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ETHIOPIAN ELECTRIC POWER



FINAL REPORT

STAKEHOLDER ENGAGEMENT PLAN (SEP) FOR NORTHERN INTERCONNECTOR - ETHIOPIA (403KM 400KV TRANSMISSION LINE FROM DEBRE ZEIT-HURSO-JIGJIGA-TOGO WAJAALE)

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**HORN OF AFRICA REGIONAL
INTEGRATION FOR
SUSTAINABLE ENERGY
SUPPLY (P174175) PROJECT
(ETHIOPIA).**

**STAKEHOLDER
ENGAGEMENT PLAN**

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ACRONYMS

AESMR	Annual Environmental and Social Monitoring Report
CLO	Community Liaison Officer
CSOs	Civil Society Organizations
DoECC	Directorate of Environment and Climate Change
DOSH	Department of Occupational Safety and Health
DRC	Democratic Republic of Congo
EEP	Ethiopian Electric Power
EHS	Environment Health and Safety
EIA	Environmental Impact Assessments
EPA	Ethiopian Protection Agency
ESF	Environment and Social Framework
ESIA	Environmental and Social Impact Assessment
ESMP	Environmental and Social Management Plan
ESS	Environmental and Social Standards
GRC	Grievance Review Committee
GRM	Grievance Redress Mechanism
HOA	Horn of Africa
HUTLCDP Development Plan	Historically Underserved Traditional Local Communities
ICP	Informed Consultation and Participation
IDA	International Development Agency
IDPs	Internally Displaced People
NGOs	Non-Governmental Organizations
NTS	Non-Technical Summary
OHTL	Overhead Transmission Line
PAPs	Project-Affected Persons
PIU	Project Implementing Units
RAP	Resettlement Action Plan
RPF	Resettlement Policy Framework
SEP	Stakeholder Engagement Plan
SMEs	Small to Medium Sized Enterprises
ToR	Terms of Reference
UN	United Nations
WBG	World Bank Group

I PROJECT OVERVIEW

I.1 Introduction

The HoA countries launched the Horn of Africa Initiative (HOAI) in 2019, recognizing the need for a concerted effort to collectively augment the development trajectory. Among the selected areas of priority is investments in development of regional infrastructure networks covering upgrading of economic corridors, energy, and digital connectivity. Regional trade and integration are one of the cost-effective solutions to advance the energy access aspirations, and Somalia score nearly zero in integrated infrastructure index.

The Horn of Africa (HOA) region has been afflicted with persistent conflict and fragility hampering development of basic infrastructure and social service provision to their citizens and industries. Progress towards ensuring access to affordable, reliable, sustainable, and modern energy for all (United Nations Sustainable Development Goal 7) is further constrained by high cost and/or unreliable supply of electricity. The lack of access to adequate electricity is preventing development of small and medium size enterprises, local entrepreneurship, and effective provision of essential services such as healthcare and education.

The proposed Ethiopia-Somalia interconnectors contribute to Pillar I of the HOA which focus on physical infrastructure investments, technical assistance to regional institutions, and promoting regional approaches to service delivery. These transmission interconnectors were prioritized in the regional strategies as shown in the Horn of Africa Initiative Ministers communique dated October 18, 2019, EAPP Strategic Plan (2018-27) and in the Intergovernmental Authority on Development (IGAD), Regional Infrastructure Master Plan–Energy Sector Report (2020). They form part of the key transmission corridors in East Africa Power Pool (EAPP) that will result in the interconnection of all 13 EAPP member countries in the next five years that include Burundi, Djibouti, Democratic Republic of Congo (DRC), Egypt, Ethiopia, Kenya, Libya, Rwanda, Sudan, Uganda, Tanzania, South Sudan and Somalia and has the potential to interconnect with the Southern Africa Power Pool and with the rest of the Middle East.

The World Bank working closely with the government of Ethiopia and other governments in the region, proposes to provide support in adopting a regional approach to build physical connectivity and expand access complementing the multitude of national initiatives through Horn of Africa Regional Integration for Sustainable Energy Supply (RISES) (P174175) Project (the Project). The project is aligned with the World Bank’s Country Partnership Frameworks and supports the WBG’s Africa Regional Integration and Cooperation Strategy and also aligned with the objectives of the HOAI, the EAPP Strategic Plan, and the IGAD Regional Infrastructure Master Plan.

I.2 Project Development Objective

The Horn of Africa Regional Integration for Sustainable Energy Supply (P174175) is a World Bank financed project whose objective is to enhance regional integration of energy supply and to improve energy access in the borderlands in Horn of Africa countries.

1.3 Project Components

1.3.1 Component 1-Physical Interconnection Infrastructure

This component will provide support to some or all of the following activities, depending on investment readiness and political buy-in from the client countries: (a) the construction of 400 kV transmission lines between Ethiopia and Somalia (Northern and Southern), (b) the reinforcement of the existing Ethiopia-Sudan 230 kV double circuit transmission line, and (c) the construction of the second Ethiopia-Sudan 500 kV transmission line.

1.3.2 Component 2-Energy Access Interventions in Borderland Areas

Component 2 targets energy access interventions in borderland areas, mostly agri-pastoralist population in Ethiopia and Somalia. It includes the following activities: (a) electricity access to public institutions (for example, health facilities, schools, veterinary posts, community centers, street lighting, telecom towers), (b) electricity access to households, (c) electricity access for productive uses (for example, water points-which are mostly privately owned-refrigeration and cold chains, agri-processing, and so on), and (d) access to clean cooking for households and social centers in borderland communities of the HoA. Women are expected to benefit disproportionately from the interventions as they have lesser mobility whereas men tend to travel seasonally for livestock trading and are already engaged in cross-border trading activities. This component will also support a benefit-sharing program for the affected communities by Component 1. This component will prioritize the most vulnerable and underserved communities or development nodes¹ where there is lack of energy access, concentrated presence of public institutions and water points along trading routes (places of gathering for surrounding communities, including nomadic population) and markets, and existing cross-border trade.

1.3.3 Component 3-Technical Assistance and Capacity Building for Regional Power Integration.

Component 3 will provide technical assistance and capacity building to the EAPP and its member countries. This component will be informed by the Regional Power System Master Plan (RPSMP) 2014 of the EAPP² and the African Union Program Infrastructure Development for Africa (PIDA) 2020 Priority Action Plan. In addition, proposed activities will be informed by the EAPP 10-year Strategic Plan (2018–2027) and the Short-term Action Plan (2021–2023).

1.4 Component 1 Project Description

The component 1 of the project will essentially involve the construction of the Northern Interconnector³ Ethiopia and Somaliland section which include 330km Debre Zeit-Hurso; 140km Jigjiga-Hargeisa; 80km Hargeisa-Berbera and sub stations. The line begins at Ethiopia's in Oromia Region in Bishoftu and terminating in Hurso still in Oromia Region

¹ A development node is defined as a location of strategic importance to maximize the development impact in the area. A development node can be identified by various factors, including, but not limited to, the concentrated presence of services such as water points, education and health facilities; markets (livestock or agricultural markets); communication nodes (telecommunication towers); proximity to trading routes or places of gathering for surrounding communities, nomadic population, and displaced people.

² The RPSMP is subject to update, which is expected to start in June 2021.

³ A separate SEP has been developed for the Ethiopia and Somalia section of the Northern and Southern Interconnector.

before connecting to a substation in Jigjiga in Somali Region up to Tog Wajaale at the border between Ethiopia and Somaliland. From this point, the line traverses Hargeisa from Wajaale in Somaliland and terminating in Berbera, a port city in Somaliland. The Southern Interconnection⁴ consists of about 780km of transmission line subdivided into two segments (Negele-Dolo Ado and Dolo Ado-Mogadishu), with the involvement of 3 sub-stations (Negele-Dolo Ado, Mogadishu).

1.5 Component 2 Project Description

As described in 1.3.2 above, the details of component 2 are largely unknown but will entail construction of energy access interventions in borderland areas, mostly agri-pastoralist population in Ethiopia and Somalia.

1.6 SEP Objective

The Ethiopian Government recognizes that the Ethiopia's energy project's stakeholder profile is quite diverse and that their expectations well as capacities to interface with the project are at different levels. This differential necessitates systematic efforts which are best realized by the development of a Stakeholder Engagement Plan (SEP). The aim is to create an atmosphere of understanding that actively involves project-affected people and other stakeholders leading to improved decision making. The SEP outlines the ways in which the Ethiopian Government will communicate with stakeholders and includes a mechanism by which stakeholders can raise concerns, provide feedback, or make complaints about the project and any activities related to the project. The SEP specifically emphasizes methods to engage groups considered most vulnerable and that are at risk of being left out of project benefits. Overall, this SEP will serve the following purposes:

- Identify and analyze different stakeholders at different levels
- Plan engagement modalities through effective communication, consultations and disclosure
- Outline platforms for stakeholders to influence decisions regarding the project
- Define roles and responsibilities for the implementation of the SEP
- Define reporting and monitoring measures to ensure the effectiveness of the SEP and periodic reviews of the SEP based on monitoring findings
- Define roles and responsibilities of different actors in implementing this Plan
- Elaborate the grievance management for the project
- Outline the dissemination of relevant project materials, including explanations of intended project benefits and, where appropriate, the setup of a project website
- Document stakeholder consultations on proposed project design, environmental and social risks and impacts, mitigation measures, the proposed SEP, and draft environmental and social risk management instruments.

1.7 World Bank Requirements for Stakeholder Engagement

This project is being prepared under the World Bank's Environment and Social Framework (ESF). As per the Environmental and Social Standard (ESS) 10 on Stakeholders Engagement and Information Disclosure, the implementing agencies are required to provide stakeholders with timely, relevant, understandable and accessible information, and

consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination and intimidation.

1.8 Summary of Potential Environmental and Social Impacts

Potential adverse environmental and social impacts of the project, as identified in the ESIA reports for Northern Interconnector which may need to be paid particular attention to as part of the stakeholder engagement activities, include:

- Physical or economic displacement (due to the acquisition of property, and land in the transmission line safety zone and at the substation sites; as well as possible damage to crops, animals, or other property; the cutting of trees or other vegetation; and possible restrictions on the use of land) and related compensation and land registration procedures
- Potential impacts on landscapes and views due to construction and maintenance activities and the presence of the towers and conductors
- Permanent as well as temporary direct impacts on land use, as well as restrictions of access to land
- Erosion and topsoil loss due to land clearing and vegetation removal and/or excavation, impacts on soil due to blasting, tower installation, machinery operations, opening borrow pits or other excavations to acquire fill material and/or tower failures.
- Potential impacts on air quality and dust due to movement of vehicles and equipment, earthworks, open piles of topsoil and spoil, and the operation of combustion engines and/or operation of transmission lines
- Noise generation and traffic disturbance from construction vehicles and machinery
- Biodiversity impacts as the project entails risks to avifauna and other flora and fauna located in project Area of Influence (AoI)
- Health impacts of exposure to electro-magnetic fields for workers and persons living in close proximity to the proposed project transmission lines during construction and operation
- Generation of local income through the recruitment of workers from local communities to the project.

1.9 Effective Stakeholder Engagement Principles

Stakeholder engagement will be free of manipulation, interference, intimidation, and coercion, and conducted on the basis of timely, relevant understanding, accessible information and in a culturally appropriate format. It will involve interactions between identified group of people, providing them with an opportunity to raise concerns and opinions and ensuring the information provided is taken into consideration in decision making. Common principles based on international best practice are:

- Transparency will be demonstrated when stakeholder concerns are acted upon in a timely, open, and effective manner.
- Trust is achieved through open and meaningful dialogue that respects and uphold the stakeholders' values, opinions, and beliefs.
- Integrity will occur when engagement is conducted in a manner the fosters mutual respect and trust.

- Respect will be created when rights, cultural beliefs, values, and interests of stakeholders are recognized.
- Commitment will be demonstrated by the need to understand, engage, and identify stakeholders is recognized and acted upon early; and
- Inclusiveness will be achieved when broad participation is encouraged and supported by providing appropriate participation opportunities.

2 STAKEHOLDER IDENTIFICATION AND ANALYSIS

2.1 Stakeholder Identification

The World Bank ESS 10 describes “stakeholder” as individuals or groups who: (a) are affected or likely to be affected by the project (project-affected parties); and (b) may have an interest in the project (other interested parties). This may include individuals, businesses, communities, local government authorities, local non-governmental and other institutions, and other interested or affected parties”. In line with the principles of ESS 10, stakeholders are divided into two types:

- “Affected parties—persons, groups and other entities within the Project Area that are directly influenced (actually or potentially, positively, or adversely) by the Project and/or have been identified as most susceptible to change associated with the Project, and who need to be closely engaged in identifying impacts and their significance, as well as in decision-making on mitigation and management measures; and also included are the disadvantaged/vulnerable individuals or groups (as defined in section 3.4 of ESS10).
- Interested parties are stakeholders who may be able to influence decisions on the Project or have an interest in the project”.

To develop an effective SEP, it is necessary to identify stakeholders and understand their needs and expectations for engagement, and their priorities and objectives in relation to the Proposed Project. This information is then used to tailor engagement to each type of stakeholder. As part of this process, it is particularly important to identify individuals and groups who may find it more difficult to participate and those who may be differentially or disproportionately affected by the Project because of their marginalized or vulnerable status.

2.1.1 Project Affected Communities/Persons

In this project, affected communities are those persons, communities, groups, government officials, business entities and individual entrepreneurs and other entities within the vicinity or Area of Influence (AoI) that are impacted or likely to be impacted directly or indirectly, positively or adversely, by the project. For this project these include, EEP, landowners in ROW, settlements/communities within RoW and AoI. Specific identifiable settlements/communities will be identified as part of the social baseline work and a schedule for disclosure and consultations will be prepared and then implemented. Disclosure and recommended routine of communication for the future stakeholder engagement activities; during the project implementation phases are also presented.

2.1.2 Disadvantaged/Vulnerable Individuals or Groups

Disadvantaged/vulnerable individuals or groups are potentially disproportionately affected and less able to benefit from opportunities offered by the project due to specific difficulties to access and/or understand information about the project. This category of PAP is present along the transmission line route in Ethiopia.

Table 2—1. Stakeholder Engagement with Vulnerable and Disadvantaged Groups

Vulnerable groups	Potential barriers to limit effective stakeholder engagement	Specific needs to address the barriers
IDPs, returnee and refugees	<ul style="list-style-type: none"> ■ Access to IDP camps. ■ Limited understanding or interest 	<ul style="list-style-type: none"> ■ Sensitization through their representatives. ■ Organize meeting with their representatives
Poor households such as female-headed and child-headed households and elderly people, youth	<ul style="list-style-type: none"> ■ Lack of time to participate. ■ Transportation cost 	<ul style="list-style-type: none"> ■ Flexible timing for meetings. ■ Provision of transports cost
People with disabilities	<ul style="list-style-type: none"> ■ Physical disabilities preventing mobility. ■ Various disabilities (e.g., visual, hearing, etc.) 	<ul style="list-style-type: none"> ■ Sign language. ■ Ensure other family members or relatives accompany during meetings. ■ Accessible consultation venues
Ethnic minorities, minority clan, nomadic groups,	<ul style="list-style-type: none"> ■ Lack of time to participate. ■ Transportation cost 	<ul style="list-style-type: none"> ■ Flexible timing for meetings. ■ Provision of transports cost

2.1.3 Other Interested Parties

These groups constitute individuals/groups/entities whose interests may be affected by the project and who have the potential to influence project outcomes. Other Interested Parties (OIP) may not experience direct impacts from the Project, but they may consider or perceive their interests as being affected by the project and/or who could affect the project and the process of its implementation in some way. These are government institutions, media and development partners supporting the electricity sector, business companies and entities that may be involved in the provision of energy services and other services, the media and interest groups, Civil Society Organizations⁵ (CSOs) international and national non-governmental organization.

Table 2—2. Summary of Stakeholder Categories

Directly Affected Stakeholders and project affected people	Stakeholder Categories
Overhead Transmission Line ROW	<ul style="list-style-type: none"> ■ Asset/property owners within the wayleave ■ Settlements/affected communities' leaders/elders. ■ Groups dependent on specific livelihood activities (i.e. small to medium sized enterprises (SMEs), agriculture, pastoralists, ESP) ■ Women ■ Youth ■ Vulnerable people/households/groups (such as female-headed households; very poor households; disabled/chronically sick people; internally displaced people/refugees, and ethnic minorities) ■ Local service providers (e.g. hotels, restaurants, local shops, transportation providers, etc.)

⁵ A civil society organization (CSO) or non-governmental organization (NGO) is any non-profit, voluntary citizens' group which is organized on a local, national, or international level.

<u>Substation Areas</u>	<ul style="list-style-type: none"> ■ Settlements/Affected communities' leaders/elders. ■ Groups dependent on specific livelihood activities (i.e. small to medium sized enterprises (SMEs), agriculture, fishing) ■ Women ■ Youth ■ Vulnerable people/households/groups (such as female-headed households; very poor households; disabled/chronically sick people; internally displaced people/refugees, and ethnic minorities) ■ Local service providers (e.g. hotels, restaurants, local shops, transportation providers, etc.)
Other Areas (Material sites; workers accommodation camps) etc.	<ul style="list-style-type: none"> ■ Settlements/Affected communities' leaders/elders. ■ Groups dependent on specific livelihood activities (i.e. small to medium sized enterprises (SMEs), agriculture, fishing) ■ Women ■ Youth ■ Vulnerable people/households/groups (such as female-headed households; very poor households; disabled/chronically sick people; internally displaced people/refugees, and ethnic minorities) ■ Local service providers (e.g. hotels, restaurants, local shops, transportation providers, etc.)
Disadvantaged Vulnerable Individuals or Groups	
<u>Overhead Transmission Line ROW; Substation Areas: Other Areas (Material sites; workers accommodation camps) etc.</u>	<ul style="list-style-type: none"> ■ Refugees and internally displaced persons ■ Women ■ Unemployed youth ■ Nomadic communities ■ People with disabilities ■ Ethnic minorities like smaller sub clans.
Interested Parties	
<u>Overhead Transmission Line ROW; Substation Areas: Other Areas (Material sites; workers accommodation camps) etc.</u>	<ul style="list-style-type: none"> ■ Security apparatus (e.g. police, military, private security service providers, etc). ■ Relevant ministries ■ Local government/municipalities/regional government ■ Relevant government departments at member state level ■ Supervision consultants ■ Contractors ■ Media organizations ■ Civil Society Organizations ■ Private investors (Energy Power Producers) ■ World Bank and institutional partners

2.2 Stakeholder Analysis

Stakeholder mapping is a process of examining the relative influence that different individual and groups have over a project as well as the influence of the project over them. The purpose of a stakeholder mapping is to:

- Profile stakeholders identified and the nature of the stakes.
- Understand each group's specific issues, concerns as well as expectations from the project that each group retain; and
- Gauge their influence on the project.

Stakeholder analysis is the process of identification of key stakeholders, an assessment of their interests in the project and way in which these interests may affect the project. The reason for doing a stakeholder analysis is to identify who to inform and consult, who to build and nurture relationships with and what roles they should play and at which stage. Based on this understanding, stakeholders are categorized as:

- **High Influence:** are those who are expected to have a high influence over the Project or are likely to be heavily impacted by the Project activities: they should thus be high up on the Project’s priority list for engagement and consultation.
- **Medium Influence:** are those who are expected to have a moderate influence over the Project or even though they are to be impacted by the Project, such impact is deemed unlikely to be substantial: these stakeholders should thus be neither high nor low on the Project’s engagement list.
- **Low Influence:** are those who are expected to have a minimal influence on the decision-making process or are to be minimally impacted by the Project: they should thus be low on the Project’s engagement list.

Table 2-3 below provides brief profiles of the various stakeholders in the project and their likely degree of influence.

Table 2—3. Stakeholders and Project Impact/Influence-Ethiopia

Stakeholder Category	Level of Interest	Level of Influence
Project Affected Persons	High Level of Interest	Low Level of Interest
Government Bodies	High Level of Interest	High Level of Influence
Civil Society Organization	High Level of Interest	High Level of Influence
Local Government Authorities	High Level of Interest	High Level of Influence
Private Sector	Medium Level of Interest	High Level of Influence
Media	Medium Level of Interest	High Level of Influence
Development Partners	High Level of Interest	High Level of Influence

2.2.1 Summary of Previous Stakeholder Engagement Activities

During the ESIA study, several consultations took place at the different levels in Ethiopia involving the PAPs including vulnerable groups, various government agencies and other interested parties. The consultations were to discuss the project locations, areas of influence, concept, design, institutional arrangement, potential impacts, mitigation measures, stakeholder engagement plan and EAPP-PIU and EEP commitments among others. Table 2-4 presents a summary of the stakeholders’ concerns consulted as part of the on-going ESIA studies in Ethiopia during the period between 10th January-23rd March 2024 with stakeholders including local communities and government. See appendix 4 and 5 on the list of stakeholders consulted.

Table 2—4. Stakeholders Consultation Summary of Concerns

Theme	Comments and Issues	Response
Employment	Community members inquired whether there will be employment	The consultants informed stakeholders that they have incorporated the development of a

	<p>opportunities and what would be the criteria for gaining access to such opportunities.</p> <p>They decried an ongoing pattern of contractors hiring persons who don't reside in their localities to carry out tasks that locals are capable of doing and requested that, in this project, they be given first priority whenever employment opportunities arise.</p> <p>Female participants were especially concerned that they would not be given opportunities to work in the project because of societal perceptions that they are physically weak and are exclusively responsible for domestic affairs. In addition to this, they foreshadowed possibility of rise in incidences of children dropping out of school to take up paid labour in the project.</p>	<p>Community Engagement Plan and a Labour Recruitment Plan in the ESIA.</p> <p>These plans will cover all employment issues ranging from recruitment, dismissal, hours of work, non-discrimination, child labour, fair remuneration and grievance management.</p> <p>Stakeholders were however cautioned that where specialist skills are required for the project and the skills are not locally available, specialist would be hired from other jurisdictions through a competitive process.</p>
Land Use and Compensation	<p>The members noted that they would incur loss of land and property since residents may be required to relocate. They noted that relocation would interfere with their economic affairs and separate them from their kin.</p> <p>They inquired about the land acquisition process, timelines for compensation, persons entitled to compensation and the amount of money to be paid.</p>	<p>The community was informed that a RAP study will be commissioned and will be conducted and implemented in accordance with World Bank Standards and national legislation.</p> <p>This will ensure that all affected persons are compensated in a fair and timely manner. Compensation will be done following proper identification of affected persons and thorough valuation of their assets.</p> <p>They were further informed that the RAP process would incorporate grievance-handling mechanism to settle any disputes that may arise.</p>
Waste Generation	<p>Stakeholders were concerned about waste generation and methods of waste disposal during project implementation.</p>	<p>The consultants informed community members that the ESIA report will recommend that a waste management plan be put in place; Waste will also be handled and transported by certified waste handlers.</p>
Social Impacts	<p>It was a concern of the community members that the proposed project will increase the population in the project area and its surroundings which could lead to socio-cultural diversification and cultural contamination.</p>	<p>The consultants and the clients' team informed the community that it will put in place sufficient safeguards to mitigate such incidences through for instance, developing and implementing a grievance redress mechanism; putting in place a sexual harassment policy and a HIV/AIDs prevention and awareness plan.</p>

	<p>There were fears that with the increase in population, there will be an increase in the spread of HIV and AIDS, teenage pregnancies, drug and alcohol abuse and prostitution.</p> <p>Further they stated that enhanced economic status particularly among the women and youth would lead to increased occurrences of SGBV.</p> <p>Concerns were also raised about competition for limited resources due to population influx. This would particularly manifest in inadequate housing and shortage of water supply.</p>	<p>A robust GRM will be established by the project to address project related grievances.</p> <p>GBV (SEA and SH) resulting from project operations will be managed in line with the GBV Prevention and Response Action Plan that will be prepared and will apply the principle of survivor centered approach. The project will facilitate survivor/guardians to access referral pathways that they wish to access, such as legal, police, counselling services etc., which the project is expected to map as part of GBV management.</p>
Flora and Fauna	<p>Loss of protected forests/conservation areas/rare plants</p>	<p>Identify vegetation that will need to be removed/protected; Remove identified trees in such a way as to minimise damage to surrounding vegetation; Ensure the construction crew is aware remaining vegetation must not be touched or damaged; Avoid installation of the transmission line through vegetation areas; compensation in accordance with RAP; Preserve valuable habitats and important trees along the high-power transmission lines, discussion with clan leaders</p>
Health and Safety Issues	<p>The stakeholders were concerned that there would be electromagnetic radiations and risk of electrocution that may affect those residing near the way leave.</p> <p>Some community members were wary of the presence of the high-voltage wires in their immediate environment, due to perception that it causes cancer</p>	<p>The team informed the community that possible health hazards will be mitigated using up to date state of the art technologies and measures will be put in place to ensure health and safety measures are observed at all times through the development and operation of the project.</p> <p>They were reminded that in such projects, the proponent is always required to develop and implement a community health and safety plan, and the proponent has been informed to do so through the ESIA.</p>
Aviation Risks	<p>Hazards to low flying aircrafts</p>	<p>The proposed project must be installed based on the rule and regulation of civil aviation authority and smaller air strips have to be identified and considered during the installation of the high-tension power with its future expansion</p>
Noise and Vibration	<p>Questions concerning potential air and sound pollution arising from excessive noise and vibration also arose from community members</p>	<p>The Consultants informed the stakeholders that the project will be using up to date technologies to improve efficiencies to reduce noise and vibrations and further mitigation measures will be recommended in the ESMP.</p>
Air Pollution	<p>Some of the stakeholders feared that</p>	<p>The consultants informed the members that</p>

	the project will generate emissions and generate dust leading to air pollution.	the project will be using up to date technologies to improve efficiencies to reduce emissions and mitigation measures will be put in place to reduce emissions in line with national air quality regulations and international best practice.
Water Quality	The community raised concerns on impact of the project on water quality. They stated that water resources may be contaminated by project waste rendering it unfit for human consumption. They were also concerned about over abstraction during project implementation.	The consultants informed the community that the ESIA will propose that a waste management plan. Stakeholders were also informed that the project had taken into account the estimated water usage for the project and made plans for alternative water sources to ensure adequacy of water for the project without depleting local resources.

3 STAKEHOLDER ENGAGEMENT

3.1 Stakeholder Engagement Principles

To ensure compliance with ESS 10, the project will apply the principles outlined in chapter 1.8 during stakeholder engagement.

3.2 Stakeholder Engagement Program

Stakeholder engagement is an important inclusive process conducted throughout the project cycle and is critical to the successful implementation of projects. The engagement will be free of manipulation, interference, coercion, and intimidation; and conducted based on timely, relevant, understandable, and accessible information, in a culturally sensitive format. In this section an elaboration of how to facilitate effective stakeholder engagement throughout project implementation and operation phase is outlined. It addresses key factors considered in elaborating the program, the specific communication tools to be adopted for different stakeholder groups, the specific stakeholder engagement activities and the resource requirements and responsibilities for implementation.

For the engagement process to be effective and meaningful, a range of approaches will be applied, which will be tailored specifically to the identified stakeholders. For Affected Community stakeholders, the format of each engagement activity (whether focus group discussions or public meetings) will meet general requirements on accessibility; If necessary, assistance may be provided to enable vulnerable people to attend meetings.

Engagement will be based on the following key principles of good practice:

- Timeliness to consider key issues and provide input to Eastern Africa Power Pool (EAPP)-PIU/EEP-PIU decisions.
- Dissemination of information in readily understandable formats and using culturally appropriate techniques, in advance of engagement events/meetings, to ensure that stakeholders are informed.
- Gender-inclusivity (for meetings/events, where it is feasible to do so, setting a target of 50% participation by both men and women respectively at each event)
- Free from manipulation and coercion.
- Documentation to keep track of who has been consulted and the key issues raised with feedback to stakeholders at key stages in the project implementation process.

3.3 Information Disclosure

The environmental and social instruments including Non-Technical Summaries (NTS) of ESIA, Resettlement Action Plan (RAP), Stakeholder Engagement Plan, Labour Management Procedures (LMP) will be translated into Somali language prior to disclosure. Leaflets for consultation events will be prepared in local language and English. The main mechanisms for information disclosure are presented below by type of stakeholder engagement event:

- **Meetings with officials:** Intended work programme and/or Power Point slide presentation will be made available. These will be used, as appropriate, depending on the stakeholders and the timing of the meetings.

- **Focus Group and other types of non-public meetings:** Leaflet and Power Point slide presentation. Leaflets will be available, and the appropriate versions will be distributed according to stakeholder type and needs. Leaflets will be distributed at least 3 working days prior to meetings. Power Point presentations will be made at the beginning of meetings. Each meeting agenda will have time allocated to clarifications and questions focused on the Project; and
- **Public Meetings:** The NTS of ESIA, RAP, Benefit Sharing reports, Resettlement Action Plan (RAP), Stakeholder Engagement Plan, Labour Management Plan, PPT presentations, and leaflets will be made available. The reports will be available in Somali language and English only. Information will be displayed at different public buildings in the locality of a public hearing and at least 3 working days in advance of a public hearing. Leaflets will be available in selected public locations for members of the public to consult/take away (maximum of two leaflets per person to be taken away) at least 3 working days in advance of a public hearing.
- **Social media platforms:** In addition, the websites of EAPP-PIU/EEP-PIU will be used to provide up-to-date Project information. It will also be possible for users to provide feedback or ask questions about the Project via email and the website.

In order to ensure disadvantaged or vulnerable needs are taken into consideration, and that they are reached, the project will adopt several mechanisms, such as, publishing all information about the project in local language, holding workshops or meetings at suitable location that women can easily access, provide needed facilities in public meetings for handicap or people with disabilities. In addition, when designing the grievance mechanism, the EAPP-PIU and EEP-PIU will take into account the availability of needed recourse for vulnerable groups to give feedback or send a complaint.

3.4 Information Communication

Communications alerting stakeholders to future stakeholder events/meetings and, also, concerning organizations/logistical aspects of stakeholder events/meetings, and grievance reporting channels will be provided by a range of means, but primarily by:

- **Public announcements.** The EAPP-PIU/EEP-PIU will place announcements in key public locations, such as bulletin boards at local government offices and other public sector buildings.
- **Emails.** EAPP-PIU/EEP-PIU will inform stakeholders of project milestones and other current project news (it is recognised that stakeholder access to emails will be variable).
- **Media (primarily radio and newspapers, social media platforms) announcements/notices:** These will mostly concern provision of key information about project milestones and certain engagement events/meetings, especially public hearings; and
- **Oral communications:** Community leaders will be requested to inform other community members about stakeholder events/meetings to be organised in their community/locality.

3.5 ESIA Report: Impact Assessment Phase

An overview of the planned stakeholder engagement activities, to occur at an early phase in the work to prepare the ESIA Report, with a breakdown by stakeholder group is given

in Table 3-1. This table will be updated during the project implementation phases and process, as necessary.

3.6 Project Cycle Phase Consultation

The Stakeholder Engagement Program, through an Informed Consultation and Participation (ICP) process, includes set of actions with targeted audience and responsibilities in order to ensure the maximum engagement level for all relevant stakeholders. The ICP process presented below covers 4 phases of the Project cycle. The Project cycle comprises the following:

- Pre-construction Phase
- Construction Phase
- Operation Phase.
- Decommissioning Phase

EAPP-PIU/EEP-PIU, as part of the stakeholder engagement, will disclose the following information and documentation regarding the Project on its website:

- Stakeholder Engagement Plan
- Project description and updates regarding the implementation progress of the Project,
- Environmental and Social Risks and Impacts of the project (both positive and negative) as contained in the ESIA report and including LMP, GBV Action Plan and Resettlement Policy Framework (RPF)
- The Grievance Redress Mechanism, its objectives, and the information request form
- Resettlement Policy Framework
- Benefits sharing report.

The information packages will be available in English and Somali languages immediately upon the commencement of the Project. Information packages will be accessible through websites of the affected districts, regions, states. Summaries (printed copies) of SEP, ESIA, LMP, RPF, GBV Action Plan reports will be available in all affected districts, and Project offices. The Contractor will also disclose site specific ESMP (as recommended in the ESIA reports) and site specific ESIA in its own website. It is important to note that, these documents and information will remain in the public domain for the entire duration of the Project.

3.6.1 Pre-Construction Phase

During pre-construction phase, the information package will be updated as needed and disclosed. It is important to notify local stakeholders, in a meaningful and timely manner, of any activities that might impact them. Environmental and social instruments/reports prepared for the project (ESIAs, RPF, GBV Action Plan) will be disclosed in pre-construction phase. The disclosure and consultation activities will be designed along the following objectives:

- Consultation events and opportunities will be widely and proactively publicized (two weeks prior to any meeting).

- The environmental and social instruments summaries will be accessible prior to any event to ensure that people are informed of the assessment content and conclusions in advance of the meeting,
- The location and timing of any meeting will be designed to maximize accessibility to affected stakeholders,
- Accessibility to the meeting venues (i.e. transportation services) will be provided for each affected settlement,
- Information presented will be clear and non-technical, and will be presented in the local language understood by those in the communities,
- Facilitation will be provided to ensure that stakeholders are able to raise their concerns,
- Issues raised will be answered at the meeting or actively followed up.

3.6.2 Construction Phase

The aim of the construction phase stakeholder engagement is to minimize the community health and safety impacts of the Project, management of the potential contractors, management of the grievance mechanism and minimization of the construction related impacts. The Contractor will use this SEP to engage with stakeholders, construction related comments and suggestions. Feedback received regarding the construction activities (i.e. design suggestions, etc.) will be managed through the process determined through the Grievance Redress Mechanism. Stakeholder engagement activities that will be held during the construction phase is presented in Table 3-1 below.

3.6.3 Operation Phase

The aim of the operation phase stakeholder engagement is to introduce the public possible operational impacts and information about the transition of the responsibilities from the Contractor to electricity management utility in Ethiopia and increase the capacity of the utilities to ensure the implementation of SEP. Stakeholder engagement activities that will be held during the operation phase is presented in Table 3-1 below.

Table 3—I: Planned Stakeholder Engagement Methods and Information Disclosure

#	Activity – Preconstruction phase	Stakeholder Category	Responsibility	Disclosure: Methods
1	<p>Disclosure of environmental and social instruments (ESIA, LMP, SEP, GBV Action Plan, RPF reports.</p> <p>During the disclosure process, affected communities will be informed on outcomes of the environmental and social studies. This will include significant Project related beneficial and adverse impacts that were assessed during the ESIA, RAP, HUTCL studies as follows:</p> <ul style="list-style-type: none"> - Impacts on ecosystem services - Impacts on ecology and habitat loss - Impacts related to land acquisition and resettlement - Impacts on cultural heritage sites/areas - Impacts on environment (including construction and operation noise, air quality, resource efficiency and waste management). <p>Introduce Stakeholder Engagement Plan and Project Grievance Mechanism</p> <p>Informed Consultations on land acquisition and compensations during the finalization of Resettlement and Livelihood Restoration Plan used to develop specific Resettlement Action Plan</p>	All stakeholders	Joint EAPP/PIU	<ul style="list-style-type: none"> • Public Participation Meeting • Project leaflets • Community notice boards/banners indicating information of the ESIA studies and measures to be considered. • Announcement on the Project website • Announcement on the Municipalities website, • Mass media (local newspapers, TV channels, radio, social media). • Hard copies of NTS on the affected village offices and municipal buildings • Soft copies of NTS, SEP and RPF to be available for public review in EAPP, PIU’s website • Information on the grievance mechanism and the stakeholder engagement tools through webinars, leaflets, banners and website. • Distribution of the Contact details of the Public Relations Officers, • Records of the grievances • Public notice and official correspondence by concerned authorities and organization. • Website • Noticeboards on the affected local municipalities • Individual compensation agreements and the Grievance Records
4	<p>Informed Consultations on land acquisition and compensations during the finalization of Resettlement and Livelihood Restoration Plan used to develop specific Resettlement Action Plan</p>	<p>Landowners and land users’</p> <p>Informal landowners and land users</p> <p>Owners of assets, structures, buildings, and businesses that will be affected by the Project</p>	Joint EAPP/PIU	<ul style="list-style-type: none"> • Public notice and official correspondence by concerned authorities and organization. • Website • Noticeboards on the affected local municipalities • Individual compensation agreements and the Grievance Records

6	Engage with stakeholders during preparation of site-specific RAPs and implementation of individual measures as prescribed in the RAP	All Stakeholders	Joint EAPP/PIU	<ul style="list-style-type: none"> • Social Survey of all affected households with individual visits (if applicable) to each affected household • Disclosure of draft RAP • Dissemination of Cut-Off date via public announcements (through local media, banners, website, etc.)
#	Activity – Construction Phase	Stakeholder Category	Responsibility	Disclosure: Material Mechanisms and Timing
1	<p>Information Disclosure on:</p> <ul style="list-style-type: none"> • Purpose and nature of the construction activities • Early notification of construction start date, scheduling, and duration. • Potential impacts and health and safety measures/mechanisms • Notification of any transport disruptions. • Notification of construction activities, closure of roads, pedestrian accessibility, etc. • Notification of schools and hospitals nearby the project site will be informed about the peak movements of the vehicle. • Information on any activities likely to cause disturbance locally such as construction noise and vibration. • Waste management • GBV and SEA/H issues, including pathways <p>Labour and construction Related Issues</p> <ul style="list-style-type: none"> • Recruitment and procurement, • Employment of local workers • Occupational health and safety • Recruitment of employees • Training of staff • Procurement of supplies and services • Design of capacity development program for local people through targeted training programs internally and with key external training partners • Workers' GRM • Security issues • Traffic control and disruption 	<p>All affected settlements and Interested parties</p> <p>Vulnerable Groups</p> <p>Local Authorities</p> <p>Local Businesses</p> <p>Animal owners nearby the construction activities</p> <p>Beehives nearby the construction site</p>	<p>Joint EAPP/PIU</p> <p>Contractor EHS Teams</p>	<ul style="list-style-type: none"> • Regular site visits, • Annual Environmental and Social Monitoring Reports • Official meetings with the governmental bodies and CSOs • Grievance Mechanism • Banners posted in public amenity buildings, construction sites. • Project website • Direct phone calls to head of villages, sensitive receptors and to the hospitals, nursing homes, schools and presenting direct phone call number to be contacted in cases of emergency notices. • Direct phone calls in regard to road closures to the affected head of villages and/or advertisement through the local media and website • Banners posted to present construction schedule, road closures and measures to be considered in terms of community health and safety in head of villages' offices, public amenity buildings, construction sites. • Grievance mechanism • Phone calls to notice the affected villages' representatives' days prior to the activities to be conducted to the arranged site and providing a direct phone number of the construction/EHS supervisor.

				<ul style="list-style-type: none"> • Contacting to the nearby beehive owners (if any) days prior to the activities to be conducted to the arranged site. • Banners posted in village amenity buildings and construction sites (including information on grievance mechanism) • Grievance and suggestion boxes located at the construction sites. • Contact person available on-site during works, and their contact details prominently displayed at the entrance to the site (s). • Direct phone calls made to nearby schools and hospitals days prior to construction activities. • Direct engagement with the nearby head of villages and notify them about the options to contact in regard to potential grievances. • Monitoring noise related grievance cases to be closed sufficiently through collecting feedback from the complainant (if the contact information
4	<p>Feedback and grievance mechanism</p> <ul style="list-style-type: none"> • Training on grievance procedures • Grievance resolution process and the workers GRM (including in response to security, construction or contractor issues) • Provide training on the Contractor's policies (employees and contractors) on respectful and appropriate behaviors with communities • SEA/H pathways 	All affected settlements, Interested parties and Project Workers	Contractor Teams EHS	<ul style="list-style-type: none"> • Advertisement on the Grievance Mechanism through Project banners, leaflets, and the Project's website • Direct phone calls, emails, and face-to-face meetings, village visits.
5	Inform stakeholders regarding the construction works that are nearby or within the forests, where ecosystem service-related activities are common by the locals.	Project Affected Persons Vulnerable Groups	Contractor	<ul style="list-style-type: none"> • Place project banners entrance and common areas where the construction works will occur. • Contact head of villages directly days prior to the construction activities to notice them on construction works, measures took into consideration and contact information for grievances. • Warnings signs to be placed prior to start of the construction activity, including a direct

				<p>contact number of the construction supervisor.</p> <ul style="list-style-type: none"> Grievance and suggestion boxes located at the construction sites
7	<p>Develop, implement, and keep informed local communities on:</p> <ul style="list-style-type: none"> Community health and safety plan Local procurement plan Traffic management plan Emergency response plan SEA/H Action Plan Security plan/ protocols. 	All affected settlement	Contractor EHS Teams	Contractor's website, official correspondence, mass media, local notice boards and premises of municipalities
8	Disclose information on project Environmental and Social construction performance	PAPs Interested Stakeholders	Contractor	Contractor's website

4 GRIEVANCE REDRESS MECHANISM

This section presents a transparent procedure that EAPP-PIU/EEP-PIU will employ to manage grievances received from external stakeholders such as affected communities and interested parties. For project workers, a separate workers' Grievance Mechanism will be established and will be operated by contractor and monitored by the EAPP-PIU/EEP-PIU's social specialist (refer to Labour Management Procedures).

The goal of the GRM is to strengthen accountability to beneficiaries and to provide channels for project stakeholders to provide feedback and/or express grievances related to project supported activities. By increasing transparency and accountability, the GRM aims to reduce the risk of the project inadvertently affecting citizens/beneficiaries and serves as important feedback and learning mechanism that can help improve the project impacts. Under the World Bank ESSs, Bank-supported projects are required to facilitate mechanisms that address concerns and grievances that arise in connection with a project. One of the key objectives of ESS 10 (Stakeholder Engagement and Information Disclosure) is 'to provide project-affected parties with accessible and inclusive means to raise issues and grievances and allow borrowers to respond and manage such grievances. This GRM should facilitate the project to respond to concerns and grievances of the project-affected parties related to the environmental and social performance of the project. The project will provide mechanisms to receive and facilitate resolutions to such concerns. For the purposes of this SEP, communications from stakeholders are considered to involve comments/concerns and grievances, as follows:

- Comments/concerns raised by an individual or group may, or may not, arise from a specific impact or incident that is related to a project activity. They can be positive or negative observations on general project performance and, also, can take the form of questions or requests for information; and
- A grievance is a complaint, raised by an individual or group, related to a specific impact or incident, which is considered to affect, adversely, the interests of the complainant.

4.1 Grievance Types

Grievances may take the form of specific complaints about impacts, damage or harm considered to have been caused by the Project, and about access to the Project stakeholder engagement process. This Grievance Mechanism has been developed with the following aims:

- To build and maintain trust with all stakeholders.
- To prevent adverse consequences of failure to adequately address grievances; and
- To help identify and manage stakeholder concerns and thus support effective risk management.

The category of grievance likely to manifest itself during the project implementation include:

- Property (built structures) damage.
- Land encroachment.
- Access restriction
- Damage to land/crops

- Damage to livestock
- Water availability/quantity (e. g. supply disruption)
- Water quality (e.g. pollution)
- Noise/air quality (including dust)
- Resettlement/valuation/compensation
- Traffic/vehicle behaviour (e. g. speeding)
- Unfair treatment of workers including payment delays or withholding
- Undue termination
- Discrimination at workplace
- Fraud and or corruption
- Lack of or insufficient consultation
- Environmental degradation
- Forced labor
- Child labor
- Threats to personal or communal safety.
- Gender-Based Violence (GBV) and Sexual Exploitation, Abuse and Harassment (SEAH)
- Selection of sites for project activities
- Fairness in contracting
- Inclusion

4.2 Grievance Management Structures and Processes

As per World Bank standards, the Grievance Management (GM) will be operated alongside the GBV/SEAH Prevention and Response Plan, which includes reporting and referral guidelines (see GBV/SEA Action Plan). The GM will also operate alongside specific workers' GM, which will be laid out as provided for in the LMP. EEP PIU and EAPP PIU will have the responsibility of overseeing the resolution of all grievances related to the project activities in accordance with the laws of Ethiopia and the World Bank Environmental and Social Standards through a clearly defined GM that outlines its process and is available and accessible to all stakeholders.

A Grievance Redress Committee (GRC) will be established at the national (Federal Government) level, at each of the project affected Regions, affected Districts and community level before starting project activities. Its role will be to act to resolve grievances at the different levels. Each GRC will have a dedicated secretary who will serve as the Grievance Officer (GO) and will be the entry point for all grievances. At the national level, the secretary/GO will be with the social specialist. At the Regional, District and Community level, the secretary/GO will be selected by members of the GRC.

The GO will receive grievances by phone, text, email, letters or physically. There will be widespread awareness raising on the GM to promote an understanding and trust in the system. The PIU (EEP and EAPP) will also record the grievance cases received during the field visits and community engagement meeting. They will also ensure the grievance log register is filled and forwarded to the EEP and EAPP-PIU social specialist. The GOs will acknowledge, log, forward, follow up grievance resolution and inform the complainant of

the outcome. The complainants have the right to remain anonymous, thus their name and contacts will not be logged (if they desire), but a reference number assigned and whistleblower protection for complaints raised in good faith will be ensured. The EAPP-PIU and EEP social specialists will carry out training of all GRC members at all levels and Government staff involved with the project, and contractors on receiving complaints, referral, complaints handling and reporting, and will oversee awareness raising on the GM at the national and state levels.

The GOs will compile minutes for the meetings and follow up the grievance resolution process. The GRC will meet monthly to review minor complaints, progress on complaints resolution, and review the development and effectiveness of the grievance mechanism including whether adjustment in project activities is needed to address recurring complaints, and ensure that all staff and communities are aware of the system and the project. Immediate meetings will be held in case of significant complaints to be addressed at the EEP-PIU and EAPP-PIU. Significant complaints will be outlined in the GM manual. For serious or severe complaints involving harm to people or the environment, or those which may pose a risk to the project reputation, the staff receiving should immediately inform the head of the PIU, who will inform the World Bank within 48 hours as per the Environmental and Social Incident Reporting (ESIRT) requirements.

All contractors and suppliers will be expected to sensitize their workers on the Project GM and have a focal person to receive complaints regarding the construction and their workers and put in place complaints structures specific to the workers (as detailed in the LMP). At the community level, local committees with strong representation of disadvantaged groups will receive complaints directly from the communities, contractors, etc., and forward to the FMS social specialist to support resolution and follow up. Figure 6-1 presents the structure to be adopted by the project in managing grievances.

4.2.1 Grievance Mechanism Key Principles

The grievance mechanism, developed for the Project (and to be applicable during the project implementation phases) is based on the following principles and attendant EAPP-PIU/EEP-PIU's commitments:

- **Accessibility:** Ensuring that the grievance mechanism is accessible to those who may wish to submit a grievance. It includes the ability to submit a grievance verbally.
- **Disclosure:** Publicising and explaining the grievance mechanism to all external stakeholders.
- This disclosure will be implemented in a format and language readily understandable to the local population and/or communicated orally in areas where literacy levels are low. In addition to informing stakeholders about the grievance mechanism, the EAPP-PIU/EEP-PIU using various methods in Table 3-1 will report back periodically to stakeholders on how it has been responding to the grievance it has received.
- **Transparency:** Clarifying at the outset who is expected to use the grievance mechanism and assuring stakeholders that there will be neither costs nor retribution associated with lodging a grievance. Stakeholders will be informed that grievance

can be submitted anonymously and that they can request that their identity be kept confidential. The entire process—from how a grievance is received and reviewed, through to how decisions are made and, in the case of a grievance, the possibilities that exist for appeal—will be made as transparent as possible through good communications.

- **Efficiency:** Publicly communicating and committing to a timeframe within which all recorded grievance will generate a response and ensure that all response times are met. This will help to allay frustration by informing people when they can expect to be contacted and/or receive a response to their grievances. During critical time periods, such as during the project construction phase, it is important to have an early (if not immediate) response to time sensitive grievances.
- **Fairness:** Ensuring that an appeal procedure for complainants who reject EAPP-PIU/EEP-PIU intended action to redress a grievance is in place.
- **Written records:** Maintaining written records and logs of all grievances received (comments/concerns will be recorded and tracked under a wider stakeholder engagement database) as this is critical for effective grievance management. Each record will contain:
 - The name of the individual or organisation (optional)
 - The date and nature of the grievance
 - The date set for the resolution of the grievance.
 - A description of subsequent EAPP-PIU/EEP-PIU actions taken
 - How and when this decision was communicated to the complainant
 - The complainant’s response to the action
 - Date of acceptance by the complainant of the action to resolve the complaint
 - Date and timeframe for an appeal lodged by a complainant against the EAPP-PIU/EEP-PIU’s action; and
 - Date of acceptance or rejection by the complainant of the appeal decision.

4.2.2 Grievance Redress Committee Composition

Table 4.1 below describes the composition of the GRCs at the different levels. The members of the GRCs will be appointed through an election process with all the PAPs in the project area participating. Aggrieved parties shall choose their entry point that is at their convenience. However, the GRM shall start at the local level before allowing appeals to higher levels as highlighted in table 4-1 below.

Table 4—1. Composition of GRC

Federal Government Level (National)	<ul style="list-style-type: none"> ● One representative of federal government (chair of GRC) ● One project affected youth ● One project affected woman ● One project affected male ● A representative of vulnerable PAPs ● EEP-PIU representative ● EAPP-PIU representative ● Contractor representative ● Supervising Engineer representative
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	<p>Note: This GRC will handle grievances that cannot be resolved at the national level.</p>
Regional Level	<ul style="list-style-type: none"> • One representative of regional government (chair of GRC) • One representative of local government • One project affected youth • One project affected woman • One project affected male • Religious leaders representative • Clan/Sub clan elders representative • A representative of vulnerable PAPs • EEP-PIU representative • Contractor representative • Supervising Engineer representative <p>Note: This GRC will handle grievances that cannot be resolved at the district level.</p>
Zone Level	<ul style="list-style-type: none"> • One representative of district administration (chair of GRC) • One project affected youth • One project affected woman • One project affected male • Religious leaders representative • Clan/Sub clan elders representative • A representative of vulnerable PAPs • Contractor representative • Supervising Engineer representative <p>Note: This GRC will handle grievances that cannot be resolved at the community level.</p>
Woreda Level	<ul style="list-style-type: none"> • One representative of local administration (chair of GRC) • One project affected youth • One project affected woman • One project affected male • Religious Leaders representative • Clan/Sub clan elders representative • A representative of vulnerable PAPs • Contractor representative • Supervising Engineer representative

4.2.3 GRC Capacity-Building and Remuneration

The GRCs will also need to be oriented to the grievance management system. The capacities of the GRCs will also need to be built around issues of conflict identification, conflict information analysis and conflict resolution as provided for in the land legislation. All the members of the GRCs established at the different levels will perform their duties on a voluntary basis. There will be no remuneration other than costs associated with transport, communication, meals and sitting allowance.

4.3 Grievance Mechanism Procedure

4.3.1 Grievance Reporting/Lodgment

These are expected to include:

- Locating grievance boxes in well-known and publicly accessible locations e.g. office of village administrator; zone, district, project office, contractor sites etc.
- Complainants can submit a written grievance.
- In-person at a physical facility e.g. office of village administrator; zone, district, project office, contractor sites etc.
- Social specialists in EAPP-PIU/EEP-PIU who are regularly in contact with local stakeholders (presented orally or in writing)
- Via email or via dedicated website pages of EAPP-PIU/EEP-PIU/Contractor
- Via Social media of EAPP-PIU/EEP-PIU/Contractor
- By telephone/SMS to a dedicated telephone number (too free cell and landline numbers).

In its disclosure of the grievance mechanism, the means to be used to submit a grievance and take immediate action to ensure that these means are in place and working will be explained.

4.3.2 Grievance Identification

When a grievance is recorded it is recorded in the Grievance Form (Appendix 1) by the complainant and the designated persons. Both parties then 'sign off' the Grievance Form (Step 1). If a grievance does not relate to the Proposed Project, the designated persons will contact the complainant and provide the details of the appropriate person or organization to address the grievance raised.

4.3.3 Registration and Categorization

All grievances received verbally or in writing will be recorded by the designated persons in the Stakeholder Grievance Procedure Database (Appendix 2) by means of the Grievance Tracking and Close-Out Form (Appendix 3). The designated persons will assess the significance of the grievance and allocate it to one of the following categories:

- **Critical Priority:** potential for significant breach of EAPP-PIU/EEP-PIU's policies and/or negative media attention or a local, isolated, or 'one-off' grievance that may affect the interests of a community to the extent that livelihoods of a significant number of its inhabitants are jeopardised in the near term.
- **Medium Priority:** widespread and/or ongoing repeated grievance, for example, noise during construction or a local, isolated, or 'one-off' grievance that may affect the interests of an individual, or household to the extent that livelihoods are jeopardised in the near term; and
- **Low Priority:** a local, isolated, or 'one-off' grievance with no significant reputational or livelihood implications.

4.3.4 Lodging Grievances

- Any individual or group directly impacted by the project can lodge

a grievance in writing or through designated communication channels including suggestion boxes, emails, telephone hotline or verbally.

- Grievances shall include specific details, such as the date, nature of the grievance, individuals involved, and desired outcome.
- There shall be a Grievance Officer (appointed by contractor) to whom anyone shall lodge their grievances.

4.3.5 Initial Assessment and Acknowledgement

- Upon receiving a grievance, the Grievance Officer will conduct an initial assessment to determine the seriousness and validity of the complaint.
- Once the grievance is received, a grievance number shall be allocated and communicated to the grievant. This communication shall also serve as an acknowledgement of the grievance. In case the grievance is assessed to be out of the scope of the GRM, a communication towards the same shall be made to the grievant, and an alternative mode of redressal shall be suggested. As part of this acknowledgement a tentative timeline for the redressal of the grievances shall be identified, in keeping with the process below.
- The Grievance Officer will acknowledge the receipt of the grievance within 48 hours.
- If the grievance falls outside the scope of the grievance mechanism, the complainant will be informed and offered an alternative way to address the issue. The acknowledgment will include an expected timeline for resolution.

4.3.6 Investigation

- Once recorded, the GRC will investigate the cause of the grievance, interviewing concerned parties if necessary. The goal is to understand the issue fully and find a suitable solution.
- An impartial investigation will be conducted to gather relevant information and identify potential solutions. Investigations will be undertaken by the Grievance Redress Committee established for the project.
- The Grievance Officer will facilitate dialogue between the parties involved and work towards a mutually agreeable resolution.
- The resolution timeframe will be defined, and all parties must be kept informed of the process.
- As part of this investigation, the grievance officer may also undertake confidential discussions with the concerned parties to develop a more detailed understanding of the issue at hand. The site investigation shall be completed in no more than 10 working days of receiving the grievance.

Following assignment of a grievance an investigation will be conducted into the grievance, during which field investigation as well as consultation with the complainant and EAPP-PIU/EEP-PIU representatives may be carried out.

4.3.7 Communication of Resolution and Request for Feedback

- Resolution, Escalation and Closure Based on the understanding thus developed, the grievance officer, in consultation with the concerned departments, shall identify a suitable resolution to the issue.
- This resolution shall be accordingly communicated to the grievant within 30 working days of completing the site investigation. In case the issue is beyond the purview of the grievance officer, it should be escalated to the department head or Owner's Engineer (as appropriate).
- A communication regarding the same shall be provided to the grievant. The Owners Engineer shall in turn endeavor to resolve the grievance within 10 working days of the escalation.
- The Owners Engineer shall endeavor to resolve the grievance within 10 working days. If, however, the Contractors' RE is not able to identify an adequate resolution for the grievance, then an adequate response shall be given to the grievant along with a suggested alternative resolution to the grievance. If at any stage, the grievant is not satisfied with the solution, s/he may choose to ask for an escalation of the grievance to the next level.
- If the grievance is unable to be resolved at the lowest level, there shall be an escalation path in the organization for it to be resolved at PIU.

4.3.8 Appeal

If a resolution cannot be achieved or a resolution to be reached, the complainant can appeal to the next GRC level as outlined in table 4-1).

4.3.9 Confidentiality and Non-Retaliation

- Confidentiality of the grievance process will be maintained to protect the identity of individuals raising concerns.
- Non-retaliation against individuals lodging grievances will be strictly prohibited and mechanisms will be in place to safeguard whistleblowers.

4.3.10 Grievance Resolution and Close-Out

When specific actions are agreed upon at each GRC level, the social specialists in EAPP-PIU and EEP/PIU will be responsible for ensuring that these corrective actions are implemented and effective at resolving the grievance. If no further action is required, then the social specialist at the PIU jointly with GO at each GRC level and the complainant will close the grievance and record this action in the grievance database. If the complainant rejects a decision of the GRC, then recourse to judicial or administrative procedures remains open to the complainant (legal or administrative resolution of the grievance). Also,

in case this mechanism will not allow an amicable agreement to be reached, the complainant or the defendant can resort to Justice i.e. courts, sharia and xeer (and could at any time).

4.3.11 Documentation and Reporting

- Detailed reports of all grievances, investigations, and resolutions will be maintained for monitoring and reporting purposes.
- Regular reports on grievance handling and outcomes will be prepared by and shared with relevant stakeholders.

4.3.12 Communication and Feedback

- Multiple communication channels such as dedicated hotlines, email addresses, and grievance boxes, will be established for stakeholders to provide feedback on the grievance process.
- Feedback received will be used to make continuous improvements to grievance mechanism.

4.3.13 Updating Records

The grievance register will be updated weekly, tracking the current status of each grievance. Once a grievance is resolved, it will be marked as closed, with details on how it was handled. If the grievance was anonymous, a summary of the issue and its resolution will be posted publicly.

4.3.14 Monitoring of the GRM Implementation

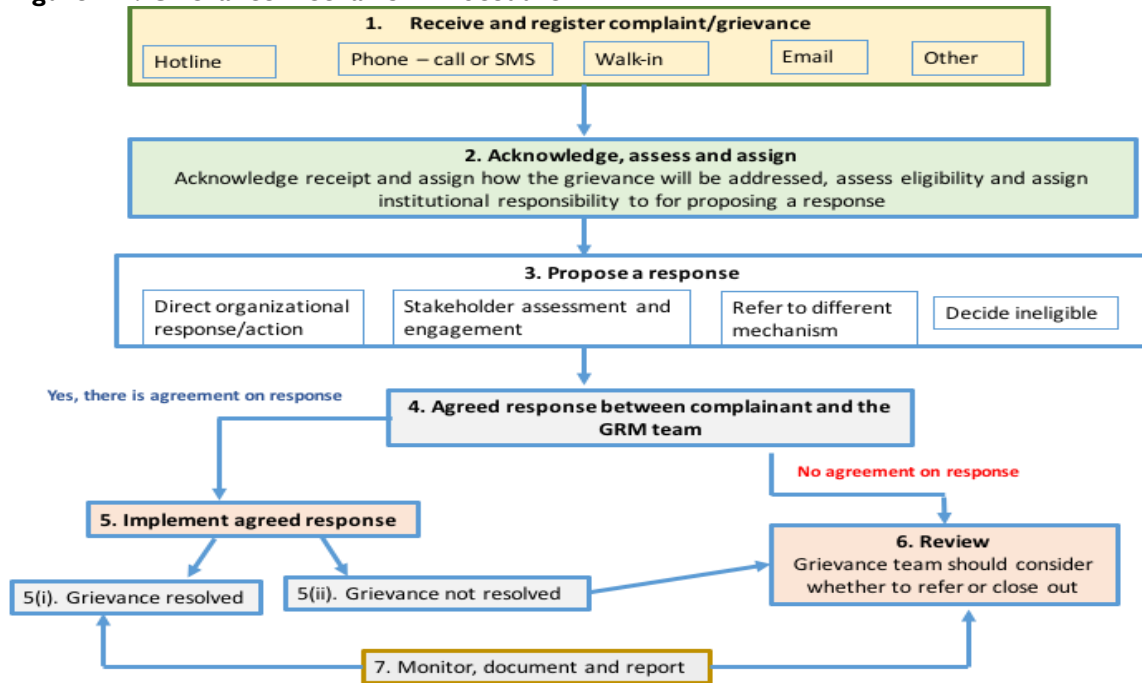
To ensure grievances are addressed effectively, the mechanism will be monitored regularly. The monitoring will include:

- Auditing the implementation of the grievance process
- Tracking consultations with stakeholders
- Recording and following up on feedback
- Evaluating the effectiveness of engagement activities

4.3.15 Grievance Reporting

The performance of the grievance mechanism will be reviewed quarterly. Reports will be analyzed, and a Grievance Redress Report (GRR) will be prepared to summarize the findings.

Figure 4-1: Grievance Mechanism Procedure



4.3.15.1 GBV (SEA/SH) GRM

There will be a separate reporting and documentation mechanisms for GBV (SEA and SH) cases that are discrete from the standard GRM, that will be utilized by survivors or their representatives, to ensure all GBV cases are reported and handled confidentially. PAPs and all workers/staff will be made aware of these mechanisms through awareness sessions and staff inductions respectively. EEP-PIU and EAPP-PIU social experts supported by the social expert from the contractor’s end will be the focal point and will establish the system to handle these complaints that will include reference to confidentiality, safety, and survivor-centered approach. All registration of the data will be confidential and anonymized.

Cases of GBV/SEAH can be reported through the general Project GM, once staff and call centre operators have been trained in the need for survivor centric complaints handling, confidentiality and GBV support service referral. However, additional channels for reporting will be identified and integrated into the GM (details to be provided in the GBV/SEAH action plan). The GBV survivor has the freedom and right to report an incident to anyone: community member; project staff; GBV case manager; or service provider. Given the sensitive nature of GBV complaints, the GM will provide different ways to submit grievances such as phone, text message and email. All relevant staff of the PCU will receive training on handling GBV/SEAH complaints and referral systems, ideally during the project initiation phase and as part of the staff welcome package. The GM focal persons will be trained on key protocols including referral, reporting and informed consent protocols to receive those cases in an appropriate manner and immediately forward them to the GBV/SEAH referral system. The GM focal persons will ensure appropriate response by: (i) providing a safe caring environment and respect the confidentiality and wishes of the survivor; (ii) if survivor agrees, obtain informed consent and make referrals; and (iii)

provide reliable and comprehensive information on the available services and support to GBV/SEAH survivors.

The GM proposes the four key features on preventing GBV/SEAH: (i) appointing and training female complaints focal points to facilitate safe reporting; (ii) provide multiple channels to receive complaints (channels to be determined after community consultation); (iii) resolve complaints at the point of service delivery to reduce information and transaction costs and gender sensitive independent channels for redress; and (iv) communicate GM services at the community level to create GBV/SEAH awareness and enable project-affected persons to file complaints.

Beneficiaries and communities will generally be encouraged to report all GBV/SEAH cases through the dedicated referral system and complaints resolution mechanism. This will be made explicit in all community awareness sessions, as well as be part of the publicly disclosed information. The referral system will guarantee that survivors have access to necessary services they may need, including medical, legal, counselling, and that cases are reported to the police should the survivor choose to do so. Formal processes for disclosing, reporting, and responding to cases of GBV/SEAH will be articulated within the GBV/SEAH and GBV/SEAH action plan.

If a GBV/SEAH case is reported through the Project GM, the GM focal person at relevant level will report the case within 24 hours to the EEP-PIU and EAPP-PIU, and the EAPP-PIU is obliged to report this case to the WB within 24 hours. Furthermore, cases of sexual harassment will be reported through the workers' GM, if it concerns a direct worker or a worker from a sub-contractor, NGO partner or even a community worker following a survivor-centered approach. The EEP-PIU and EAPP-PIU will be in charge of holding sensitization sessions for contractors and primary suppliers regarding the Code of Conduct obligations and awareness raising activities in communities. All reporting on GBV/SEAH will limit information in accordance with the survivor's wishes regarding confidentiality and in case the survivor agrees on further reporting, information will be shared only on a need-to-know-basis, avoiding all information which may lead to the identification of the survivor and any potential risk of retribution.

4.3.15.2 World Bank Grievances Redress Service

The Grievance Redress Service (GRS) is an avenue for individuals and communities to submit complaints directly to the World Bank if they believe that a World Bank-supported project has or is likely to have adverse effects on them, their community, or their environment. The GRS enhances the World Bank's responsiveness and accountability to project-affected communities by ensuring that grievances are promptly reviewed and addressed. Complaints must be in writing and addressed to the GRS and sent through the following methods namely: Those aggrieved, or their representatives can report their complaints through the following mediums; (i) Online by accessing the online form; (ii) Sending an Email to grievance@worldbank.org; or (iii) Submitting a letter to the World Bank Headquarters in Washington D.C., United States or World Bank Ethiopia County Office.

4.3.15.3 World Bank Inspection Panel

The Inspection Panel is an independent complaints mechanism for people and communities who believe that they have been, or are likely to be, adversely affected by a World Bank-funded project. The Panel is an impartial fact-finding body, independent from the World Bank management and staff, reporting directly to the Board. The Inspection Panel process aims to promote accountability at the World Bank, give affected people a greater voice in activities supported by the World Bank that affect their rights and interests, and foster redress when warranted. In September 2020, the Board updated the resolution that created the Panel and added to the Panel functions. At the same time, the Board approved a resolution establishing the World Bank Accountability Mechanism (AM). The new AM began operations in early 2021 and houses the Panel to carry out compliance reviews and a new Dispute Resolution Service (DRS), which will give complainants another way to have their concerns addressed. Contacts for registration of complaints to the IP are listed below. Tel: +1 202 458 5200; Email: ipanel@worldbank.org.

5 RESOURCES AND RESPONSIBILITIES

The overall oversight responsibility for implementing this SEP lies with the EAPP-PIU and EEP -PIU.

5.1 EAPP-PIU

A Project Implementation Unit (PIU) has been established in the Eastern African Power Pool (EAPP) and is staffed by personnel (environmental and social specialist) who will be in charge of ensuring that the SEP is implemented in accordance with the World Bank ESSs. The EAPP/PIU will be responsible for the following:

- Provide oversight and ensure that EEP-PIU implements the SEP
- Ensure adequate recording of stakeholder comments and existence of a clear auditable ‘trail’ showing the comments, their source.
- Reporting to the World Bank on the progress on implementation of SEP

5.2 EEP-PIU

A Project Implementation Unit (PIU) has been established in the EEP and is staffed by personnel (environmental and social specialist) who will be in charge of ensuring that the SEP is implemented. The EEP-PIU will be responsible for the following:

- Reporting (monthly) to EAPP-PIU on progress on implementation of SEAP
- Implementing this SEP to its direct workers
- Monitor supervising engineers and contractors to ensure that they implement stakeholder engagement activities in compliance with this SEP.
- Ensure that the grievance mechanism for the project is implemented and functional in line with SEP

5.3 Staffing

EAPP-PIU and EEP -PIU have appointed the social specialists (already recruited) as the focal persons within their institutions to have overall responsibility for the operational management of SEP implementation, including the grievance mechanism and will have day-to-day responsibility for managing the grievance mechanism procedure. They will be assisted by other resources within the EAPP-PIU and EEP-PIU including Environmental Specialist and GBV Specialist. Key tasks to be undertaken by social specialists at the EAPP-PIU/ EEP-PIU are:

- Assisting in reviewing information disclosure materials and timely issuance of approvals for their disclosure
- Providing timely approvals for allocation of resources for printing and distribution of disclosure materials
- Sending formal written invitations to workshops and other stakeholder events
- Identifying and organising meeting/event venues with appropriate technical and welfare facilities and providing refreshments (as considered necessary)
- Arranging and managing transport for selected stakeholders (limited to certain Affected Community stakeholders) so that they can attend meetings/events
- Provision of responses to comments from members of the public, government authorities, media and NGOs
- Grievance mechanism administration

- Managing information for disclosure (with periodic updates) on EAPP-PIU and EEP website
- Collation and analysis of all stakeholder comments/concerns received via email or via website and reporting to senior management;
- Collation and analysis of grievances received and reporting to senior management; and
- Monthly reporting on SEP implementation progress to senior management.

The EAPP-PIU/ EEP-PIU will establish a stakeholder database that includes details of key stakeholders, their participation in ESIA consultations processes and issues raised. The database will be designed to allow information to be assembled, collated, and analysed. The stakeholder database is a dynamic tool that will be revised and updated, as necessary, to enable it to be used in the project construction phase, should the necessary approvals for the Proposed Project be obtained. A report of the stakeholder engagement process will be prepared. This report will present the disclosure and consultations activities conducted; levels of stakeholder participation, particularly for women and vulnerable groups; the issues discussed and outcomes; and the extent to which stakeholder issues, priorities and concerns are reflected in the ESIA Report. This account will be inserted as a chapter entitled ‘Stakeholder Identification and Engagement’ in the ESIA report.

5.4 Estimated Budget

The estimated budget for the implementation of the SEP is \$150,000, specific activities will be submitted to EAPP-PIU and EEP in time for approval before the activities are conducted. The budget estimates are provided in table 5-1.

Table 5—1 Budget Estimate

Activity	Cost (USD)
Planning Meetings	
Consultations/participatory planning/ Decision-making	10,000
Staff Salaries	
Travel/consultants/communication/office	50,000
Communication/Awareness Campaigns	
Fliers, brochures, radio and TV announcements, social media campaigns	50,000
Capacity Building	
GBV/SEA; OHS; environmental awareness	10,000
Beneficiary surveys	
Baseline Perception Survey	20,000
Mid-Level Perception Survey	
End Term Survey	
Grievance Mechanism	
Training of GRC Logistics for GRC meetings (venue, transport, communication materials) etc.	10,000

6 MONITORING AND REPORTING

Monitoring and evaluation of the stakeholder engagement process are important elements to ensure that EAPP-PIU/ EEP-PIU's are able to respond to identified issues and alter the schedule and nature of engagement activities to make them more effective. A series of key performance indicators is presented in Table 6-1 and performance against the indicators will show the extent of successful completion of stakeholder engagement commitments. SEP reporting will include the following:

- Progress reporting on the ESS10-Stakeholder Engagement commitments under the Environmental and Social Commitment Plan (ESCP)
- Cumulative qualitative reporting on the feedback received during SEP activities, in particular (a) issues that have been raised that can be addressed through changes in project design; (b) issues that have been raised and can be addressed during project implementation; (c) issues that have been raised that are beyond the scope of the project and are better addressed through alternative projects, programs or initiatives; and (d) issues that cannot be addressed by the project due to technical, jurisdictional or excessive cost-associated reasons. Minutes of meetings summarizing the views of the attendees will also be annexed to the monitoring reports.

Table 6—1: Key Performance Indicators

Key evaluation questions	Specific Evaluation questions	Potential Indicators	Data Collection Methods
<p>GM. To what extent have project-affected parties been provided with accessible and inclusive means to raise issues and grievances? Has the implementing agency responded to and managed such grievances?</p>	<ul style="list-style-type: none"> • Are project-affected parties raising issues and grievances? • How quickly/effectively are the grievances resolved? 	<ul style="list-style-type: none"> • Usage of GM and/or feedback mechanisms • Requests for information from relevant agencies. • Use of suggestion boxes placed in the villages/project communities. • Number of grievances raised by workers, disaggregated by gender of workers and worksite, resolved within a specified time frame. • Number of Sexual Exploitation, and Abuse/Sexual Harassment (SEA/SH) cases reported in the project areas, which were referred for health, social, legal and security support according to the referral process in place. (if applicable) • Number of grievances that have been (i) opened, (ii) opened for more than 30 days, (iii) resolved, 	<p>Records from the implementing agency and other relevant agencies</p>

		(iv) closed, and (v) number of responses that satisfied the complainants, during the reporting period disaggregated by category of grievance, gender, age, and location of complainant.	
<p>Stakeholder engagement impact on project design and implementation</p> <p>How have engagement activities made a difference in project design and implementation?</p>	<ul style="list-style-type: none"> Was there interest and support for the project? Were there any adjustments made during project design and implementation based on the feedback received? Was priority information disclosed to relevant parties throughout the project cycle? 	<ul style="list-style-type: none"> Active participation of stakeholders in activities Number of actions taken in a timely manner in response to feedback received during consultation sessions with project affected parties. Number of consultation meetings and public discussions where the feedback and recommendation received is reflected in project design and implementation. Number of disaggregated engagement sessions held, focused on at-risk groups in the project. 	<p>Stakeholder Consultation Attendance Sheets/Minutes</p> <p>Evaluation forms</p> <p>Structured surveys</p> <p>Social media/traditional media entries on the project results</p>
<p>Implementation effectiveness.</p> <p>Were stakeholder engagement activities effective in implementation?</p>	<ul style="list-style-type: none"> Were the activities implemented as planned? Why or why not? Was the stakeholder engagement approach inclusive of disaggregated groups? Why or why not? 	<ul style="list-style-type: none"> Percentage of SEP activities implemented. Key barriers to participation identified with stakeholder representatives. Number of adjustments made in the stakeholder engagement approach to improve projects' outreach, inclusion, and effectiveness. 	<p>Communication Strategy (Consultation Schedule)</p> <p>Periodic Focus Group Discussions</p> <p>Face-to-face meetings and/or Focus Group discussions with Vulnerable Groups or their representatives</p>

6.1 Reporting

The SEP will be revised and updated as necessary during project implementation. The social specialists in the EAPP/PIU and EEP-PIU responsible for implementation of this SEP will prepare on a quarterly basis summaries and internal reports on public grievances, enquiries, and related incidents, together with the status of implementation of associated corrective/preventative actions and referred to the project managers. Reporting back to stakeholders will be via avenues and mechanisms highlighted in table 3-1 and will be done as elaborated in in the Environmental and Social Commitment Plan (ESCP).

7 APPENDIX

7.1 APPENDIX I. GRIEVANCE FORM

Concern/Complaint Reference Number (for Company use only):	
Full Name of individual or organization/community (an individual's name to be inserted if complainant agrees) ⁶	
Contact Information: Please indicate by marking the box how you wish to be contacted (in person, by telephone/SMS, by e-mail, by post) and then provide the appropriate contact information	By Post: Please provide full address:
	By Telephone/SMS:
	By E-mail
	In person: Please provide name of village
Preferred language for communication	English:..... Local Language:.....
Description of your concern/complaint:	What happened? Where did it happen? Who did it happen to? What has been the consequence for you?
Frequency of cause/s of your concern/complaint	
	Single incident (date _____) Happened more than once (how many times? _____) On-going (currently experiencing problem)
What would you like to see happen to resolve your concern/complaint?	
Signature	Date

⁶ A concern or complaint can be submitted anonymously.

7.2 APPENDIX 2. EXAMPLE OF KEY DATA TO BE RECORDED IN A GRIEVANCE REGISTER

Example of Key Data to be Recorded in a Grievance Register							
Grievance ID	Name/address	Concern or complaint	Response mechanism	Answer	Status	Response accepted (yes/ no?)	Appeal decision accepted (yes/ no?)
Format as year.mm.dd and concern/ complaint number (e.g. 17.05.26: #01)	Insert name and address of the person submitting a concern or complaint (if provided)	Summary of the concern or	Personal letter, e-mail, telephone call/ SMS, orally backed up by letter, information board announcement.	Summary of the response	Date of response, identify whether the grievance is addressed and closed	Yes/ No	Yes/ No

7.3 APPENDIX 3. GRIEVANCE TRACKING AND CLOSE-OUT FORM

REGISTRATION DETAILS
COMPLAINT REGISTRATION No. _____ (No. to be taken from complaints log)
DATE RECEIVED _____
LOCATION _____ (Village, District, Region)
Complainant (Name) _____
Telephone Number _____
Address (If Applicable) _____
PART 2: GRIEVANCE DESCRIPTION
Category of grievance (please circle the appropriate category) <ul style="list-style-type: none"> • Property (built structures) damage. • Land encroachment. • Access restriction • Damage to land/crops • Damage to livestock • Water availability/quantity (e. g. supply disruption) • Water quality (e.g. pollution) • Noise/air quality (including dust) • Resettlement/valuation/compensation • Traffic/vehicle behaviour (e. g. speeding) • Other (Specify)
Details of Grievance: _____ _____ _____
Priority of Grievance (please circle as appropriate) <ul style="list-style-type: none"> • Critical • Medium • Low
PART 3: PROPOSED RESPONSE/ CORRECTIVE ACTION
Immediate Action: _____
Date for Completion: _____
Responsible Person: Signature Date:
Long term Action
Date for completion

Responsible Person:

Signature

Date:

Other resolution details

PART 4: VERIFICATION OF CORRECTIVE ACTION

Follow up details (If applicable)

Closed out (Yes/No) :

Signatures:

Complainant: _____

Institution: _____

(Date)

7.4 APPENDIX 4. STAKEHOLDERS IDENTIFIED

Stakeholder Categories	Level	Stakeholders
Government	Federal, regional, and local government	<ul style="list-style-type: none"> ■ Kebele level administrators ■ Woreda level administrators ■ Zone level administrators ■ Bureaus at regional level ■ Ministries at federal level

Relevance:

Ministries such as Ministry of Environment and Forestry, Ministry of Water and Energy, Ministry of Labour and Social Affairs and other line agencies are key stakeholders for the project in compliance with legislation and regulations. Federal, regional, and local governments ensure social services (e.g. electricity) and economic development. The governments undertake mobilization of resources for development, protects the right of communities in the project areas and represents the interest of the PAPs in the project. The issue of land, security, and grievance redress is also among the key responsibilities of the regional and local governments during the project life cycle.

National Institutions

- Environmental Protection Authority
- Ministry of Water and Energy
- Ethiopian Energy Authority
- Ethiopian Electric Power
- Ethiopian Roads Authority
- Ethiopian Airports Authority
- Ministry of Labour and Social Affairs
- Ethiopian Wildlife Development and Conservation Authority
- Authority for Research and Conservation of Cultural Heritage

Regional, Zonal, Woreda and Kebele Level Institutions

- Environmental Protection Agency
- Regional Bureau of Labour and Social Affairs
- Regional Bureau of Land and Environmental Protection
- Regional Health Bureau
- Regional Bureau of Water and Energy
- Regional/Zonal and Urban Administration
- Ethiopia Electric Power (in affected regions)
- Woreda and Kebele Administration

Civil Society Organizations

Country	Civil Society Organizations
Ethiopia	Danish Refugee Council UNICEF Ethiopia Inter Peace–International Organization for Peace Building Islamic Relief Worldwide Engender Health OXFAM International Global Giving Action for Women and Children Concern Women and Pastoralist Youth Development Organization CARE Ethiopia

Media

Country	Media
Ethiopia	FM Addis Ethio FM Ahadu Radio Afar TV

	EBN Addis TV A Plus TV
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Project Affected Communities/Persons and Vulnerable and Disadvantaged Groups

- IDPs, returnee and refugees
- Poor households such as female-headed and child-headed households and elderly people, youth
- People with disabilities
- Ethnic minorities, minority clan, nomadic groups

7.5 APPENDIX 5. STAKEHOLDERS CONSULTED

National Level Stakeholder Consultations

DATES	VENUE	NO. OF PARTICIPANTS	NO. OF MALES	NO. OF FEMALES
9 th January 2024	Ethiopia Environmental Protection Authority	3	3	0
9 th January 2024	Ministry of Water and Energy	1	1	0
10 th January 2024	Ministry of Women and Social Affairs	1	1	0
10 th January 2024	Ethiopia Electric Power	6	4	2
11 th January 2024	Ethiopia Civil Aviation Authority	3	3	0
11 th January 2024	Ethiopia Roads Administration	3	2	1
12 th January 2024	Ethiopian Wildlife Conservation Authority	1	1	0
12 th January 2024	Ministry of Agriculture	6	6	0

Somali Regional State Level Consultations

DATES	VENUE	NO. OF PARTICIPANTS	NO. OF MALES	NO. OF FEMALES
15/01/2024	Environmental Protection and Rural Land Administration Bureau Deputy Head	1	1	0
16/01/2024	Regional EEP Director	3	3	0
16/01/2024	President Advisor	2	2	0
16/01/2024	Federal Affairs Director	1	1	0
16/01/2024	Regional President's Office	9	9	0

Woreda and Kebele Level Stakeholder Consultations

DATE	VENUE	NO. OF PARTICIPANTS	NO. OF MALES	NO. OF FEMALES
17 th January 2024	Tog-Wajaale Community Members	17	14	3
18 th January 2024	Aw-Baree Community Members	10	8	2
18 th January 2024	Gobyar Community Members	42	22	20
19 th January 2024	Harorays Community Members	18	11	7
27 th May 2024	Fed Ad Kebele	40	31	9
28 th May 2024	Karamara, Dudi Hidi, Biyo	22	15	7
29 th May 2024	Rujus, Qebrinum,	61	40	20
30 th May 2024	Kerendikot, Bodley,	32	22	10
31 st May 2024	Damdumad, Hasedin	21	16	5
1 st June 2024	Rahigdere, Koretle,	16	9	6
2 nd June 2024	Torwad Welgo	23	14	9