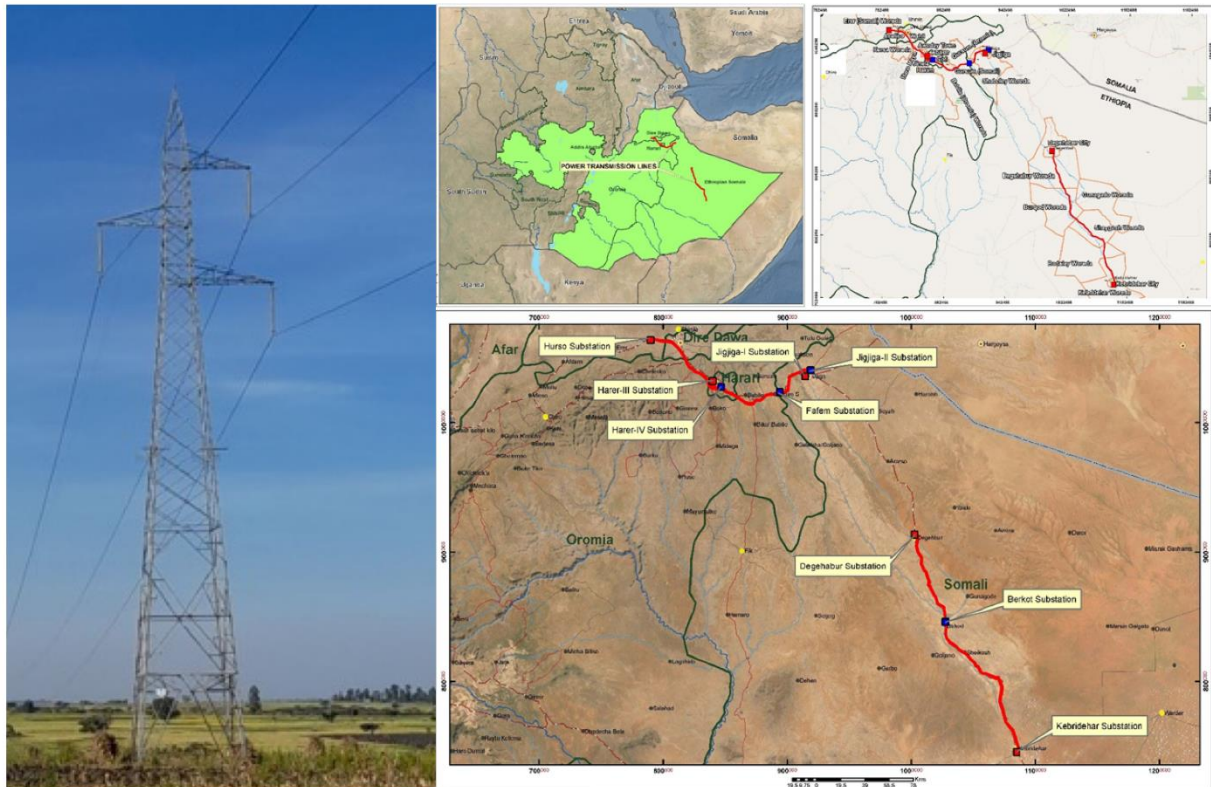




Federal Democratic Republic of Ethiopia  
Ethiopian Electric Power



# Hurso - Harar - Jigjiga 400kV & Degehabur - Kebridehar 132kV Transmission Line Projects



## STAKEHOLDERS ENGAGEMENT PLAN

### FINAL REPORT

**Federal Democratic Republic of Ethiopia**

**Ethiopian Electric Power**

**Eastern Ethiopia Electricity Grid Reinforcement Project  
(EEEGRP)**

**Stakeholders Engagement Plan**

**Final Report**

# Stakeholder Engagement Plan

## Table of Contents

<b>0</b>	<b>Executive Summary.....</b>	<b>1</b>
<b>1</b>	<b>Introduction .....</b>	<b>4</b>
1.1	Background.....	4
1.2	Project Information .....	6
1.3	Project Location.....	7
1.4	Principles of Stakeholder Engagement.....	11
<b>2</b>	<b>Legal and other Requirements .....</b>	<b>13</b>
2.1	National Regulatory Framework .....	13
2.1.1	The Constitution of the Federal Democratic Republic of Ethiopia (FDRE).....	13
2.1.2	Ethiopian National Policy on Women, 1993 .....	13
2.1.3	Environmental Policy and Strategy, 1997 .....	14
2.1.4	Environmental Protection Organs, Proclamation No. 295/2002 .....	14
2.1.5	Environmental Impact Assessment (EIA), Proclamation No. 299 2002 .....	14
2.1.6	Proclamation No. 1161/2019 .....	14
2.1.7	Council of Ministers Regulation No.472/2020. Expropriation and Valuation, Compensation and Resettlement.....	14
2.2	AfDB's Compliance Requirements .....	15
<b>3</b>	<b>Project Stakeholder .....</b>	<b>16</b>
3.1	Stakeholder Identification .....	16
3.2	Stakeholder Profiling and Analysis .....	18
3.3	Facilitating Participation of Women and Vulnerable Groups .....	21
<b>4</b>	<b>Stakeholder Engagement Programmes .....</b>	<b>26</b>
4.1	Purpose and Goal .....	26
4.2	Information Disclosure and Dissemination Program .....	26
4.3	Disclosure and Dissemination .....	27
4.4	Information Disclosure and Dissemination at National, Regional and Local Levels .....	30
4.4.1	Type and Sources of Information.....	31
4.4.2	Methods of Disclosure and Dissemination .....	31
4.5	Stakeholder Consultation and Participation Program.....	32
<b>5</b>	<b>Roles and Responsibilities .....</b>	<b>36</b>
5.1	Ethiopia Electric Power.....	37
5.2	Contractor .....	37
5.3	Community Relation Team .....	37

<b>6</b>	<b>Grievance Management Mechanisms .....</b>	<b>39</b>
6.1	Purpose and Scope .....	40
6.2	Grievance Resolution Procedure .....	41
<b>7</b>	<b>Monitoring and Reporting .....</b>	<b>45</b>
7.1	Background .....	45
7.2	Monitoring .....	45
7.3	Reporting .....	47
<b>8</b>	<b>Management Function .....</b>	<b>49</b>
<b>9</b>	<b>Indicative Budget .....</b>	<b>50</b>

## List of Tables

Table 1:	Summary of Stakeholder Groups, Interests and Influence and Potential Roles and Responsibilities	23
Table 2:	Stakeholder Engagement Programme	33
Table 3:	Stakeholder Engagement KPIs	46

## List of Figures

Figure 1:	Location of the Proposed Degehabur - Kebridehar TL Project	8
Figure 2:	Administration Map of the Proposed Degehabur - Kebridehar TL Project	9
Figure 3:	Administration Map of the Proposed Hurso - Harar IV - Jigjiga II 400 kV TL Project	10
Figure 4:	Graphical Representation of the Quadrant Method for Stakeholders	Section 17
Figure 5:	Basic Design (Principles and Processes) of Project-Level Grievance Mechanism	41

## List of Annexes

Annex 1:	Public Grievance Form	51
Annex 2:	Grievance Log Template	53
Annex 3:	Communications Log Template	53

## ACRONYMS

AfDB	African Development Bank
CDPs	Community Development Plans
CLOs	Community Liaison Officer
CR	Community Relation
CRT	Community Relation Teams
CSOs	Civil Society Organizations
EBC	Ethiopian Broadcasting Corporation
EEP	Ethiopian Electric Power
EIA	Environmental Impact Assessment
EPA	Environmental Protection Authority
ESAO	Environmental and Social Affairs Office
ESIA	Environmental and Social Impact Assessment
ESMP	Environmental and Social Management Plan
FDRE	Federal Democratic Republic Ethiopia
IDD	Information Disclosure and Dissemination
KAs	Kebele Administrations
MFI	Microfinance Institutions
MoA	Ministry of Agriculture
MoFPA	Ministry of Federal & Pastoralist Affairs
MoH	Ministry of Health
MW	Mega Watt
NGOs	None Govermetal Organizations
OHS	Occupation, Health and Safety
PACs	Project Affected Communities
PCDP	Public Consultation and Disclosure Plan/Pastoral Community Development Program
PFOs	Project Field Office
RAP	Resettlement Action Plan
SCCOs	Saving and Credit Co-operations
SCP	Stakeholder Consultation and Participation
SDP	Social Development Plan
SEP	Stakeholder Engagement Plan
SNRS	Somali Regional State
TL	Transmission Line
TOR	Terms of Reference
WAS	Woreda Administrations

## 0 Executive Summary

---

### *Introduction*

The Ethiopian Electric Power (EEP), as an Executing Agency is administering the implementation of the Eastern Ethiopia Electricity Grid Reinforcement Project (EEGRP) with the African Development Bank (AfDB) and Korean Economic Development Cooperation Fund (KEDCF) under the Korea-Africa Energy Investment Framework (KAEIF) that was signed between AfDB and Korean Exim Bank as Financiers of the Project.

Eastern Ethiopia Electricity Grid Reinforcement Project comprises the Hurso -Harer-Jigjiga 400 kV power transmission line and substation projects that cross 3 Regional states (Somali, Oromia, and Harari) and one city administration (Dire-Dawa) and the Degehabur – Birkot- Kebridehar 132 kV Power transmission line and substation project within the Somali National Regional State.

The ultimate goals of the Eastern Ethiopia Electricity Grid Reinforcement Project are upgrading the existing network from Hurso to Jigjiga via Harar and expanding the 132 kV network from Degehabur to Kebridehar through the new Birkot substation.

To address biophysical and socioeconomic risks and impacts and enhance the beneficial impacts of the proposed TL and substation projects, ESIA studies have been conducted in line with national requirements and AfDB's ESAP and ISS. As an integral part of the ESIA, this standalone Stakeholders Engagement Plan (SEP) Report is prepared.

The overall aim of this SEP is to ensure that a consistent, comprehensive, and coordinated approach is taken to stakeholder engagement and project disclosure throughout the project cycle. It is further intended to demonstrate the commitment of EEP as a project developer and the main implementing party, to an 'international best practice' approach to stakeholder engagement.

### *Legal and other Requirements*

The various national policies and regulations reviewed concerning the proposed project activities include the constitution of FDRE, relevant environmental and sectoral policies, and strategies; relevant proclamations, regulations, directives, and guidelines; national legislation governing land acquisition, compensation, and resettlement and AfDB's integrated safeguards system and Environmental & Social Assessment Procedures (ESAP).

### *Project Stakeholder*

The construction and operation of the Eastern Ethiopia Electricity Grid Reinforcement Project involve various stakeholders. It ranges from local communities that are directly affected by the project (primary stakeholders) to those that have interests in the project and those that have the potential to influence outcomes of the project (secondary stakeholders).

Therefore, based on the level of stakeholders identification, during the ESIA and RAP and additional review of their relevance to, interests in, and influence over the project, a more comprehensive and expanded stakeholder groups are identified which include local communities, local administrations, key government agencies at a federal and regional level, vulnerable stakeholders, Non-Governmental Organizations (NGOs), Civil Society Organizations (CSOs), project developer and project financiers.

### **Stakeholder Engagement Programmes:**

The overall goal of the stakeholder engagement program is to ensure that the methods and means of information disclosure and dissemination are easily accessible to all stakeholders, consistent, comprehensive, and coordinated at various levels throughout the project cycles.

The Stakeholder Engagement (SE) program focuses on information disclosure and dissemination dealing with what information will be disclosed, in what formats, and the types of methods that will be used to communicate and consultation and participation program consisting of the approaches and methods which will be used to promote the consultation and participation of project affected communities and other stakeholder groups.

Information about the proposed project will be disclosed and disseminated through various means including the preparation of communication material in different languages; project and AfDB's sites; existing mass media and workshops. Likewise, the Stakeholder consultation and participation program will adopt participatory planning, implementation, and monitoring of the ESIA and RAP in general and the social or community development program in particular at pre-tender, construction, and operation phases of the proposed project,

### **Roles and Responsibilities:**

EEP through its project implementing unit will be responsible for coordinating and allocating resources and overall implementation of the Stakeholders Engagement Plan (SEP).

The ESAO team at the head office may provide some high-level supervision, guidance and technical support to the implementation of engagement and disclosure activities at the project level. In addition, an independent Community Relations Team (CRT) would be required -at the project site level to implement the activities of this SEP.

### **Grievance Management Mechanisms:**

The main objective of a Grievance Redress Mechanism (GRM) is to enable people fearing or suffering adverse impacts to be able to be heard and assisted and to respond to concerns and grievances of project-affected parties related to the environmental and social performance of the proposed project.

The GRM will be handling all complaints arising associated with the implementation of the proposed project. In addition to complaints, the GRM will also handle general feedback, proposals for improvements etc., and function as a channel of communication between stakeholders and implementing agencies. Hence, EEP is required to establish GRM to receive and facilitate the resolution of the affected communities' concerns and complaints about the project's environmental and social performance as well as to report to external stakeholders. It is also clear that grievance management is an integral part of the broader stakeholder engagement process which this SEP is all about. The project will also use local grievance and redress mechanism such as community elders, and spiritual leaders to resolve affected people's grievances and concerns about the environmental and social performance of the project

### **Monitoring and Reporting:**

Monitoring will be an integral part of the SEP and monthly, quarterly and annual monitoring of the stakeholder engagement activities will be conducted by the CRT against the objectives defined in this SEP. A set of Key Performance Indicators (KPIs), targets, and monitoring measures have been developed to enable monitoring and evaluation of the implementation and guide updates and revisions of the stakeholder engagement

documentation. EEP as the main implementing institution through its PIU will be required to report on the progress of the implementation of SEP during the various phases of the project.

***Management Function:***

The project will be implemented using the existing government organizational structures at a federal, regional, Woreda, and Kebele level. The project implementing unit (PIU) will be established at EEP and EEP will be responsible for the overall project management and coordination.

# 1 Introduction

---

## 1.1 Background

Ethiopia's main power supply system is made up of a publicly owned and operated interconnected system with a total 4,418 MW installed generation capacity and there are also small operational and active off-grid self-contained systems supplied by diesel generators and hybrid solar-diesel with a total installed capacity of 21.8 MW in 2021.

The energy sector was identified as a priority sector in Ethiopia as laid in the National Development Plan. Accordingly, the Government of Ethiopia, with the support of development partners, prioritized investments in the country's electricity sector, to strengthen and expand transmission capacity to meet the energy needs of the country. Access to electricity has been created so far for 47% of the population with 95% in urban and 32% in rural areas (34% through the main grid and 11% using off-grid technologies).

The Ethiopian Electric Power (EEP), as an Executing Agency is administering the implementation of the Eastern Ethiopia Electricity Grid Reinforcement Project (EEGRP) with the African Development Bank (AfDB) and Korean Economic Development Cooperation Fund (KEDCF) under the Korea-Africa Energy Investment Framework (KAEIF) that was signed between AfDB and Korean Exim Bank as Financiers of the Project.

Eastern Ethiopia Electricity Grid Reinforcement Project comprises of the Hurso -Harer-Jigjiga 400 kV power transmission line and associated substation projects that cross 3 Regional states (Somali, Oromia, and Harari) and one city administration (Dire-Dawa) and the Degehabur - Birkot - Kebridehar 132 kV Power transmission line and substation project, within the Somali National Regional State.

The ultimate goals of the Eastern Ethiopia Electricity Grid Reinforcement Project are expanding the 400 kV network from Hurso to Jigjiga via Harar and expanding the 132 kV network from Degehabur to Kebridehar through the new Birkot substation.

The nature and impact magnitude of the proposed project, as per the Ethiopian EIA Guideline and AfDB's Environmental and Social Assessment Procedures, is classified as Schedule 1 and Category 1, respectively. Thus, the project requires an Environmental and Social Impact Assessment (ESIA).

Therefore, as an integral part of the ESIA, this standalone Stakeholders Engagement Plan Report is Prepared.

## 1.2 The purpose of Stakeholder Engagement Plan (SEP)

The overall aim of this SEP is to ensure that a consistent, comprehensive, and coordinated approach is taken to stakeholder engagement and Project disclosure throughout the project cycle. It is further intended to demonstrate the commitment of EEP as a project developer and the main implementing party, to an 'international best practice' approach to stakeholder engagement. EEP is committed to full compliance with all Ethiopian EIA Regulations, as well as aligning with international standards namely the AfDB ESAP, ISS, Handbook on Stakeholder Consultation and Participation in AfDB Operations (2001), etc. In line with current international best practices, this SEP aims to ensure that stakeholder engagement is conducted based on timely, relevant, and accessible information. In this regard, the SEP seeks to ensure that stakeholders are provided sufficient opportunity to voice their opinions and concerns and that these concerns influence project decisions.

The SEP:

- Provides the approach to stakeholder engagement, showing how this will be integrated into the rest of the ESIA process and throughout the project.
- Identifies the main categories of stakeholders and how they will be included in the ESIA process.
- Identifies the ways to document stakeholder engagement undertaken throughout the project.

### 1.3 Objectives of Stakeholder Engagement Plan (SEP)

The objectives of this SEP include;

- i) to outline the stakeholder consultation and communication activities throughout each step of the ESIA as well as project implementation phases;
- ii) to identify the key stakeholder groups; and
- iii) to identify resources needed and length of time to achieve effective participation in each stage of the process. The specific objectives of engaging stakeholders during the ESIA process as well as throughout the project cycle include;
  - **Ensuring Understanding:** An open, inclusive, and transparent process of engagement and communication will be undertaken by EEP to ensure that stakeholders are well-informed about the proposed development. Information will be disclosed as early and as comprehensively as possible.
  - **Identify key stakeholders:** Stakeholders that are affected, and/or able to influence the Project and its activities will be identified.
  - **Identify Approaches:** The most effective methods and structures through which to disseminate project information, and to ensure regular, accessible, transparent, and appropriate consultation will be identified.
  - **Involving Stakeholders in the Assessment:** Stakeholders were included in the scoping of issues, the assessment of impacts, and management/mitigation measures defined in the draft ESIA report. They also played an important role in providing local knowledge and information for the social baseline and informing the social impact assessment.
  - **Completing the process:** Develops a stakeholders engagement process that provides stakeholders with an opportunity to influence project planning and design; Establish formal grievance/resolution mechanisms; define roles and responsibilities for the implementation of the SEP; define reporting and monitoring measures to ensure the effectiveness of the SEP and periodical reviews of the SEP based on findings; and Assist DPM with securing and maintaining a social license to operate throughout the life of the Project.
  - **Building Relationships:** Through supporting open dialogue, engagement will help to establish and maintain a productive relationship between the EEP team and stakeholders. This supported not only an effective ESIA but also will strengthen the future relationships between EEP and stakeholders.
  - **Managing Expectations:** It is important to ensure that the proposed Project does not create or allow unrealistic expectations to develop amongst stakeholders about potential Project benefits. The engagement process will serve as a mechanism for understanding and managing stakeholder and community expectations, by disseminating accurate information in an easy-to-understand way.

- **Ensuring Compliance:** The process is designed to ensure compliance with both local regulatory requirements and international best practices.

#### ***Rationale for the preparation of Stakeholder Engagement Plan:***

Public and stakeholder consultations with relevant institutions and beneficiaries are an important component in the project planning. It is a national constitutional requirement in that the FDRE Constitution recognizes that citizens have a right to full consultation and to the expression of views in the planning and implementation of environmental policies and projects that directly affect them. Moreover, disclosure of relevant information and undertaking consultation with persons and communities directly affected by any development project that entails displacement of people and loss of property is a constitutional right in Ethiopia. The environmental impact assessment proclamation (proc.No.299/2002) also requires that all environmental impact assessment studies undertake public consultation as part of the study.

AfDB's ISS, OS1 also recognizes the need and importance of consultation, and the client shall be responsible for conducting and providing evidence of meaningful consultation (i.e. consultation that is free, prior, and informed) with communities likely to be affected by environmental and social impacts, and with other local stakeholders. Consultation shall start at the project identification stage, or at least at an early stage during project preparation, that it shall continue throughout, and that it shall be based upon a stakeholder analysis. It shall also be conducted promptly in the context of key project-preparation steps, in an appropriate language, and in a manner that is accessible and fully informed as a result of prior disclosure of project information. The results of such consultation shall be adequately reflected in project design, as well as in the preparation of project documentation. In all cases, consultation should be carried out after, or in conjunction with, the release of environmental and social information.

## **1.4 Project Information**

The supply of electrical energy at competitive prices, in sufficient quantity and reliability, and under the aspect of safe supply through reliable equipment, system structures and devices are of crucial importance for the economic development of countries and the well-being of each individual.

The scope of this project is to develop a power transmission development plan for Harar, Jigjiga, Fafem, Birkot, and Kebridehar towns and its surrounding due to the low voltage around the area. Therefore, this Project is designed to reinforce and extend the Ethiopian national high-voltage transmission Grid. The Project area starts from the existing Hurso 400 kV substation and extends in the Eastern direction to the major towns of Harar, Fafem, and Jigjig. A second arm at 132 kV starts from Kebridehar to Kebridehar via Birkot.

Four (4) new substations will be constructed under this project, three (3) existing substations will be extended, two (2) existing substations will be reconfigured, and one (1) substation will be upgraded. The transmission line from Hurso to Jigjig via Harar will be designed and constructed at 400 kV level but will be operated at 230 kV until the 400 kV transmission line from Debre Zeit to Hurso substation is constructed. The line is in the preparation phase by the World Bank.

**Project Name:** Eastern Ethiopia Electricity Grid Reinforcement Project (EEEGRP)

**Executive Agency:** Ethiopian Electric Power (EEP)

**Financer:** Africa Development Bank (AfDB) and Korea Economic Development Cooperation Fund (EDCF) under the Korea-Africa

Energy Investment Framework (KAEIF) that was signed between AfDB and Korean Exim Bank

## Project Components

### Component 1: Transmission Lines

- Sub-Component 1.1: Construction of 400 kV Transmission line. This sub-component comprises the construction of a 158.3km double circuit 400 kV transmission line from Hurso to Jigjig through the Harar substation.
- Sub-Component 1.2: Construction of a total of 212 km of 132 kV and 66kV Transmission Lines. This sub-component comprises the construction of (a) 202 km single circuit 132kV transmission lines from Degahabur to Kebridehar through Birkot, (b) 2.77 km double circuit 132 kV lines to interconnect the existing Fiq, Harar III & Jigjig II lines to new Fafem and Harar IV substations through Line-in-Line-Out (LiLo) arrangement and, (c) 7 km double circuit 66 kV to replace the existing single circuit 66 kV line from Harar III to Harar II substation.

### Component 2: Substations

- Sub-Component 2.1: Substation construction will involve the construction of four (4) new substations (Harar IV 230/132/33/15 kV, Jigjig II 230/132/33/15 kV, Fafem 132/33 kV and Birkot 132/33 kV). In the future, Harar IV and Jigjig II substations will be upgraded to 400 kV level, consequently, adequate space has been considered in the design of these two substations.
- Sub-Component 2.2: Substation extension will include the extension of three (3) existing substations (Hurso, Degahabur, and Kebridehar); and reconfiguring of the existing 132 kV Jigjig substation and 132 kV Harar III substation and upgrading of 66 kV Harar II substation.

## 1.5 Project Location

The proposed Hurso -Harer-Jigjiga 400 kV power transmission line and associated substation projects are located in the eastern part of the country. The project crosses and influences several Woredas and Kebeles found in 3 Regional states (Somali, Oromia, and Harari) and one city administration, Dire-Dawa. The proposed 158.3 km transmission line project traverses a total of 12 Woredas and 41 Kebeles found in the three regional states and one city administration.

The Degehabur – Kebridehar Transmission Line Project is located in South-Eastern Ethiopia, within the Somali National Regional State. It stretches over five Woredas and two administration towns in two zones. These are Kebridehar and Degahabur towns and Degehabur Woredas of Jara Zone and Bodaley, Kebridehar and Shaygosh Woredas and Kebridehar town of Korahe Zone.

The locations of the Project Area and the administration maps for the two TL corridors are shown in Figures 1, 2, and 3.

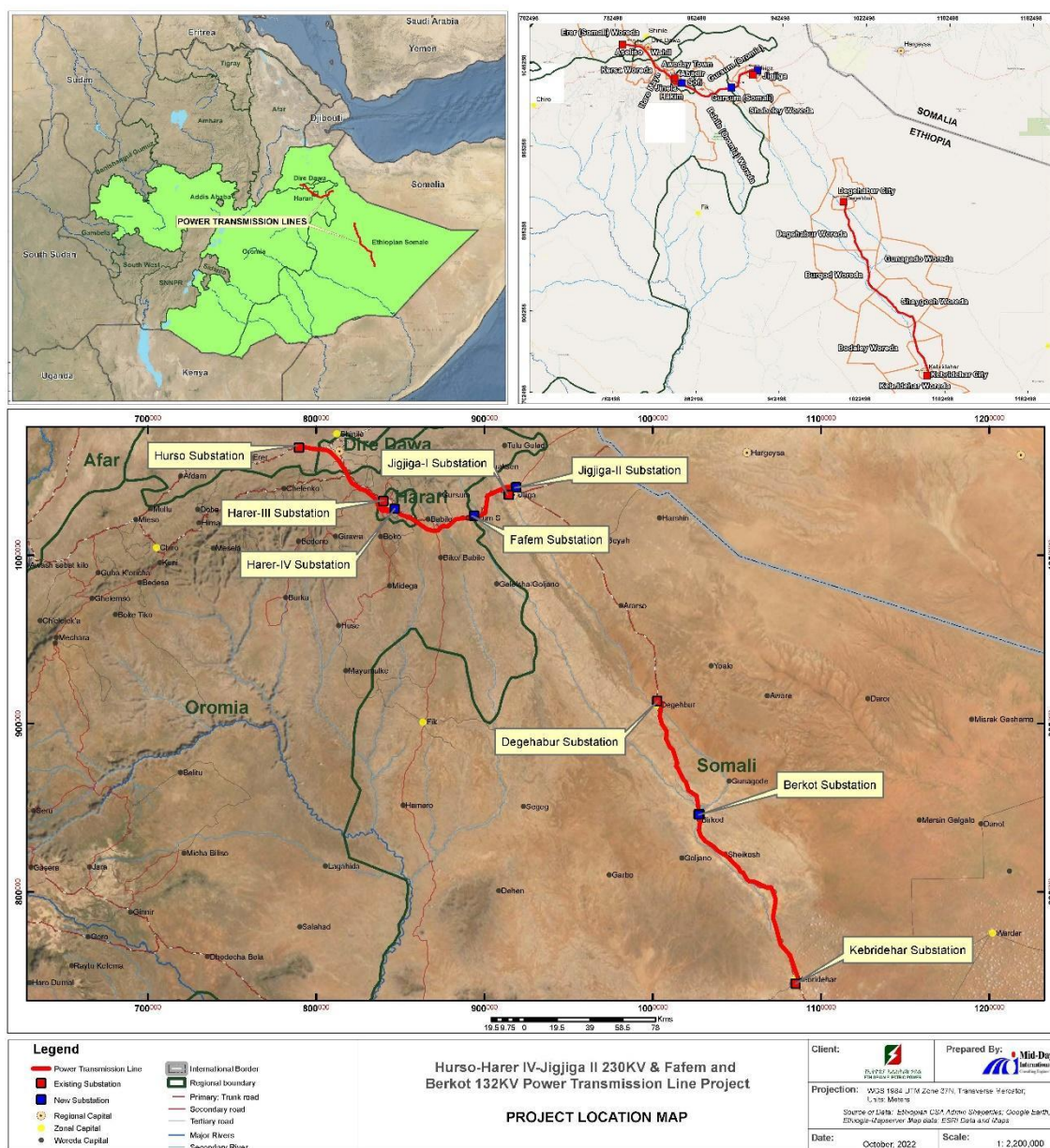


Figure 1: Location of the Proposed Degehabur - Kebridehar TL Project

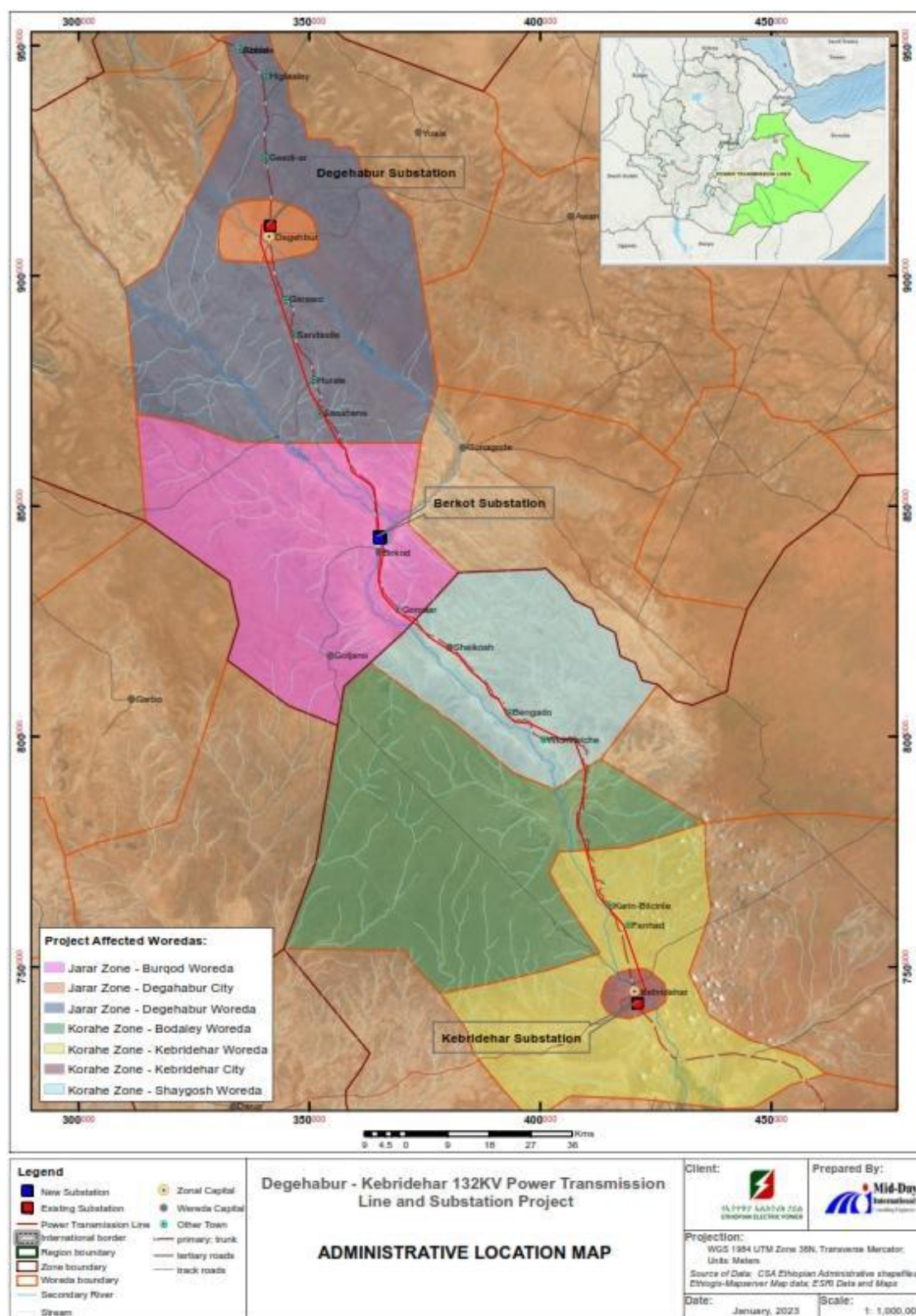


Figure 2: Administration Map of the Proposed Degehabur - Kebridehar TL Project

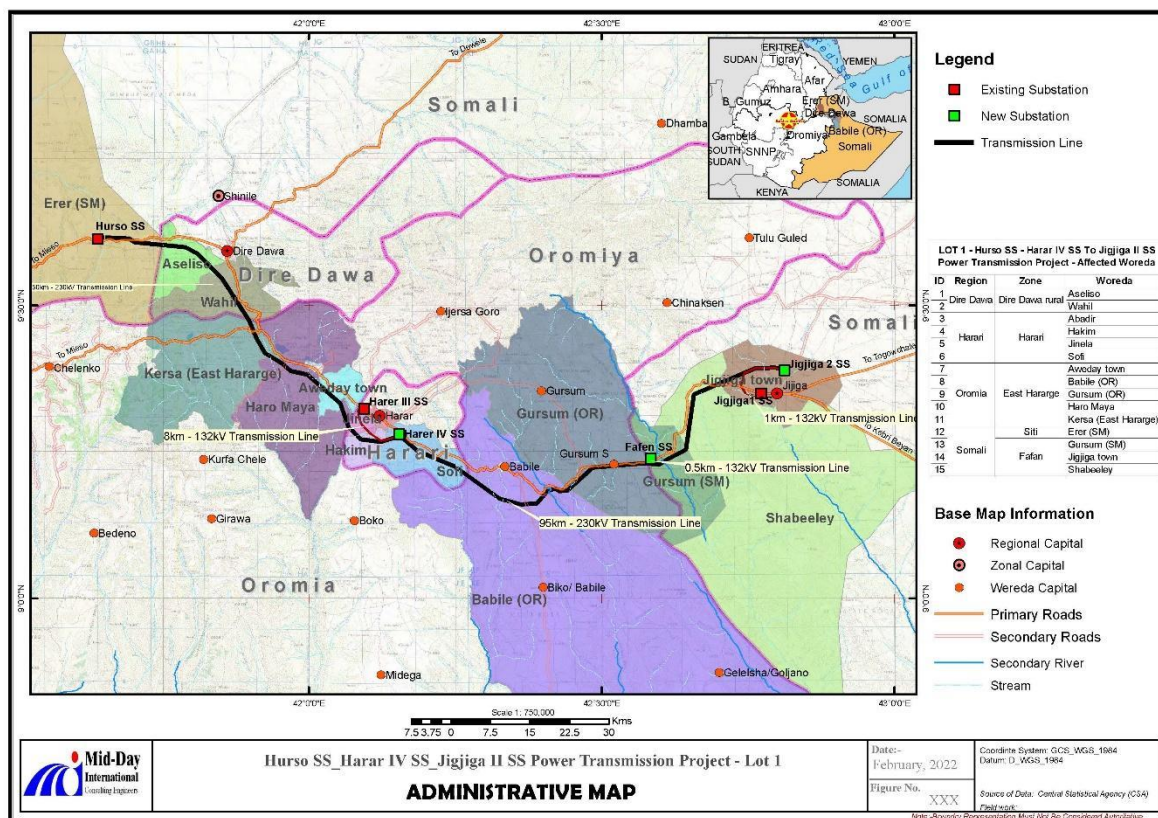


Figure 3: Administration Map of the Proposed Hurso - Harar IV - Jigjiga II 400 kV TL Project

## 1.6 Principles of Stakeholder Engagement

The following principles will be followed throughout the Project's development and implementation of the SE with the aim of building consistent, open and respectful working relationships with all Project stakeholders:

- Transparency and fairness: A culture of transparency will be promoted, in which Project information will be shared with all relevant stakeholders, and the process for grievance resolution will be made available for use without any retribution for claimants;
- Accessibility and cultural appropriateness: Stakeholder engagement activities will be planned to be accessible for Project stakeholders, taking into account factors such as location, accessibility and timing of activities. All Project information and grievance mechanisms will be made available in the *Somali, Oromiffa, Harari, and Amharic* languages;
- Inclusion of vulnerable groups: Specific attention will be paid to women and vulnerable groups to ensure that their views are heard, recorded, and taken into account in the project planning and implementation;
- Respect: The expertise, perspective, and needs of stakeholders will be acknowledged and respected through a culture of mutual learning and communication;
- Maintenance of written records: All stakeholder engagement activities and grievances will be recorded, to facilitate tracking, resolution, and follow-up as necessary; and
- Incorporation of feedback: The feedback received through the engagement and grievance redress process shall be incorporated into the Project design, and be reported back to the stakeholders in a clear manner.
- Transparency and fairness: Regarding the timing of the provision of information, please consider Providing information in advance of consultation activities and decision-making. Early, then regular consultation is essential to ensure that requirements are agreed upon and a delivery solution is negotiated that is acceptable to most stakeholders.
- Accessibility and cultural appropriateness: Consider this as an addition "Providing meaningful information in a format that is readily understandable and tailored to the needs of the target stakeholder group(s)".
- Respect: This is to be considered: i) Respect for local traditions, languages, timeframes, and decision-making processes, and ii) Processes free of intimidation or coercion and Clear mechanisms for responding to people's concerns, suggestions, and grievances.
- Communication: Two-way dialogue that allows both sides to exchange views and information, to listen, and to have their issues heard and addressed.
- Partnership: Before aiming to engage and influence stakeholders, it's crucial to seek to understand the people who will be working with and relying on them throughout the phases of the project lifecycle. Sharing information with stakeholders is important, but it is equally important to first gather information about your stakeholders.
- Plan it: A more conscientious and measured approach to stakeholder engagement is essential and therefore encouraged. Investment in careful planning before engaging stakeholders can bring significant benefits.

- Relationships are key: Developing relationships results in increased trust. Where there is trust, people work together more easily and effectively. Investing effort in identifying and building stakeholder relationships can increase confidence across the project environment, minimize uncertainty, and speed problem-solving and decision-making.
- Compromise: The initial step is to establish the most acceptable baseline across a set of stakeholders' diverging expectations and priorities. Assess the relative importance of all stakeholders to establish a weighted hierarchy against the project requirements agreed upon by the project Proponent.
- Take responsibility: Stakeholder engagement is not the job of one member of the project team. It's the responsibility of everyone to understand their role and to follow the right approach to communication and engagement. Good project governance requires providing clarity about stakeholder engagement roles and responsibilities and what is expected of people involved in the project.

## 2 Legal and other Requirements

---

There are several legislations, regulations and guidelines that require development initiatives to inform, consult, actively involve and engage with project-affected communities in the planning, designing, and implementation of programs and projects that affect their lives and livelihoods. Some of the most important legislations, national and sectoral policies that require public consultation, participation, and stakeholder engagement are briefly discussed below.

Therefore, this SEP takes into account the existing institutional and regulatory framework within the context of national legal instruments, as well as the sustainability requirements of AfDB's OSs.

### 2.1 National Regulatory Framework

Public consultations and participation in development projects are anchored in the laws of Ethiopia and are a mandatory part of the project development as outlined in the Constitution. The Environmental Protection Proclamation 295/2002 and related regulations and ordinances describe various national requirements that define the structure of stakeholder engagement to be carried out. Relevant national laws are listed in the below subsections.

#### 2.1.1 The Constitution of the Federal Democratic Republic of Ethiopia (FDRE)

As the major binding law for all national and regional policies, laws, and regulations, the Constitution has several provisions relevant to consultation and participation. The right of the public and the community to full consultations and participation is enshrined in the following articles:

- Article 92.3 states that people have the right to full consultation and to the expression of views in the planning and implementation of environmental policies and projects that affect them directly;
- Article 35.6 that states that women have the right to full consultation in the formulation of national development policies, the designing and execution of projects, and particularly in the case of projects affecting the interests of women;
- Article 43.2 states that nationals have the right to participate in national development and to be consulted with respect to policies and projects affecting their community; and
- Article 44(2) of the Constitution further stipulates that all people who have been displaced or whose livelihoods have been adversely affected as a result of State programs shall have the right to receive adequate monetary or other alternative compensation, including relocation and resettlement assistance.

#### 2.1.2 Ethiopian National Policy on Women, 1993

The policy promotes conditions conducive to ensuring equality between men and women so that women can participate in political, social, and economic life and ensure that their right to own property as well as their other human rights are respected. The policy discourages prejudices as well as customary and other practices that are based on the idea of male supremacy and enables involvement in the decision-making process at all levels. Compliance with this policy during consultations throughout the project is therefore expected.

### 2.1.3 Environmental Policy and Strategy, 1997

The policy promotes sustainable social and economic development and in particular seeks to ensure empowerment and participation of the people and their organizations at all levels in environmental management activities.

### 2.1.4 Environmental Protection Organs, Proclamation No. 295/2002

This law stipulates the need to establish a system that enables coordination among environmental protection agencies at federal and regional levels. The proclamation also indicates the duties of different administrative levels to apply the Federal law. Depending on the physical condition of the Regions, Woredas (district) and Kebeles (wards) will have their own authoritative mandates, responsibilities, and duties. The regional and local authorities are therefore considered critical partners for meaningful stakeholder engagement.

### 2.1.5 Environmental Impact Assessment (EIA), Proclamation No. 299 2002

This proclamation is a proactive tool to harmonize and integrate environmental, economic, cultural, and social considerations into a decision-making process in a manner that promotes sustainable development and requires documented stakeholder feedback of public perception, support, or lack thereof of a project.

In addition, the EIA Guideline (2002) provides key provisions regulating public participation stipulated by the EIA Guideline including;

- Encouraging public participation and ensuring that displaced people are informed about their options and rights.
- Providing structures (institutional arrangements) for consultation and, if required, conflict resolution, with the host communities and local government.

### 2.1.6 Proclamation No. 1161/2019

A Proclamation to determine the Expropriation of Landholdings for Public Purpose, Payment of Compensation, and Resettlement was issued in 2019. Article 8 of this newly enacted Proclamation requires relevant local administrations to:

- Consult landholders who are to be displaced at least one year before they handover their holdings;
- Notify the landholder or his agent in writing to hand over the land expropriated for a public purpose; and
- Pay compensation or provide substitute land before the displacement of people from their landholding.

### 2.1.7 Council of Ministers Regulation No.472/2020. Expropriation and Valuation, Compensation and Resettlement

This is a Regulation enacted by the Cabinet to guide and facilitate the implementation of Proclamation No. 1161/2019. Based on the provisions of the Proclamation, the Regulation specifies procedural details of public consultation including the following:

- The authority that has the power to determine on public purpose shall consult stakeholders with public utility owners, justice organs, those who work on youth, women and disabled people, other stakeholders and landholders whose land is to be expropriated before expropriation decision is made;
- The procedure for consultation with landholders shall include the following elements:
  - A written notice shall be sent to all concerned landholders;

- The consultation shall proceed where 75% or more of land holders whose land is to be expropriated are present;
- Consultation to be conducted six months before expropriation takes place where the land is urgently required for an investment that has national or regional significance; and
- The conditions of women, elders, and vulnerable groups shall be considered when conducting consultations.

## 2.2 AFDB'S Compliance Requirements

The AfDB's OS1 (Environmental and Social Assessment)- requirements on consultation OS1 related to stakeholder engagement states that:

- The client shall conduct and provide evidence of meaningful consultation (consultation that is free, prior, and informed) with communities likely to be affected by environmental and social impacts, and with other local stakeholders.
- The key focus of meaningful consultation is equity and inclusivity i.e. ensure that all groups (including those that are disadvantaged or vulnerable) are embraced within the consultation process on equal terms and that all groups are given the capacity to express their views with the knowledge that these views will be properly considered.
- The client shall ensure the satisfaction of Broad Community Support (BCS), especially for Category 1 projects and for projects affecting Indigenous Peoples, to promote appropriate solutions that do not harm livelihoods.
- Consultation shall start at the project identification stage, or at least at an early stage during project preparation and continue throughout, Consultation shall be based upon a stakeholder analysis.
- Consultation shall also be conducted on time in the context of key project-preparation steps, in an appropriate language, and in a manner that is accessible and fully informed as a result of prior disclosure of project information. The results of such consultation shall be adequately reflected in project design, as well as in the preparation of project documentation.
- In all case consultation should be carried out after, or in conjunction with, the release of environmental and social information.

Stakeholder engagement should start at an early stage of the ESIA process and continue throughout the project life cycle. A grievance mechanism needs to be established as well to facilitate the resolution of stakeholders' concerns and grievances about the Project's environmental and social performance.

## 3 Project Stakeholder

### 3.1 Stakeholder Identification

Who are stakeholders? Stakeholders are persons or groups who are directly or indirectly affected by a project, as well as those who may have interests in a project and/or the ability to influence its outcome, either positively or negatively. Stakeholders may include locally affected communities or individuals and their formal and informal representatives, national or local government authorities, politicians, religious leaders, civil society organizations and groups with special interests, the academic community, or other business entities.

In this case, the Hurso - Harar - Jigjiga 400 kV and Degehabur - Kebridehar 132 kV Transmission Line and Substations Projects and implementation and outcomes are what affect other people and organizations or will be affected by them. Therefore, the first crucial step for these two projects is to identify stakeholders that are crucially important to its current and future operations.

Ideally, it is good to identify as many stakeholders as applicable and ensure inclusivity from the outset. The comprehensive list of stakeholders can and needs to be sifted through as the Project progresses. This offers the Project an opportunity to identify and determine the most relevant stakeholders to effectively engage with throughout the life of the project and beyond without necessarily compromising the inclusivity of stakeholders and representation of diverse interests.

The fundamental principle in any stakeholders identification exercise is striking the right balance between identifying relevant stakeholders on the one hand and ensuring diversity and inclusivity on the other. This means that the process of identifying stakeholders should be systematic and not arbitrary, which, in turn, requires adopting a certain methodology. Thus, in addition to taking the nature and scope of these Projects and their impacts into account, the methodology used for systematically identifying stakeholders should also consider important stakeholder attributes such as the following;

- *Vulnerable or disadvantaged individuals or groups:* Vulnerable individuals or groups can be defined as those within a project's area of influence who are particularly marginalized or disadvantaged and who might thus be more likely than others to experience adverse impacts from a project. These individuals or groups are highly vulnerable to potential project impacts and often do not have a voice to express their concerns or understand the impact and risk of the project. They may be disproportionately impacted or further disadvantaged by the project as compared with any other groups due to their vulnerable status, and usually require special arrangements/measures to ensure their full participation in the consultation and decision-making process associated with the project. Their vulnerability may stem from a person's origin, gender, age, health condition, including HIV/AIDS status, disability, economic deficiency and financial insecurity, disadvantaged status in the community (e.g. minority groups), dependence on other individuals or natural resources, etc.
- *Dependency:* Groups or individuals who are directly or indirectly dependent on the Project's activities, products or services and associated performances (e.g. project-affected communities, their representatives and local administrations).
- *Influence:* Groups and individuals who can have an impact on the Project or a stakeholder's strategic or operational decision-making (e.g. other ongoing sustainable development projects, financiers, civic organizations).

- **Responsibility:** Groups or individuals to whom the Project has or in the future may have legal, commercial, operational or ethical/moral responsibilities (e.g. project-affected communities, project financiers (AfDB)).
- **Diverse Perspectives:** Groups and individuals whose different views can lead to a new understanding of the situation and the identification of opportunities for action that may not otherwise occur (e.g. development partners, environmental and human rights groups).
- **Legitimacy:** Groups and individuals who can legitimately claim to represent certain interests as well as the interests of the voiceless such as disadvantaged and marginalized groups, future generations, and the environment.

It is important to analyze and identify from the outset which stakeholders are truly relevant to the Project, i.e. capable of influencing the outcomes of the project. It is also important to note that the process of stakeholder identification, mapping, and profiling must be dynamic, and their database should be revised from time to time.

The key criteria for selecting relevant stakeholders are: (a) The level of their interest in the project, and (b) The level of their influence on the project under consideration (See Figure 4). Stakeholders' interest and influence can change with time and therefore, configurations within the stakeholders' platform could occur.



Figure 4: Graphical Representation of the Quadrant Method for Stakeholders Section

**Stakeholder Mapping:** The level of influence that stakeholders may have over a given project can vary, as do their interest and impact on the project. Stakeholder mapping considers:

- Who is affected by the Project and how;
- Who the formal and informal community leaders are and to what degree they can be seen as representative;
- Whether the stakeholders' support is neutral, towards or opposed to the Project;
- Each stakeholder's key interests and concerns concerning the Project; and

- How different stakeholders can influence the Project and what risks or opportunities this presents to the Project.

Key stakeholders entail those with the most influence and/or those who are the most interested or affected. Section 3.2 below is a summary finding of stakeholder

## 3.2 Stakeholder Profiling and Analysis

The AfDB Handbook on Stakeholder Consultation and Participation in AfDB Operations (2001) advises that once relevant stakeholder groups have been identified, an analysis of Stakeholders' interests (overt and hidden) shall be conducted to assess the potential impact of the proposed project on their interests. In this regard, key questions to be answered stated in the Handbook include:

- (i) How does each group of stakeholders perceive the problem at hand and proposed solutions?
- (ii) What are their key concerns and interests concerning the project?
- (iii) What are stakeholders' expectations of the project?
- (iv) What does each group of stakeholders stand to gain or lose because of the project?
- (v) What conflicts might a group of stakeholders have with a particular project strategy?
- (vi) How do different groups of stakeholders relate to each other? (vii) Where is there convergence/divergence between their interests and expectations?

The construction and operation of the Eastern Ethiopia Electricity Grid Reinforcement Project (EEGRP) involve several key stakeholders. It ranges from local communities that are directly affected by the project to those that have interests in the project and those who have the potential to influence outcomes of the project. Some stakeholders identified and consulted during the ESIA process are project-affected communities at Kebeles and Woredas levels. However, existing levels of public consultations as well as the processes of stakeholder analysis and identification are neither systematic nor are comprehensive enough to warrant the proper stakeholder engagement processes that the project would require over the next several years of implementation and operation.

Therefore, based on the level of stakeholders identification, during the ESIA and RAP and additional review of their relevance to, interests in, and influence over the project, more comprehensive and expanded stakeholder groups are identified and briefly discussed as below. It should be made clear from the outset that the listing of stakeholders identified at the moment is neither exhaustive nor is it final. Rather, it is an activity in progress and it needs to be refined further through additional reviews, interviews and analysis of stakeholders' potential roles and responsibilities as well as interests in and influence over the operations of the Project.

The type of stakeholders who may be directly or indirectly, positively or negatively affect or be affected by the outcomes of proposed power transmission lines and substations project projects are generally categorized as;

- **Primary stakeholders** are the beneficiaries of a development intervention or those directly affected (positively or negatively) by it. They include local populations (individuals and community-based organizations) in the project area, in particular, poor and marginalized groups who have traditionally been excluded from participating in development efforts.

- **Secondary stakeholders** are those who influence a development intervention or are indirectly affected by it. They include the government, line ministry, and project staff, implementing agencies, local governments, civil society organizations, private sector firms, the Bank and its shareholders and other development agencies.

The following is a broad categorization and brief description of various stakeholder groups that are deemed crucially important for the successful implementation of the main Hurso – Harar – Jigjiga & Degehabur – Kebridehar TL projects and its various components including community development and environmental management sub-projects.

- Local Communities:** This group of stakeholders comprises project-affected persons, their community organizations and representatives. The members of project-affected communities constitute primary stakeholders due to they are communities whose lives and livelihoods are directly affected by the Hurso – Harar – Jigjiga & Degehabur – Kebridehar TL and associated substation Projects and hence they are not only beneficiaries of the forthcoming mitigation measures and community development projects but also the ultimate owners of the initiatives. Therefore, as beneficiaries and owners of the initiatives, local communities and their representatives are major contributors to the planning and implementation of the proposed community development initiatives. This can therefore be achieved through ensuring their active participation, consultation, disclosing all information that matters to them and using appropriate communication channels and engaging them throughout the construction phase of the project and beyond.
- Local Administrations:** In this case, a local administration represents the Kebele administrations and Woreda administrations. This group of stakeholders is key to the success of the main project as well as its various components like the realization of several mitigation measures and community development sub-projects proposed in the projects' ESIA and RAP documents. The importance of local administrations emanates not only from the strategic position (close to the Project and Project affected communities) they occupy within the politico-administrative echelons but mainly since the FDRE Constitution and subsequent policy reforms of decentralized governance empower Woreda Administrations as the ultimate units for administration, planning, and implementation of all development efforts in the country. Moreover, local administrations are overseen by Councils whose members are democratically elected, hence they represent the interests of their respective constituencies.
- Project Sponsor:** Naturally, as a champion or sponsor of the main project, Ethiopian Electric Power (EEP) is a primary stakeholder of the Hurso – Harar – Jigjiga & Degehabur – Kebridehar TL and associated substation Projects. As a champion, EEP is responsible not only for financing but also ensuring the realization of the upcoming mitigation and enhancement measures as well as community development projects. These transmission line projects are one in more than several similar TL development projects implemented by EEP over the past several decades. More recently, the EEP has successfully executed several projects which have had serious social and environmental challenges. Today, EEP enjoys a wealth of knowledge and experience in managing social and environmental issues in its power sector development projects, power generation and transmission in particular. EEP is also well-equipped in terms of its internal organization to manage social and environmental issues involved in energy development projects. For example, in response to the national environmental regulations as well as increasingly stringent requirements of international lending institutions to comply with their social and environmental safeguard policies and guidelines, EEP has recently established an office – Environmental and Social

Affairs Office (ESAO). Of course, the ESAO is in addition to similar units that each project is required to establish and operationalize under its jurisdiction. Thus, the ESAO, jointly operating with a similar team working at a project level, is the technical wing of the EEP dealing with social and environmental matters.

- d) **Key Government Agencies:** Key government agencies that can have an interest in and or influence the realization of the Hurso – Harar – Jigjiga & Degehabur – Kebridehar TL and associated substation Projects are too many to list and discuss them all here. Some of the most important agencies with direct relevance to the Project include the Environmental Protection Authority (EPA), Cultural Heritage and Tourism Development Agency, Ministry of Health (MoH), Wildlife Conservation Authority, and Universities and Research Institutes, Regional and Local Women, children and youth office; Ministry of Labor and Skills Development, Somali Regional Labor and Social Affairs Bureau; Harari, Oromiya, Somali Regional Environmental Protection Offices; Harari, Oromiya, Somali Regional state and Cities administrations; Community members: Clan leaders, and International Financers: AfDB. It is believed that these agencies, among others, have something to either contribute to or benefit from, (or both) the project, hence they can influence the way the Project and its various components are implemented. Therefore, the Project needs to engage with some of these agencies, as and where required, at different stages in its life.
- e) **Vulnerable stakeholders:** vulnerable stakeholders are considered groups that are likely to experience impacts differently from mainstream society due to their marginalized and/or disadvantaged status, and have differential needs and priorities when it comes to participation in engagement and consultation activities. Specific vulnerable groups will be identified through the site visit.
- f) **Non-Governmental (NGOs) and Civil Society Organizations (CSOs):** There is no doubt that there are several local and international NGOs and CSOs with a certain interest in and influence over the project and its social and environmental impacts – adverse or otherwise. In fact, all NGOs and CSOs actively operating in the project influence area constitute important stakeholders.

At the moment, the following NGOs are identified as key players actively operating in the project influence Woredas: World Vision Ethiopia, UNFPA, USAID, OXFAM, Save the Children, Care Ethiopia, Feed the Future, Beza, ZOWA, Catholic Relief Service, Pastoralist Development Association, Pastoralist Community Development Programme, IMC and BirdLife International/ Ethiopian Wildlife and Natural History Society (EWNHS). Given the important roles that NGOs and CSOs play in supporting sustainable development efforts (livelihood enhancement, social development, environmental sustainability, human rights, etc.), they are important partners in the implementation of the RAP and SDP.

- g) **Media:** The media outlets include national (EBC) and Somali regional Television Channels, local and national FM Radio Stations, private and public print media including daily and weekly newspapers, magazines and other publications, the internet, etc. The media – electronic as well as print media – have a crucial role to play in the Project including disclosure of information to stakeholders and the public at large, news coverage, designing and broadcasting special educational and awareness-raising programs that are relevant to local project-affected communities. Depending on the needs of the target audience, appropriate media outlets will be identified – on a case by case basis – and used to reach out and inform all project stakeholders about an issue that matter to them.
- h) **International Stakeholders:** This category of stakeholders includes project financiers, international development agencies, and global civic organizations such

as human rights and environmental groups. Arising from their legitimate responsibility to represent the voiceless (marginalized groups and the environment for example), they have considerable influence over the way how large-scale infrastructure development projects – particularly those with substantial social and environmental impacts – are constructed and operated. Therefore, it is in the best interest of the Hurso – Harar – Jigjiga & Degehabur – Kebridehar TL and associated substation Projects to reach out, keep abreast, actively engage and work closely with international stakeholders who have an interest in or can influence its operations.

- i) **Rural Financial Intermediaries:** In the project influence areas, access to services and infrastructure is often limited. And the same is true with financial services. Even when financial services are physically accessible, for example, commercial banks and MFIs, lending modalities and methodologies applied by those formal financial institutions render them inaccessible to the rural poor with no history or experience in savings and credit. Therefore, with more innovative approaches and physically accessible services, rural financial intermediaries such as Micro-finance Institutes (MFIs) and Saving and Credit Cooperatives (SACCOs) could be instrumental in providing access to financial products and services to local communities in the project areas.

The detailed summary of all key stakeholders along with their respective potential roles, responsibilities and interest in and influence over the project is presented in Table 1 below. The table identifies the various stakeholders that have been mapped for the two TL projects. This is a preliminary list that will be updated following the establishment the project management office and as and when additional stakeholders change or are identified. The ultimate aim will be to include specific individual names, roles, and contact details for each organization and stakeholder group.

### 3.3 Facilitating Participation of Women and Vulnerable Groups

Specific attention will be paid to women and vulnerable groups to ensure that their views are heard, recorded, and taken into account throughout the Project planning and implementation. The preliminary stakeholder list in Section 3 will be updated with site-specific details of vulnerable groups based on findings of the reconnaissance site visit, following which this section will be tailored to take into account the identified vulnerable groups' specific characteristics.

Consultation and information disclosure activities will take into consideration logistical and cultural factors such as language, physical access, gender roles, literacy levels, and time availability of vulnerable groups, and the ability of such groups to access and actively participate in consultation activities.

The Project will carry out proactive outreach to women and women's organizations among the stakeholder groups to facilitate their active participation in consultation events. To the extent possible, meetings and focus groups involving women only will be held on days and at times that do not inadvertently preclude the participation of women due to paid work, household or childcare commitments.

Invitations for meetings and key Project information will also be posted in locations that women frequent such as marketplaces, governmental offices, and schools. Consideration will be given to those who are care providers by, for example, timing meetings at the most convenient times to facilitate their attendance, allowing them to bring children to informal events and allowing plenty of time for the discussion and breaks as appropriate.

Similarly, meeting venues will be selected to ensure that they have accessible and comfortable seating available for elderly and disabled participants, and the speakers will

be provided audio-visual equipment where feasible to enable all attendants to hear and see the presentations being delivered. Interpreters will be provided for individuals who do not speak the main languages used in the Somali Region. Relevant consultation documentation will also be translated if needed.

Table 1: Summary of Stakeholder Groups, Interests and Influence and Potential Roles and Responsibilities

Stakeholder Group	Stakeholders	Interest	Influence	Potential Roles and Responsibilities
1. Local Communities	Project Affected Persons	Beneficiary	Design & planning of community development sub-projects	Participation in planning, implementation and follow up of CDP
	Local Community Organizations	Beneficiary	Design & planning of community development sub-projects	Participation in planning, implementation and follow up of CDP
2. Local Administration	Kebele Administrations	Local governance, administration & development	Design & planning of community development sub-projects	Participatory needs assessment, planning, implementation and monitoring of community development projects
	Woreda Administrations	Local development planning, coordination, supervision & implementation	Local development planning unit with elected council	Land acquisition and resettlement associated with the project; Facilitation, coordination, joint planning, implementation and monitoring of community development sub-projects as well as various impact mitigation and benefit enhancement measure
3. Project Sponsor	Ethiopian Electric Power (EEP)	Compliance to environmental regulations	Project owner & financier of sub-projects	Project owner, Financing, initiating, and coordinating the planning and implementation of Community Development Plan
4. Key Government Agencies	Environmental Protection Authority (EPA)	Ensuring developer's compliance with environmental regulations	Environmental Regulator, technical support	Environmental Regulations, Licensing and regulation of the project's social and environmental compliance
	Ministry of Federal & Pastoralist Affairs (MoFPA)	Ensuring equitable growth & development	Facilitation & coordination of PCDP	
	Ministry of Agriculture (MoA)	Crops & livestock	Agricultural policies & practices	Agricultural development policies, programmes & projects
	Cultural Heritage and Tourism Development	Development and conservation of cultural	Tourism infrastructure	Indigenous culture and tourism development

Stakeholder Group	Stakeholders	Interest	Influence	Potential Roles and Responsibilities
	Agency	heritage		
	Ministry of Health (MoH)	Health sector development	Development & expansion of health facilities and services	Standards & guidelines for the development of health facilities
	Wildlife Conservation Authority	Wildlife conservation	Development of national parks	Wildlife protection and conservation
5. NGOs and CSOs	Local and International NGO	Community development	Collaboration	Joint planning, implementation and monitoring of impact mitigation and benefit enhancement measures
	Pastoralist Development Association	Community development	Collaboration	Partnership in pastoralist community development initiatives
6. Other Ongoing Development Projects	Pastoralist Community Development Programme (PCDP III)	Sustainable development	Resources and planning of community development sub-projects	Information exchange, experience sharing and coordination of efforts to achieve synergies
	Association for Sustainable Development Alternative (ASDA)	Community development	Collaboration	Collaborative implementation of community development projects
7. Media	EBC and Regional TV	News & Information	Information disclosure, awareness raising	News, views, information and educational programs, Information disclosure, education and awareness raising
	Regional Radio	News & Information	Information disclosure, awareness raising	News, information and educational programs, Information disclosure, education and awareness raising
	Newspaper, Magazine	News & Information	Information disclosure, awareness raising	News, views, information and educational programs, Information disclosure, education and awareness raising
	Local FM Radio	News & Information	Information disclosure, awareness raising	News, views, information and educational programs, Information disclosure, education and awareness raising

Stakeholder Group	Stakeholders	Interest	Influence	Potential Roles and Responsibilities
8. International Audience	Human Rights Groups	Human rights	Flagging up human rights issues	Monitoring of human rights record (performance) and provision of feedback to the project
	Environmental Groups	Environmental protection	Flagging up environmental issues	Monitoring of environmental and social performance of and provision of feedback to the project
	Development Partners (AfDB)	International development cooperation & partnership for sustainable development	Technical and financial support to sustainable development initiatives	Technical and financial support to the main Project as well as various community development sub projects of the social development plan
10. Rural Financial Intermediaries	MFI	Expanded customer base	Innovative financing	Access to innovative financial products and services
	Multi-purpose Cooperatives	Improved financial service delivery	Access to finance	Access to innovative financial products and services

## 4 Stakeholder Engagement Plan

---

The Stakeholder Engagement Plan (SEP) presented in this section constitutes the core of the overall stakeholder engagement plan of the Hurso – Harar – Jigjiga & Degehabur – Kebridehar TL and associated substation Projects. The focus of this section is on two core components of the program: (i) Information Disclosure and Dissemination (IDD), and (ii) Stakeholder Consultation and Participation (SCP) programs. In practice, there is a great deal of overlap between the two components. However, they are presented in separate sections for the sake of a full exposition of each component, despite the possibility of some unavoidable repetition.

The description of the plan is organized around the following themes including the two main components mentioned which correspond to five sub-sections:

The description of the plan is organized around the following themes including the two main components mentioned above which correspond to five sub-sections:

1. Brief description of the purpose and goal of the Plan
2. An outline of the information disclosure and dissemination of the plan consisting of brief descriptions of what information will be disclosed, in what formats, and the types of methods that will be used to communicate this information to each of the stakeholder groups identified in section 5 above; and
3. Description of the consultation and participation plan consisting of the approaches and methods which will be used to promote the consultation and participation of project-affected communities and other stakeholder groups.

### 4.1 Purpose and Goal

The overall goal of the stakeholder engagement plan is to ensure that the methods and means of information disclosure and dissemination are easily accessible to all stakeholders, consistent, comprehensive and coordinated at various levels throughout the project cycles.

### 4.2 Information Disclosure and Dissemination

This section presents the Information Disclosure and Dissemination (IDD) program in which it briefly describes the type of information to be disclosed and the methods that will be used to communicate the information to PACs and other stakeholder groups. Before going to the description of the program, it is useful to note that there is a great deal of overlap between the two main components of the program: information disclosure will include a great deal of consultation, while the consultation and participation component will also involve the disclosure and dissemination of information. In other words, the disclosure and dissemination of information will not be a single event or activity. Information will be continuously generated and disseminated throughout the life of the project and within the different components of the program. However, in this section, the focus is on the main first-round information disclosure and dissemination task which aims at full disclosure and dissemination of information to all project-affected communities and other stakeholder groups including vulnerable group of the community: Elderly, youth, female household heads, chronically ill, persons with physical disabilities and members of minority or marginalized groups.

It is called as a full disclosure because the proposed program fills the gap and builds on similar activities initiated under the ESIA. The SEP is presented below in two sub-sections consisting of information disclosure and dissemination.

## 4.3 Disclosure and Dissemination

**Sources and Types of Information:** the following are the main project documents which will be disclosed and which will serve as the primary sources of information for the implementation of the SE program:

- (1) Environmental and Social Impact Assessment (ESIA, 2023)
- (2) Resettlement Action Plan (RAP, 2023)
- (3) Labour Management Plan (LMP, 2023)
- (4) Grievance Redress Mechanism (GRM, 2023)
- (5) Gender Action Plan (GAP, 2023)
- (6) Stakeholder Engagement Plan (SEP, this document)

These project documents contain a wealth of data and information on all aspects of the Hurso – Harar – Jigjiga & Degehabur – Kebridehar TL and associated substation Projects. However, the problem is not the dearth of information to disclose and disseminate; rather the challenge is how to disclose and disseminate the wealth of information contained in the main project documents in a manner meaningful and accessible to project-affected communities and other stakeholders. In other words, the main challenge is to design an appropriate and effective communication strategy for the practical implementation of the information disclosure and dissemination program which is addressed below with proposals on communication materials and specific methods of communication.

### a. Communication Materials

An effective communication strategy requires the design, production, and dissemination of communication materials based on an in-depth assessment of the nature of the message, media, and target audience. This means that the designing, production and dissemination of communication materials will be an important task in the implementation of the proposed SE program in general and the IDD program in particular. This task will involve first and foremost preparing actual communication materials out of the mass of data and information contained in the main source documents. The main project documents listed and described above will be directly disclosed and disseminated using suitable communication methods (see below). However, for the practical purpose of conducting the information disclosure and consultation activities at the grassroots level, the massive and diverse sets of data and information contained in the ESIA and other project documents have to be extracted and converted into **non-technical communication materials and prepared in the form of info-pack**. The aim is to make the information to be disclosed and disseminated more user-friendly, which means making it accessible and meaningful to stakeholders, especially to project-affected communities.

For this purpose, it is proposed that an integrated project information document should be prepared which will serve as an intermediate source of information between the large main project documents on the one hand and short and specific communication materials on the other. The integrated information document will be prepared based on the main project documents and their Executive Summaries. The document will be translated into *Oromiiffa, Harari, Somaligna, and Amharic* languages<sup>1</sup>. This measure will make it possible to bring together into a single concise document the key types of data and information to be disclosed and disseminated based on careful selection and organization of the large and diverse set of information scattered in various project documents.

<sup>1</sup> Amharic is the official working language of both the federal government as well as the regional government of the Somali Regional State (SRS); the latter is the region in which the project is located.

The info- package materials or integrated project information document is a non-technical communication materials and prepared in the form of info-pack and should include, among others, the following: (i) Environmental and Social Impact Assessment (ESIA, 2023); (ii) Resettlement Action Plan (RAP, 2023); (iii) Labour Management Plan (LMP, 2023); (iv) Grievance Redress Mechanism (GRM, 2023); (v) Gender Action Plan (GAP, 2023); (vi) Stakeholder Engagement Plan (SEP, this document).

The document will serve as a valuable tool for the effective disclosure and dissemination of full, balanced, and accurate information in a consistent manner. It will also reduce the time and effort needed to search data and information scattered in different project documents. The document will serve as source material to undertake various activities including;

- To prepare various other shorter and more specific communication materials including socio-economic fact sheets/socio-cultural profiles of project-affected areas and communities, leaflets, brochures, newsletters, press releases, public notices, etc.
- To conduct briefing and training of project field staff including CLOs;
- To facilitate or moderate information disclosure and consultation meetings at the regional/local level; and
- To be distributed as basic reference material to representatives of project affected communities, Kebele and Woreda administrations and sector agencies and other stakeholders.

#### ***b. Methods of Disclosure and Dissemination***

The methods for information disclosure and dissemination outlined below apply to the national and international level and are identified based on the understanding that a mix of different methods of communication which also promote two-way and interactive information exchange and dialogue between different stakeholder groups are more likely to be effective and successful.

##### ***i. Project Website***

An internet-based electronic media in the form of a project website is an excellent communication tool to reach a very wide target audience both at national and international levels to disclose and disseminate information about the project on a timely and continuous basis, exchange views and experiences, and address the concerns of stakeholders. Accordingly, the project will accomplish the following tasks in relation to the proposed website:

- (1) Design and host an interactive and dynamic project website and maintain it throughout the life of the project life cycle;
- (2) Populate the website with the main project documents (ESIA, RAP, LMP, GRM, GMP and SEP) and other relevant information;
- (3) Keep the website as dynamic, lively and interesting as possible by embedding mechanisms and tools for the updating of the site, for receiving and responding to queries, comments and suggestions.

##### ***ii. Existing Mass Media***

The mass media and media agencies are included as one of the stakeholders of the project and have an important and specific role with IDD. The mass media include: (i) print media (e.g. newspapers and magazines) and Radio and TV, (ii) national, regional and

local/community level media and (iii) public as well as privately owned and operated media.

The project will work with the mass media and media agencies at least in the following ways:

- (i) For the designing and production of communication materials;
- (ii) Using the mass media to disclose and disseminate information about various aspects of the project in the form of public notices, press releases, dedicated articles, joint field visits, etc.

However, it is important to clearly recognize the limitations of the existing mass media as to which target audiences can and cannot reach. In this regard, a crucial question will be: are there suitable mass-media outlets that can reach project-affected communities? This implies the existence of mass media that operate in local languages and are accessible at grass-roots levels (e.g. community radio in local languages) for example in the remote and isolated pastoralist and agro-pastoralist communities within the project influence area.

The existing mass media can be used in several ways including;

- (1) *Print Media*: public national newspapers such as Ethiopian Herald (English) and Addis Zemen (Amharic) can be used to disclose information in the form of public notices and press releases about the disclosure of the ESIA and other documents and announcing forthcoming public consultation meetings. Privately operated counterparts including for example the Reporter, Capital and Fortune Newspapers can be used for similar purposes. In addition, regular public print media operated by the Regional State government can be used in similar ways.
- (2) *Radio and Television*: There is a range of Radio and TV channels and services operated by government and private agencies and both at national and regional levels. Apart from the well-known government broadcasting services at a national level, there are, for example, FM Radio channels operated by the regional government media agency and private operators. Radio and TV can be used in the same way as the print media noted above (public notices, news releases, etc.) as well as for *dedicated programs on the project*.

### iii. Workshops

The project will organize national information dissemination-consultation workshops involving all Woreda and Regional State and national stakeholders. During the life of the project and in its various phases, the following five workshops will be held in conjunction with key project milestones and phases:

- (1) The disclosure of the ESIA, RAP, and SEP
- (2) Community Development Action Plan )
- (3) Mid-Term Implementation/Progress Review of Construction of the project and community development programs
- (4) Final or Completion Review

The project will ensure the disclosure of relevant information and distribution of project documents to stakeholders well in advance of the workshops in order to promote meaningful consultation. In other words, the distribution of copies of ESIA/RAP and other project documents to stakeholders is part of the information disclosure and dissemination program and consultative meetings have to be preceded by the distribution of project documents.

Addressing the concerns of PAPs/PACs and other stakeholders and receiving and responding to feedback, comments and suggestions is the central purpose of these consultative workshops and meetings. For this reason, meticulous planning and preparation and systematic documentation and feedback are essential pre-conditions for the effective and successful execution of the consultative meetings and workshops.

#### 4.4 Information Disclosure and Dissemination at National, Regional and Local Levels

In this sub-section, we outline the information disclosure and dissemination (IDD) program at national, regional and local levels (at community, Kebele and Woreda levels). The implementation of the program at the local level constitutes the priority of this SEP because it relates to primary stakeholders at this level. The various levels consisting of the following five main categories:

- **Project Affected Communities (PACs):** PACs are the most important or primary stakeholders of the project because they are directly and/or indirectly affected by the project. PACs will also include vulnerable group of the community including elderly, youth, female household heads, chronically ill, persons with physical disabilities and members of minority or marginalized groups.
- **Kebele Administrations (KAs):** KA is the lowest level administrative unit in the five-tiered federal administrative structure of the country. KAs are the closest to the community and as such overlap with formal community boundaries and are responsible for the provision of basic public services and the planning and implementation of development programs and projects at the grassroots
- **Woreda Administrations (WAs):** Woreda administrations constitute the second lower local government units comprising varying number of Kebele administrations. Woreda administrations are the most important units in the decentralized federal system of government responsible for the provision of public services and the planning and implementation of development programs and projects. Under Woreda administrations, there are several sectoral offices/technical agencies which are responsible for different sectors including for example agriculture and rural development, education, health, water, etc.
- **Federal Institutions:** As the Eastern Ethiopia Electricity Grid Reinforcement Project (EEEGRP) has federal level significance, federal level institutions including EEP and other key institutions will be part of implementation of the ESMP and information disclosure and dissemination program.
- **Regional Bureaus:** The regional bureaus constitute the highest level government unit which include the three regions (Oromia, Somali, Harari) and Dire Dawa City administration under which relevant several line bureaus will be responsible for overall implementation and information disclosure and dissemination program

The overall task of the IDD program at various levels is to undertake full and systematic disclosure and dissemination of information covering all project affected communities as well as Kebele, Woreda administrations, federal institutions and regional Bureaus. The reason we say full and systematic is that the proposed IDD program builds on and fills the gap in the activities initiated under the ESIA. The ESIA requires information disclosure and consultation activities at Woreda, Kebele, and community levels. The task under the proposed program would be to conduct full and systematic disclosure and dissemination

of information covering all project-affected communities and Kebele administrations as well all the Woreda administrations.

#### 4.4.1 Type and Sources of Information

The disclosure and dissemination of information at the local level has to be selective and systematic guided by the principles of relevance and accessibility. Some of the proposals for information disclosure and dissemination at a national level outlined above also apply to the local level. These include:

- (i) the proposed integrated project information document and other shorter communication materials are even more relevant and useful at the local level and
- (ii) the translation of the integrated information document and other communication materials into *Somaligna, Amharic, Harari and Oromiffa* languages.

Concerning the type of information to be disclosed at the local level, the focus will be mainly on areas such as;

- Environmental and social risks and adverse impacts of the project;
- Proposed mitigation measures and community development interventions; and
- Community and local government engagement programs including participatory needs assessment and planning of community development programs.
- LRP, GRM, SEP,

#### 4.4.2 Methods of Disclosure and Dissemination

Due to the low level of literacy and education, the primary method of information disclosure and dissemination at the local level will be community and group meetings. Accordingly, as already noted above, all project-affected Kebele administrations and communities will be covered under the proposed IDD program.

It is important to note that the formal meetings proposed above will not be the only information disclosure and dissemination methods and activities at the local level. The meetings will serve as kick-off events and will be supplemented and followed by various methods and activities to disclose and disseminate information regularly. For example, the project will establish a direct presence in the project-affected areas in the form of Project Field Offices (PFOs). In the field office, Stakeholder Engagement Officers (SEOs) will be assigned full responsibility for the implementation of the SEP at the field level. Under the SEOs, Community Liaison Officers (CLOs) recruited from PACs will be employed for direct and close interface with communities. Furthermore, teams will be established at Kebele and Woreda levels which will serve as local-level partners for information disclosure and consultation activities. Hence, through these various institutional arrangements and mechanisms, information will be disclosed and community concerns addressed on regular basis. In a nutshell, community meetings will be supplemented and followed by various activities and methods to disclose and disseminate information at the local level including but not limited to;

- Distribution of copies of integrated project information document and other communication materials to representatives of PACs, Kebele and Woreda administrations;
- Regular community outreach through a system of project field offices, SEOs and CLOs; and

- Local community institutions including Kebele and Woreda teams which will be established at a local level as counterparts for implementation of information disclosure and consultation activities.

Finally, although the proposed meetings are labelled information disclosure meetings, such meetings at the local level by their very nature facilitate two-way and interactive forms of communication and go beyond serving as mere mechanisms for one-way information transfer and as such contain elements of consultation. Hence, the proposed first round of meetings will be used by the project to create rapport and lay the foundation at least for the project construction phase, for a smooth and productive relationships with communities and local government.

## 4.5 Stakeholder Consultation and Participation Program

In this section, we will describe the stakeholder consultation and participation program which is the second main component of the SE program. Like the information disclosure program described above, this component also builds on proposals and recommendations provided by the ESIA and RAP. Accordingly, the main task under this component will be participatory planning, implementation, and monitoring of the ESIA and RAP of the TL Project in general and the social or community development program in particular.

The interventions proposed in the ESIA and RAP are very general and they have to be translated into concrete community development action plans at the level of project affected community and Woreda based on current need assessment. To avoid top-down imposition, the relevance and acceptability of the general interventions proposed in the ESIA and RAP have to be tested and harmonized with local community needs, constraints, opportunities, and priorities. The only way to do this is through participatory needs assessment and planning in which PACs and local government institutions directly participate in the identification and prioritization of needs, problems and solutions and propose the development project. The participatory process by enhancing the sense of ownership and partnership will also contribute to the effective and successful implementation and outcome of community development programs. However, it requires strong commitment and support of top management: the strong commitment of top management of the project in terms of allocating adequate resources and providing leadership and oversight will be indispensable

The Table below outlines the proposed consultation and disclosure activities and their timeframes to be delivered throughout the Project lifecycle. Specific timeframes and target stakeholders will be updated within the SEP, following finalization and confirmation of the Project schedule during the pre-construction and construction phases.

Table 2: Stakeholder Engagement Programme

Activity	Proposed Timeframe/Frequency	Target Stakeholders	Time and location	Responsible
<b>Pre-Tender Phase</b>				
Maintain the stakeholder register based on the stakeholder mapping conducted as part of the current phase of works, updating it as necessary based on interactions with stakeholders.	Ongoing	All external stakeholders	Construction phase & project site	EEP
Log all stakeholder engagement activities in an engagement register.	Ongoing	All external stakeholders	Same as above	EEP
Publish key information related to the Site such as the bidding process and selection of the winning bidder on its website.	Ongoing	All external stakeholders	Construction phase, PIU	EEP
Appoint Community Liaison Officer (CLO) role	At start of ESIA/RAP phase	-	Construction phase & project site	EEP
Announcement of draft ESIA/RAP disclosure dates	ESIA/RAP disclosure	All external stakeholders	Construction phase & Client's and AfDB's Websites	EEP
ESIA/RAP public consultation meetings to disclose draft ESIA/RAP Report and receive feedback on findings	ESIA/RAP disclosure	Local communities and organisations Ethiopian stakeholders	Before start of construction regional level and project site level	EEP & ESIA Consultant
Revision and disclosure of the Final ESIA on EEP's website, with feedback received during draft ESIA consultation having been incorporated where feasible and relevant	ESIA disclosure	All external stakeholders	Construction phase & Client's and AfDB's Websites	EEP
Information Disclosure and Dissemination at various levels	ESIA & RAP disclosure	All stakeholders	Construction phase & regional Local Administration & project site level	EEP

Activity	Proposed Timeframe/Frequency	Target Stakeholders	Time and location	Responsible
<b>Construction Phase</b>				
Grievance logging, resolution and reporting	Ongoing	All external stakeholders	Construction phase & project site	EEP
Community disclosure of and consultation on construction, transport and delivery schedules	Ongoing	Local communities	Construction phase & project site	EEP
Consultations on local recruitment procedures	Ongoing	Local communities		EEP with contractors' inputs
Ongoing community liaison including disclosure of: <ul style="list-style-type: none"> <li>- CLO contact details;</li> <li>- Community Grievance Management Mechanism and different channels of grievance submission;</li> <li>- SEP implementation and key Environmental and Social (E&amp;S) information including details from the community health and safety plan,</li> <li>- Labour Management Plan and</li> <li>- Gender Action Plan</li> </ul>	Monthly	All external stakeholders	Construction phase & PIU ,project site	EEP
Publications of key Project updates in local newspapers or other media and radio stations, and on noticeboards (with use of visual aids where feasible)	Monthly	All external stakeholders	Construction phase & PIU	EEP
Regular updates on the Project Company's website on Project progress and key events	Monthly	All external stakeholders	Construction phase & Client's and AFDB's Websites	EEP
Disclosure of Project job opportunities to local communities in line with provisions of the Project's Local Recruitment Plan	Ongoing	Local communities	Construction phase & project site	EEP with contractors' inputs
External reporting on stakeholder engagement activities and grievances management	Annual	All external stakeholders	Construction phase & Client's and AFDB's Websites	Project Company

Activity	Proposed Timeframe/Frequency	Target Stakeholders	Time and location	Responsible
<b>Operation Phase</b>				
Update SEP for operation phase	One month prior to start of operation	-	Operation phase & PIU	EEP
Consultations on local recruitment procedures for operation phase roles	Ongoing	Local communities	Operation phase & project site	EEP
Grievance logging, resolution and reporting	Ongoing	All external stakeholders	Operation phase & Client's and AFDB's Websites	EEP
Community disclosure of and consultation on operation activities and impacts	Quarterly	Local communities	Operation phase & project site	EEP
Regular updates on Project Company's website on Project progress and key events	Monthly	All external stakeholders	Operation phase & Client's and AFDB's Websites	EEP
Publications of key Project updates in local newspapers or other media and radio stations, and on noticeboards	Monthly	All external stakeholders	Operation phase & Client's and AFDB's Websites	EEP
Disclosure of Project job opportunities to local communities in line with provisions of the Project's Local Recruitment Plan	Ongoing	Local communities	Operation phase & project site	EEP
External reporting on stakeholder engagement activities and grievances management	Annual	All external stakeholders	Operation phase & Client's and AFDB's Websites	EEP

## 5 Roles and Responsibilities

---

The overall coordination and resource allocation for implementation of this Plan will be the responsibility of EEP. The ESAO team at the Head Office may provide some high-level supervision, guidance and technical support to the implementation of engagement and disclosure activities at the project level, but it cannot directly implement them due to Project level engagement and disclosure activities are not only diverse and multiple but they are also permanent requiring day to day management and close supervision. This means that an independent Community Relations Team would be required - at the Project level - to implement activities of this Stakeholders Engagement Plan (SEP). Therefore, depending on the demands of the engagement activities of this plan, EEP will establish two strong Community Relation Teams (CRT) – one for Hurso – Harar – Jigjiga and the other for Degehabur – Kebridehar TL and the new substations at Harar IV, Jigjig II, Fafem and Birkot and the extension at existing Hurso, Degahabur, and Kebridehar substations Projects - to successfully implement Stakeholder Engagement activities of this Plan.

Owing to the intensity and nature of the impacts and corresponding enhancement and mitigation measures as well as community development sub-projects, this Stakeholders Engagement Plan (SEP) is designed to cover at least the entire construction and operation phases of the Project. Therefore, it is assumed that the CR Teams will remain active and operational for a similar period.

As a field-based team, the CR team will be responsible for the implementation of all engagement and disclosure activities at the level of project-affected communities at their respective sites. Key responsibilities of the two Community Relation Teams (CRTs) include the following among others;

- Carry out ongoing stakeholder consultation, information disclosure and related engagement activities throughout the construction phase of the Project;
- Record and follow up grievances;
- As and when required, provide assistance to and supervise various sectoral agencies and organizations that will implement the social development programs;
- Develop and keep an up-to-date record of all consultations with stakeholders;
- Regularly prepare and file minutes of all stakeholder meetings and document actions agreed during meetings and follow up;
- Review and update stakeholders database from time to time;
- Solicit and keep records of feedback from stakeholders; and
- Regularly report back to stakeholders using the appropriate medium of communication.

Based on the actual realities of the two project areas, EEP will establish two CR Teams – one for each project – and staffing of the Teams will be as follows:

- Project level Environmental and Social Unit Manager (1)
- Senior Environmental Officer (1)
- Senior Stakeholder Engagement Officer (1)
- Community Relation Assistant (1)

In terms of personnel, the implementation of various components of this SEP (information disclosure, consultation, participation, grievance management, documentation, monitoring

and reporting, etc.), EEP will recruit and hire a total of eight people for the two project areas, i.e., Hurso – Harar – Jigjiga and Degehabur – Kebridehar TL and substation Projects.

Training of EEP's PIU environmental and social team will be organized and conducted by a specialist and in addition to the implementation of various aspects of the project, the training will also include sessions on the AfDB's OSs.

## 5.1 Ethiopia Electric Power

As a publicly-owned utility, EEP enjoys extensive experience in the nation's power sector development. EEP has successfully implemented several energy projects (generation, transmission, and distribution) ever since it was established as a public sector utility company in the early 1950s.

In addition, its longstanding experience in the sector, size and number of projects that the utility manages and implements concurrently is a good indicator of its organizational capacity to manage mega projects in general and handle issues related to transmission line projects in particular.

Following the tender process, the major responsibilities for stakeholder engagement activities will be transferred to the winning bidder. EEP will provide support where necessary, for instance, facilitation of communication with key governmental authorities and provision of information related to EEP's Hurso – Harar – Jigjiga 400kV & Degehabur – Kebridehar 132kV TL and substation Projects.

EEP is responsible for the implementation of the Project-specific stakeholder engagement plan throughout the mobilization, construction, and operation phases. This includes the applicable day-to-day responsibilities and provision of the necessary technical, administrative, financial, and human resources for effective implementation. This includes appointing a Community Relation Team (CRT) and ensuring that the CRT has the appropriate resources, capabilities and background with training provided as needed to manage stakeholder relations and consultation activities appropriately and liaising with governmental authorities to facilitate the organization of stakeholder engagement activities.

## 5.2 Contractor

Responsibility for implementation of the Project SEP will cascade down to the contractor to be appointed for the Project construction phase, however, the overarching responsibility will lie with EEP. The contractor's responsibilities include making relevant information and documents available for consultations such as project layouts and designs, facilitating submission of external queries and grievances by the external stakeholders at the construction site, and addressing grievances and submissions received about the Contractor's activities, recruitment process, and workforce.

The contractor's management will also provide support and resources where necessary, including disclosing the community grievance mechanism to the workforce and enabling the submission of external grievances through the contractor and subcontractors. Internal grievances submitted by the Project workforce will also need to be received and managed, however, this will be managed through the Project's Labour Management System and falls outside the scope of the SEP.

## 5.3 Community Relation Team

EEP will be required to assign a Project-specific CRT for overall responsibility over the stakeholder engagement activities. These include managing implementation and revision

of this SEP when necessary, arranging ongoing communications with stakeholders, management of the grievance mechanism and external communications procedure and timely resolution of all grievances and submissions received, attending and recording stakeholder engagement activities (including the purpose of the engagement, the date, hour and location, participants list, questions, suggestions and subject taken and raised by the participants), and maintaining regular lines of communication with key stakeholders.

The CRT will collaborate with the EHS management teams of the Contractor, to identify an appropriate investigation team with the correct skills to review the grievances raised and for the staff (e.g. EHS manager, site supervisor, etc.) who will be involved in the resolution of the claim. CRT will also work in close collaboration with EEP-ESAO and other relevant parties, like local administration, environmental protection offices at the local level, offices in charge of land administration, community leaders, religious and clan leaders, etc.

The CRT to be appointed will ideally possess experience conducting community liaison and/or public relations for a project of similar nature and scale, speak Somaligna, Oromifa, Harari, or Amharic, and have a good understanding of the project site's local area, such as the economic, social and cultural dynamics (including gender differences and sensitivities) that exist within the local communities.

The CRT's specific responsibilities will include;

- Managing the implementation of the SEP, and tracking performance against key performance indicators;
- In line with the stakeholder engagement program and external communications procedure, undertaking meetings with stakeholders including local communities to keep them informed of Project activities (in particular the Project schedule) and likely impacts and mitigation measures;
- Being available as the focal point of contact for affected communities;
- Managing the implementation of the grievance mechanism including logging, tracking and resolution of each grievance received; and
- Recording and reporting of stakeholder engagement and information disclosure activities.

## 6 Grievance Management Mechanisms

---

### 6.1 Background

Prior to commencing construction works on the Hurso – Harar – Jigjiga & Degehabur – Kebridehar TL and associated substation Projects, EEP has completed a comprehensive Environmental and Social Impact Assessment (ESIA) and Resettlement Action Plan (RAP) in 2023 to identify and address key social and environmental issues that may arise as a result of realization of these projects. Following the ESIA and RAP, the following important documents are prepared:

- (i) Stakeholder Engagement Plan, which is this very document;
- (ii) Grievance Redress Mechanism; and
- (iii) Labour Management Plan

Experiences strongly suggest that all these social and environmental documents and plans mentioned above can and do help reduce the likelihood and volume of grievances that could occur during the actual project construction, but they cannot pre-empt all grievances. At the project level, particularly during the construction phase, very often, there will be grievances of one sort or another. Hence, the need for a mechanism to address community grievances will always exist.

Thus, EEP is required to establish a grievance management and reporting mechanism to receive and facilitate the resolution of the affected communities' concerns and complaints about the project's environmental and social performance as well as to report to external stakeholders. It is also clear that grievance management is an integral part of the broader stakeholder engagement process which this SEP is all about.

Therefore, EEP has developed Grievance Management Mechanisms for Hurso – Harar – Jigjiga & Degehabur – Kebridehar TL and associated substation Projects with the main objective to lay a road map of technical OHS rules and guidelines to be established and implemented by the contractor to provide all personnel with safe operating practices in the process of construction.

### 6.2 Objectives

The specific objectives of the GRM is to:

- Provide to all stakeholders at different levels with a clear mechanism of channeling grievances;
- Set up a clear, accessible, transparent and efficient system for receiving and resolving grievances and make known to all stakeholders;
- Record, categorize and prioritize the grievances;
- Provide an environment that fosters free and honest exchange of information, views, and ideas in regard to resolving received grievances;
- Provide and define clear roles and responsibilities of the various parties involved in handling and resolving grievances;
- Promptly resolve the grievances in consultation with relevant stakeholders and have such grievances closed out within a specified time frame;
- Escalate unresolved grievances to other relevant offices or authorities in line with the GRM procedure.

## 6.3 Purpose and Scope

A complaint or grievance in the context of this plan is an issue, concern, problem, or claim (perceived or actual) that an individual stakeholder or community group has related to the Hurso – Harar – Jigjiga 400kV & Degehabur – Kebridehar 132kV TL and Substation Projects, EEP and its contractors' operations and activities that might give grounds for complaint.

Grievances can encompass minor concerns as well as serious or long-term issues. They might be felt and expressed by a variety of parties including individuals, groups, communities, entities, or other parties affected or likely to be affected by the social or environmental impacts of the Project. It is essential to have a robust and credible mechanism to systematically handle and resolve any complaints that might arise in order that they do not escalate and present a risk to operations or the reputation of the project. If well handled, an effective grievance mechanism can help foster positive relationships and build trust with stakeholders.

Any person or group who is affected by project activities (i.e. detrimental impact on the community, environment, or quality of life) has a right to raise a complaint and EEP has the responsibility to respond within a reasonable time. As a general policy, EEP will work proactively towards preventing complaints through the implementation of impact mitigation measures (as identified by the ESIA and RAP).

Therefore, this Grievance Management Procedure guides EEP on receiving, registering, assessing, and resolving community complaints or grievances emanating from project related activities. The fundamental objective of this procedure is to:

- Provide a predictable, transparent, and credible process to all parties for resolving grievances, resulting in outcomes that are seen as fair, effective, and lasting;
- Facilitate effective dialogue and open lines of communication with the public;
- Manage expectations and/or negative perceptions towards the project activities;
- Minimize grievances;
- Build trust as an integral component of broader community relations activities;
- Improve the project's social performance by evaluating complaints as a basis for taking remedial or preventive actions or developing responsive initiatives; and Meet requirements of international best practice.

The main objective of a Grievance Redress Mechanism (GRM) is to enable people fearing or suffering adverse impacts to be able to be heard and assisted and to respond to concerns and grievances of project-affected parties related to the environmental and social performance of the proposed projects.

Specifically, the GRM:

- Provides affected people with avenues for making a complaint or resolving any dispute that may arise during the project implementation;
- Ensures that appropriate and mutually acceptable redress actions are identified and implemented to the satisfaction of complainants; and
- Avoids the need to resort to judicial proceedings but does not preclude a person's access to judicial or administrative remedies.
- Avoids the need to resort to judicial proceedings, but does not preclude a person's access to judicial or administrative remedies and will make publicly

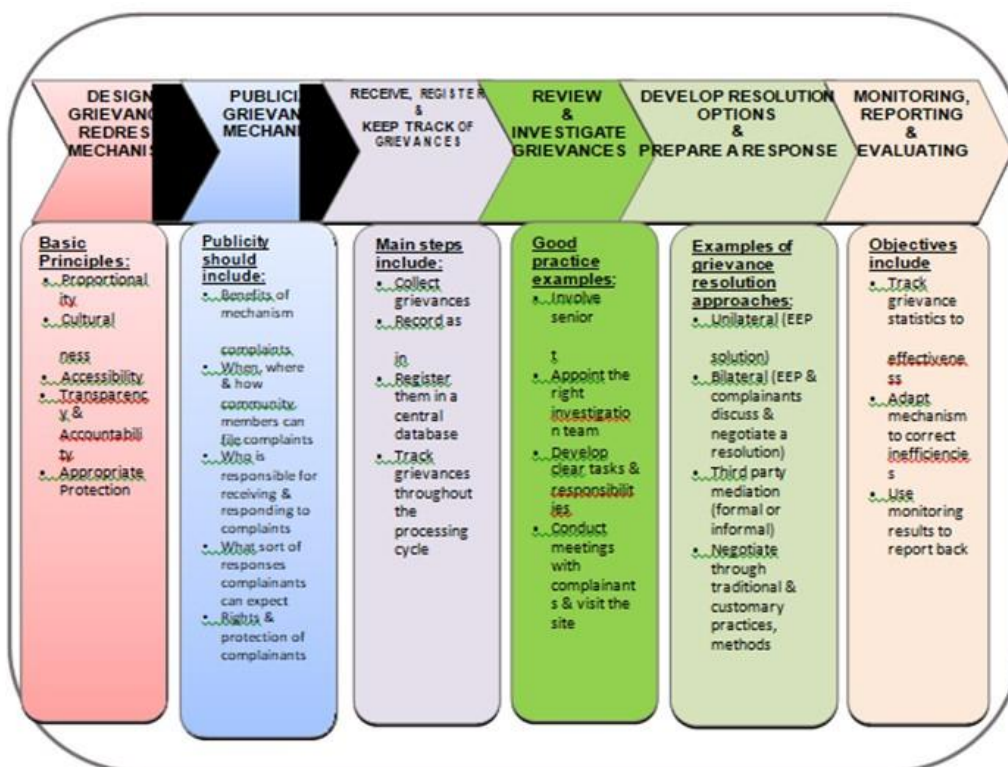
available a record documenting the responses to all grievances received will be made public, and handling of grievances will be done in a culturally appropriate manner and be discreet, objective, sensitive, and responsive to the needs and concerns of the project-affected parties with anonymity

## 6.4 Grievance Resolution Procedure

As a formal and documented mechanism, Hurso – Harar – Jigjiga & Degehabur – Kebridehar TL and Substation Project's grievance management will follow certain structured and established grievance resolution techniques and processes. The first step, after designing a GRM is to widely publicize it among its intended users, i.e., affected communities and stakeholders. Once the mechanism is put in place and well known to its users, the next step will be receiving, registering and tracking grievances. Grievances will be received by phone, verbally, via emails, text messages, website, and suggestion/complaints boxes. Staff who are responsible for the GRM will then review and investigate the grievance they received, which will then be followed by the preparation of resolution options and a response to the aggrieved party.

The client will use local grievance and redress mechanisms such as community elders, and spiritual leaders to resolve affected people's grievances and concerns about the environmental and social performance of the project. The local grievance mechanism will be accessible to the stakeholders at all times during the project cycle, and all responses to grievances are recorded and included in project supervision formats and reports.

Finally, in addition to its use for reporting, the effectiveness of the GRM in addressing social and environmental grievances presented by users will be assessed through monitoring and evaluation of the mechanism (see Figure 5 for a basic design of a GRM). Project-Level Grievance Resolution Mechanism is presented below:



(Adapted from IFC 2009: Addressing Grievances from Project-Affected Communities)

Figure 5: Basic Design (Principles and Processes) of Project-Level Grievance Mechanism

#### 6.4.1 Publicize Grievance Mechanism

EEP will proactively inform affected communities and the wider stakeholder group of the details of the Procedure. This will include information about where people can go and who they can talk to if they have any grievances. This information shall be widely and regularly publicized, throughout the public consultation exercise, through meetings and distribution of fliers. EEP will provide the information in a format and languages that are readily understandable by the local population and/or orally in areas where literacy levels are low during routine stakeholder engagement.

#### 6.4.2 Receive and Register Grievance

EEP will nominate a Community Liaison Officer or Grievance Officer (GO) whose primary role is to be the point of contact for grievances and comments. They will act as points of contact within relevant Woredas and/or Kebeles. The Liaison Officers will receive complaints verbally as well as in writing. Both written and verbal complaints channelled through the GO, will be recorded in the Complaints Register.

Complainants may be received from different sources such as individuals, communities, non-governmental organizations, government officials, and businesses. All complaints will be handled according to the steps outlined in this Procedure and grievances and comments shall be sent to the address below, where possible by using the Grievance Form provided in Appendix A.

Anyone person can submit grievances in writing, telephonically, verbally or by completing the attached Grievance Form (Appendix A) to:

Ethiopian Electric Power	Tadesse Biru Odda
Mexico Square, K.Kare Center Building	Environment, Health & Safety
Tel. +251 115 580 803, +251 115 580 602	Director
P.O.Box 1588, Addis Ababa, Ethiopia	Phone: +251 116 676 393
	Mobile: +251 911 771 230
	Email to: tadesse.odda@gmail.com

All grievances shall be logged using the Grievance Form provided in Annex 1. EEP will log, document, and track all grievances received within a secure EEP Grievance Database system. The Grievance Officer will centralize the complaints registry and assure that every affected person, group, or community has an individual case number and that follow-up and corrective actions are implemented. This registry includes the following information, among other things:

- Case number;
- Complainant's name and contact details;
- Date on which the complaint was received;
- Details of complaint;
- Name of the person who received the complaint;
- History of other complaints/queries/questions (if known);
- Date when implementation action(s) began and ended;
- Resolutions discussed and agreed with the party(ies) in question;
- Actions implemented (including dates);
- Date when the complaint was resolved; and

- Outcome of the actions implemented;
- Dates when the required notifications were sent to the affected party, etc.

The systematized information will be kept on file in the Grievance Officer's office and entered into the Grievance Database System. The identity of the parties who file complaints will be confidential as appropriate.

The Grievance Database shall be established and updated weekly by the Grievance Officer. The Grievance Database shall specify whether grievances have been resolved and a statement of satisfaction shall be signed by the complainant. Where it has not been possible to resolve grievances to the satisfaction of both parties, this shall be specified in the database and all unresolved grievances shall be assessed during third party monitoring/audit.

EEP shall acknowledge receipt of any grievance within 3 business days from the date it was submitted and shall inform the complainant about the timeframe in which a response can be expected. Comments may take longer to process and responses to comments shall be completed within 10 working days depending on the issue.

A Grievance Form provided in Annex 1 shall be signed and a copy provided to the complainant. The acknowledgment shall include the grievance case number, the person at EEP responsible for tracking the grievance and their contact details, and the expected date for completing the investigation into the grievance (where appropriate).

#### **6.4.3 Review and Evaluate Grievance**

EEP shall review and evaluate all grievances submitted and will involve other departments, contractors, and senior management as required in the process to fully understand the circumstances that led to the grievance being raised. This shall be performed on time to avoid delaying the resolution of a grievance. EEP shall aim to resolve any grievances within 15 days from the date that it was received. This timeframe can be extended to 30 days for more complex grievances. EEP may need to contact the complainant during the investigation period for further information.

The following steps shall be performed on time to avoid delaying resolutions to grievances:

1. Obtain as much information as possible from the person who received the complaint, as well as from the complainant to gain a first-hand understanding of the grievance. Speak with the person who complained to learn as much as possible about the case (What happened? When? Who was involved?). It is important to listen attentively to the person who expresses a complaint (in some cases simply listening attentively with empathy will calm the situation and set the foundation for a speedy and suitable resolution).
2. Undertake a site visit, if required, to clarify the parties and issues involved. Gather the views of other stakeholders including EEP's and the contractor's employees, if necessary, and identify initial options for settlement that parties have considered.
3. Determine whether the grievance is eligible.
  - Eligible grievances include all those that are directly or indirectly related to the project and that fall within the scope of the Grievance Mechanism as outlined above.
  - Ineligible Complaints may include those that are clearly not related to the project or its contractors' activities, whose issues fall outside the scope of the Grievance Mechanism procedure or where other EEP or community procedures would be more appropriate to address the grievance.

4. If the grievance is deemed ineligible it can be rejected however a full explanation as to the reasons for this must be given to the complainant and recorded in the Grievance Database.
5. If the grievance is eligible, determine its severity level. This will help to determine whether the grievance can be resolved immediately or requires further investigation and whether senior management will need to be informed of the grievance.
6. If the grievance concerns physical damage, (e.g. crop, house, community asset) take a photograph of the damage and record the exact location as accurately as possible.
7. Inform the complainant of the expected timeframe for resolution of the grievance.
8. Enter the findings of the investigation in the Grievance Database.

#### **6.4.4 Develop Resolution Option and Prepare Response**

All grievances shall be dealt with on a case-by-case basis. However, all will require further discussions with complainants and community members that seek to jointly identify and select measures for grievance settlement. This will help to increase ownership of solutions and to mitigate perceptions that resolutions unfairly benefit EEP.

Once the investigation has been completed, the results will be communicated to the aggrieved party. If the complainant accepts the proposed resolution, the agreed actions are implemented. After resolution, the grievance shall be formally closed out. This includes requesting the complainant sign a completion form to document satisfaction with resolution actions, documenting actions taken, and closing out in the Grievance Register.

In cases where a complainant is unsatisfied with and/or unwilling to accept the resolution actions proposed, the grievance may be escalated to the Woreda Appeals Committee for review and final decision. The Appeals Committee reviews the case and determines if further reasonable action is possible. If options for reasonable, and justified corrective actions are exhausted, a written notice shall be provided to the claimant notifying him or her that their grievance is being closed and all the supporting documentation of resolution actions and the Complaints Procedure will be turned over to the claimant in case the claimant wishes to pursue any legal or administrative remedies which may be available.

Legal action by the complainant is a more formal rights-based approach that shall only be taken if all other approaches are led or when there are serious conflicts about facts and data. The final decision will be taken by the arbitrator or courts based on compliance with laws, policies, standards, rules, regulations, procedures, past agreements, or common practice.

To allow easier reading and implementation, the Grievance Management Mechanisms is presented as a self-standing document.

## 7 Monitoring and Reporting

---

### 7.1 Background

The Stakeholder Engagement Plan will be periodically revised and updated as necessary in the course of project implementation to ensure that the information presented in the SEP is consistent and that the identified stakeholders and methods of engagement remain appropriate and effective.

Any major changes to project activities and its schedule will be duly reflected in the SEP. Monthly, quarterly and annual reviews and reports on stakeholders' engagement, public grievances, inquiries, and related incidents, together with the status of implementation of corrective/preventative actions will be submitted by EEU PIU. Thus, the stakeholder engagement activities will be documented through monthly and quarterly progress reports to be shared with AfDB. The reports 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 communicated to stakeholders in two possible ways:

1. Preparation of a separate annual report on the project's interaction with stakeholders. DRDIP II will maintain Stakeholder Engagement minutes, which will include the location and dates of meetings, workshops, and discussions, and a description of the project-affected parties and other stakeholders consulted.
2. Key Performance Indicators (KPIs) will also be monitored by the project regularly, including the following parameters:
  - Number of public consultations held
  - Number of communications materials developed and disseminated to various stakeholders at various levels
  - Number of press materials published/broadcasted in the local, regional, and national media, etc.
  - In monitoring activities participatory monitoring approach will be employed involving all relevant stakeholders at various levels but primarily focusing on project affected communities throughout the project cycle.

### 7.2 Monitoring

Monthly, quarterly, and annual monitoring of the stakeholder engagement activities will be conducted by the CRT against the objectives defined in this SEP. This monitoring process will review to what extent the engagement activities have been completed according to the established timeframes, and how the identified goals have been achieved. Outcomes and any lessons learned will be incorporated into the respective SEP updates.

A set of Key Performance Indicators (KPIs) have been defined to enable monitoring and evaluation of the implementation and guide updates and revisions of the stakeholder engagement documentation. Table 3 below summarizes the KPIs and associated key monitoring actions that can be used to assess the progress and effectiveness of proposed mitigation strategies.

Table 3: Stakeholder Engagement KPIs

	KPI	Target	Monitoring Measure
1	Types of grievances received per category and topic, per year	Number and types of grievances recorded on ongoing basis	Grievance Log
2	Number of grievances resolved within targeted time frame of one month	Target of 90%	Grievance Log
3	Types of communications received per category and topic, per year	Number and types of submissions recorded on ongoing basis	Communications Log
4	Number of communications responded to and resolved within targeted time frame of one month	Target of 90%	Communications Log
5	Consultation Records Number of stakeholder meetings held at local, regional and national levels Number of participants at meetings	Timeframes/frequency established within the Stakeholder Engagement Programme met	Stakeholder Engagement Log Meeting Minutes Grievance Log
6	Number of Project newsletters and updates posted on bulletin boards per month	Timeframes/frequency established within the Stakeholder Engagement Programme met	Stakeholder Engagement Log
7	Frequency and number of stakeholder mapping exercises conducted	Timeframes/frequency established within the Stakeholder Engagement Programme met	Updates to SEP
8	Number and types of community incidents including protests, road blockades, destruction of Project property/material	Target of zero per year	Grievance Log Stakeholder Engagement Log
9	The Level of involvement & participation of stakeholders including project-affected communities (disaggregated by gender and vulnerable groups);	Number of participants by gender and vulnerability group	Stakeholder Engagement Log
10	Incidents and accidents, which could also be environmental damage incidents, like due to spillage hazardous material, uncontrolled storm-water	Number of incidents reported	Grievance Log Stakeholder Engagement Log
11	The number of women who participated in focus group meetings, workshops, and other public meetings	Number of focus group discussions made	Stakeholder Engagement Log
12	Number of women and men in underserved/vulnerable communities who participated in Focal Group Discussion (FGD), public meetings and workshops	Number of focus group discussions made with vulnerable groups by gender	Stakeholder Engagement Log
13	Beneficiaries self-assessment of their levels of participation and its impact	Number of beneficiaries involved in self-assessment	Stakeholder Engagement Log
14	Satisfaction of project beneficiaries with project progress, outputs, and impact; etc.	Number of positive views and complaints raised by beneficiaries	Grievance Log & Stakeholder Engagement Log

Through use of these KPIs, the SEP will be reviewed by the Project Company monthly, quarterly, and annually throughout the construction, operation and decommissioning phases, to determine whether;

- The type and timing of consultation and disclosure activities are appropriate for the different stakeholders and for the current Project activities being undertaken;
- The frequency of consultation activities is sufficient;
- Grievances are being adequately dealt with; and
- The stakeholder list remains appropriate and whether engagement should cease or be extended to any stakeholders.

The SEP will also be reviewed against these KPIs at the following key milestones and updated as necessary;

- Issue of the final ESIA;
- Two months before the start of operation; and
- Yearly during operation;

### 7.3 Reporting

Project performance on stakeholder engagement and grievances will be included in the winning bidder's monthly, quarterly and annual E&S Performance Reports, summarising the types and number of grievances, queries, comments and suggestions received, their resolution, response or outcomes, and number and types of stakeholder engagement activities undertaken and participants.

EEP as the main implementing institution through its PIU will be required to report on the progress of the implementation of SEP in line with other project activities during the various phases of the project. The CLO will report the SEP implementation through monthly, quarterly, and annual reports together with environmental and social safeguard performance reports.

The reports shall include the following key information but are not limited to;

1. An introduction including project overview and project progress status, reporting period, and monitoring locations
2. Implementation of the SEP during the construction and operation phases of each reporting period and
3. Progress to date in implementing the SEP
4. Summary of main findings of SEP monitoring including issues and concerns related to SEP
5. Summary of follow-up issues action description, responsibilities, status and level of SEP implementation and recommended further actions with responsible bodies

The Community Liaison Officer and his Team are responsible for data collection related to SEP and to:

- Support and supervise networking activities and stakeholder engagement
- Facilitate collaboration between stakeholders and manage regular contact with all priority stakeholders to keep them informed of project activities, collaborative actions, and needs from the project

- Maintain the stakeholder registry
- Facilitate and conduct public meetings with various stakeholders to present main Project details and address initial queries
- Log all stakeholder engagement activities in an engagement register
- Facilitate and publish key information related to the Site such as the bidding process and selection of the winning bidder on its website.

## 8 Management Function

---

The Project will be implemented using the existing government organizational structures at federal, regional, Woreda, and Kebele level. A Project Implementing Unit (PIU) will be established at EEP and EEP will be responsible for the overall project management and coordination including environmental and social management and addressing potential environmental and social risks. EEP will be responsible to oversee the project, engaging with stakeholders, and working together with Somali and Oromia Regional governments

The roles and responsibilities of the PIU at EEP at all levels to effectively implement the SEP include, but are not limited to the following.

- update stakeholder identification on an ongoing basis with project progress;
- Planning and implementation of the SEP
- Ensure and lead stakeholder's engagement activities are performed properly
- Allocate adequate resources (human, logistics, and financial) for the implementation of the SEP
- Coordination/supervision of contractors on SEP activities;
- Planning, implementation, monitoring, and evaluation of Resettlement Plans (if applicable);
- Ensure that grievances are managed and resolved properly;
- Monitoring of and reporting on the SEP and environmental and social performance to project management and the AfDB
- The stakeholder engagement activities will be documented through quarterly and annual progress reports and shared with the AfDB by the project environment and social specialists in close collaboration with M&E specialist.

## 9 Indicative Budget

EEU will allocate the following budget to implement the SEP for the two TL and Substation projects

Activities	Frequency	Unit cost (USD)	Total Cost	Remark
Project launch workshops	1	4000	212,000	First Year of Implementation
Consultation meetings	8	3000	1,272,000	Within estimated two years of project construction period periods
Production, Translation of communication materials into local languages & dissemination of communication material	8	2500	1,060,000	Within estimated two years of project construction period periods
<b>Total</b>			<b>2,544,00</b>	

## Annex 1: Public Grievance Form

Public Grievance Form የህዝብ ቅሬታ ማቅረቢያ ቅጽ				
Case No (for office use): የመዝገብ ቁጥር (በቢሮ ሰራተኛ የሚሞላ)፤				
Contact Information የአድራሻ መረጃ	Name ስም፤			
	Address አድራሻ፤			
	Telephone ስልክ፤			
	Fax ፋክስ፤			
	Email ኢሜይል፤			
Please state whether you wish for your details to remain confidential ማንነትዎ እንዳይታወቅ ከፈለጉ ይግለጹ	<input type="checkbox"/> I wish to raise my grievance anonymously ማንነቴ ሳይገለጽ ቅሬታዬን መግለጽ እፈልጋለሁ			
	<input type="checkbox"/> I request not to disclose my identity without my consent ካለእኔ ፈቃድ ማንነቴን ለሌላ እንዳይገልጹ እጠይቃለሁ			
	<input type="checkbox"/> I don't wish my details to be confidential ማንነቴ ለሌላ ቢገለጽ ችግር የለብኝም			
[Note that we may need to contact you regarding your grievance but will not share your details with a third party without your permission.] ቅሬታዎን በተመለከተ አስፈላጊ ሆኖ ሲገኝ ልናናግርዎ እንችላለን፤ ይሁን እንጂ የሰጡንን መረጃ ለሌላ ሶስተኛ ወገን ካለእርስዎ ፈቃድ አሳልፈን አንሰጥም				
How would you prefer to be contacted? Please tick a box በምን መንገድ እንድናገኝዎ ይፈልጋሉ፤ ሳጥኑ ራዬት ያድርጉ	<input type="checkbox"/> By Post በፖስታ	<input type="checkbox"/> By Phone በስልክ	<input type="checkbox"/> By E-mail በኢሜይል	<input type="checkbox"/> In person በግንባር
What is your preferred Language for communication የትኛውን ቋንቋ ይመርጣሉ	<input type="checkbox"/> Amharic አማርኛ	<input type="checkbox"/> Oromigna ሶማሊኛ	<input type="checkbox"/> English እንግሊዘኛ	<input type="checkbox"/> Other, Specify ሌላ ከሆነ ይጥቀሱ
Comments አስተያየቶች				
Please provide your comment. አስተያየትዎን እዚህ ያስፍሩ				
If this comment needs a resolution, what is your suggested resolution? ይህ አስተያየትዎ መፍትሄ የሚሻ ጉዳይ ከሆነ መፍትሄው ምን ቢሆን ብለው ይመክራሉ?				

Public Grievance Form የህዝብ ቅሬታ ማቅረቢያ ቅጽ	
Grievances ቅሬታዎች	
Please provide details of your grievance, including description of the problem, who it happened to, when, where and how many times, as relevant. ቅሬታዎን በዝርዝር ያቅርቡ፤ ችግሩ ምን እንደሆነ፣ ማንን እንደጎዳ፣ መቼ፣ የት እና ስንት ጊዜ እንደተከሰተ፤ እንደየ አግባብነቱ	
What is your suggested resolution for the grievance, if you have one? ለቅሬታው የመፍትሄ ሀሳብ ካለዎት ይግለጹ	
<div> <div>How to submit this form to EEP ይሄን ቅጽ ለኢኤፓ በምን መንገድ እንደሚልኩ</div> <div> <input type="checkbox"/> By post / በፖስታ፤ Ethiopian Electric Power, PO Box 15881, Addis Ababa, Ethiopia. ኢትዮጵያ ኤሌክትሪክ ኃይል፤ ፖ/ሳ/ቁጥር 15881፤ አዲስ አበባ ኢትዮጵያ።   <input type="checkbox"/> By hand በእጅ፤ Ethiopian Electric Power, Head Office or Project Site Office or Woreda Liaison Office ኢትዮጵያ ኤሌክትሪክ ኃይል ዋና መስሪያ ቤት ወይም ፕሮጀክት ሳይት ቢሮ ወይም ወረዳ ሳይዘን ቢሮ፤ Mexico Square, K.Kare Center Building P.O.Box 1588, Addis Ababa, Ethiopia Tel. +251 115 580 803, +251 115 580 602   Tadesse Biru Odda Environment, Health &amp; Safety Director Phone: +251 116 676 393 Mobile: +251 911 771 230 Mailto: tadesse.odda@gmail.com </div> </div>	
Date ቀን	
Signature ፊርማ	

## Annex 2: Grievance Log Template

SI	Grievance	Category	Person responsible to follow-up	Proposed solution	Received solution with date and by whom	Is Complainant Satisfied (Y/N, if N, why?)

## Annex 3: Communications Log Template

SI/ N	Is Submitted	Why?