the nature and scale of the project and its potential risks and impacts.
 - The government will engage in meaningful consultations with all stakeholders. The government will provide stakeholders with timely, relevant, understandable and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination and intimidation.
 - The process of stakeholder engagement will involve the following (i) stakeholder identification and analysis; (ii) planning how the engagement with stakeholders will take place; (iii) disclosure of information; (iv) consultation with stakeholders; (v) addressing and responding to grievances; and (vi) reporting to stakeholders.
 - The government will maintain and disclose as part of the environmental and social assessment, a documented record of stakeholder engagement, including a description of the stakeholders consulted, a summary of the feedback received and a brief explanation of how the feedback was taken into account, or the reasons why it was not.
 - The government shall seek the views of stakeholders on the SEP, including on the identification of stakeholders and the proposals for future engagement.
 - The GRM shall propose and implement a grievance mechanism to receive and facilitate the resolution of concerns and grievances of project-affected parties related to the environmental and social performance of the project in a timely manner.
35. The objective of ESS10 as defined by WB ESF:
- i. Establish a systematic approach to stakeholder engagement that helps Borrowers identify stakeholders and maintain a constructive relationship with them in particular project-affected parties.
 - ii. Assess the level of stakeholder interest and support for the project and to enable stakeholders' views to be taken into account in project design and environmental and social performance.

- iii. Promote and provide means for effective and inclusive engagement with project-affected parties throughout the project life-cycle on issues that could potentially affect them.
- iv. Ensure that appropriate project information on environmental and social risks and impacts is disclosed to stakeholders in a timely, understandable, accessible and appropriate manner and format.
- v. To provide project affected parties with accessible and inclusive means to raise issues and grievances, and allow Borrowers to respond to and manage such grievances.

1.6 Relevant Legal and Policy Provisions

- 36. The Provisional Constitution of the Federal Republic of Somalia 2012 defines access to information as a right. Article 32 on Rights of Access to Information spells out that every person has the right of access to information held by the state; as well as every person has the right of access to any information that is held by another person which is required for the exercise or protection of any other just right.

2. SUMMARY OF STAKEHOLDER ENGAGEMENT ACTIVITIES

2.1 Brief Summary of Previous Stakeholder Engagement Activities

37. Consultations on the project design and the planned activities have been carried out with key institutional stakeholders including the relevant Government and implementing agencies, Non State Actors, development partners, private sector institutions and Universities as summarized in Table 1. Virtual communication was used given the Covid-19 context and meeting restrictions.
38. It is anticipated that further consultations will be undertaken to get the views of the key stakeholders in the country to inform the engagement process. The MOEWR team will continue to engage in extensive consultations with all relevant stakeholders including the Federal Member States (FMS), local district administrators in the selected project areas, community leaders, and business entrepreneurs/private sector, developments partners, the UN, Civil Society Organizations, Universities/colleges among others. Information gathered through these consultations will be used to update the SEP as necessary.
39. Further engagement will be made with other World Bank financed projects, especially the Somalia Water for Agro-pastoral Productivity and Resilience Project (P167826) 'WARP - Biyoole project' to draw lessons to inform effective design and implementation of the project. The Biyoole project team have attended meetings and shared lessons on project preparation activities and implementation arrangements which have fed into the project design and ESF documents.

Table 1: Summary of Stakeholder consultations

Place and type of engagement	Date	Participants	Key E&S issues raised and recommendations
Key stakeholders	11/11/21	NGOs, private sector, research institutions, other WB projects	See stakeholder minutes in Annex 1
FEDERAL MEMBER STATES			
PUNTLAND			
Consultation with line Ministries	22/06/2021	Ministry of Water officials DG	Discussion on proposed projects and the role of the ministry and intergovernmental relations arrangement in the management of the project
Consultation with Ministry of Finance (virtually)	01/11/2021		Role of the Ministry in the project
GALMUDUG			
Consultation with line Ministry (virtually)	19/06/2021	Ministry of Water officials represented by DG	<ul style="list-style-type: none"> • Discussion on proposed project • The role of the ministry and intergovernmental relations arrangement in the management of the project
Consultation with Ministry of Finance virtually	01/11/2021	Ministry of Finance (MoF) officials.	Role of the MoF in the project
SOUTHWEST			

Place and type of engagement	Date	Participants	Key E&S issues raised and recommendations
Consultation with line Ministry (virtually)	20/06/2021	Ministry of Water officials	Discussion on proposed projects and the role of the ministry and intergovernmental relations arrangement in the management of the project
Consultation with Ministry of Finance virtually	01/11/2021	Ministry of Finance officials	Role of the Ministry in the project
JUBALAND			
Consultation with line Ministry (virtually)	17/06/2021	Ministry of Water officials	Discussion on proposed projects and the role of the ministry and intergovernmental relations arrangement in the management of the project
Consultation with Ministry of Finance virtually	01//11/2021	Ministry of Finance officials.	Role of the Ministry in the project
HIRSHABELE			
Consultation with line Ministry (virtually)	17/06/2021	Ministry of Water officials	Discussion on proposed projects and the role of the ministry and intergovernmental relations arrangement in the management of the project

3.0 STAKEHOLDER IDENTIFICATION AND ANALYSIS

3.1 Project stakeholders

40. Project stakeholders are individuals, groups or other entities who are affected by or have an interest in the Project and have to be informed and consulted about the project. Engagements with the project affected communities will be conducted upon project effectiveness and will be sustained throughout project implementation and closure. For effective engagement, project stakeholders are categorized into three main groups, as described below.

- a. **Affected Parties:** persons, groups and other entities within the Project Area of Influence (PAI) that are impacted or likely to be impacted directly or indirectly, positively or adversely, by the project. Such stakeholders 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 design of the project, identifying impacts and their significance, as well as in decision-making on mitigation and management measures.

For this project, the affected parties are districts, municipalities, communities and community institutions or groups that will be directly impacted positively or negatively from projects activities, including disadvantaged and marginalized groups as well as communities that are not directly targeted, but may be present in the water catchment. Affected parties also include technical institutions targeted for capacity building under the project. More project affected parties may be identified as the project is implemented and SEP will be updated with the information.

- b. **Other Interested Parties (OIPs):** constitute individuals/groups/entities who may have an interest in the project and who have the potential to influence project outcomes. OIP may not experience direct or indirect impacts from the Project but they may 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.

For this project, other interested parties include Civil Society Organisations (CSOs), UN organizations, and Development Partners engaged in the water sector in the country who may become partners. Others include local entrepreneurs, and the business community who may benefit from business opportunities and contracts; universities and colleges which main gain from technical expertise; and mass media and associated interest groups, including local, regional and national print and broadcasting media, digital/web-based entities, and their associations, among others.

- c. **Disadvantaged Groups:** persons who may be disproportionately impacted or further disadvantaged by the project as compared with any other groups due to their vulnerability and that may require special efforts to ensure their equal representation in the project consultation and decision-making processes.

The disadvantaged groups identified for this project include Internally Displaced Persons (IDPs), minority groups, female headed households, people living with disabilities among others.

3.2 Identification of Stakeholders

41. There are several categories of people and institutions that will be affected directly by the project and those with an interest in the Project at different levels that will need to be consulted and engaged in the project activities, as summarized in Table 2.

Table 2: Stakeholder Description and Areas of Interest and key characteristics in engaging them

Stakeholder Group	Nature of interest in the project	Interest	Influence	Key considerations in engaging them
Project-affected parties				
Communities that will benefit from water infrastructure investments for household consumption, livestock and farms.	<ul style="list-style-type: none"> • Interest in meaningful community engagement in the project decisions including designing the sub-project activities, identification of priority groundwater infrastructure needs and project site selections. • Involvement in project implementation. • Maximise benefit from the project activities so that they will be resilient to climate shocks. • Lack of interference in the selection of community project committee's formation of the CECs at the community level • Community project committees are trained and facilitated to perform their multiple roles. • Members of the community, particularly disadvantaged and vulnerable groups, will participate the project monitoring. • Employment opportunities from the project activities (e.g., construction workers, security guards, jobs for Internally displaced people, youth, men, women and other vulnerable groups with requisite education and skills in project management). 	High	High	<p>Often illiterate especially vulnerable and marginalised groups, not often accessible by social media, distrust, men dominate decision making</p> <p>May not have the time or resources to participate in meetings or may expect incentives</p>
Ministry Energy and Water Resources officials and staff at the Federal Government level	<ul style="list-style-type: none"> • MOEWR meaningfully engaged with partners in all aspects of the project from project design and throughout project cycle. • Capacity of the staff is built to effectively deliver the project. • Communities benefit from the projects which will enhance government legitimacy. • National groundwater legal, policy and administrative actions are developed and/or reformed for effective groundwater management and use. • The coordination between the Federal and Federal Member States is done in a transparent and accountable manner, and with mutual respect for institutional and functional integrity of the level of government. • Principles of engagement are observed in all aspects of consultation at different levels-FGS, FMS and local level. • That they will be able to manage potential environmental and social risks and impacts as well as community health and safety. • They will be able to manage to deliver amid security challenges. 	High	High	
Ministry officials responsible for Water at Federal	<ul style="list-style-type: none"> • Meaningful and structured engagement with FGS in all aspects of the project from project design and throughout project cycle. • Capacity of the staff is built to effectively deliver the project. 	High	High	

Stakeholder Group	Nature of interest in the project	Interest	Influence	Key considerations in engaging them
Member States	<ul style="list-style-type: none"> • Communities benefit from the projects which will enhance government legitimacy. • FMS groundwater legal, policy and administrative actions are developed and/or reformed for effective groundwater management and use. • The coordination between the Federal and Federal Member States is done in a transparent and accountable manner, and with mutual respect for institutional and functional integrity of the levels of government. • Principles of engagement are observed in all aspects of consultation at different levels-FGS, FMS and local level. • Manage potential environmental and social risks and impacts as well as community health and safety. • They will be able to manage to deliver amid security challenges. 			
Other Ministries at FGS and FMS level (e.g., Finance; Environment and Natural Resources and Land, Labour and Social Services, including Gender, Municipalities	<ul style="list-style-type: none"> • Principles of engagement are observed in all aspects of consultation at the different levels. • Information is shared in a timely manner and feedback is used to inform further engagement on the project. • Clarity on terms of engagement and ministry's role is provided from the beginning. 	Medium	Medium	
Other Interested Parties				
CBOs, CSOs, NGOs, operating in the districts and grassroots level involved in water and development projects	<ul style="list-style-type: none"> • That they receive information about the project and provide feedback in a timely manner especially on the issues of overlap, • There is transparency and accountability in all aspects of the engagement. • Principles of inclusive engagement are observed in all aspects of consultation. • That they will share their knowledge of the project sites, location and community for the benefit of the project. • They could benefit from the technical expertise and lessons learnt from the project. 	Medium	Medium	May not have the time or resources to participate (particularly local CSOs who may have limited funding).
Development Partners and UN organizations engaged in water and climate change	<ul style="list-style-type: none"> • Benefit from the technical expertise and lessons learnt from the project. • To provide lessons learnt from their own work for the benefit of the project. • To promote improved policies and strategies that may be supported by the project. • They are interested in coordination of 	Medium	Medium	Keen to contribute, but don't always understand community perspectives particularly in remote areas or disadvantaged groups

Stakeholder Group	Nature of interest in the project	Interest	Influence	Key considerations in engaging them
and resilience sectors	development work and build synergy and avoidance of duplication of efforts.			
Business communities and contractors	<ul style="list-style-type: none"> • They will be awarded contracts to deliver specific groundwater infrastructure activities and/or provide services for the project. • There will be fair and transparent tendering process for works and service contracts. • That they will be able to manage potential environmental and social risks and impacts as well as community health and safety. • They will be able to manage to deliver amid security challenges. 	Medium	Low	
Academic institutions (e.g., universities, colleges, experts think tanks)	<ul style="list-style-type: none"> • They will be interested to receive financial support for training and research in relevant topics. • That they will be called upon to provide technical knowledge and expertise on groundwater and related topics. • Potential concerns over environmental and social impacts of the project 	Medium	Medium	
Media (print and electronic) and online communication platforms.	<ul style="list-style-type: none"> • Get and share accurate information about the project. • To have clear channel of information flow from the project teams. • Complaints and grievances shared on social media platforms will be addressed. 	Low	High	
Disadvantaged Groups				
Women and youth	<ul style="list-style-type: none"> • That the project will involve them in project related decision-making processes to overcome traditional practices that relegated them to the side lines of decision making for example by including them in community committees. • That women and women headed household will also benefit from the project. 	High	Low	
IDPs	<ul style="list-style-type: none"> • That areas where they live are not overlooked in sub-project selection by ensuring they are represented in committees • They benefit from sub-projects and have a voice in decision making. 	High	Low	
Minority groups	<ul style="list-style-type: none"> • That areas where they live are not overlooked in sub-project selection by ensuring they are represented in committees • They benefit from sub-projects and have a voice in decision making 	High	Low	
Nomadic pastoralists	<ul style="list-style-type: none"> • Need water for their livestock but also want their rangeland protected e.g. no permanent water sources in dry season grazing areas that may cause degradation and in migration. • That there will be investments in infrastructure at strategic sites and location to strengthen resilience. • Due to mobility, they may miss out on community consultation process. Deliberate 	High	Low	

Stakeholder Group	Nature of interest in the project	Interest	Influence	Key considerations in engaging them
	effort by projects teams to identify their locations and devise best way to reach them are needed.			
People Living with Disabilities (PLWD)	<ul style="list-style-type: none"> • The project takes cognizance of the fact of the challenges faced by PLWD to access project information including ensuring the method/materials used to deliver information is accessible. • That the project involve them in project decision making processes. • That their priority needs are catered for by the project (as part of project target communities). 	High	Low	Maybe stigmatised by the community and not welcomed in community meetings or allowed to collect water at the same time if they are stigmatised. Important that their needs e.g. in accessing water are well represented, rather than requiring

3.3 Stakeholder Engagement Principles

42. Stakeholder analysis generates information on the perceptions, interests, needs, and influence of actors on the project. Identifying the appropriate consultation methodology for each stakeholder throughout the project lifecycle is necessary. 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 will continue during the whole project lifecycle from preparation through implementation. Stakeholder engagement will be free of manipulation, interference, coercion, and intimidation.
- *Informed participation and feedback:* information will be provided and widely distributed among all stakeholders in an appropriate format; conducted based on timely, relevant, understandable and accessible information related to the project; opportunities provided to raise concerns and ensure that stakeholder feedback is taken into consideration during decision making.
- *Inclusivity and sensitivity:* stakeholder identification will be undertaken to support better communication and building effective relationships. The participation process for the project will be inclusive. All stakeholders will be encouraged to be involved in the consultation processes. Equal access to information will be provided to all stakeholders. Sensitivity to stakeholders' needs is the key principle underlying the selection of engagement methods. Special attention will be given to vulnerable and disadvantaged groups taking into consideration cultural sensitivities.
- *Meaningful Participation:* community members, especially the disadvantaged groups, will be engaged in designing the sub-project activities, identification of sites and monitoring of the project activities to maximize opportunities for the project's success and enhance project acceptance and ownership.
- *Gender sensitive approach:* Women's empowerment in the context of persistent gender inequalities and the existing gender gap in decision making process is critical. The stakeholder engagement will ensure women's inclusion in the decision making authority, such as project committees. The consultation meetings will prioritize separate discussions with women leaders, those who have been displaced, and those working with adolescent girls and boys and other at-risk groups to enable understanding of exclusion and GBV/SEA/SH risks and trends in the community. Women leaders will be encouraged to facilitate consultation meetings when possible.
- *Managing security risks:* Due to widespread security risks in Somalia for communities, contractors, and project staff, security risks will be carefully assessed and managed. The use of security forces

either during travel or to protect sites will be carried out in line with the World Bank's Good Practice Note on Assessing and Managing the Risks and Impacts of the Use of Security Personnel.

4.0 STAKEHOLDER ENGAGEMENT PLAN

4.1 Stakeholder Engagement Program

43. Stakeholder engagement is an inclusive process that must be conducted throughout the project life cycle. The stakeholder engagement program covers the following: purpose and timing; proposed strategy for information disclosure (when and how); proposed strategy for consultation (channels to be used, frequency); proposed strategy to incorporate the view of vulnerable groups; timelines; review of comments; and future phases of the project. Table 3 presents the key stakeholder engagement activities during the project preparation stage through to implementation and closure.

Table 3: Stakeholder Consultation Matrix

Consultation Stages	Consultation Participants		Consultation Method	Expected Outcome
	Project Authority	Project stakeholders and Beneficiaries including disadvantaged individuals and groups		
Consultation on the preparation of project documents for concept note and appraisal.	<ul style="list-style-type: none"> • MOEWR leadership and technical staff. • Project implementation/Coordination Units • Project consultants (technical experts, project management specialists, social and environmental safeguards, finance and procurement specialists). • Federal Members States, Ministries, Departments and Agencies 	UN, CSOs Development Partners, Universities	<ul style="list-style-type: none"> • One on one meetings • Stakeholder engagement workshop. • Virtual meetings using WeBex/Skype/zoom/teams, etc. • Face-to-face meetings (The SPIU will assess the COVID19 situation in regard to in-person meetings and take guidance from Government COVID19 guidelines and WB Technical Note on Public Consultations) 	<ul style="list-style-type: none"> • Contribute to the development of robust project and inclusive processes. • Lessons learnt on mitigation of social and environmental risks and impacts considered in project design. • Agreement on project target beneficiaries and implementing entities. • Staff trained/sensitized on World Bank tools and processes. • Gain a preliminary understanding of the scope of the Project, appropriate policy and legal requirements and relevant stakeholders.
Consultation after project approval and effectiveness	<ul style="list-style-type: none"> • MOEWR leadership and technical staff. • Project Implementation/coordination Unit • Project consultants (technical Experts, project management specialists, social and environmental safeguards, finance and procurement specialists). 	<ul style="list-style-type: none"> • FGS -MDAs • FMS-MDAs • Other stakeholders implementing related projects 	<ul style="list-style-type: none"> • Virtual meetings using WeBex/Skype/zoom/teams • Face-to-face meetings (The SPIU will assess the COVID19 situation in regard to in-person meetings and take guidance from Government COVID19 guidelines and WB Technical Note on 	<ul style="list-style-type: none"> • Awareness created on the project design and E&S mitigation measures. • All stakeholders brought on board. • POM details robust process of inclusive consultations and management of E&S risks.

	<ul style="list-style-type: none"> Federal Members States Ministries, Departments and Agencies 		<p>Public Consultations)</p> <ul style="list-style-type: none"> Incorporation of E&S issues and lessons learnt into the Project Operation Manual 	
Selection and verification of existing and new location/sites for projects	<ul style="list-style-type: none"> NPCU/SPIU project team Project Consultants 	<ul style="list-style-type: none"> Groups, CBOs, community leaders/elders 	<ul style="list-style-type: none"> Public announcements Face-to-face meetings (The SPIU will assess the COVID19 situation in regard to in-person meetings and take guidance from Government COVID19 guidelines and WB Technical Note on Public Consultations) Virtual meetings using WeBex/Skype/zoom 	<ul style="list-style-type: none"> Appropriate selection of project sites based on need and equity, E&S risks are identified and mitigated/managed. First-hand assessment of the local people's perceptions of potential project benefits and risks Community ownership and sustainability. Inclusive project committees formed.
Screening of the proposed sub-project projects	SPIU social and environmental specialists and technical team	<ul style="list-style-type: none"> Affected groups including IDPs, minority groups, nomadic pastoralists, women, PLWDs etc. CBOs Community leaders/elders Key informants 	<ul style="list-style-type: none"> Public announcements Face-to-face meetings (adhering to government guidelines on COVID-19) 	<ul style="list-style-type: none"> Identification of E&S risks and management to strengthen project implementation.
ESMPs: In-depth study of risks and benefits taking into consideration, inter alia, the conditions that led to community consensus	<ul style="list-style-type: none"> NPCU/MoEWR Project consultants Social specialists Other knowledgeable government officers 	<ul style="list-style-type: none"> Would-be affected individuals and groups Locally-based CBOs/NGOs Community leaders/elders Key informants 	<ul style="list-style-type: none"> Formal/informal meetings interviews Focus Group Discussions (FGDs) The SPIU will assess the COVID19 situation in regard to in-person meetings and take guidance from Government COVID19 guidelines and WB Technical Note on Public Consultations Discussion on specific impacts, alternatives, and mitigation, etc. 	<ul style="list-style-type: none"> Robust plan for E&S management and clear responsibilities of project staff and contractors. Clear documentation of community agreements and consultation processes.
Implementation	<ul style="list-style-type: none"> NPCU (social specialists) Project Consultants Federal, FMS, Ministries, Departments and 	<ul style="list-style-type: none"> Individuals and groups of disadvantaged groups Community and community groups 	<ul style="list-style-type: none"> Implementation Monitoring Committees (formal or informal) face to face meetings (The SPIU will assess the COVID19 	<ul style="list-style-type: none"> Mitigation and management of environmental and social risks with clear responsibilities. Quick resolution of issues

	Agencies	<ul style="list-style-type: none"> Leaders/elders and other stakeholders NGOS/CBOs 	<p>situation in regard to in-person meetings and take guidance from Government COVID19 guidelines and WB Technical Note on Public Consultations)</p> <ul style="list-style-type: none"> Public announcements Use of print and electronic media to inform 	<p>and grievances</p> <ul style="list-style-type: none"> Effective implementation of the Inclusion Plan. Information on project progress communicated. Beneficiary communities' views and perception of the project and improvements obtained.
Monitoring and Evaluation	<ul style="list-style-type: none"> NPCU and SPIU (social specialists) Consultants 	<ul style="list-style-type: none"> Project affected and interested persons and entities including Disadvantaged individuals and groups NGOs & CBOs 	<ul style="list-style-type: none"> Formal participation in review and monitoring sessions. Focused Group Discussions. The SPIU will assess the COVID19 situation in regard to in-person meetings and take guidance from Government COVID19 guidelines and WB Technical Note on Public Consultations Questionnaires. Interviews Virtual meetings using WeBex/Skype/zoom/teams 	<ul style="list-style-type: none"> Identification and resolution of implementation issues and grievances. Effectiveness of SEP and Inclusion Plan. Project results identified, documented and communicated/disseminated using language and methods accessible to stakeholders including disadvantaged groups.

4.2 Project Information Disclosure

42. Information will be packaged and shared with the key stakeholders using different methods. The NPCU will be responsible for ensuring that the information gets to the stakeholders in a timely manner and through the most appropriate channels. Feedback from stakeholders will be taken into view and improvements will be made to ensure robust and consistent information flow. Table 4 presents a summary of the information disclosure for the project. The SEP is a living document that may be modified and changed following input and suggestions from project stakeholders.

Table 4: Disclosure of project information at different stages of the project cycle

Information to be disclosed	Method used	Target stakeholders	Responsibilities	location
Before Appraisal				
<ul style="list-style-type: none"> Draft documents shared with key stakeholder for feedback and comments at stakeholder consultation workshop Disclosure of project 	<ul style="list-style-type: none"> Websites - MoEWR and WBG Virtual stakeholder workshops Brief summaries of the main features of 	All key stakeholders	<ul style="list-style-type: none"> MOEWR NPCU 	National/ State Level

Information to be disclosed	Method used	Target stakeholders	Responsibilities	location	
documents (PAD, ESMF, RPF, SEP, ESCP)	the project SEP				
After Appraisal					
Publicity on project approval and roll-out plans	<ul style="list-style-type: none"> FMS stakeholder workshops Audio-visual messages on project information (radio, TV in different local languages) Newspaper stories and supplements Printed materials on project information Social Media (Twitter, Facebook, Instagram, WhatsApp) Emails Press releases Speeches Websites (FGS and FMS, WBG) 	All key stakeholders	<ul style="list-style-type: none"> MOEWR NPCU Communication expert Social specialists 	National/ State Level	A th
Disclosure of all the project documents including summary in Somali (PAD, ESMF, RPF, updated SEP, LMP, GBV/SEAH action plan, Code of Conducts (CoCs), among others with the exception of the Security risk assessment and management plans. The documents disclosed will provide clear information on what constitutes a violation and how a violation can be reported. The information on GBV/SEAH will include the Local GBV service providers, how to contact them, and the support services offered.	<ul style="list-style-type: none"> Websites - MOEWR and WBG Brief summaries of the main features of the project SEP Audio-visual messages on the project (radio, TV in different languages) Newspaper stories/supplement Social Media (twitter, Facebook, Instagram WhatsApp) Emails Press releases Speeches Community meetings Focus group discussion with women groups Mobile phone mass messages 	<ul style="list-style-type: none"> MOEWR and all partners involved in the project Open access to all interested parties Development and distribution of printed project flyers 	<ul style="list-style-type: none"> MOEWR NPCU WBG Team 	National/ State Level	24 pr Ke sta wi re m co
During implementation					
Roll-out of project activities	<ul style="list-style-type: none"> Key informant interviews with key stakeholders Community discussions (through public meetings and call-in radio sessions/activations) including screening, awareness raising on SEAH and GM mechanism and memorandums of understandings and land agreements documented in summary safeguards reports in C-ESMPs Disclosed and published ESIA's Newsletters 	<ul style="list-style-type: none"> Community members including vulnerable and disadvantaged groups Government departments Community Project Committees Target 	<ul style="list-style-type: none"> MOEWR NPCU SPIUs/FMS water Ministries Communication expert Social and environmental specialists Project management 	Local Level	W

Information to be disclosed	Method used	Target stakeholders	Responsibilities	location	
	<ul style="list-style-type: none"> • Newspaper stories/supplement • Social Media (twitter, Facebook, Instagram WhatsApp) • Emails) • Press releases • Speeches • Mobile phone mass messages 	<ul style="list-style-type: none"> • Universities/ Colleges administrations • Media houses 	specialist		
Highlights of project activities, progress, achievements and lessons learned	<ul style="list-style-type: none"> • Annual reviews including community feedback. • Annual FMS and FGS stakeholder workshops • TV/Radio spots/activations and announcements • Print materials (newsletters and flyers) • Town hall meetings • Newspaper stories/supplement • Social Media (twitter, Facebook, Instagram WhatsApp) • Emails • Press releases • Speeches • Mobile phone block message 	<ul style="list-style-type: none"> • Project affected persons and entities and interested parties • World Bank 	<ul style="list-style-type: none"> • MOEWR NPCU • FMS NPCUs • Social specialists 	National/State/Local	Q
Complaints/Compliments about the project implementation and GBV/SEAH	<ul style="list-style-type: none"> • Logs and reports from the national GM focal person, • State GM focal persons GM complaints points in FGS, FMS and local/district level • GBV service providers • Community meetings • Focus group discussion with women groups 	<ul style="list-style-type: none"> • Receivers of information and services • Information or Data managers 	NPCU and SPIU social specialists and Gender specialist Grievance Redress Committee	National/State/Local	W n d
	<ul style="list-style-type: none"> • Surveys and direct observations of the project beneficiaries 	<ul style="list-style-type: none"> • All stakeholders including vulnerable and disadvantaged groups 	<ul style="list-style-type: none"> • MOEWR NPCU • FMS SPIU • Communication Officer • M&E Officer 	National/State/Local	R
Monitoring and reporting					
Community feedback of effectiveness of different modalities of engagement	<ul style="list-style-type: none"> • Semi-structured interviews • Online surveys • Satisfaction surveys • KoboToolbox GIS monitoring 	<ul style="list-style-type: none"> • All Project primary beneficiaries and all stakeholders 	<ul style="list-style-type: none"> • MOEWR NPCU • FMS SPIU • Social specialists • M&E Officer 	Local	Q
Quarterly reviews and reporting	Progress report includes reflections and lessons learnt and summaries of complaints and resolution	<ul style="list-style-type: none"> • MOEWR offices at the Federal and State level 	<ul style="list-style-type: none"> • MOEWR NPCU • FMS SPIU • M&E officer 	National/State	Q

Information to be disclosed	Method used	Target stakeholders	Responsibilities	location	
			<ul style="list-style-type: none"> • Social specialists 		

43. The MOEWR and the NPCU will provide appropriate background and relevant technical information to stakeholders whose feedback is sought on various project issues with sufficient advance notice (7-10 business days) so that the stakeholders have enough time to prepare to provide meaningful feedback.

5.0 INCLUSION PLAN

5.1 Types of Vulnerable and Disadvantaged Groups

44. The project will give special consideration to disadvantaged groups. These include:
- i. Minority castes and groups;¹
 - ii. Internally Displaced Persons;
 - iii. Those who live in remote rural areas or areas characterized by violence that are bereft of social services and amenities;
 - iv. Nomadic pastoralist communities;
 - v. People Living with Disabilities;
 - vi. Widows and women heads of households;

4.2.9.1 Sub-Saharan Historically Underserved Traditional Local Communities (SSAHUTLCs)

MoEWR will confirm the presence of Sub-Saharan Historically Underserved Traditional Local Communities as per ESS7 to determine the applicability of the standard, and if groups fitting the ESS7 criteria are found in the areas of implementation SSAHUTLC plans will need to be prepared.

SSAHUTLCs often have difficulties participating in national development processes and may not benefit from World Bank-financed projects in an inclusive manner without pro-active measures. SSAHUTLCs are frequently among the most economically marginalized and vulnerable segments of the population. Their identity and culture are uniquely tied to their land and natural resources, hence vulnerable to changes caused by projects, e.g., dispossession or restriction of access. SSAHUTLCs are often unable to participate and benefit from projects in a manner that is culturally appropriate, and they might not be consulted about projects, which would profoundly affect their lives or communities, and they may not access the benefits of the development process, particularly if development could impact their way of life.

Specifically, for traditional local communities, ESS7 seeks to ensure that the development process fosters full respect for the affected parties' human rights, dignity, aspirations, identity, culture, and natural resource-based livelihoods; promotes sustainable development benefits and opportunities in a manner that is accessible, culturally appropriate, and inclusive; obtains the free, prior, and informed consent of affected parties under some circumstances; recognizes, respects, and preserves the culture, knowledge, and practices of indigenous peoples; and provides them with an opportunity to adapt to changing conditions in a manner and timeframe acceptable to them.

In Somalia, the World Bank has not triggered Operational Procedure 4.10 Indigenous People for previous projects in Somalia, but some vulnerable groups otherwise known as the 0.5 groups, such as the Aweer/Boni and Eyle, and possibly some Bantu/Jareer groups could meet the requirements for being considered a SSAHUTLC under ESS7.

4.2.9.2 Other Disadvantaged Groups

¹ This shall include all groups falling outside the main four clans in a specific district or geographical area including ethnic and occupational groups.

Minority groups: Minority groups (ethnic minorities such as Bantu, Bajuni, Benadiri, RerXamar, Bravanese; or occupational groups such as Midgan/Gaboye, Tumul, Yibir, Galgala) that are estimated to represent up to one third of the population in Somalia, continue to be excluded from political participation, have limited access to justice, are denied multiple rights and are disproportionately affected by natural hazards and conflicts. Women from minorities and/or among IDPs are particularly affected by multiple violations of their rights, both as women and as members of a minority group. The marginalization and social segregation of vulnerable groups is one of the key driving forces of the protracted massive displacement of people and the difficulty to find durable solutions for them.

Minorities in Somalia can be considered to be those who fall outside the four main clans. There are three main groups of minorities:

- i. Occupational groups – these communities, including Gabooye, Tumul and Yibir - traditionally fulfilled a particular function that was considered taboo by the main Somali clans. This included leatherworking, pottery, metalworking, hunting and some traditional health practices (including carrying out FGM). These communities are found all over Somalia. They experience extreme daily social discrimination. Inter-marriage between young people from these communities and those from the four main clans is socially unacceptable – with at times tragic consequences when reprisal actions are taken when occasionally such marriages have taken place in spite of social disapproval and threats.
- ii. Coastal communities – these communities including Ashraf, Benadiri, Bajuni, Bravanese– often resulted from in migrants from the Arabian Peninsula (but also Italians), who settled and inter-married with Somalis. Once living relatively privileged lives, often in larger coastal urban centres, many of these communities were displaced by conflict (both internally and internationally) and their communities were decimated.
- iii. Bantu groups – more often found in South Central, these communities may have originally migrated north from the Bantu lands of Central and Eastern Africa. These communities were more likely to earn a living by growing crops – often in the fertile riverine areas of South Central, they coexisted with the major Somali clans who lived more by pastoralism with systems of patronage keeping the Bantu groups in a servile and sometime unpaid labourer position.

Somalia humanitarian need overview report of 2021 by UN OCHA indicated that more than 2.6 million people are internally displaced who continue to face serious risks of marginalization, forced eviction and exclusion. Somalia recorded the highest number displace people over the past three years; 1.2 million in 2020; 884,000 in 2018; and 770,000 in 2019. Drought conditions, conflict and other climatic shocks are contributing to already pronounced rates of acute and protracted displacement. The IDPs, who are dependent on livestock and agriculture had to abandon their rural homes to find new opportunities, migrating predominantly to urban areas.

While data on the demographic profile of migrating populations is needed, it is likely these drought-related internal displacements may be from minority clans, who have lost assets including their homes, livestock, and livelihoods. Camps are heavily congested and have also proportionally received the largest number of new arrivals. Displaced women and girls are among the most vulnerable populations and face multiple constraints including lack of access to adequate shelter, livelihoods and access to critical resources, including land. The attendant separation of many women and girls from community and familial support structures, as well as from traditional livelihoods activities, also contributes to an increased reliance particularly of women on marginal, inconsistent and hazardous livelihood strategies, which often increases exposure to violence.

IDPs commonly settle in informal urban settlements, where access to services and conditions are poor, and where they often become victims of forced eviction. Conditions of displacement often compound existing conditions of vulnerability and poverty. They are therefore part of the poorest strata in Somalia, and are often in dire need of access to food, water, sanitation, health services, shelter and education (Internal Displacement Monitoring Centre (IDMC 2020, p.30).

5.2 Proposed strategy to incorporate the views of disadvantaged groups

45. There are social, economic and physical barriers that prevent disadvantaged individuals and groups from participating in engagement and projects, which include lack of financial resources, limited access to information, inaccessibility of meeting venues, social stigma, lack of awareness and/or poor consultation.
46. The SEP outlines how the project will include the vulnerable and disadvantaged groups in consultations throughout the project in order that they can input into the design, and not be excluded from project benefits. The SEP will be updated when specific sub-project locations are identified and will take into consideration the distribution of power and resources between different groups and individuals in the project sites. The Stakeholder engagement process will be informed by a comprehensive mapping of community structures and leadership in the project target locations which will analyse the social dynamics and patterns of clan, gender and age based exclusions and marginalization in the project sites. The mapping exercise will confirm the presence of Sub-Saharan Historically Underserved Traditional Local Communities as per ESS7 to determine the applicability of the SSAHUTLC plans.
47. The project will deploy viable strategies to engage target communities and other stakeholders and overcome social stigma and encourage inclusion. These strategies will include ensuring that these groups are included in public consultations, their opinions are considered in the design of the sub-projects, siting and selection of subprojects and water use and distribution and their inclusion in community management committees. Other measures include access to contracts and diversity in employment and training opportunities. Project teams will be trained on inclusion of disadvantaged groups. In addition, the monitoring tools will also have questions on inclusion and be used to strengthen these strategies.
48. The selection of the areas for subprojects needs to be based on technical considerations and need, once mapping of clans and the presence of minority groups and IDPs has been carried out. However, given that there are likely to be many potential areas, inclusivity should be considered, especially as areas with IDPs or minority clans may otherwise be overlooked due to clannism and elite capture.
49. Inclusive community consultations and management structures are critical to the achievement of the inclusion plan. The primary objectives will be to:
 - i. Understand the operational structures in the respective communities;
 - ii. Seek their input/feedback to avoid or minimize the potential adverse impacts associated with the planned interventions;
 - iii. Identify culturally appropriate impact mitigation measures; and
 - iv. Assess and adopt economic opportunities, which the MoEWR could promote to complement the measures required to mitigate the adverse impacts.

50. The stakeholder mapping, disclosure of information, and consultations will be conducted in a culturally appropriate and gender and inter-generationally inclusive manner involving relevant representative bodies and organizations, incorporating specific decision-making processes, mechanisms that allow for effective participation of disadvantaged groups in the design of project activities.
51. Consultations will be carried out broadly in two stages. First, prior to commencement of any project activities the NPCU will arrange for consultations with community leaders, the existing local level development committees and representatives of disadvantaged groups about the need for, and the probable positive and negative impacts associated with, the project activities. Secondly, more in depth consultations to agree on the project sites, as well as community agreements for land allocation, identified environmental and social risk mitigation measures, water sharing agreements, etc.
52. The NPCU and SPIUs will:
 - i. Facilitate broad participation of disadvantaged groups and individuals with adequate gender and generational representation; community elders/leaders; and CBOs;
 - ii. Provide disadvantaged groups and individuals with all relevant information about project activities including on potential adverse impacts;
 - iii. Organize and conduct the consultations in forms that ensure free expression of their views and preferences;
 - iv. Document details of all consultation meetings with disadvantaged and vulnerable groups on their perceptions of project activities and the associated impacts, especially the adverse ones;
 - v. Share any input/feedback offered by the target populations; and
 - vi. Provide an account of the conditions agreed with the people consulted;
53. Ensure funds are allocated to facilitate the participation of disadvantaged groups, including disabled groups, in consultation meetings, project monitoring and other relevant activities. Once the disadvantaged groups and individuals are identified in the project area, the provisions in this Inclusion Plan will ensure mitigation measures of any adverse impacts of the project are implemented in a timely manner. The project should ensure benefits to the disadvantaged groups by ensuring that they are consulted, have accessible and trusted complaints mechanism and benefit from project activities.
54. The following issues will be addressed during the implementation stage of the project:
 - i. Provision of an effective mechanism for monitoring implementation of the Inclusion Plan;
 - ii. Development of accountability mechanisms to ensure the planned benefits of the project are received by disadvantaged individuals and groups;
 - iii. Involve suitably experienced CBOs/NGOs to address the disadvantaged individuals/groups through developing and implementing action plans;
 - iv. Ensuring appropriate budgetary allocation of resources for the Inclusion Plan;
 - v. Provision of technical assistance for sustaining the activities addressing the needs of the disadvantaged; and
 - vi. Ensure that disadvantaged groups' traditional social organizations, cultural heritage, traditional political and community organizations are protected.

6.0 GRIEVANCE MECHANISM

55. The objective of the Grievance Mechanism (GM) is to strengthen accountability and ensure transparency to beneficiaries and to provide channels and structures for project stakeholders to provide feedback and/or express grievances related to project supported activities. By increasing transparency and accountability, the GM aims to reduce the risk of the project inadvertently affecting citizens/beneficiaries and serves as an important feedback and learning mechanism that can help improve the project impacts.
56. The GM aims to address project-related concerns in a timely and transparent manner and effectively. Information on the GM will be readily available to all project-affected parties, interested parties and vulnerable and disadvantaged groups. The GM is designed in a culturally appropriate way and is able to respond to all needs and concerns of project-affected parties. The availability of these GMs does not prevent recourse to judicial and administrative resolution mechanisms.

6.1 Types of grievances:

57. Complaints may be raised by stakeholders including partners, local contractors, members of the community where the project is operating or members of the general public regarding any aspect of project implementation. Potential complaints include:
- i. Selection of sites for project activities;
 - ii. Fairness in contracting;
 - iii. Fraud or corruption issues;
 - iv. Inclusion;
 - v. Social and environmental impacts;
 - vi. Quality of service issues;
 - vii. Poor use of funds;
 - viii. Gender-Based Violence (GBV) and Sexual Exploitation, Abuse and Harassment (SEAH);
 - ix. Forced labor, including human trafficking and use of prison labor;
 - x. Child labor; and
 - xi. Threats to personal or communal safety.

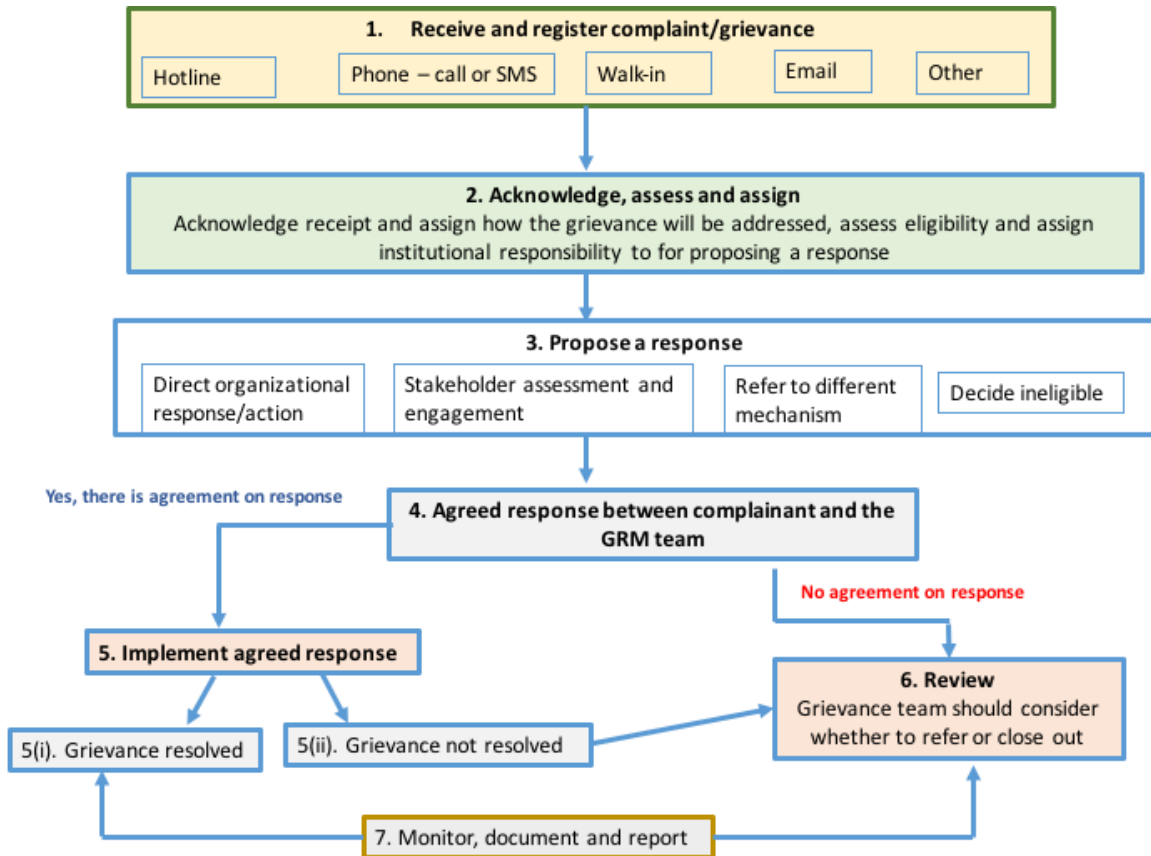
6.2 GM structures and processes

58. As per World Bank standards, the GM will be operated alongside the GBV/SEAH Action Plan, which includes reporting and referral guidelines (included in the ESMF). The GM will also operate alongside a specific workers' GMs, which are laid out in the LMP.
59. MOEWR will have the responsibility of overseeing the resolution of all grievances related to the project activities in accordance with the laws of FGS, FMS and the World Bank Environmental and Social Standards through a clearly defined GM that outlines its process and is available and accessible to all stakeholders. The entry point for all grievances will be with the social specialists at the FGS and FMS level who will receive grievances by phone, text or email to publicized toll free mobile phone lines and email addresses at both FMS and FGS level. Based on the learning from NGOs, the toll free lines are not often used to report serious cases for fear of retribution or assumption that there will be no follow up. Limited awareness is also another issue, thus widespread awareness raising on the GM to promote an understanding and trust in the system. The social specialists will acknowledge, log, forward, follow up grievance resolution and inform the complainant of the outcome. The complainant has the right to

remain anonymous, thus their name and contacts will not be logged and whistle-blower protection for complaints raised in good faith will be ensured. The FGS social specialist will carry out training of all Government staff involved with the project, and contractors on receiving complaints, referral, complaints handling and reporting, and will oversee awareness raising on the GM at the national level.

60. A grievance redress committee (GRC) will be established at FMS and FGS levels 6 months after project effectiveness chaired by the project manager. The relevant staff will be included as necessary depending on the complaint (procurement, finance, monitoring and evaluation, GBV advisor and communication). The social specialists will compile minutes for the meetings and follow up the grievance resolution process. The GRC will meet monthly to review minor complaints, progress on complaints resolution, review the development and effectiveness of the grievance mechanism, and ensure that all staff and communities are aware of the system and the project. Immediate meetings will be held in case of significant complaints to be addressed at the MOEWR NPCU and FMS SPIU. Significant complaints will be outlined in the GM manual. For serious or severe complaints involving harm to people or the environment, or those which may pose a risk to the project reputation, the FMS social specialist should immediately inform the FGS social specialist or head of the NPCU, who will inform the World Bank within 48 hours as per the Environmental and Social Incident Reporting (ESIRT) requirements.
61. All contractors and suppliers will be expected to sensitize their workers on the Project GM and have a focal person to receive complaints regarding the construction and their workers and put in place complaints structures specific to the workers (as detailed in the LMP).
62. At the community level, local committees with strong representation of disadvantaged groups will receive complaints directly from the community, contractors, etc., and forward to the FMS social specialist to support resolution and follow up. Figure 1 presents the structure to be adopted by the project in managing grievances.

Figure 1: Grievance process for the project



6.3 GBV/SEAH

63. Cases of GBV/SEAH can be reported through the general Project GM. However, additional channels for reporting will be identified and integrated into the GM (details to be provided in the GBV/SEAH action plan). The GBV survivor has the freedom and right to report an incident to anyone: community member; project staff; GBV case manager; or service provider. Given the sensitive nature of GBV complaints, the GM will provide different ways to submit grievances such as phone, text message and email. All relevant staff of the NPCU will receive training on handling GBV/SEAH complaints and referral systems, ideally during the project initiation phase and as part of the staff welcome package. The GM focal persons will be trained on key protocols including referral, reporting and informed consent protocols to receive those cases in an appropriate manner and immediately forward them to the GBV/SEAH referral system. The GM focal persons will ensure appropriate response by: (i) providing a safe caring environment and respect the confidentiality and wishes of the survivor; (ii) if survivor agrees, obtain informed consent and make referrals; and (iii) provide reliable and comprehensive information on the available services and support to GBV/SEAH survivors.
64. The GM proposes the following key features on preventing GBV/SEAH: (i) establish quotas for women in community level grievance management to facilitate safe reporting; (ii) provide multiple channels to receive complaints (channels to be determined after community consultation); (iii) resolve complaints at the point of service delivery to reduce information and transaction costs and gender sensitive independent channels for redress; and (iv) communicate GM services at the community level to create GBV/SEAH awareness and enable project-affected persons to file complaints.

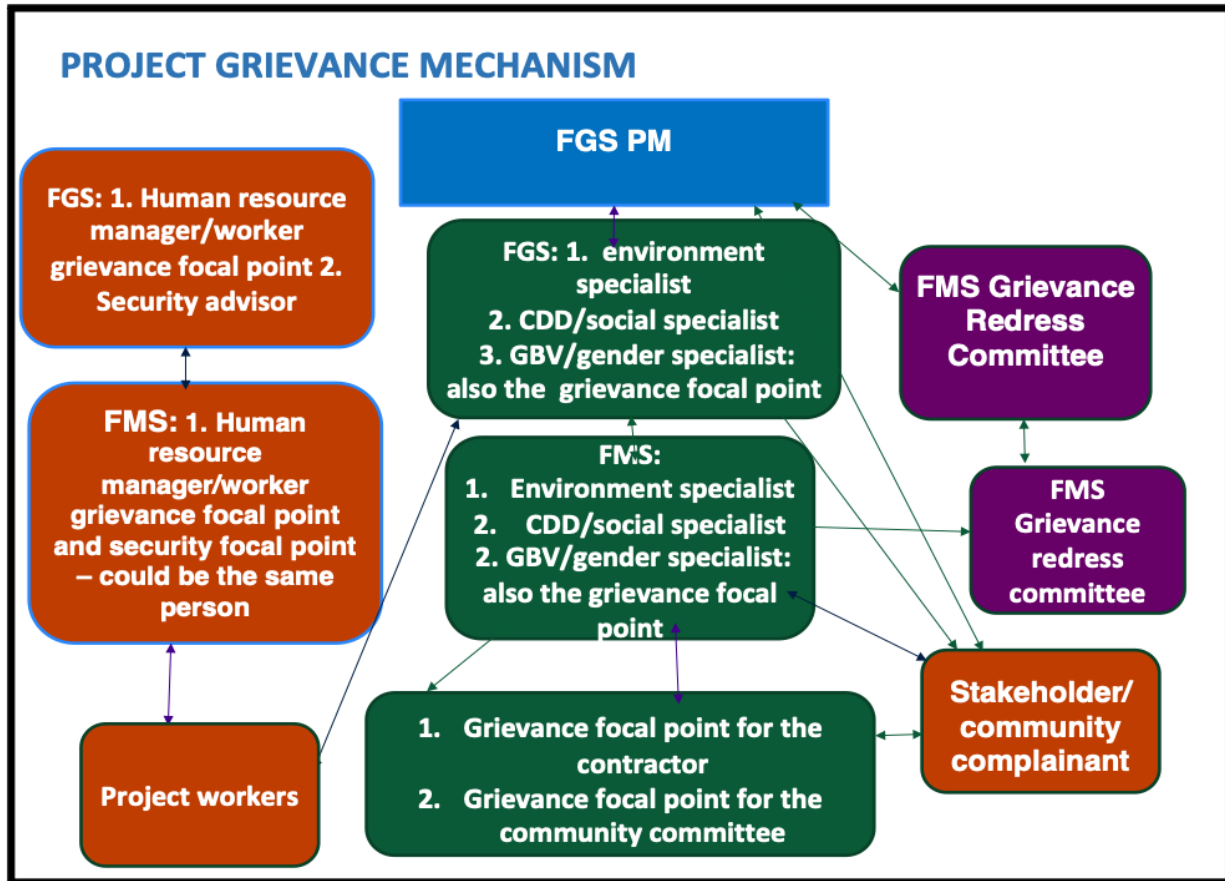
65. Beneficiaries and communities will generally be encouraged to report all GBV/SEAH cases through the dedicated referral system and complaints resolution mechanism. This will be made explicit in all community awareness sessions, as well as be part of the publicly disclosed information. The referral system will guarantee that survivors have access to necessary services they may need, including medical, legal, counselling, and that cases are reported to the police should the survivor choose to do so. Formal processes for disclosing, reporting, and responding to cases of GBV/SEAH will be articulated within the GBV/SEAH and GBV/SEAH action plan.
66. If a GBV/SEAH case is reported through the Project GM, the GM focal person at relevant level will report the case within 24 hours to the SPIU and NPCU, and the NPCU is obliged to report this case to the WB within 24 hours. Furthermore, cases of SH will be reported through the workers' GM, if it concerns a direct worker or a worker from a sub-contractor, NGO partner or even a community worker following a survivor-centered approach. The SPIUs will be in charge of holding sensitization sessions for contractors and primary suppliers regarding the Code of Conduct obligations and awareness raising activities in communities. All reporting on GBV/SEAH will limit information in accordance with the survivor's wishes regarding confidentiality and in case the survivor agrees on further reporting, information will be shared only on a need-to-know-basis, avoiding all information which may lead to the identification of the survivor and any potential risk of retribution.

Table 5: Grievance Redress Mechanisms structures and processes

S/No.	Step	Description of process	Timeframe	Responsibility
1.	GM implementation structures	<ul style="list-style-type: none"> Grievance redress committee (GRC) will be established at FMS and FGS levels chaired by the project manager. Social specialists at the FGS and FMS level will receive grievances using various channels and address them in consultation with relevant entities, escalating to different levels depending on the complaints. The GRC will meet every 2 months to review the functioning of the GM and the Grievance log. Community Committees, e.g., Village Development Committees (VDCs), will also have a Grievance focal point. 	Throughout project implementation	Project managers at FGS and FMS
2.	Grievance uptake	<ul style="list-style-type: none"> Grievances can be submitted via the following channels: by phone, text or email to publicized toll free mobile phone lines, suggestions boxes, and email addresses, website and in-person at the project offices. 	Throughout project implementation	Social specialist
3.	Receipts, Sorting, assigning	<ul style="list-style-type: none"> Any complaint received is forwarded to GRC, Logged in GM register, and categorized according to the complaint types. The social specialist will assess the complaint in conjunction with the PM and forward it to the relevant level of entities. If the grievance cannot be easily resolved, the social specialist in conjunction with the project manager will call a meeting of the GRC and develop a course of action. 	Upon receipt of complaint	GRC and social specialist
4.	Acknowledgement, and follow-up	<ul style="list-style-type: none"> Receipt of the grievance is acknowledged to the complainant by the project manager. 	Within 7 days of receipt	Local grievance focal points, GRC
5.	Verification, investigation, action/response	<ul style="list-style-type: none"> Investigation of the complaint is led by GRC Feedback /response to grievance is drafted by GRC and communicated to the complainant through appropriate channel. 	Within 10 working days	GRC

S/No.	Step	Description of process	Timeframe	Responsibility
11.	Grievance about SEAH	<ul style="list-style-type: none"> Where grievances are of sexual nature and can be categorized as GBV/SEA or SEAH Action Plan, the IP will handle the case appropriately, and refer the case to the GBV reporting protocols and referral system, defined in the GBV/SEA and SEAH Action Plan. Dedicated training on how to respond to and manage complaints related to GBV/SEA will be required for all GM operators and relevant project staff. 	Within 24 hours of reporting	IP/Contractors
12.	GM Appeals and Escalation Mechanisms	<ul style="list-style-type: none"> Where agreement on grievance resolution has not been reached, the project team will offer the complainant with appeal options and processes available in the country. The approaches will include an Independent Panel; internal or external offices or individuals with appreciable degree of independence, and third-party fact-finding, facilitation, and mediation missions as applicable. Depending on the grievance, the appeal may entail offering the aggrieved person the option to seek redress through statutory referral institutions operational in the country. 	When required	NPCU
13.	WBG's Grievance Redress Service (GRS)	<ul style="list-style-type: none"> World Bank Somalia Office: Communities and individuals who believe that they are adversely affected by a World Bank supported project may submit complaints to existing project-level grievance redress mechanisms or the World Bank Somalis office at: somaliaalert@worldbank.org. 	When required	World Bank Somalia Office
14.	World Bank Grievance Redress services (GRS)	<ul style="list-style-type: none"> If no response has been received from the World Bank Somalia office the grievance can be raised with the World Bank Grievance Redress Service email: grievances@worldbank.org. 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 	When required	World Bank Independent Inspection panel

Figure 2: Project grievance mechanism



7.0 RESOURCES AND RESPONSIBILITIES FOR SEP IMPLEMENTATION AND MONITORING

7.1 Management

67. Overall project implementation and coordination will be led by the FGS MOEWR. The MOEWR will collaborate with all State Ministry of water to implement the different components of the project. A dedicated NPCU will be formed at FGS level and SPIU at FMS level. The NPCU/SPIU will be headed by a project coordinator and include small team of experts: (a) financial management specialist (FMS); (b) procurement specialist; (c) M&E specialist; (d) communication specialist; and (e) FMS project managers/focal points/safeguards officers. The project coordinators will coordinate the implementation of day-to-day administration of the project activities. The NPCU will conduct quarterly review and annual review with all stakeholders including the WB and other implementing Partners.
68. The social specialist will ensure that the SEP is appropriately implemented, monitored and evaluated. He/she will share the monthly reports with the NPCU and which will consolidate all report and share quarterly reports and annual reports with the World Bank. NPCU will provide collaborative management of project activities, decision-making around co-design and co-management of activities including the annual work plan and budget, co-monitor project activities, conducts quarterly progress reviews, make joint decisions on issues pertaining to implementation and ensure open communication and maximum accountability. The NPCU team will consist of project coordinator, technical component leads, procurement specialist, finance manager, environmental and social specialists and M&E officers.
69. The NPCU will be based in the MOEWR and will be responsible for technical oversight and support to the MOEWR and FMS SPIU, partner coordination, and financial and administrative management, project activity monitoring and reporting to the donor, as shown in Figure 1. The NPCU will be responsible for day-to-day project management activities, including monitoring and reporting on project progress to all the relevant stakeholders (please see the table on Information Disclosure). For this purpose, the NPCU will organize, at regular intervals, workshops involving representatives of all stakeholders to present project progress and seek stakeholder input. The costs for all these activities are budgeted under the Component 3 of the project and may be adjusted on need basis.

7.2 Resources

70. The project will set aside funds to ensure that the planned stakeholder engagement activities are implemented and monitored effectively. The main budget items are staff salaries and related expenses; events and workshops; communication campaigns; trainings; allowances for substantial contribution to the project especially for disadvantaged groups who may not otherwise be able to participate, SEP related surveys; Grievance Mechanism. The summary budget is presented in Table 6.

Table 6: Summary budget for implementing the SEP Budget categories	Unit	Quantity	Unit costs (USD)	Times/	Month/Year/Quarterly	Total costs Per year	Remarks
				Years			
Staff salaries and related expenses							
1a. Communications consultant	Person	5	2000	Twic e a year	2	20,000	
1b. Travel costs for staff	Sites	10	975	Qua rterly	4	39,000	Travel cost for community/district liaison officers
1c. Salaries for Community/District Liaison Officers	Person	10	250	Mon thly	12	30,000	Salaries should not be higher than what state government/local governments provide. It was also not clear who this staff are so i assumed it will be officer for the site
1d. Allowances for consultation meeting participants	Per consultation	10	1000	Year ly	4	40,000	Depending on the project sites and frequency of visits
Total Staff salaries and related expenses						129,000	
2. Events							
2a. Project launch meetings	Per state	1	2000	Onc e	5	10,000	
2b. E.g. Organization of focus groups	Per FGD	5	1000	twic e	2	10,000	Depends on travels!
Total Staff events cost						20,000	
3. Communication campaigns							
3a. Printing of documents e.g. Posters, flyers	Lumps um	1	5000	Yea rly	1	5,000	Budget revised so that we don't exceed the total budget allocated for the SEP activities
3b. Social media campaign	Lumps um	1	5000	Year ly	5	25,000	Budget revised

Total communication							30,000	
4. Stakeholder engagement meetings								
4a. Annual stakeholder progress and feedback meetings at FGS	<i>Annual</i>	1	30000	<i>Firs t year</i>	1		30,000	<i>Replaced FMS with FGS, country wide launching followed by FMS level one</i>
4a. Annual stakeholder progress and feedback meetings at FMS level	<i>Annual</i>	1	5000	<i>First year</i>	5		25,000	<i>Budget was low for 5 FMS's- budget limited especially if districts representatives will travel to join the launch</i>
Total Stakeholder engagement							55,000	
5. Beneficiary surveys								
5a. E.g. Mid-project perception survey	<i>Per survey</i>	1	20000	<i>Year ly</i>	1		20,000	<i>This depends on the survey design. It is expensive if this will be onsite but when done through phone call it is cheaper.</i>
5b. E.g. End-of-project perception survey	<i>Per survey</i>	1	25000	<i>Year ly</i>	1		25,000	<i>Same as above</i>
Total Stakeholder engagement							45,000	
6. Grievance Mechanism								
6a. E.g. Training of GRC	<i>Lumps um</i>	1	5000	<i>Firs t year</i>	1		5,000	<i>May need revising</i>
6b. Grievance lines for FMS and FGS level and airtime	<i>Lumps um</i>	6	200	<i>First year</i>	12		14,400	<i>May need revising</i>
6c. E.g. GM communication materials	<i>Lumps um</i>	1	5000	<i>Year ly</i>	1		5,000	
Total Grievances Mechanism							24,400	
Total Stakeholder engagement Budget without Contingency							303,400	
7. Other expense								
7a. Contingency			0					

(5%)						15,170	
Total Stakeholder engagement Budget without Contingency						318,570	

8.0 MONITORING AND REPORTING

8.1 Monitoring

71. The SEP will be periodically revised and updated as necessary in order to ensure that the information and the methods of engagement remain appropriate and effective in relation to the project context and COVID-19 protocols. Any major changes to the project related activities and to its schedule will be duly reflected in the updated SEP. Monthly and/or quarterly summaries and internal reports on public grievances, enquiries and related incidents, together with the status of implementation of associated corrective/preventive actions will be collated by responsible staff and referred to the senior management of the project and grievances committees at FGS, FMS and community level.
72. The monthly and/or quarterly 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:
 - i. Publication of a standalone annual report on project’s interaction with the stakeholders; and
 - ii. A number of Key Performance Indicators (KPIs) presented in table 7 below will also be monitored by the project on a regular basis and reported on. The indicators will be revised and updated during the initial project implementation period.
73. The project team will conduct surveys on the project components components at the entry, mid-point and end of the project to ensure project activities are implemented according to the plans, ensure all project instruments were adopted, and measure the project success and satisfaction level. The results from these surveys will be used to inform the World Bank and the government on the necessary steps to take towards meeting the SEP objectives and project goals.
74. Participatory monitoring approach will be adopted for this project. The community members including disadvantaged groups will be involved in monitoring of the projects through the village development committees and other relevant fora. The NPCU will ensure the village development committees is inclusive and includes representative from the disadvantaged groups are included. There will be review meetings and focused group discussions on stakeholder engagements and project managements issues to get their feedback.
75. A mobile based data collection systems will be used to conduct surveys to provide real time data from the field. The data collected will be presented periodically in the MIS systems of the project to track real time performance of the project against the SEP indicators. The data collected through the SEP survey forms will feed into the overall project M&E framework.

Table 7 SEP monitoring indicators

Activities	Indicators
Project committees	• Number of project committees established

Activities	Indicators
established	<ul style="list-style-type: none"> • Number of women included in the project committees established • Number of individuals from marginalized groups included in the project committees established • Number of youth included in the project committees established
Stakeholder training on gender sensitivity and inclusion	<ul style="list-style-type: none"> • Number of committees trained on gender sensitivity and inclusion • Number of national, state and local government staff trained on gender sensitivity and inclusion • Number of people from disadvantaged group participating trainings on gender sensitivity and inclusion • Number of women participating trainings on gender sensitivity and inclusion
Community participation and public engagement	<ul style="list-style-type: none"> • Number of local consultative meetings held • Number of local and National Government leaders engaged/briefed about the SEP • Number of Civil Society representatives engaged/briefed about the SEP • Number of PAP consultative meetings held • Number of vulnerable / marginalised persons participating meetings and monitoring activities • Number of women, youth and internally displaced people participating meetings and monitoring activities
Grievance management	<ul style="list-style-type: none"> • Number of grievances related to project activities received • Number of grievances related to GBV/SEAH received • Number of grievances resolved promptly (in allowed time) • Number of grievances not resolved in time but completed • Number of outstanding grievances not resolved • Number of grievances referred Nature of outcomes from • Number of referred grievances

8.2 Reporting

76. The Project NPCU/SPIUs will develop regular reports (typically quarterly) which will be required by the World Bank and the line Ministries. The reports will present all activities, including stakeholder engagement activities, for the period and summarize the grievances. The report and its annexes will also detail the measures taken to address the grievances, timeline of responses, as well as corrective and mitigation measures to address grievances and analysis of trends.

Data reported on will include the following activities:

- i. information distribution of disclosure materials;
- ii. public announcements and engagement of media;
- iii. disclosure and consultation meetings; and collection and incorporation of comments and feedback
- iv. Grievance summaries

ANNEXES

ANNEX 1: Stakeholder consultations on the E&S instruments for the Somalia Groundwater for Resilience Project, 4th December, 10 am -12.30

Objective: to get input and suggestions on improving the stakeholder engagement plan, the environmental and social management framework and the resettlement planning framework (draft documents to be shared with invite).

Participants: representatives of relevant organizations in the water sector and disadvantaged groups at the FMS and FGS level.

Time	Session	Lead
9-9.15	Opening and introduction to Project	Abdirizack Mohamed Muhumed Director General Ministry of Energy and Water Resource (MoEWR) Suban Nur, Project Coordinator
9.15-11	Social risks and mitigation measures and Stakeholder engagement plan and discussion Inclusion plan and Resettlement Management Framework and discussion SEAH prevention and response	Abdihameed Hassan, Safeguard Specialist
11-11.15	Health break	
11.15-11.45	Environmental risks and mitigation measures	Najeeb Abdullahi Ahmed Environment specialist
11.45-12.30	Discussion and close	Abdirizack Mohamed Muhumed, Director General Ministry of Energy and Water Resource (MoEWR) Suban Nur, Project Coordinator

Participants

Name	Role, Organization	Email
Ayan Said	RCRF Project, GBV Expert	Ayan Said <ayanita.mof@gmail.com>
Adow Mohamed Adan	Senior Social Safeguard Specialist	adow46@gmail.com
Said Mohamed Said	PRADO Aid Development organization - Garowe - Puntland - Somalia	Prado.org123@gmail.com

Muhumed Hussein	Social Safeguard Consultant	Muhumed.hussein@gmail.com
Ahmed Mohamed Adan	WASH project manager	sardbay23@gmail.com
Abdihakur Isse Hash	Ministry of Finance for the Galmudug State of Somalia, Social Safeguard Specialist	daangaab10@gmail.com .
Mohamed Cartan	Gasiir Development Forum (GDF), Dhahar, Sanaag.	mohamedartan22@gmail.com
Ibrahim Ambar	Concern Worldwide	ibrahim.ambar@concern.net
Jaffer Aminullah	Action Against Disasters Somalia, (AADSOM), Program Manager	jaffer.aminullah@aadsom.org
Rahmo Omar	RCRF, Hirshabele, social specialist	rahmoomar9@gmail.com
Ahmed Mohamed Hasan	Director of Hydrometeorology MoEWRS	hydrometeorology@moewr.gov.so
Sadia Yusuf Abdi	Gender expert, MoEWRS	Sacdiyo214@gmail.com
Suban Nu	Project coordinator, MoEWRS	Subannur38@gmail.com
Najeeb Abdullahi Ahmed	Environmental Specialist, SEAP-PIU (MoWER)	Najib_98@hotmail.com
Abdihameed Hassaan	Social safeguard Specialist, SEAP-PIU (MoWER)	abdihamid12@gmail.com
Kafi Nidum	Social safeguards/Community Development Specialist Biyoole Project, Puntland/FGS	kaafinidam@gmail.com
Abdi Nur Abuu	Environmental and climate change Adviser, SWS Ministry of Environment	abdifarmer01@gmail.com
Ummul Khair Mohamoud	Environmental and climate change Adviser, Galmudug Ministry of Environment	khairiamahmoud9@gmail.com
Yassin Ahmed M.	Environmental and climate change Adviser, Hirshabelle Ministry of Environment	honyaaska@gmail.com
Iman Abdullahi	CARE International	iman.abdullahi@care.org; gure.farah@care.org
Abdirashid Haji	Concern Worldwide	haji@concern.net; ahmed.dirshe@concern.net
Dr Jiran	Mercy Corps	djiran@mercycorps.org agedi@mercycorps.org

Suleiman Ahmed	Danish Refugee Council (DRC)	suleiman.ahmed@drc.ngo william.babumba@drc.ngo
Mohamed Geelle	Relief International	mohamed.geelle@ri.org
Ibrahim	International Medical Corps (IMC)	
Khadar Ahmed	ANPPCAN-SOM	anppcansom.mogadishu@gmail.com / khaddar.ahmed@anppcansom.org
Ahmed Sheikh Ahmed	Chemonics International inc.	asheikhahmed@somaliasfsa.com / bclay@somaliasfsa.com,

Summary of E&S issues and mitigation measures

<p>The Ministry of Water and Energy provided a detailed presentation of the Social and Environmental issues in the new GW4R project as well as the proposed mitigation measures outlined in the ESMF, Stakeholder engagement plan and the Resettlement Planning Framework (RPF) to the stakeholders. This was in addition to the overall project overview and strategic focus provided by the DG.</p> <p>Some of the key frameworks, issues, policies and tools discussed in detail include;</p> <ul style="list-style-type: none"> - The overall objectives and rationale of the Environmental and Social Management Framework (ESMF); - An in-depth presentation of the legislative and policy frameworks available and gaps with respect to environmental and social safeguards; - Providing an overview of the World Bank’s Environmental and Social Safeguards for the stakeholders understanding and know-how to relate with the different ESSs; - The potential social and environmental risks of the project were presented in detail to the participants of the Stakeholder meeting. The risk identification, planning for the mitigation measures and communication with the relevant stakeholders were well articulated by the Social specialist. The continuous engagement of the stakeholders of the project was also communicated. - Also, the Grievance Redress Mechanism (GRM) and ways of raising / redressing project grievances were presented. This includes confidential treatment of sensitive matters, including GBV. - The GBV prevention and action plan for the project were presented to respond to the GBV/ SEA/H risks of the project. Including the signing of the Code of Conduct by all the project staff. - An overview of land dispute challenges, mitigation messages of managing resettlement and compensation, prevention of any adverse effect of the project and transparent involvement of relevant stakeholders of the programme. 		
	Issues Raised	How will it be addressed in the project
1.	The institution's roles and responsibilities for the project implementation of both FGS and FMS should be more clearly stated	The DG outlined some of the already known project institutional arrangements and needed ongoing discussion with all relevant direct project stakeholders in all the project phases. The Project implementation Unit will have the overall responsibility of the project which will be housed at the Ministry of Water with

		<p>representation in all the FMSs.</p> <p>More details of the roles of the responsibilities will be expressed explicitly in the project documents for better understanding. And some of the project documents will be shared externally for all to relate to the project.</p>
2.	Clarity about the progress of the project development stage	The project is under preparation; there has been the advanced engagement of the project direct implementing entities for the project development to this stage.
3	How will Somalia share/seek data and information with neighbour countries on this project?	<p>A data collection centre will be developed for this regional project.</p> <p>The Ministry of Water will work through established mechanisms like IGAD for engagement and information/data sharing with the neighbouring countries.</p>
4	The rationale for focusing on groundwater and not utilizing surface water in the country.	<p>The project focus is on the groundwater to survey, map and tap into the groundwater resources of the country in addition to the current utilization of other sources of the water.</p> <p>Due to lack of rain and successive drought, inefficient utilization, and ageing surface water infrastructure, the Ministry see groundwater as a potential alternative.</p>
5	How is the project to implement activities?	<p>The project's goal is to increase capacity building.</p> <p>The federal government will provide the states with authority to carry out their operations, and the federal government and the World Bank will supervise those actions.</p>
6	How will the project overcome inter-state border issues, including Somaliland?	<p>The project design will be guided by comprehensive consultation of all stakeholders, especially the benefiting communities, to forestall any post-project-implementation disputes and disagreements.</p> <p>On-location and handling of the sensitive border issues, there is an ongoing discussion between the federal government leaders.</p>
7	How will the project manage social risks?	<p>Social and Environmental Risks to be identified, mapped and mitigated to minimize adverse effects on the project or the project stakeholders.</p> <p>Project to have dedicated social and environmental expertise to support the implementation of the relevant social instruments.</p> <p>The project will prioritise capacity building and support to</p>

		<p>implementation agencies and departments.</p> <p>Stakeholder information sharing and mechanism for expressing views and grievances will be established and communicated to the project stakeholders for effective utilization. There will also be confidential handling of sensitive grievances and complaints like GBV.</p> <p>The project will carefully emphasize social risk mitigation.</p>
8	Has the Ministry of Energy and Water Resources done mapping of groundwater gaps at the federal state level?	The map is not completed yet
9	How will this project help the community?	The community will be provided with a better water services, they will also be trained to run their water points.
10	Will the project be implemented in cities and rural areas?	The project will conduct a feasibility study on areas in which the project can be implemented; also the project carry out community engagement
11	How will the project solve the land dispute issues? Land is a major source of disputes and conflicts in the country, and the scramble for the few water resources and points too.	<p>Residents and users of land will mapped and agreements will be secured from all groups including local government and mayors.</p> <p>Transparency and equity in the selection criteria of water points to be supported.</p>
12	Coordination of other relevant government actors on specific areas of expertise, for example, environmental issues; Some of the policies identified in the presentation, the Directorate of Environment has worked on policies already;	The project will collaborate with the different government agencies to capitalize on their expertise and partake in the project support.

Comments/Discussion

The participants were actively engaged in the meeting and shared their concerns and suggestions. Some participants were concerned about land ownership and how the project would be implemented in a rural area without causing conflict among the tribes. One of the main concerns expressed by the participants was whether the federal government would be entirely responsible for project execution or if the federal government would delegate responsibilities to the federal states. However, the participants were satisfied with the overall presentation of the project presented by the project team.

ANNEX 2: Example complaints form

1. Complainant's Details

Full name or Reference number (if confidentiality requested):

Male/Female _____

Mobile _____

Email _____

District _____

Relationship to the project _____

Age (in years): _____

2. Which institution or officer/person are you complaining about?
Ministry/department/agency/company/group/person

3. Have you reported this matter to any other public institution/ public official?

Yes No

4. If yes, which one?

5. Has this matter been the subject of court proceedings?

YES NO

6. Please give a brief summary of your complaint and attach all supporting documents [Note to indicate all the particulars of *what* happened, *where* it happened, *when* it happened and by *whom*]

7. What action would you want to be taken?

Signature _____

Date _____

ANNEX 4: Example complaints reporting form

District:

Position:

Name:

3 month period (start and end dates)	No. of complaints received (number from women)	Main type of complaint	Main channel of complaint used	No. of complaints resolved	No. of complaints pending	Average duration taken to resolve	Recommendation for system improvement

ANNEX 5: References

World Bank Environmental and Social Framework

<http://documents.worldbank.org/curated/en/383011492423734099/pdf/114278-WP-REVISED-PUBLIC-Environmental-and-Social-Framework.pdf>

World Bank Guidance note on ESS10: Stakeholder Engagement and Information Disclosure

<http://documents1.worldbank.org/curated/en/476161530217390609/ESF-Guidance-Note-10-Stakeholder-Engagement-and-Information-Disclosure-English.pdf>

World Bank Good Practice Note on Gender: <http://pubdocs.worldbank.org/en/158041571230608289/Good-Practice-Note-Gender.pdf>

World Bank, Grievance Redress mechanisms, Responsible Agricultural Investment (RAI) accessed on 14th January 2019 at: <http://www.worldbank.org/en/topic/agriculture/publication/responsible-agricultural-investment>

World Bank (n.d.) How to Notes: Feedback Matters: Designing Effective Grievance Redress Mechanisms for Bank-Financed Projects Part 1: the Theory of Grievance Redress

<http://documents.worldbank.org/curated/en/342911468337294460/The-theory-of-grievance-redress>

World Bank (n.d.) How to Notes: Feedback Matters: Designing Effective Grievance Redress Mechanisms for Bank-Financed Projects Part 2: The Practice of Grievance Redress

<http://documents.worldbank.org/curated/en/658351468316439488/The-practice-of-grievance-redress>