



Republic of Mozambique

**Ministry of Transport and Logistics
National Roads Administration, Public Institute**

**Transport Corridors for Economic Resilience (TRACER SOP 2)
Mozambique
(P510427)**

**STAKEHOLDERS ENGAGEMENT PLAN
(SEP)**

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Administração Nacional de Estradas (ANE)
Gabinete do Director Geral
Att: Mr. Elias Anlaué Paulo
General Director
Av. De Moçambique, No. 1225, CP 403
Maputo, Moçambique
Telephone: +258 21 476 163/ 7

Acronyms and Abbreviations

ANE, IP	National Roads Administration, Public Institute
CERC	Contingency Emergency Response Component
CSO	Civil Society Organizations
ESF	Environmental and Social Framework
ESCP	Environmental and Social Commitment Plan
ESMF	Environmental and Social Management Framework
ESMP	Environmental and Social Management Plan
ESIA	Environmental and Social Impact Assessment
ESS	Environmental and Social Standard
IP	Interested Parties
GBV	Gender-Based Violence
GRM	Grievance Redress Mechanism
INATRO	National Institute of Road Transport
LMP	Labor Management Procedure
PAD	Project Appraisal Document
PAP	Project Affected Parties
PDO	Project Development Objective
PIU	Project Implementation Unit
PMU	Project Management Unit
PWD	Persons with Disability
POM	Project Operation Manual
SEA/SH	Sexual Exploitation and Abuse and Sexual Harassment
SOP	Series of Projects
MOPHRH	Ministry of Public Works and Water Resources
MTL	Ministry of Transport and Logistics
NDC	Nacala Development Corridor
NDCMC	Nacala Development Corridor Management Committee
NDCTC	Nacala Development Corridor Tripartite Committee
RAP	Resettlement Action Plan
RF, PF	Road Fund, Public Fund
ToR	Terms of Reference
TRACER	Transport Corridors for Economic Resilience
WBG	World Bank Group

1. Introduction

1.1. Overview of the Project

The Government of Mozambique, represented by the Ministry of Finance requested the World Bank Group to transfer funds from the Component 4 of the Southern Africa Trade and Connectivity Project (SATCP, P164847) to the new Project - Transport Corridor for Economic Resilience – Mozambique Series of Projects 2 (TRACER SOP 2, P510427). The Ministry of Transport and Logistic (MTL) will be responsible for the overall implementation of the project with support from a Project Management Unit (PMU) based in Maputo, and a decentralized Project Implementation Unit (PIU) based in Nampula. Both PMU and PIU will be part of a larger institutional reorganization process at the MTL, with participation of beneficiaries and affected districts and communities as well as the Corridor Working Group which is an interagency working group that will provide oversight on implementation of the project. The Development Objective of the TRACER SOP 2 is to improve efficiency connectivity and climate resilience of key regional transport and trade corridors in Eastern and Southern Africa.

The Project will bring significant benefits, particularly in the improvement of accessibility of local communities to infrastructure and services, however, some adverse environmental and social (E&S) risks and impacts are expected, mainly associated with the construction works. As per the World Bank's Environmental and Social Framework (ESF), all World Bank Borrowers have agreed to comply with the ten Environmental and Social Standards (ESSs) applied to investment project financing, by identifying, assessing and managing the environmental and social risks and impacts associated with the Project. The Concept Stage Environmental and Social Review Summary (C-ESRS), undertaken by the World Bank has the environmental and social risk classification (ESRC) of the TRACER rated as Substantial since some of the proposed activities have the potential to generate significant adverse risks and impacts. As a result, in accordance with the Environmental and Social Standard Ten (ESS 10) on Stakeholder Engagement and Information Disclosure, as a recognition of the importance of open and transparent engagement with correct and clear information about the project in order to improve the environmental and social sustainability of the project, enhance project acceptance, and make a significant contribution to the successful design and implementation of the project. This document is the Stakeholder Engagement Plan (SEP) of the new Project (TRACER SOP 2), and it establishes the stakeholder's engagement plan for activities to be conducted in Mozambique. The Project Development objective of TRACER SOP 2 is to improve efficiency, connectivity and climate resilience of key regional transport and trade corridors in Eastern and Southern Africa. The Project has four components that to strengthen the targeted corridors to be competitive, complementary and climate resilient to help to reduce trade and transport costs along the corridors. The project components are summarized as follows:

Component 1: Regional transport connectivity along the Nacala corridor: This component will finance civil works activities that improve the condition, climate resilience and safety of the Nacala road corridor and its feeder network. The roads to be upgraded will improve connectivity to economic centers along the corridor and enable value-chain development particularly in the agricultural sector. It entails works for Sub-component 1.1. Improving transport connectivity to support agricultural production chains in the Nacala corridor basin; Sub-component 1.2. Enhancing climate resilience along the Nacala corridor; Sub-component 1.3. Enhancing road safety along the Nacala corridor.

Component 2: Enhanced logistics and operational efficiency along the Nacala corridor: This component will finance technical assistance to enable the full regional potential of the Nacala transport corridor and address some of the institutional constraints to regional trade. The activities

will facilitate lower transport costs and shorter end-to-end travel times through improved logistics and corridor coordination activities. It includes Sub-component 2.1 Enabling multimodality and consolidation hubs with (i) Preparatory studies exploring multimodality options along the Nacala corridor; and (ii) Assessments for Public-private partnerships (PPP) and concession options; Sub-component 23.32. Activities to support Nacala Development Corridor Management Committee (NDCMC); Sub-component 23.34. Project management, monitoring and evaluation.

Component 3: Project management, monitoring and evaluation: This will include incremental administrative costs for project management to ensure project implementation and all activities associated with program monitoring and evaluation (M&E) and impact evaluation (IE).

Component 4: Contingent Emergency Response Component (CERC): This zero-dollar component allows the GoM to quickly reallocate project funds for emergency response and reconstruction during an eligible crisis. Implementation follows an approved CERC Manual, ensuring alignment with environmental and social standards, as well as the Paris Agreement principles of the project.

The Environmental and Social Commitment Plan (ESCP) and the Stakeholder Engagement Plan (SEP) constitute the second and third phases of the project, implementation and operation phases. During the project preparation, a set of Public Consultation meetings will be conducted. Previous consultation was undertaken under the SATCP project, for the civil works that included resettlement with physical and economic displacement, with Abbreviated Resettlement Action Plans (A-RAP) implementation and compensation costs, for the road R696 between Rapale and Mecuburi in Nampula province, and road N360 between Cuamba and Metarica, in Niassa province, both inserted in the Development of the Nacala Corridor (refer to Annex 1). An initial identification of stakeholders was carried out, including the Project Affected Parties, in order to assess the affected goods and assets, allow them to know their rights, and assess the impacts. During the preparation of the field activities, consultations were carried out involving the National Road Administration (ANE, IP), as the PIU for the SATCP project, District Planning and Infrastructure Services, and District Services for Economic Activities, Heads of Administrative Posts, and local leaders in Rapale and Mecuburi, and Cumba and Metarica. The main concerns include:

- Employment issues for local communities during the implementation of the project.
- Compensation for assets affected by road rehabilitation activities.
- Compensation for partial loss of fruit trees during civil works.
- Illegibility to compensation.
- General of social conflicts resulting from the financial independence of the women employed by the project.
- The need to manage expectations in terms of access to jobs and business opportunities
- Commencement date for surveys and cut-off date.
- Grievance mechanisms.

To incorporate the views of the interested and affected parties in a more effective manner, it is most effective when initiated at an early stage of the process, as an integral part of early project decisions and the assessment, management, and monitoring of the project's environmental and social risks and impacts.

1.2. Objectives of the SEP

This SEP presents a program for stakeholder engagement, including means of consultation and participation, and information disclosure, throughout the project life cycle. It outlines the forms to communicate with the stakeholders and includes a mechanism by which the Interested and Affected Parties can raise concerns, provide feedback, and submit grievances related to the project activities. Specifically, the SEP intends to:

- Identify stakeholders and maintain a constructive relationship with them, in particular Project Affected Parties (PAPs).
- Emphasizes methods to engage groups, considering the most vulnerable and disadvantaged individuals and groups, and that are at risk of being left out of project benefits.
- Assess the level of stakeholder interest and support for the project and enable stakeholders' views to be considered in project design and environmental and social performance.
- Promote and provide means for effective and inclusive engagement with the PAPs throughout the project, including issues that could potentially affect them.
- Ensure that all the information related to environmental and social risks and impacts is disclosed to stakeholders in a timely, clear, accessible, and appropriate manner.
- Provide PAPs with accessible and inclusive means to raise their grievances.
- Gain a deep understanding of the local context and identify risk factors associated with vulnerable groups in the project areas.
- Enable public discussions and community engagement, bringing different parties together to negotiate their interests.
- Facilitate consultations with government entities at central and local level, the diverse actors and project beneficiaries.

2. Stakeholder identification and Analysis

ANE will conduct a process of identification of different stakeholders, both project-affected parties and other interested parties. The Project will identify individuals or groups that are affected or likely to be affected. According to data from the General Population Census carried out in 2017, the provinces of Nampula and Niassa have a total of 7,197,133 inhabitants, of which 5,483,382 are from Nampula, and 1,713,751 are from Niassa. A significant part of the population from these two provinces will benefit from enhanced access to road transport through the project interventions.

Therefore, the stakeholder's identification is a critical component of the SEP before the specific engagement begins and it is an on-going process requiring regular review and updating. Through that, ANE, IP will find ways to understand how each stakeholder may be affected or perceive they may be affected so that the engagement can be tailored to inform them and understand their views and concerns in an appropriate manner. When identifying and mapping specific individuals or organizations, it is important to consider the expected area of influence of the Project, i.e. the geographical area in which it may cause impacts (both positive and negative) over its lifetime, and the localities within which people and businesses could be affected. It is also important to consider

the nature of the impacts that could arise and the types of government bodies, NGOs, academic and research institutions and other bodies who may have an interest in the project.

The identification and analysis of stakeholders will help the PMU and PIU to recognize the key stakeholders, their location, their interests and issues, levels of influence, what motivates them and what they are looking for in relation to the project activities. Given that the Project involves road rehabilitation and improvements, it is expected that some individuals or groups of individuals will lose their houses (physical displacement), businesses or even agricultural land and trees (economic displacement). A thorough assessment will provide clear indications of the different social impacts that the project will cause.

It must be noted that these are 'parties' that will be directly affected by the project, and that will be given priority on the benefits of the Project. While not every affected party will also be a beneficiary, it is crucial to disseminate information and engage with all stakeholders on the project as well as on the selection criteria of beneficiaries in the affected areas. Furthermore, it is important that all processes of information disclosure and consultation are as inclusive as possible to ensure that all sections of the affected communities will benefit from the project, and women and vulnerable groups are not excluded. To develop an effective SEP, it is important to determine who the stakeholders are and understand their needs and expectations for engagement, and their priorities and objectives in relation to the Project. This information is then used to tailor engagement to each type of stakeholder. As part of this process, it is particularly important to identify individuals and groups who may find it more difficult to participate and those who may be differentially or disproportionately affected by the project because of their marginalized or vulnerable status. It is also important to understand how each stakeholder may be affected – or perceives they may be affected – so that engagement can be tailored to inform them and understand their views and concerns in an appropriate manner. Stakeholders have been and will continue to be identified on a continuing basis by identifying:

- Various stakeholder categories that may be affected by, or be interested in, the Project; and
- Specific individuals, groups, and organizations within each of these categories considering.
- The expected Project area of impact, that is the geographical area over which it may cause impacts (both positive and negative) over its lifetime, and therefore the localities within which people and businesses could be affected.
- The nature of the impacts that could arise and therefore the types of national/local government entities, NGOs, academic and research institutions and other bodies who may have an interest in these issues.

In general, engagement is directly proportional to impact and influence, and as the extent of impact of a project on a stakeholder group increases, or the extent of influence of a particular stakeholder on a project increases, engagement with that stakeholder group should intensify and deepen in terms of the frequency and the intensity of the engagement method used. All engagements should proceed based on what are culturally acceptable and appropriate methods for each of the different stakeholder groups targeted.

Table 1 below describes the categorization of stakeholders according to how they will be affected (directly or indirectly) by the implementation of the project, level of intervention and influence on project implementation.

Table 1: Stakeholder identification and mapping

Stakeholders that may be affected, directly or indirectly, by the results of the implementation of the project	Stakeholders that may take part in the implementation of the Project	Stakeholders with influence on the implementation of the project
<ul style="list-style-type: none"> • Affected population living in the project targeted areas (Nampula and Niassa Provinces). • Vulnerable population including women, female headed households, children/ child headed households, pregnant women, Persons with Disability (PWD), elderly and others. • Civil society in general. • Private sector, small commercial farmers, subsistence/traditional farmers. • Public servants (health, education workers, public administration in general). • NGOs and Associations operating at district and Provincial levels. • Provincial and District Government. • Small Business operating along the corridor, and roads to be intervened and others. • Transport operators • Media and communication platforms (Community radios, local newspapers, digital platforms). 	<ul style="list-style-type: none"> • Ministry of Transport and Logistic • Provincial Government. • ANE, IP provincial delegations • All sectoral institutions at provincial level. <ul style="list-style-type: none"> ○ Environment ○ Agriculture ○ Transport and Logistic ○ Education ○ Health • Public works, housing and water resources. • Northern Regional Water Administration (ARA-Norte). • GBV multi sectoral stakeholders (Health institutions, Legal system, and Social Affairs). • Providers of public services (EDM, FIPAG) • Construction and engineering companies, including subcontractors. • Academic institutions. 	<ul style="list-style-type: none"> • Ministry of Agriculture, Environment and Fisheries (former MADER and MTA); • Ministry of Public Works, Housing and Water Resource. • Ministry of Labor, Gender and Social Action. • Ministry of State Administration and Public Service • Ministry of Health (MISAU). • Ministry of Education and Culture. • National Institute of Meteorology. • National Institute for Disaster Management (INGD). • Order of Engineers of Mozambique • Confederation of Economic Associations of Mozambique (CTA) • International organizations promoting gender equality reducing GBV and implementing interventions on protection against Sexual Exploitation and abuse. • Northern Integrated Development Agency (ADIN). • World Bank

Affected Parties

Affected parties include local communities, community members and other parties that may be subject to direct impacts from the Project. Specifically, the following individuals and groups fall within this category: (i) general population living in the project targeted areas; (ii) vulnerable population including women, female headed households, children/ child headed households, Persons with Disability (PWD), and elderly; (iii) small commercial farmers, subsistence/traditional farmers; (iv) small Business operating along the corridor, and roads to be intervened and others; (v) transport

operators; (vi) NGOs and Associations operating at district and Provincial levels; and (vii) Media and communication platforms.

The local communities will be directly affected by the Project through the implementation of construction and/or reconstruction activities of roads and bridges. Therefore, the involvement of the local community is important to ensure their effective participation in decision-making on the implementation of the Project. Project implementation decisions that may be of interest to local communities include, but will not be limited to: recruitment of local labor, and selection criteria; mechanisms for submitting concerns and complaints; alternative accesses in sections of roads to be rehabilitated; role of local/traditional leaders; communication with Contractors; risks related to GBV/SEA/SH, especially due to the likely presence of private protection/security forces at construction sites.

Other Interested Parties

The institutional and community stakeholders with relevant intervention and influence on the Project are indicated and categorized in Table 1. There are, however, other institutions that could have a significant, but not decisive, influence on the implementation of the project. These institutions include: Ministry of Agriculture, Environment and Fisheries, Ministry of Labor, Gender, Social Action, Ministry of State Administration and Public Service; Ministry of Education and Culture (MEC); National Employment Institute; National Institute of Statistics; Courts at provincial and district levels, and Higher Education Institutions established at provincial levels.

The provincial government which includes provincial services/directorate for infrastructures, agriculture, environment, education, health, Transport and logistic (especially ANE, IP), public works, housing and water resources, social affairs, and the provincial police, as well as the Provincial Secretariat in the two provinces (Nampula and Niassa), are key in several aspects of the project. This category also includes community leadership and community-based organizations with a relevant role in local life, in discussions and decision-making on local issues, such as neighborhood secretaries and chiefs among others.

The participation of the NGOs whether local, national or international is important in the implementation of the proposed project and the engagement process throughout its life cycle. These may include organizations working directly in the construction and building materials, health, education, environment and biodiversity conservation sectors as well as other related stakeholders such as; the Order of Engineers of Mozambique, Confederation of Economic Associations of Mozambique (CTA), as well as those working in the area of protection and development of special interest groups (children, women and the youth) and this include; organizations coordinating the GBV and the Health Cluster in Nampula, and Niassa. Furthermore, the involvement of NGOs that work with communities in different sectors, including sanitation and health, will be fundamental to support project activities, especially the local media which are also very important.

Disadvantaged / Vulnerable Individuals or Groups

Disadvantaged or vulnerable groups or individuals refer to those who may be more likely to be adversely affected by the project impacts and/or more limited than others in their ability to take advantage of a project's benefits. Such an individual or group is also more likely to be excluded from

or unable to participate fully in the mainstream consultation process and as such require specific measures and/or assistance to do so. Therefore, it will be important for project implementers to understand whether the project impacts may disproportionately affect disadvantaged or vulnerable individuals or groups who often do not have a voice to express their concerns against injustices.

It is important to note that, within the areas of the proposed project there exists groups of vulnerable or disadvantaged groups such as the elderly persons, Persons with Disability (PWDs) and their caretakers, women and children-headed households, sexual and gender minorities, the unemployed, people with chronic illnesses (e.g. HIV/AIDS, lepers, etc.), people who cannot write or read and/or speak only local languages. Vulnerability may stem from a person's origin, gender, age, health condition, economic deficiency and financial insecurity, disadvantaged status in the community (e.g. minorities or fringe groups), dependence on other individuals or natural resources, etc.

In general, vulnerable groups or individuals face barriers to participating in public consultation meetings and other engagement processes. Even when participating in community meetings, they may not understand the Project impacts presented due to language barriers (or feel inhibited due to their status in the community) and therefore are not always able to freely express their concerns and interests about the Project. Table 2 presents the general Categories of Vulnerable groups.

Table 2: Categories of vulnerable groups

Disadvantaged / Vulnerable Group	Remarks
Women	<p>Women may be mostly affected through the destruction of agricultural and water-related infrastructure, since they are very involved in agricultural productivity. Furthermore, as main caretakers of family members and given their reproductive health needs, women have needs in agricultural, water management, as well as access to health.</p> <p>However, women are traditionally excluded from political life and from communal decision-making processes, due to the patriarchal and patrilineal socio-political structures.</p> <p>Women are often the care givers in a health-related crisis and are often exposed to risks from exposure to infection. Women headed households are especially vulnerable in an economic and health crisis.</p>
Women-Headed Households	<p>While female-headed households have considered as part of vulnerable group also, they are often marginalized from accessing Projects benefit due to lack of mobility, family responsibilities and risk of violence.</p>
Pregnant and Lactating Women	<p>They have increased healthcare and nutritional needs, which may be compromised due to displacement or damage to health infrastructure. Limited access to maternal healthcare increases risks for both mothers and newborns.</p>
Children, Children-Headed Households	<p>Children are often detrimentally affected with displacements, especially young children who will not be able to continue their studies next year because they are not yet at school age and the project area does not have day-care centers. Child-headed families face vulnerabilities due to lack of voice, agency, knowledge and access. They are also often faced with violence.</p>

Minority Ethnic Groups	<p>Most residents in the affected Districts are Emakua speakers, albeit different dialects. However, there may be members of some ethnic minorities residing in the project area, coming from other parts of the country, which may be excluded on a structural basis from decision-making and from selection process for beneficiary selection. This will need to be assessed in social and environmental assessment, including potential language needs.</p>
Disabled Persons	<p>Disabled persons may face difficulties in participating in rebuilding activities, but may also face difficulties in physically accessing meetings for reconstruction and decision- making at the community level. Furthermore, infrastructure to be rebuilt should take their special needs into account, for example in access (e.g. to water sources). Furthermore, disabled persons may not be able to participate in works activities</p>
Displaced People	<p>People and households that have been relocated as a result of the road project live in private households and in camps. Displaced people are at risk in a pandemic due to lack of access to health facilities and limited livelihoods.</p>
People living with HIV	<p>The most prevalent diseases that affects the population in the study area are malaria, with an index of 57% and diarrhea with 36 The prevalence of HIV in Niassa (8.0%) and Nampula (10.0%) is among the lowest in Mozambique. However, the risk of contagion is always present, especially in areas crossed by main roads. Such people are especially vulnerable in a pandemic due to their existing health status.</p>
Older People	<p>Older people are particularly vulnerable groups due to their condition.</p>

3. Summary of Project Stakeholder Needs

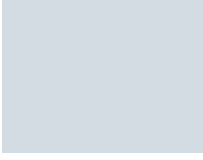
The needs of stakeholders will be discussed during stakeholder consultations, and the list below will be updated after these discussions. Data related to stakeholders' needs will be inserted in the Table below. Table 3 presents the Project's stakeholder matrix.

Table 3: Project Stakeholder Matrix

Community	Stakeholder Group	Key Characteristics	Language needs	Preferred notification means (email, radio, phone, letter)	Specific needs (accessibility, large print, childcare, daytime meetings etc.)	Position with regards to the project (support, neutral, opposition)	Level of influence (High, medium, low)	Appropriate engagement approach
Affected Districts/ cities/ municipalities	Public Sector workers	educated	Portuguese	Letters, Information material, media	N/A	Support	medium	Advocacy Meetings; Coordination meetings, FGDs
	Self-employed people	skilled	Portuguese/Local language	Letters, Information material, media	N/A	Support	Low	Public consultations
	Subsistence farmers	Not literate	Local languages	Community meetings Radio, social media, media	N/A	Support	Low	Public consultations
	Private sector (small scale to medium scale business sector)	Educated	Portuguese	Letters, Information material, media	N/A	Support	Medium	advocacy meetings. coordination meetings, FGDs
	Women groups	Vulnerable groups	Local languages	Community meetings with special groupings for women, Radio, social media	Inclusion into decision-making, daytime meetings, child care, women-specific FGDs	Support	Low	Public consultations/FGDs

	Disabled persons	Vulnerable groups	Portuguese/ Local languages	Community meetings, Radio, SMS, social media	Ensure physical accessibility to FGDs, community meetings, emphasize consultation means that do not rely on physical accessibility	Support	Low	Public consultations/ FGDs
	Relocated households/displaced people	Vulnerable groups	Portuguese/ Local languages	Community meetings, Radio, SMS, social media	Targeted FGDs with displaced Households,	Support	low	Public consultations/ FGDs

Community	Stakeholder Group	Key Characteristics	Language needs	Preferred notification means (email, radio, phone, letter)	Specific needs (accessibility, large print, childcare, daytime meetings etc.)	Position with regards to the project (support, neutral, opposition)	Level of influence (High, medium, low)	Appropriate engagement approach
Central and Provincial level	National Institute for Disaster Management	Potentially Influencing Party	Portuguese	Coordination Meetings, Letters, Information material Email	N/A	Support	high	Public consultations/FGDs
	Sector-specific implementation coordination committees	Potentially Influencing Party	Portuguese	Coordination Meetings, Letters, Information material Email	N/A	Support	high	Public consultations/FGDs
National. Provincial and district level	Humanitarian Inter-Agency clusters at national, provincial and district level	Potentially Influencing Party	Portuguese	Coordination Meetings, Email	N/A	Support	high	Advocacy meetings; coordination meetings, FGDs
Central and Provincial Level	World Bank	technical leads	Portuguese / English	Coordination Meetings, Email	N/A	Support	high	advocacy meetings; coordination meetings, FGDs

	Government authorities at national, provincial and district levels, especially in regards to sectors (agriculture, health, education)	Interested parties	Portuguese	Coordination Meetings, Email	N/A	Support 	high	advocacy meetings; coordination meetings, FGDs
Affected Districts/cities /Municipalities	Local NGOs and Associations	Interested parties	Portuguese/ Local languages	Coordination Meetings, Email	N/A	Support	Medium	advocacy meetings. coordination meetings, FGDs

Community	Stakeholder Group	Key Characteristics	Language needs	Preferred notification means (email, radio, phone, letter)	Specific needs (accessibility, large print, childcare, daytime meetings etc.)	Position with regards to the project (support, neutral, opposition)	Level of influence (High, medium, low)	Appropriate engagement approach
	Local companies offering construction work	Interested parties	Portuguese	FGDs, Email, telephone, social media	N/A	Support	Medium	advocacy meetings; coordination meetings, FGDs
Affected Districts/cities /Municipalities	International NGOs	Interested parties	English /Portuguese	Coordination Meetings, FGDs, Email	N/A	Support	Medium	
	Religious institutions	Potentially Influencing Party	Portuguese	Email, telephone, social media, coordination meetings, FGDs		Support	High	advocacy meetings; coordination meetings, FGDs
	Media	Potentially Influencing Party	English /Portuguese	Coordination Meetings, Letters, Information material Email	N/A	Support	Medium	advocacy meetings; coordination meetings, FGDs

4. Stakeholder Engagement Program

4.1 Proposed Strategy for Information Disclosure

The strategy for consultation process, disseminating information and public participation within the scope of the SEP has the following main objectives:

- Allow understanding of the needs of direct and indirect project affected parties.
- Ensure coordination between all those involved in the implementation, government authority structures at their different levels relating to the PAPs.
- Allow and guarantee the reception of feedback and comments from PAPs, as well as reception of complaints and suggestions regarding the design and implementation of the project; and
- Ensure transparent service delivery by the parties involved in the implementation of the Transport Corridors for Economic Resilience Project (TRACER SOP 2), including the management of information received whose responses can be taken back to the PAPs to allow adjustments to interventions throughout the TRACER life cycle.

The SEP will support the preparation and implementation of the Project's site-specific instruments (ESIA/ESMP) and guide the stakeholder engagement process. The Project Social Specialist will lead the implementation of the SEP and will be responsible for all aspects related to engagement with PAPs.

The information to be disclosed includes the following: project instruments (SEP, LMP, GBV/SEA/SH action plan, GRM); site specific environmental and social safeguards instruments (i.e. ESIA/ESMP and RAP if necessary); project activities and guides; regular updates on project developments. The disclosure will be through public notices, press releases, Project website (ANE and MTL), consultation meetings, information leaflets and brochures, focus group meetings with vulnerable groups and local communities. The Portuguese and local languages will be used to disclose information and conduct meetings, workshops and trainings. The Table 4 describes the proposed consultation plan for the Transport Corridors for Economic Resilience Project (TRACER).

There are a variety of engagement techniques used to build relationships with stakeholders, gather information from stakeholders, consult with stakeholders, and disseminate project information to stakeholders. When selecting an appropriate consultation technique, culturally appropriate consultation methods, and the purpose for engaging with a stakeholder group should be considered. The techniques to be used in Maputo, Nampula and Niassa are described in the table below.

Table 4: Proposed consultation and disclosure techniques

Engagement Technique	Appropriate application of the technique
Correspondences (Phone, Emails)	<ul style="list-style-type: none"> ○ Distribute information to Government officials, NGOs, Local Government, and organizations/ agencies ○ Invite stakeholders to meetings and follow-up ○ Useful for getting stakeholder views on health and social protection issues
One-on-one meetings	<ul style="list-style-type: none"> ○ Seeking views and opinions ○ Enable stakeholders to speak freely about sensitive issues including Gender Based Violence ○ Build personal relationships ○ Record meetings
Formal meetings	<ul style="list-style-type: none"> ○ Present the Project information to a group of stakeholders ○ Allow group to comment – opinions and views ○ Build impersonal relation with high level stakeholders ○ Disseminate technical information ○ Record discussions
Public meetings	<ul style="list-style-type: none"> ○ Present Project information to a large group of stakeholders, especially communities ○ Allow the group to provide their views and opinions ○ Build relationship with the communities, especially those impacted ○ Distribute non-technical information ○ Facilitate meetings with presentations, PowerPoint, posters etc. Record discussions, comments, questions. <p>Can be undertaken online in a pandemic</p>
Focus group meetings	<ul style="list-style-type: none"> ○ Present Project information to a group of stakeholders ○ Allow stakeholders to provide their views on targeted baseline information ○ Build relationships with communities ○ Record responses
Project website	<ul style="list-style-type: none"> ○ Present project information and progress updates ○ Disclose ESIA, RAP, ESMP and other relevant project documentation
Direct communication with affected crops/asset owners (Road and Borders component only)	<ul style="list-style-type: none"> ○ Share information on timing of road clearance ○ Agree options for addressing impacts on land or property and discussing compensation measures.
Project leaflet	<ul style="list-style-type: none"> ○ Brief project information to provide regular update ○ Site specific project information such as on GRM.
Media	<ul style="list-style-type: none"> ○ Newspaper

4.2. Proposed Strategy for Consultation and Timing

During project preparation, a set of public consultation meetings will be conducted.

It is anticipated that the four purposes of consultations and information dissemination in the TRACER Project are:

- (i) Understanding of the needs of the affected parties.
- (ii) Ensuring coordination between all implementers and government and community authority structures.
- (iii) Reception of feedback and comments as well as grievances from all stakeholders on project design and implementation; and
- (iv) Provision of transparent and accountable mechanisms on all aspects of Project design and implementation. The feedback received will be instrumental in fine tuning project interventions.

Given the nature of the Project, specific project stages are not yet fully defined. Stakeholder engagement plans will be refined and adopted as the Project design evolves. However, a grievance redress mechanism (GRM) will be in place throughout the life cycle of the Project and will be set up in a way that all affected individuals and groups and interested parties can report on project-related grievances or can provide comments and feedback.

Table 5 presents the Consultation Plan.

Table 5. Proposed consultation Plan

Project phase	Topic of consultation/ message	Method used	Estimated date/period	Target stakeholders	Responsibilities
Project preparation phase	Consultation meetings for data collection and disclosure of project information to key stakeholders.	Consultation meetings, letters, email.	To be determined	Government and Private Institutions.	Consultant developing the E&S instruments ANE-IP
	Disclosure of Project Appraisal Document (PAD), and Financing Agreement (if applicable).	Meetings with key institutions, email, WB and ANE website or other relevant institutions such as the Ministry of Transport and Logistic	When PAD is available for public information and access. Before project implementation (effectiveness).	MTL, ANE-IP and all other government institutions involved, including the World Bank.	MTL ANE-IP WB
	Disclosure of the project E&S frameworks/instruments (ESMF, RPF, LMP, GBV/SEA/SH action plan)	Stakeholders' public consultation meetings and workshop (government institutions, public and private institutions, local administrative authorities, local administrative authorities, media, academic institutions, NGOs). Focus group meetings and email, website, media, flyers.	When are the E&S instruments available for public information and access.	Staff from ANE-IP, MTL, and other government institutions involved, beneficiaries (communities in general, provincial and local authorities, private institutions and firms (especially of construction), traders, academia, media, associations, NGOs).	MTL ANE-IP Consultant

Project phase	Topic of consultation/ message	Method used	Estimated date/period	Target stakeholders	Responsibilities
Project implementation phase	Continuous engagement with project beneficiaries and other interested parties, including disclosure of SEP and GRM at all levels (central, provincial, district and community).	Public consultations (workshops), and technical training sessions.	To be defined by ANE-IP, continuously throughout the project's life cycle.	Staff from PIU, ANE and other relevant institutions involved in project activities. Project beneficiaries (local communities, central, provincial, local, and district authorities), companies operating in the project area, traders, academia, media, various associations, NGOs. Contractors hired by the project.	PIU E&S specialist Consultancy services (if cost effective and needed)
	Site specific instruments (ESIA, ESMP, RAP wherever necessary).	Public and community consultations, focus group discussions, media, website of ANE-IP and MTL.	During the development stage of ESIA/ESMP, RAP. Before construction activities start and along the construction period.	Project beneficiaries at provincial, district and community level. Contractors and Engineers (works supervision firm).	PIU E&S specialist Consultancy services
	Dissemination of project activities, focusing on environmental, social, occupational health and safety related issues.	Public consultations, FGDs, meetings with specific personnel from relevant institutions, media, website of ANE-IP and M TL.	Continuously (at a frequency to be defined by the PIU) throughout the project life cycle.	Project beneficiaries at provincial, district and community level. Contractors and Engineers (Works Supervision Firm).	PIU E&S specialist

5. Proposed Strategy to incorporate the View of Vulnerable Groups

The project will seek the views of elderly persons, people with disabilities and their caretakers, women and children-headed households, sexual and gender minorities, the unemployed, people with chronic illnesses (e.g. HIV/AIDS, etc.), people who cannot write or read and/or speak only local languages, through the Focus Group Discussions (FGD), public consultations, social media and radio broadcasting targeted at these specific groups. The Project team will ensure that women and vulnerable groups are participating in consultation processes and that their voices are not ignored. This may require specific meetings with vulnerable groups in addition to general community consultations. In general, women may be more outspoken in women-only consultation meetings than in general community meetings. Similarly, separate meetings may be held with young people or with minority groups. Further, it is important to rely on other consultation methods as well, which do not require physical participation in meetings, such as social media, radio broadcasting, to ensure that groups that cannot physically be present at meetings can participate.

In view of promoting gender equality, it is important to engage women's groups on an ongoing basis throughout the lifetime of the project. Women voicing their concerns and contributing in the decision-making process on issues such as community infrastructure should be encouraged, especially in governmental or traditional committees predominantly consisting of men. Technical coordinators are similarly encouraged to deploy female staff, in particular where staff interfaces with community members. Additionally, the following measures will be taken to remove obstacles to full and enabling participation / access to information: ensure that local language is used in all the communications, customize the project GRM in such a way that all groups identified as vulnerable have access to the information and can submit their grievances and receive feedback as prescribed.

Stakeholder consultations should never directly ask about individual experiences of GBV. Rather, they should focus on gaining an understanding of the experiences of women and girls in affected communities, including wellbeing, health and safety concerns. If any consultations are to take place with children, they must be carried out by a person trained in child consultations, with an understanding of local culture and customs. Before commencing with consultation, teams should be prepared with information related to those providing services to survivors in a community so anyone who discloses violence can be immediately referred. Taking into account these safety and ethical principles can prevent inadvertently causing harm when consulting with community members. This is aligned with the WB ESS10 and the Good Practice Note Addressing Gender Based Violence in Investment Project Financing involving Major Civil Works (September 2018).

Informed consent shall be obtained from each participant involved. It is important to note that no survivors of Gender-Based Violence (GBV) and no minors shall be engaged in any circumstance during the consultation process. Furthermore, no identifiable information shall be shared without the explicit and informed consent of the participant. Participants shall be well-informed regarding the purpose of the engagement and their unassailable right to withdraw their participation at any point.

To ensure that the selection of participants during the engagement activities remain free from any form of discrimination, ANE, IP shall actively engage with local authorities and CSOs to identify the most reliable participants. This approach will be sensitive to local customs, traditions, and norms, thereby fostering inclusivity and respect during the consultation process.

Considering that sometimes engagement process may potentially cause distress to participants, ANE, IP shall implement pre-arranged protocols to provide necessary support services should they be required. This additional measure underscores the commitment to the well-being and comfort of all individuals involved in any engagement.

5.1. Timeline

Information disclosure and consultations are especially relevant throughout the early stages of the Project, but also throughout the Project cycle. Activities under each sub-component will include further consultations prior to their commencement, to ensure a good selection of beneficiaries, transparency and accountability on project modalities, and allow community voices to form the basis for the concrete design of every intervention. Consultations will continue throughout the project cycle.

6. Resources and Responsibilities for Implementing Stakeholder Engagement

Adequate budgetary resources will be dedicated to the implementation of SEP. While there will be an overall SEP budget administered by the PIU, every Technical Lead will have dedicated budget resources to implement the SEP as part of the integral project costs for each activity.

The budget estimate for the preparation and implementation of SEP is about US\$ 201,000.00.

Table 6. Proposed consultation Plan

N°	Activities	Estimated cost (US\$)
1.	Stakeholder engagement related expenses	
1.1	Travel costs for staff	50 000,00
1.2	Events (organization and undertaking workshops and community meetings, including focus groups)	90 000,00
2.	Communication campaigns	
2.1	Design and print posters, flyers, etc.	3 000,00
2.2	Disclosure of information through social media, including radio broadcasts at different levels	10 000,00
3.	Trainings	
3.1	Training on social/environmental issues for PIU and contractor staff	3 000,00
3.2	Training in GBV/SEA/SH for PIU) and contractor staff	5 000,00
3.3	Training in communication and community engagement for PIU	5 000,00
4.	Grievance Redress Mechanism	
4.1	Establishment and training of complaints management committees	20 000,00
4.2	Acquisition and setting up complaint's boxes at district and community level	5 000,00
4.3	Complaints management communication materials	10 000,00
Total		201 000,00

6.1 Management Functions and Responsibilities

In this section the proposed organizational structure and management functions for the stakeholder engagement function at TRACER Project are described as the overall responsibility for the implementation of the SEP lies with the Project Implementation Unit under the Project Coordinator with the direct support from the Environmental, Social and GBV specialists. The Environmental and Social safeguards team must maintain an IP database (including terms of commitment if necessary) throughout the project life cycle. The SEP activities will also be implemented along with the site-specific instruments (ESIA/ESMP & RAP) both through ESIA consultants and the Contractors who will be involved in the project construction works. Table 7 below describes the specific responsibilities of the project coordinator and the environmental and social specialists on SEP implementation.

Table 7. specific responsibilities of the project coordinator and the environmental and social specialist on SEP implementation.

Position	Responsibilities
Project Coordinator	<ul style="list-style-type: none"> • Assume overall coordination of the project day to day implementation and monitoring of all plans and related activities including the engagement of PAPs, including all environmental and social assessment processes. • Ensure the proper identification and engagement of PAPs and provide feedback to them. • Lead continuous identification of risks and opportunities and also lead the design of mitigation and improvement measures. • Supervise all activities related to the engagement of PAPs. • Responsible for ensuring timely reporting and on SEP issues in the project.
Environmental and Social Specialist	<ul style="list-style-type: none"> • Participate in all activities related to the engagement of PAPs; • Continuously monitor, verify and keep the PAPs database updated; • Coordinate with stakeholders from institutions involved in the implementation of SEP related activities in the project, including those relating to ESIA and RAP development processes to ensure the means of communication established for the engagement of PAPs are effectively understood and applied. • Develop and conduct feedback surveys of project beneficiaries. • Supervise the implementation of GRM. • Prepare specific involvement and engagement plan for all PAPs of the project. • Identify communication activities and continuously implement them in line with the specific engagement plan. • Ensure that all parties involved in project implementation are properly informed about the messages to be communicated to the PAPs. • Collaboration with specialized NGOs in the district level to transmit specific messages to vulnerable groups and the local community.

7. Grievance Redress Mechanism

A Grievance Redress Mechanism (GRM) is an accessible and inclusive system, process, or procedure that receives and acts upon complaints and suggestions for improvement in a timely fashion and facilitates resolution of concerns and grievances arising in connection with a project. An effective grievance mechanism provides project-affected parties with redress and helps address issues at an early stage.

7.1 Objectives of the Grievance Redress Mechanisms

The establishment of a Project Grievance Redress Mechanism has the following objectives:

- Provide the project's stakeholder with access to a communication channel to submit complaints, questions or suggestions in the most appropriate manner (e.g. anonymous reports, formal communications by letter, phone calls, messages, meetings with focal points), in a transparent, secure manner, free from retaliation and with guaranteed confidentiality.
- Promote dialogue and participation of stakeholders to allow for better resolution of complaints.
- Standardize the procedures to be followed to address complaints, claims and suggestions received within the scope of the project in a coherent manner;

- Ensure that complaints and claims are duly recorded, forwarded, monitored, with due communication with those concerned.
- Monitor trends and patterns of project complaints and claims and evaluate the effectiveness of environmental and social management procedures.

7.2. GRM Principles

The grievance mechanism will be implemented based on the following principles and assumptions:

a) Accessibility and social inclusion: The GRM should be accessible to all stakeholders, regardless of their distance from the area in which they live, their level of education or their income. All stakeholders and affected parties, with special attention to vulnerable groups, project implementers and civil society in general, are encouraged to raise complaints and suggestions regarding the implementation of the project, respecting their physical and moral dignity, privacy, rights, wishes and choices about which channels to use. Community consultations should be a means of identifying effective channels for the submission of complaints, claims and suggestions.

b) Confidentiality – Complaints or claims, including the identities of the complainants, will not be shared under any circumstances without the consent of the person involved. Confidentiality promotes security, trust and autonomy.

c) Efficiency: The team dealing with complaints must be properly trained to take effective action and respond quickly to complaints and suggestions.

d) Formality: Complaints and/or Claims may be submitted orally (verbal communication must be in relevant local languages and the language must not be a barrier to the submission of the complaint or claim, but all records of communications must be in Portuguese); or in writing by completing complaint forms to be prepared by the Project and available at provincial level delegations. The forms will be placed in the complaint's boxes provided for the project, delivered to the Project Liaison Committee, or to the project Focal Points;

f) Fairness: complaints are treated fairly and assessed impartially.

g) Publicity: The complaints mechanism, particularly the ways of identifying and filing a complaint/claim, should be within the control of those affected by or interested in the implementation of the project.

h) Simplicity: The procedures for registering complaints and seeking responses should be simple enough for those affected by and interested in the project to understand them easily.

i) Security: All users of the GRM and other people directly or indirectly related to them, including those who helped in resolving the conflict, have the right to protection against all forms of retaliation, stigma and discrimination.

j) Transparency: Information on the purpose and function of the mechanism, including the procedures to be followed, should be communicated in a transparent manner, easy to understand, reach and use, with effective response capacity, which does not restrict access to official channels, free of charge and without fear of reprisals or embarrassment.

k) Appeal: Complaints submitted for resolution (first instance) if they have not had the desired response, are subject to the following Instances: Provincial or National. The GRM procedures will not prevent the complainant/claimant from accessing judicial or administrative resources (subject to compliance with the deadlines for judicial cases);

As the GRM works within existing legal and cultural frameworks, it is recognized that the GRM will comprise community level, project level and Mozambican judiciary level redress mechanisms. The details of each of those components are described as follows.

7.3. Community Level Grievance Redress Mechanism

Local communities have existing traditional and cultural grievance redress mechanisms. It is expected that some disputes at the community level may be resolved using these mechanisms, without the involvement of the contractor(s), and or Government representatives at local and national level. This is primarily concerned with the extended family members. Local chiefs/leaders will be involved in resolving any land tenure issues. However, regarding disputes that include differences between households over land, or boundaries, even on issues triggered indirectly by the Project, the mechanism will involve the municipality Officer, landowner(s) concerned.

It is expected that any land dispute issues pertaining to the Project would be resolved at this level given the nature of land ownership and the significant authority vested under the Municipality Council and local Governmental

Where issues caused by the project are raised and resolved through these existing community level grievance redress mechanisms, it is important that a mechanism for reporting them to the Project is established. Hence, the Project records all complaints/outcomes.

A local level GRM Committee should be set up with the Contractor, PIU staff based at the site/or from a regional office and local representatives. This Committee should be authorized to deal with site level grievances and ensure that they are resolved quickly. When they are not resolved at this stage, the Aggrieved Party should be advised to present their complaint to the Project Level GRM.

7.4. Project Level Grievance Redress Mechanism

Many projects related to grievances are minor and site-specific. Often, they revolve around nuisances generated during construction such as noise, dust, vibration, workers dispute etc. Often, they can be resolved easily on site. Other grievances are more difficult especially when it's about land boundaries, or misunderstandings between affected households and the Contractor regarding access arrangements. Most of these cannot be resolved immediately and on site. A GRM Committee should be formed at PIU level including members of PIU, Social Safeguards Specialist and other representatives to resolve disputes that cannot be addressed at the local level.

Public will be informed about the GRM through different channels including electronic channels, newspapers and social media which will also include means of contacting relevant PIUs in case of complaints.

7.5. Judiciary Level Grievance Redress Mechanism

The project level process will not impede affected persons access to the legal system. At any time, the complainant may take the matter to the appropriate legal or judicial authority as per the laws of the Republic of Mozambique.

7.6. Procedure for Presenting and Resolving Complaints and/or Claims

Step 1: Submission of suggestions, complaints and/or claims

Any person or group of people who are affected by the activities of the Project, may lodge a complaint or grievance using one of the communication channels or entry points as the gateway for submitting Suggestions, Complaints and/or Claims.

When making a complaint, the complainant should provide as much detail as possible about the reasons for his/her complaint, such as:

- What was done in non-compliance?
- How was the complainant affected by this?
- Any relevant details about time and date, place, names of staff with whom the complainant dealt, information received;
- Copies of any letters or other documents if any to support the complaint.
- What remedial action the complainant expects to be taken to correct the situation.

TRACER staff will assist the complainant whenever necessary. Even if the complainant cannot, or chooses not to, provide all these details, the complaint request will still be investigated to the best way possible (except for GBV cases), however, any information that can be provided will be helpful. Anonymous suggestions and complaints are also accepted from the different entry points. However, the resolution process will be different due to the impossibility of direct interaction with the complainant.

Step 2: Registration, Screening and Classification of suggestions, complaints and grievances

After receiving the complaints, the GRM Focal Points will register, screen and classify the complaints or grievances received. The GRM Focal Points will classify the complaints, suggestions and grievances according to the categories described below:

- i). Related to the Project: queries, suggestions, complaints or grievances directly or indirectly related to the project should be forwarded by the provincial Focal Points to the TRACER Project safeguards specialist.
- ii). Not Related to the Project: queries, suggestions, complaints or grievances not directly or indirectly related to the project. These queries, suggestions, complaints or grievances will be forwarded to the corresponding institution. In case of complaints or violations of the Law, the complainant is recommended to contact the corresponding entity for processing.

Any valid suggestions or complaints will be classified in the GRM system according to the Classification of Complaints and Claims (physical and electronic format)

GBV cases should be given immediate assistance and survivors should be referred to existing GBV service providers, following a survivor-centered approach, regardless of whether they are related to the project or not.

Step 3: Confirmation

In cases where suggestions or complaints are not related to the Project, the Focal Point will inform the applicant (in writing/not anonymous) within a maximum of 5 working days from receipt of the complaint or claim and should forward or suggest that they contact the entity responsible for resolving the issue. Focal Point will record the case as closed in the physical and electronic documents.

In cases of suggestions, queries or requests for clarification, Focal Point will contact the applicant to show gratitude for the suggestion, clarify any doubts or answer any questions raised and, if applicable, indicate the follow-up actions. In this case, Focal Point will agree with the claimant and the relevant project stakeholders on the actions to be taken and the respective deadlines. The Focal Point will note the case in the register (physical and electronic) as closed or with an indication of the agreed follow-up actions and stakeholders responsible. This process must be carried out within a maximum of 10 working days from the date of receipt.

In the case of complaints or claims, Focal Point will inform the complainant that his/her case has been registered and will document the elements of the complaint and seek an amicable solution or define a review process at another level. This information must be sent to the complainant within 5 working days of receipt of the complaint and the meeting must take place within 5 working days of notification.

Communications with the claimant will be carried out via SMS, letter or in person. In the case of in-person contacts, the Focal Point will make a note indicating the content and result of the communication.

Step 4: Verification

The handling process varies depending on the type of complaint, the procedures applied, the initial assessment and the complexity of the facts found. There are some measures that must be taken from the moment the existence of a complaint is known. In particular, the discovery of the facts about the incident

Step 5: Investigation of the complaint

The next step involves investigating the nature and origin of grievance, as well as identifying those involved:

- A meeting should be called with the parties involved and each individual should be spoken to separately to hear possible versions of the story.
- After hearing all parties, it will be necessary to analyze the information gathered impartially. (Identify the veracity of the facts, possible misunderstandings or noise in communication between the parties).
- The Focal Point or any other member of the GRM should not carry out any criminal action/investigation and independent administrative investigations into complaints or claims of GBV/EAS/AS interviewing the survivor and/or her family.

Step 6: Case Resolution

This corresponds to the closure after the investigation and application of measures for the case.

If the complainant is not satisfied, the Focal Point will inform the complainant about the different levels of

resolution of complaints, including legal recourse, and the deadlines for handling each case, which will depend on the type and scope of the complaint, but will not exceed 15 working days, unless in complex cases, an alternative deadline is agreed between the interested parties, or the complainant requests to proceed to the next level of resolution. The Focal Point will record the occurrence and its solution or outcome in the system.

Complaints should, to the extent possible, be resolved amicably and at the local level, safeguarding the role of Community/Local Leaders or Authorities whenever possible. If significant additional compensation, complex remedial measures or the imposition of sanctions are required for the resolution of the case, these should be in line with the project rules, the national legal framework, and the World Bank policies (particularly social and environmental safeguards).

Complaints or claims related to GBV/SEA/SH incidents should not be resolved through informal means, such as agreement between the family of the survivor and the perpetrator, community courts, mediation by local leaders, among others.

Entry Points and Communication Channels

The complainant will submit their complaint, suggestion or concern through Free telephone line (Green-line), complaints Boxes, Community Liaison Committees, GRM Focal Points and Email. The entry points will be formally established before project activities start implementation.

8. Monitoring and Reporting

8.1. Involvement of Stakeholders in Monitoring Activities

Monitoring and evaluation of the stakeholder process is considered vital to ensure the project is able to respond to identified issues and alter the schedule and nature of engagement activities to make them more effective. Adherence to the following characteristics/commitments/activities will assist in achieving successful engagement:

- Sufficient resources to undertake the engagement, which must be identified in the ESMF and RPF;
- Inclusivity (inclusion of key groups) of interactions with stakeholders.
- Promotion of stakeholder involvement.
- Sense of trust in TRACER shown by all stakeholders.
- Clearly defined approaches; and
- Transparency in all activities.

Monitoring of the stakeholder engagement process allows the efficacy of the process to be evaluated. Specifically, by identifying key performance indicators that reflect the objectives of the SEP and the specific actions and timings, it is possible to both monitor and evaluate the process undertaken.

The main monitoring responsibilities will be with the PIU, as the administrator of the GRM, and overall project-related environmental and social monitoring and implementer of the SEP. The GRM will be a distinct mechanism that will allow stakeholders, at the community level, to provide feedback on project impacts and mitigation programs. The ESMF will lay out environmental and social risks mitigation measures, with a dedicated E&S monitoring and reporting plan.

A Third-Party Monitor (TPM) will be engaged by PIU on a competitive basis to provide independent operational review of project implementation, as well as verification of all project results. This will include assessing adherence at all implementation levels to the procedures set out in the Project Operations Manual and other relevant project documents, and in verifying outputs of all project activities. The scope and methodology of the TPM will be agreed with the World Bank, and quarterly monitoring reports will be shared.

8.2. Reporting Back to Stakeholder Groups

Results of stakeholder engagements will be regularly reported back to the affected communities, as well as the relevant local authorities. The main means for reporting will be through social media and radio, because of their broad reach and accessibility by a variety of social groups. Furthermore, specific stakeholder engagement activity results, as conducted by Technical Leads, will be reported to the PIU. Meanwhile, the responsibility of reporting results back to the stakeholders will be with the Technical Leads within their respective sub-components.

ANNEX 1: PUBLIC CONSULTATION

During the preparation of the A-RAPs for the two roads selected for the TRACER SOP 2 public consultation was carried out in Nampula and Niassa province. The two consultations conducted under SATCP were carried out in the months of October and December 2020 where the details of the project and the impacts on people and property.

Table 5: Summary of Public Consultation Meeting in Nampula Province for road R969 between Rapale and Mecuburi.

TYPE OF MEETING	DISTRICT / PEOPLE	PLACE AND DATE	No. OF PARTICIPANTS	ISSUES DISCUSSED
Focal	Ribaúe - Namiconha	Date: 12/08/2010; Local: Headquarters	28 People	Affected goods whose owners were absent at the time of the withdrawal; Assets allegedly affected that have not been marked; Form of compensation for trees; Meaning of the signs used in the marking of the affected goods.
	Ribaúe - Cunle	Date: 08/12/2020 Local: Administrative Post Headquarters	12 People	
	Ribaúe - lapala	Date: 11/12/2020 In the Namialo community	24 People	
	Mecuburi - Nahipa	Date: 07/12/2020 Headquarters	25 People	Houses to be considered in compensation; Date of publication of the vacancy announcement; The side of the road to be affected.
	Rapale	Date: 07/12/2020 District Headquarters	17 People	
Public Consultation	lapala	Date: 15/12/2020 Headquarters of the lapala Administrative Post.	63 People	Form of compensation for houses and farms; Meaning of markings made on trees, tents and, houses; Affected goods whose owners were not present; Possible impact of vibrations on houses that are close to the road; Distance to consider from the road to the houses; The side of the road that will be affected; Start date of the works; Readability to be considered affected.
	Namiconha	Date: 15/12/2020 Headquarters of the Locality of Namiconha	120 People	
	Rapale	Date: 17/12/2020 Rapale District Headquarters	16 People	Lack of registration of cashew owners; Form of compensation for affected assets, including graves;

	Mecuburi	Date: 17/12/2020 Location: Mecuburi District Headquarters	14 People	Road width. Need to hire strict inspectors to have a good quality road. Problems of the markets along the road.
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ANNEX 2: TEMPLATE TO CAPTURE CONSULTATION MINUTES

Stakeholder (Group or Individual)	Summary of Feedback	Response of Project Implementation Team	Follow-up Action/Next Steps

ANNEX 3: GRIEVANCE FORMS

Nr./Code	Type of Grievance	Brief description (please do not include personal data)	Date of Submission	Date the Complaint box was opened	Complaint Status	Resolution Time (days)	GRM Focal Point Signature
#	SEA/SH <input type="checkbox"/> Social <input type="checkbox"/> Labor <input type="checkbox"/> Environmental <input type="checkbox"/> Outra <input type="checkbox"/>		Click or tap to enter a date.	Click or tap to enter a date.	Noted <input type="checkbox"/> Click or tap to enter a date. Open for resolution <input type="checkbox"/> Click or tap to enter a date. Closed <input type="checkbox"/> Click or tap to enter a date. Referred <input type="checkbox"/> Click or tap to enter a date.		

1 - Registration Form - Complaint Box

Complaint Registration Forms will be provided by the ANE delegation with priority to the Contractor, Inspection, District Infrastructure Service and Service Providers for availability at the local level on publicized websites and through community representatives and publicly recognized.

Contractor (Number of Contract) _____ **Site** _____ (____ / ____ / ____)

_____ **GRM Code** _____

2 - Complaint/Grievance Receipt Form

Complaint/Query Confirmation (Project Copy)	
<p>The Project confirms receipt of the Complaint/Query:_____</p> <p>The Project is committed to recording and investigating all complaints. The recording of a complaint with the Project does not prevent interested parties from submitting their complaints through any other legal channels.</p> <p>The Project aims to propose an initial resolution to all complaints within 15 working days from the date of receipt.</p>	
Received by:	
First name	
Surname	
Phone number	
Signature	
Received in:	
Date (Day/Month/Year) / /
Time	
Location	
Received from:	
First name	
Surname	
Representative (Y/N)	
Phone number	
Signature	

3 - Complaints and Claims Settlement and Resolution Form

CONFIDENTIAL

1. Personal data	
Name	
User Code	
Position	
Date and place of resolution meeting	
ID of the complaint/claim	

Resolution summary	
Description of the Claim/Grievance:	
Summary of key points agreed:	
Complainant's Signature Date e place:	Signature of the complaint manager Date and Place: