

FEDERAL DEMOCRATIC REPUBLIC OF ETHIOPIA
ETHIOPIAN ELECTRIC POWER (EEP)



Additional Financing (AF)
Power Sector Reform, Investment and
Modernization (PRIME-1) P176731

STAKEHOLDER ENGAGEMENT PLAN (SEP)

Appraisal

June 2025

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ACRONYMS

CSOs	Civil Society Organizations
EEP	Etiopian Electric Power
EEU	Ethiopian Electric Utility
ESHS	Environment & Social, Health & Safety
ESCP	Environment and Social Commitment Plan
ESF	Environment and Social Framework
ESIAs	Enviroemntal and Soaicl Impact Assessemnts
ESRM	Environmental and Social Risk Management
FDRE	Federal Democratic Replic Ethiopian
FGD	Focus Group Discussion
FLSM	Forex Liquidity Support Mechanism
FPIC	Free, Prior, and Informed Consent
GBV	Gender-Based Violence
GCF	Green Climate Fund
GoE	Government of Ethiopia
GRC	Grievance Redress Committee
GRM	Grievance Redress Mechanism
GSDP	Geothermal Sector Development Project
HH	Household
HUCs	Historicaly Underserved Communitis
IDD	Information Disclosure and Dissemination
IAS	Implementing Agencies
IBRD	International Bank for Reconstruction and Development
IPF	Investment Project Financing
IPP	Independent Power Producer
MPA	Multi-Phase Programmatic Approach
NGOs	Non-Governmental Organizations
OHS	Occupational Health And Saftey
PAC	Project Affected Community
PBC	Performance-Based Conditions
PIU	Project Implementation Unit
PRIME	Power Sector Reform, Investment and Modernization in Ethiopia
RP	Resettlemnt Plans
RF	Resettlemnt Framework
SA	Social Assessment
SEA	Sexual Exploitation and Abuse
SE	Stakeholder Engagement
SEO	Stakeholder Engagement Officers
SEP	Stakeholder Engagemnt Plan
SH	Sexual Harassment
SS	Sub Stations
TML	Transmission Lines
VDGs	Vulnerable and Disadvantaged Groups
WB	World Bank

1. Introduction

The Federal Democratic Republic of Ethiopia-FDRE (hereinafter the Recipient) is implementing the *Power Sector Reform, Investment and Modernization in Ethiopia (PRIME-1) (P176731)*. The PRIME through a Multi-Phase Programmatic Approach (MPA) program will support a medium-term transition of the electricity sector towards universal access, reliable supply, utility financial sustainability, increased private investments, and a climate resilient diversified generation mix. Using a multi-phase approach, the PRIME program will support investments in expansion and strengthening of the electricity network to facilitate accelerated expansion of electricity access with improved reliability of supply. The program will also enable private sector investments in non-hydro renewable energy generation. PRIME-1 will also provide support to the regulator specifically for reform related technical assistance and capacity building. PRIME-1 officially commenced on June 19, 2024.

The Government of Ethiopia (GoE) has requested additional IDA financing to rehabilitate and expand the Addis Ababa transmission network to respond to the urgent electricity needs of the city. Addis Ababa is a key engine of national economic growth and a cornerstone of regional political stability. It is not only country's administrative, financial, and cultural hub, but also hosts major international organizations, including the African Union and the United Nations Economic Commission for Africa. With a rapidly expanding population nearing 12 million, electricity demand in Addis Ababa is growing at over 20 percent annually. This sharp increase is placing mounting pressure on an already strained power infrastructure, leading to frequent outages, load shedding, and long delays in new customer connections. Given the city's central role in economic activity and the delivery of critical public services, ensuring reliable, efficient, and expanded electricity access is a national development imperative. The city's power transmission network is under acute stress, facing both capacity and reliability challenges. One of the most pressing issues is the overloading of substations and transmission lines.

The proposed Additional Financing (AF) is in the amount of US\$ 217 million (IDA US\$200 million and GCF US\$17 million). The US\$200m IDA financing would finance the urgently required rehabilitation of the Addis Ababa network to reduce power outages, improve electricity supply security, and enable electricity access to underserved areas (as a new component, Component 5). The US\$17 million Green Climate Fund (GCF), to be included in the proposed AF, will allow for (i) the scale-up of Component 3 of the PRIME-I project component 3 on the geothermal development activities and (ii) technical assistance and capacity building. The GCF funding was endorsed by the GCF Board in March 2023 as part of the Sustainable Renewables Risk Mitigation Initiative II. The Funding Activity Agreement between IDA/International Bank for Reconstruction and Development (IBRD) and GCF was signed on April 11, 2023.

The proposed investment aims to reduce power outages, improve supply reliability, and enable electricity access for underserved areas. The project will address these objectives by expanding transmission capacity through the construction of new substations and lines and upgrading transformers to meet rising demand. These upgrades will reduce load shedding, shorten wait times for new connections, thereby supporting broader commercial and residential development. Reliability will be improved through the modernization of aging infrastructure, the addition of network redundancy to mitigate single-point failures, and the introduction of advanced monitoring technologies to detect and resolve system faults in real time. Efficiency gains will be achieved by minimizing technical losses through the installation of network compensation devices, alleviation of equipment overloading, and improved voltage regulation. These enhancements will help reduce operational costs, improve service quality, and enhance the system's flexibility in managing fluctuations in supply and demand.

The AF contributes to the MPA's and Phase 1's overall development effectiveness. The new scope, rehabilitation of the Addis Ababa transmission system, will contribute to the overall program objective of strengthening and expanding electricity network. Similarly, by investing in transmission upgrades in seemingly profitable areas, the added scope will also contribute to the improvement of the financial performance of the utility, thereby contributing to the strengthening of sectoral financial situation. The AF also contributes to renewable energy generation via the scaling up aspect to the parent Phase 1, as it aims to top up highly concessional funds required for exploration of geothermal activities. With Phase 1 is performing well in terms of both its development objective and overall implementation progress.

2. Description of the Additional Financing (AF)

2.1 Project Development Objectives

No changes are proposed to the PDO of PRIME 1. The PDO remains to strengthen and expand the electricity network and enable renewable energy generation in Ethiopia.

2.2 Components of the AF

The following component will scale up the IDA financing.

Component 3a: Upstream Geothermal Site Preparation (GCF: US\$ 15 million loan). This component will contribute to the scale up of component 3 of the parent PRIME-I project. It will enable geothermal development by preparing upstream sites. It will finance drilling and resource establishment at multiple locations in preparation for downstream development of geothermal power generation activities.

The following components will be added to the PRIME-I project via this additional financing.

Component 3c: Technical Assistance (TA) to Support Renewable Energy Projects (GCF: US\$2 million grant). This subcomponent will support EEP, MoF and its PPP-Directorate General, MoWE, and the Ministry of Mines (MoM) to carry out technical studies and capacity-building activities for scaling up geothermal and other renewable energy. Activities under this subcomponent will be funded from the GCF grant and will be procured by EEP on behalf of the concerned government agencies including the MoWE, MoF, and MoM as well as for its own purposes. With the objective of building client capacity on developing and managing renewable energy projects, the technical assistance activities include support to update generation plans with Variable Renewable Energy (VRE) integration and capacity building (technical) (US\$ 0.5 million), provision of transaction advisory and capacity building (procurement, legal) (US\$0.5 million), and renewable energy park infrastructure and resilience/adaptation studies (US\$ 1 million).

Component 5: Addis Ababa Transmission Rehabilitation (IDA: US\$ 200 million). This component will support upgrade of Addis Ababa's transmission system. The selection of proposed investment items is based on the power system analysis done by the EEP in order to determine system reinforcements to meet the demand up to 2040. The key indicators assessed were voltage profiles, N-1 contingency and losses. The recommendations arising from this analysis gave rise to a short-term (2025-26) and a medium-term plan (2026-2028). The project will finance the short-term plan, which includes construction of substations, overground transmission lines and underground transmission lines and upgrading of substations. Similarly, the project will also finance the reconductoring of transmission lines in order to increase their capacity.

Under Component 5 of the AF, the project will finance construction of New Addis Center (NADC) substation (replace the existing overloaded Addis Centre substation), construction of Underground Cable Transmission Line (UCTL), New Overhead Transmission Line (NOTL) and the upgrading of existing substations in four locations within Addis Ababa (Kality-1, Weregenu, Kotebe, and Gofa, within existing land).

The consultations and stakeholder engagement activities will consider all the components proposed for the AF including Subcomponent 3c Technical Assistance (TA) activities. This TA Component may have downstream EHS risks and impacts, particularly from the technical studies for scaling up geothermal & other renewable energy. The TA aspect of the AF (Types 1, 2, and 3) which will be involved in the preparation of future investment projects, formulation of programs and plans, and strengthening borrower capacity, thus will be implemented as per the WB Operations Environmental and Social Review Committee (OESRC) Advisory Note.

The AF Project is being prepared under the World Bank's Environment and Social Framework (ESF). Per Environmental and Social Standard ESS10 on Stakeholder Engagement and Information Disclosure, the main implementing agency for the AF, i.e., EEP shall 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, or intimidation.

3. Objective of PRIME-1-AF SEP

The overall objective of the AF SEP is to define a program for stakeholder engagement, including public information disclosure and consultation during the defined AF project components activities preparation, implementation and monitoring period. The SEP outlines the ways in which EEP team: (i) has engaged with stakeholders during AF Project preparation (Section 5) and incorporated their views; and (ii) will communicate with stakeholders going forward. The SEP includes a mechanism by which people can raise concerns, provide feedback, or make complaints about activities through the AF funding, which includes the preparation of ESF instruments such as site specific ESIA's, ESMPs, RPs, LRPs and other relevant documents, participate in project design and site selection as well as providing inputs on TA Component of the AF project. According to ESS10 which must be read in conjunction with ESS1. AF Project including TA activities may also involve future involuntary resettlement, may impact community health and safety, vulnerable and Historically Underserved Communities and cultural heritage may be affected by Project implementation and future policy decisions, and therefore appropriate stakeholder consultation and disclosure requirements set out in ESS4, ESS5, ESS7, and ESS8 will also apply.

This SEP is developed to ensure all stakeholders are identified, engaged and consulted throughout the life of the AF Project including Component 3c - TA activities. Considerations of ensuring that AF Project activities will clearly put in place to avoidance and/or mitigate risks related to inadequate stakeholder engagement, exclusion of Vulnerable and HUCs (and ensuring their informed consent is secured where appropriate), SEA/SH, information disclosure and grievances management among other E&S considerations. In addition, the SEP is prepared considering relevant requirements consistent with applicable World Bank Environmental and Social Standards (ESS 1 to 10).

The key objectives of the SEP can be summarised as follows:

- Understand the stakeholder engagement requirements of the country legislations.
- Provide guidance for stakeholder engagement such that it meets the standards of International Best Practices.
- Identify key stakeholders that are affected, and/or able to influence the AF project and its activities.

- Identify the most effective methods, timing, and structures through which to share Project information, and to ensure regular, accessible, transparent, and appropriate consultation.
- Develops a stakeholders engagement process that provides stakeholders with an opportunity to engage in AF Project planning and design and its implementation, including E&S risks/impacts identification and designing mitigation measures.
- Establish formal grievance/resolution mechanisms.
- Define roles and responsibilities for the implementation of the SEP.
- Define reporting and monitoring measures to ensure the effectiveness of the SEP and periodical reviews of the SEP based on findings.

4. Stakeholder Identification and Analysis

In order to develop an effective SEP, it is necessary to determine who the stakeholders are, for the AF Project. Stakeholders could be individuals or groups of individuals or organizations who will be affected by or will affect a policy, a Project, or service. In short, a stakeholder is any entity with a stake in a policy, a Project or service. In this case, the AF Project, and implementation and outcomes thereof are what affects other people and organizations or will be affected by them. Therefore, the first crucial step for this SEP is to identify stakeholders that are affected by and/or have influence over AF Project's current and future operations and outcomes.

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

The main goal of a successful mapping is identifying who the key stakeholders are and how effectively to engage with them to ensure the achievement of the Project's objectives. Depending on the nature and scope of the AF Project and its potential E&S risks and impacts, potential stakeholders may include government bodies/authorities, concerned ministries and regional and local administrators, local organizations, NGOs and CSOs, Project Affected Persons (PAPs), communities, Independent Power Producers (IPPs), Academia, and Media. Stakeholders may also include labor unions, goods and services suppliers and others.

The following Table sets out different AF Project stakeholder groups and can be used as a guide to the type of communication engagements pursued.

Table 4-1 : Category of the AF Project Stakeholders

Stakeholder Group	Stakeholder
Local Community / Affected parties	Project Affected Persons (PAPs), their community organizations and representatives. The members of Project affected communities constitute primary stakeholders because they are communities and individuals/households whose lives and livelihoods or well-being are directly affected by AF Project implementation. They include: ▪ Project beneficiaries ▪ Vulnerable groups including ethnic communities including Historically Underserved Communities (HUCs) of Ethiopia (where Component 3 of the AF will be implemented), the elderly, physically disabled persons, pregnant women, single mothers, the illiterate and extremely poor households, etc. ▪ Residences, shops, small businesses, farmers' groups and local organizations living near the AF Project target areas to be identified during consultation

Stakeholder Group	Stakeholder
	activities. ▪ The local communities living around the proposed new substation area (NADC), rehabilitation of substations and construction of underground and overhead transmission lines.
Interested Parties	Stakeholders who may have interest in and or influence realization of the AF Project are many to list. Some of the most important entities with direct relevance to the Project include: ▪ Environmental Protection Authority (EPA), ▪ Project financiers (WB), Green Climate Fund (GCF), international development agencies, ▪ MoF and its PPP-Directorate General, MoWE, and MoM involved in Component 3c, carry out technical studies and capacity-building activities for scaling up geothermal and other renewable energy projects. ▪ Global civic organizations such as human rights and environmental groups. Arising from their legitimate responsibility to represent the voiceless (marginalized groups and the environment for example), they have considerable influence over the way large-scale infrastructure development projects are carried out ▪ Cultural Heritage and Tourism Development Agency ▪ Ministry of Health (MoH) ▪ Wildlife Conservation Authority Rural and Urban Land Use Administration Office, ▪ Women Youth and Social Affairs Office ▪ Justice and Security Offices ▪ The offices dealing with pastoralist development affairs. ▪ EEP at the head office, regional and district/town level, and other offices concerned. ▪ Independent Power Producers (IPPs) and their organizations ▪ Local and international Civil Society Organization (CSOs) and NGOs on the national and local levels that pursue environmental and socio-economic interests like Bird-Life International/ Ethiopian Wildlife and Natural History Society (EWNHS), CSOs representing women, youth and other vulnerable groups ▪ Residents of the rural and urban settlements within the Project area of influence that can benefit from employment and other opportunities stemming from the Project. ▪ Media outlets including national (Ethiopia Broadcast Corporation-EBC) and regional Television Channels, local and national FM Radio Stations, private and public print media including daily and weekly newspapers, magazine and other publications, the internet, ▪ Academic institutions ▪ Labor unions, etc. ▪ Construction and supplier organizations ▪ HUC organizations and authorities

Stakeholder Group	Stakeholder
Disadvantaged/vulnerable individuals or groups.	Disadvantaged or vulnerable individuals or groups, who often do not have a voice to express their concerns or understand the impacts (their special needs, aspirations, and better use of project benefits) of a Project includes: ▪ Women, ethnic minorities including HUCs, migrants, single women-headed households and widows, elderly and disabled women who are dependent on children ▪ Youths and elderly ▪ People with physical and mental disabilities
Historically Underserved Communities (HUCs)¹	Make a separate stakeholder for the following reasons: ▪ HUCs have identities and aspirations that are distinct from mainstream groups in national societies. ▪ HUCs are inextricably linked to the land on which they live and the natural resources on which they depend. They are therefore particularly vulnerable if their land and resources are affected due to Project related land acquisition and/or land use. ▪ Often HUCs are disadvantaged by traditional models of development. ▪ Their economic, social, and legal status frequently limits their capacity to defend their rights to, and interests in, land, territories, and natural and cultural resources. ▪ Their ability to participate in and benefit from development Project is restricted for the same reasons just stated. Therefore, HUCs need a specific strategy of engagement in addition to access to broader AF Project fora. Under Component 3a of the AF Project, potential geothermal drilling sites are located in Afar Regional State which is one of the Historically Underserved Communities (HUCs) of Ethiopia, fulfilling the criteria for ESS7, as jointly screened by GoE and WB in 2013.

For the purposes of effective and tailored engagement, the key stakeholders for this AF Project include those individuals, communities, groups, and public-sector agencies that will be affected by or have interest in the Project activities.

The objective of the stakeholder engagement is to incorporate views from all stakeholders through meaningful consultations and feedback to improve the environmental and social sustainability of the PRIME 1-AF project, enhance its acceptance, and make a significant contribution to successful Project design and implementation. The main stakeholders constitute, Ethiopian Electric Power (EEP), Ministry of Finance (MoF) and its PPP-Directorate General, Ministry of Water and Energy (MoWE), and the Ministry of Mines (MoM) to carry out technical studies and capacity-building activities for scaling up of geothermal and other renewable energy.

For Component 3 (a & c); Independent Power Producers (IPPs), NGOs, CSOs, and importantly of the beneficiary communities, project affected people, and others are the identified set of the stakeholders within the AF Components. EEP has adopted the SEP prepared for PRIME 1 to fit with AF context, in

¹ In Ethiopia Historically Underserved Communities include communities in Gambella, Afar, Ethiopia Somali, Benishangul Gumuz, as well as in pastoralist/ agro-pastoralists in Oromia Region, Southwest Region and South Ethiopia Region (GoE and WB Joint Screening, 2013).

accordance with the provisions of ESS10, ensuring the promotion of transparency through stakeholder participation and public information disclosure. The SEP will sought all stakeholder engagement, consultation, and communication activities, including grievance redress and disclosure of information, to be implemented and monitored throughout the AF project life-cycle. The AF project will also target to ensure that the needs and voices of vulnerable and marginalized groups, including project affected people in Historically Underserved Communities in the emerging regions of Ethiopia for Component 3 of the AF, are heard through inclusive and accessible (both in format, language, and location) consultation and participation approaches to ensure that they can equally participate and benefit from the project packages.

5. Stakeholder Engagement Program

5.1 Summary of Previous Stakeholder Engagement Activities

For Component 5, Addis Ababa Transmission Rehabilitation, a set of consultation sessions have been conducted with stakeholders during ESIA preparation from October 18 to 26 2024 in Project impact sub cities and woredas.

A total of 9 different public and stakeholder consultation meetings were held, of which 5 of the consultation meetings were with local authorities (Sub city and Woreda Administration), while 4 were with affected community members, of which 2 of the meetings were focused on women groups. Concerning participants' numbers, about 87 people were consulted, of which 21 were local officials at sub city and Woreda administration levels. About 66 community members, of which 26 were women participants.

In this section, key points raised during the discussion and core findings of both the consultative meetings and FGDs with the respective groups are presented. An extensive list of issues and agendas related to the proposed substation and transmission line Project in Addis Ababa city were raised and covered during the consultative meetings with consulted stakeholders.

5.1.1 Consultation Meeting with Sub City and Woreda Administration Officials

Local officials are representatives of their respective constituencies, and as such, they are the ultimate owners of the Project who would also shoulder public responsibility of not only ensuring smooth and successful completion of the proposed project during construction, but also to protect the infrastructure (towers, substation) built by the Project.

A total of 5 consultation meetings were conducted with local officials, three of the consultation meetings were conducted at sub city administration levels (Akaki-Kality, Nifas Silk Lafto and Kirkos), while two consultation meetings were conducted with officials at Woreda administration level (Woreda 7 and 12).

Regarding number of participants, a total of 21 local authorities were consulted of which 10 were at sub city level, while 11 participants were local authorities at Woreda administration levels.

During the AF Project preparation and implementation, it will be planned to carry out a communication campaign to PAPs and participating agencies, including local authorities to create awareness of the proposed Project activities and providing an inclusive approach to E&S risk management. Moreover, EEP will provide adequate information regarding the proposed transmission line right-of-way (RoW) to the local authorities as well as the community members concerned.

The main findings of the consultation meetings with all consulted stakeholders are summarized and presented in Table 5-1 below.

Table 5-1: Consultation with Local Officials from Akaki Kality, Nifas Silk- Lafto and Kirkos Sub cities and Woreda 7 and 12 Administration in Akaki Kality Sub city

Main issues & concerns raised by Stakeholders	Action Recommended by stakeholders	Response given by ESIA Study Team	Observations & Relevant information collected
▪ The local officials had no prior information about the proposed project. ▪ However, all consulted officials in Woreda 7 & 12 have adequate knowledge about informal settlement in TL influence woredas ▪ The project will improve power supply & Solve power interruption and Improve service delivery. It will also address the power demand of different industries in Akaki sub city. ▪ The underground TL will minimize the risks associated with wire failure and make them less vulnerable to theft compared to overhead TL. It looks cost effective considering its durability. ▪ Underground TL will meet modern city standard and with no visible impact. ▪ Participants were concerned about the future of local population residing within proposed project corridor ▪ Participants expect potential crisis and unrest due to displacement of households residing within the project RoW. ▪ Concerns were raised with regard to mode of compensation for PAPs because most of them are illegal settlers. ▪ It will disrupt the livelihood of some HHs. There are people who get income from residence house and shop, doing petty trade on their doorstep and urban agriculture and this project will affect income from stated sources ▪ Concern for health and safety of residents during construction due to increase in heavy	▪ The project affected households shall be at least compensated for their properties. ▪ EEP is also responsible for not acting while the TL RoW invaded by settlement at beginning, therefore, it should pay compensation for all PAPs. ▪ EEP shall pay compensation for crops affected by project construction activities. ▪ The project shall consider the new compensation proclamation (No. 1336/2024) for project land acquisition impact. ▪ Compliance with government proclamation is mandatory for addressing PAPs. ▪ The city administration will give land for affected HHs but only for those who are eligible. Land replacement is possible in the following two cases: • If the project affects the house of farmers or their children even if they do not have legal certificate or plan • If the affected houses are captured by the 1997 EC aerial photograph taken by the City Administration to document all houses and structures constructed in the city. ▪ Trees that will be cleared along the lines shall be replaced. ▪ The project shall also consider supporting vulnerable households ▪ It is better to check the proposed project not to overlap with the AA corridor development project in the area. ▪ The project requires higher level discussion and decision making involving key stakeholder such as the City Administration Mayor and the City beautification Office.	▪ It is not legal to build houses within the TL RoW. ▪ It is true that EEP had to do a lot to protect the TL RoW before being crowded by settlements. ▪ The contractor/s will be advised to take strict safety measures during construction phase to avoid risk of accidents and other public safety issues. ▪ We will inform EEP to notify power interruption in advance during project construction. ▪ The new proclamation No. 1336/2024 regarding expropriation of land holdings for public purpose, payments of compensation and resettlement will be applied for this project. ▪ The proposed action for vulnerable HHs will be considered in the Resettlement Plan (RP) if the project will involve resettlement of such groups or impacts on livelihood of those groups. ▪ Maximum efforts will be made to avoid or minimize loss of ornamental trees and other vegetation during final route selection ▪ EEP will discuss with AA city administration and Beautification offices as suggested.	▪ Explained that most of the settlements in Chiri and Wolo sefer are illegal. ▪ Still no decision is given on those households without legal ownership document. ▪ Some of the households in the two-settlement areas have year 1997 EC aerial photograph. ▪ There are family of farming households who also reside in the area. ▪ There is a plan from the government side to provide replacement land for family of farming households in Woreda 7 and 12 of Akaki Kality sub city. ▪ Officials at Woreda level confirmed as they have no authority to decide on the future fate of residents without legal documents. ▪ In fact, the Woreda administration is prohibited from new construction activities without legal permission. ▪ The local officials explained that the government is asking the sub city to prepare land for people affected by projects carried out by the city administration. At the same time, this TL project will displace people from their residential area. All these put the sub city under great pressure to find/provide replacement land for PAPs.

traffic & limited access road in some illegal settlement areas. ▪ The recently completed green corridor development project between Mexico and Addis Center SS might be affected, causing residents to doubt the sustainability of development projects constructed by the city administration. According to Kirkos sub city officials, the city administration has invested a lot of effort and capital for these projects. ▪ Construction of the proposed underground electric transmission line at the road median would cause removal of trees and other vegetation that have been planted and managed for beautification of the city. Loss of trees will reduce the beauty or aesthetic value of the area. ▪ Temporary black out during project kickoff ▪ Increased traffic congestion in the area ▪ Consulted Official attitude towards the project is generally positive.	▪ It shall be built without affecting the green corridor. ▪ The project shall work in coordination with water, telecommunication, road and different other stakeholder. ▪ The project owner shall award the contract to a company that can deliver the project with high standards, quality and in a short period of time. In addition, the organization shall impose strict penalties for failing to deliver in specific standard and time frame outlined on the contract. ▪ Plan carefully so that your project construction activities do not worsen the traffic congestion and roadblock particularly during rush hours. ▪ Provide Information in advance to the community members when power would interrupt for construction purpose. ▪ EEP shall complete the project with short period of time ▪ If the project implementer and decision maker at a higher level agree to give substitute land for any PAPs (eligible & non eligible) within project RoW, the sub cities are willing to facilitate the arrangement. ▪ The Local authorities are also willing to support the project implementation by taking part in awareness raising, facilitating/paving the way for project implementation, guaranteeing peace and security in the project area, resolving issues arise during the implementation.	▪ EEP will cover for project impact on trees planted along the street by City Administration and/or AA corridor development project. ▪ We will advise EEP to work closely with utility companies. ▪ EEP will give due attention to facilitate completion of project construction within the planned schedule by commissioning the project to competitive contractors and with diligent supervision mechanism. ▪ The study team will consider and inform the suggestions to EEP.	▪ The consulted officials strongly blamed EEP for not providing adequate information about the TL RoW to the local authorities as well as the community members. If they were provided information, about the need to protect the ROW, they could have worked closely with EEP to protect the issue of land encroachment within the RoW avoided the current impact on privately owned houses and structures. During the AF Project implementation, it will be planned to carry out a communication campaign to PAPs and participating agencies, including local authorities to create awareness of the proposed Project activities and provide an inclusive approach to E&S risk management. ▪
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5.1.2 Consultation Meetings with PAPs and Other Community Members

Community members including project affected households and other members of the community were identified as main stakeholders of the proposed TL project and consulted. Accordingly, two consultation meetings were carried out with community members consisting of project affected households, elderly youth and other influential members of the communities found in two highly affected project woredas.

A total of 47 community members including project affected households participated in the consultation meetings. Among consultation participants, 26 were from Woreda 7, while 21 members of the community participated in the consultation meeting conducted at Woreda 12 of Akaki Kaliti Sub City.

5.1.3 Consultation Meetings with Women Community Members

In order to incorporate the views of women in the stakeholder consultation, women members of the community and project affected women were identified as stakeholder and consulted during the field level assessment. Accordingly, two separate consultation meetings were conducted with women participants in two project woredas located within Akaki Kaliti sub city and a total of 19 women were participated in the consultation meetings and most of them were female head of households who would be affected by the proposed project overhead transmission line component.

5.1.4 Consultation with Historically Underserved Communities (Alalobad Geothermal Site –under Parent PRIME 1

Communities in the vicinity of the Alalobad Geothermal Project were consulted (Gurmudale Kebele, Dubti Woreda – Afar region) for PRIME 1 Component 3. These events included representatives from community members, kebele chairpersons, woreda administration officials and experts in the stated project locations.

The Project was broadly welcomed by all stakeholders, as it will bring electricity and job opportunities. Provision of electricity is likely to lead to broader development of rural communities. However, some stakeholders expressed their concerns mainly related to the land acquisition and compensation payments and labor influx. Participants also disclosed their concern that access to the geothermal pond, which is a water source and a means for the existence of grazing land, is going to be limited due to the implementation of the Project. On the other hand, elders and women considered that the geothermal ponds have a medicinal value for their cattle, and they are worried that access will be limited during the implementation of the Project. For all the stated concerns, EEP has taken note of the issues for consideration of appropriate mitigation measures to be devised in site specific plans, including RP/LRP, ESMP, etc.

To date, no actual project implementation started at the sites through the parent PRIME 1 project.

5.2 Summary of Key Issues /Concerns Raised and Responses

The potentially affected communities and key stakeholders raised several questions, issues and concerns. The key issues/concerns raised, the actions or mitigation measures proposed to address the issues, and the responses provided by the ESIA Team are summarized in Table 5-2.

Table 5-2: Summary of issues raised by potentially affected communities and key stakeholders

Main issues & concerns raised by Stakeholders	Action Recommended by stakeholders	Response given by ESIA team	Observations & Relevant information collected
- Implementation of the project will enhance the power supply of the city. - They anticipated that the implementation of the project would solve the existing power interruption in the city. - However, there is high concern among the participants about the impact of the project on residential houses. - Fear of displacement from their residential area due to right-of-way especially by those HHs who do not have legal land ownership document. ‘ - Interruption of Social ties that they had established with their current communities (Idir, religious association). - Fear of not getting replacement land - Loss or damage of farmland due to project construction. - Blamed EEP not to respond or protect its TLP – RoW when people started building houses within the transmission RoW. - Fears of accidents, such as tower or conductor failure or fires, particularly these days due to earth quick. - They explained as they preferred to relocate to another place than living with anxiety in TL corridor. - Potential risk of accident to human and properties during installation of big towers. - The project interrupt urban agriculture practiced in project influence area. - Existing cobblestone roads could be damaged during the project construction period. - Potential damage to public utilities (like electric distribution lines, water supply systems,	- Strongly proposed to the government and EEP to arrange land replacement or residential house for project impact on residential house. - The participants strongly suggested that they do not want to live within the project corridor and want to relocate in other places if the government provide them replacement land. - Recommended adequate compensation for project impact on farmland. - Plead with the government & responsible bodies not to abandon them without compensation payment. - Since we had not been cautioned by EEP or local government while constructing our houses, it was not only our fault. EEP and the government are equally responsible. - If the government does not provide replacement land/residential house, it is better to change the TL route. - EEP can use plastic covered live wire technology to avoid accidents so that relocation may be avoidable. - For the people earning their livelihood from petty trade and renting their houses, alternative sources of livelihood shall be created for them at the new settlement areas or at a reasonable distance from where they live. - If we relocate into areas where there is no infrastructure and social services, the project proponent and government shall provide all the basic infrastructure and facilities. - Women shall be supported particularly	- The ESIA team explained to the participants that EEP and the Design Consultant will make possible efforts to avoid or minimize impact on residential houses. - According to the Ethiopian law, all legal property ownership shall be compensated for any impact due to development projects. - In order to minimize the potential impacts, the TL is designed along the existing line keeping the same corridor. Therefore, changing the TL route is not required. - We will inform EEP to consider plastic covered live wire technology if possible. - Regarding replacement land for project impact, we will discuss it with relevant authorities. - Safety of local communities will be given due attention and necessary mitigation measures such as awareness training for local communities and equipment operators and prevention of access to construction sites will be taken. - Special consideration will be given to vulnerable households including female headed	- The community members explained that they had prior information about the proposed project. - Some of the participants were also consulted in relation to this TLP about five years ago. - Few HHs owned legal ownership certificate, while majority of them do not have legal ownership certificate. - Almost all the residents pay land tax to the government, connected to electricity, have a potable water supply, telephone service, etc. - Majority of the houses are built with wood plastered with mud and corrugated iron sheet roofing. - The settlements are very congested with narrow access roads. - Petty trade is the main livelihood of the community. - Few households who considered as family of farming households are reported to have special privileges than other residents in the area - Most families of farming households owned legal land ownership certificate. - Almost all non-farming households bought land from farmers and built houses, therefore, the majority of

telephone lines) found within the 30m corridor and other project operation areas such as access roads and materials stockpile or laydown areas. ▪ The participants expressed that they would fully support the proposed project as far as they would be provided with adequate compensation for what they would lose and supported in restoration of their means of living.	project affected female headed households need support from the project. ▪ How EEP compensates people engaged in urban agriculture like honey production and affected by the project? ▪ All safety measures shall be taken by contractors to avoid accident during construction activity	households. ▪ Care will be taken during construction time to avoid damage on public utilities, and unavoidable damages will be repaired by the service providers while EEP will cover the costs.	them do not have legal documents. ▪ The community members had no prior information about the potential adverse impacts of residing within the TL RoW when they purchased the land and built houses. The proportion of non-farming households without legal document is higher than family of farming households within project corridor.
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6. Summary of Project Stakeholder Needs and Methods, Tools and Techniques for Stakeholder Engagement

This SEP seeks to contribute to a coordinated and continued engagement of relevant role players as well as affected persons and interested parties throughout PRIME 1-AF Project activities implementation by EEP, MoF and its PPP-Directorate General, MoWE, and MoM involved in Component 3c, for developing and managing geothermal and other renewable energy projects. The purpose of this stakeholder engagement plan is to outline the engagement of stakeholders of the AF Project activities to ensure that they understand the Project benefits as well as social and environmental risks and mitigation measures. It will enable stakeholders to provide their feedback and input into the preparation of various risk mitigation instruments, including site specific ESIAs, RPs, LRPs, etc., obtaining inputs to the Technical Assistance (TA) Subcomponent 3c that may have downstream EHS risks and impacts, particularly from the technical studies for scaling up geothermal and other renewable energy such as wind and solar projects.

This SEP describes the nature of the anticipated stakeholders as well as their information requirements, and methods of their engagement during AF Project activities.

For Subcomponent 3 (a & c), for the AF, E&S risk management activities, the IPPs will be guided by the REGREP ESMF, prepared in 2019 following OP 4.03 and is included under the PRIME-1 ESCP. A ToR for Environmental and Social Management System (ESMS) has also been developed under PRIME-1 ESMF. This includes the SEP to be utilized by the IPPs to be engaged within the AF project. Thus, EEP will ensure that IPPs have developed ESMS, including SEP, prior to approving any IPP activities and EEP will oversee the implementation of stakeholder engagement activities by selected IPPs.

Stakeholder needs may vary depending on socio-economic status, locality, and cultural factors and include, but not limited to language needs and capacity-building training. The needs of stakeholders will be discussed during stakeholder consultations, and the list below will be updated after these discussions to reflect new/ updated stakeholders and stakeholder concerns and identify their needs.

As described in earlier sections of this SEP, HUCs targeted for Component 3a of the AF may be particularly vulnerable to the loss of, alienation from, or exploitation of their land and access to natural and cultural resources. Under Component 3a of the AF Project, potential geothermal drilling sites are located in Afar Regional State (Tendaho, Alalobad) which is one of the Historically Underserved Communities (HUCs) of Ethiopia, fulfilling the criteria for ESS7, as jointly screened by GoE and WB in 2013. In recognition of this vulnerability, in addition to the General Requirements set out in ESSs 1,5,7,8 and 10, EEP will obtain the Free, Prior, and Informed Consent (FPIC) of the affected HUCs in circumstances in which the AF Project activities will:

- (a) Have adverse impacts on land and natural resources subject to traditional ownership or under customary use or occupation,
- (b) Cause relocation of HUCs from land and natural resources subject to traditional ownership or under customary use or occupation; or
- (c) Have significant impacts on HUCs' cultural heritage that is material to their identity and/or cultural, ceremonial, or spiritual lives.

6.1 Communities Included Within the FPIC Process

Under AF project, Component 3a: Geothermal investments, EEP has identified sites such as Tendaho and Alalobad in Afar and Aluto- Bobessa in Oromia Regional States. For the former, based on the results of surface exploration and the results of the current drilling in the later site, the project may drill up to eight exploration wells to identify the sites' resource potential. Once their resource potential is established, the identified sites could be developed for full-fledged power generation at a later phase either by the private sector or by EEP. In this regard, the project also includes the preparation of pre-feasibility study reports for each site to demonstrate the existence of economically viable resources to attract private investment.

Tendaho-Alalobad is situated in Afar regional State (designated as HUC), where the project activities in the site will: (a) restrict local communities' access to natural resources subject to traditional ownership or under customary use or occupation; (b) involves acquisition of communal land. Therefore, the inclusion of the FPIC process is delimited to those communities living around Tendaho-Alalobad geothermal development site and will be directly affected due to the undertaking of the proposed project component activities. The scoping of the FPIC communities is based on the actual social groups (clan and sub-clan structures) using the natural resources instead of the overall settlements/villages (see section 6.3. for the FPIC principles and steps to be followed). The scope of application of FPIC will be determined on a case-by-case basis, noting the case(s) identified to date.

More comprehensive list of stakeholders will be included and prior to and during implementation of the AF Project activities. Stakeholder engagement plan will be further refined and adopted as the Project is implemented.

The Stakeholder Engagement Plan below outlines the engagement process, methods, including sequencing, topics of consultations and target stakeholders. The World Bank and the AF Project implementing partners including MoF and its PPP-Directorate General, MoWE, and MoM involved in Component 3c, involved in AF TA activities do not tolerate reprisals and retaliation against project stakeholders who share their views about Bank-financed projects.

Table 6-1: PRIME 1 AF SEP Summary

Project stage	Target stakeholders	Topic of consultation / message	Method used	Responsibilities	Frequency/Timeline
Planning/ Preparation Phase: Disclose relevant project information to stakeholders and solicit their inputs/feedback into ESIA, ESMPs, RPs, LRPs, Social development Plans & other plans in Project target sites. Stakeholders shall also participate in project design and site selection as well as providing inputs on TA Component of the AF project.	Stakeholder of all levels, including PAPs, VDGs, HUCs (in culturally appropriate manner and obtaining FPIC as required), concerned Government bodies (at Federal, Regional, Zonal, Woreda & Kebele levels).	Dissemination of AF Project details, including possible E&S impacts (+/-) and mitigation measures, land acquisition & resettlement/ LRP, separate consultations with HUCs, GRM & Information Disclosure, including Project E&S instruments.	Dissemination of written Project Information and notice boards, Radio, public & stakeholder meetings, FGDs, one-on-one interviews, Household survey, site visits, use of social Media (Facebook, Telegram), leaflets, posters, flyers & EEP website information.	EEP PIU E&S staff, E&S focal persons, & consultants to be engaged in the E&S assessments. IPPs are also required to apply the FPIC procedure as needed.	At project design & preparation period.
Pre-implementation Phase: Consolidate SE activities to prepare stakeholders for construction phase. Present Construction Contractor ESMPs & related plans.	Stakeholder of all levels, including PAPs, VDGs, HUCs (FPIC as required) & concerned Government bodies (at Federal, Regional, Zonal, Woreda & Kebele levels).	Increase the frequency and intensity of ongoing consultations related to E&S instruments to participate in project design and site selection. Present ESMPs & other E&S plans to construction contractors for comments & feedback. Project updates including construction activities. Construction Management Plans, SE activities & required responsibilities including GRM. Construction permits & licenses and regular Project progress and updates.	Local consultative meetings with PAPs, one-on-one interviews, HH survey, site visit, FGDs particularly with VDGs & HUCs (FPIC, as required). Stakeholder meetings with gov. bodies & partners. Written Project Information papers & documents, email communications. Community/ stakeholder awareness training/ sensitization events & workshops. Use of social media, posters, notice boards & EEP websites.	EEP PIUs, E&S staff, E&S focal persons, E&S consultants & contractors.	At least once a month or as & when required.
Implementation & Monitoring Phase:	Stakeholder of all levels, including	Regularly/ continuously update on construction activities,	Local consultative meetings with PAPs (site specific), one-on-one	EEP PIUs, E&S staff, E&S focal persons,	At least monthly & as more frequently as

Provide regular updates on PRIME-1 construction activities to PAPs & other stakeholders. Implement and monitor the implementation of ESMPs and other E&S instruments and any community agreements. Handling of complaints in a prompt and effective manner.	PAPs, VDGs, HUCs & concerned Government bodies (at Federal, Regional, Zonal, Woreda & Kebele levels).	including key AF Project milestones, & monitoring results from the ESCP, ESMPs, Health and safety Plans & other E&S Plans. Community Development Plans (from SA results). Local level job opportunities. E&S Performance Audit. Ensure effective functioning of the GRM.	interviews, HH survey, site visits, FGDs particularly with VDGs & HUCs. Stakeholder meetings with gov. bodies & partners. Written Project Information papers & documents. Community/ stakeholder awareness training/ sensitization events & workshops. Monitoring reports & Community Perception Surveys/ Studies. Use of social media, posters, notice boards, telephone (esp. for GRM uptake) & EEP websites, email communications. GRM Logbooks. <i>PRIME-1 and AF Project Implementation Support Missions.</i>	contractors, GRCs, WB & relevant gov. bodies & interested parties, including MoF, MoWE, and MoM involved in Component 3c of the AF.	deemed necessary, and then quarterly, six monthly & annually (PRIME-1 Key Project Milestones).
Project Operation Phase: Maintain constructive relationships with stakeholders and maintain awareness of E&S and health & safety practices in the local communities.	Stakeholder of all levels, including PAPs, VDGs, HUCs & concerned Government bodies (at Federal, Regional, Zonal, Woreda & Kebele levels).	Regular engagement with stakeholders to maintain good relationships & provide update on the Project progress. Manage community issues and monitor community attitudes. Ensure functioning of the GRM	Local consultative meetings with PAPs, one-on-one interviews, HH survey, site visits, FGDs particularly with VDGs & HUCs. Stakeholder meetings with gov. bodies & partners. Written Project Information papers & documents. Community/ stakeholder awareness training/ sensitization events & workshops. Monitoring & Community Perception Surveys/ Studies. Use of social media, posters, notice boards, telephone (esp. for GRM uptake) & EEP and MoF, MoWE, MoM websites, email communications. GRM Logbooks.	EEP PIUs, E&S staff, E&S focal persons, contractors, GRCs, relevant gov. bodies & interested parties.	Once on every six months or as & when required.

6.2 Proposed Strategy to Incorporate the Views of Vulnerable Groups

EEP, PIU Coordinator, Social and Environment staff and consultants will ensure that vulnerable groups are participating in consultative processes and that their voices are not ignored during AF Project activities preparation and implementation, including site selection, design and alternative assessments particularly during ESIAAs, ESMPs, RPs, LRPs, Community development Plans, etc. preparations and other Project related assessments and E&S instruments, and also in TA related activities. This may require specific meetings with vulnerable groups in addition to general community consultations. Often, women may be more outspoken in women-only consultation meetings than in general community meetings. Further, it is important to rely on other consultation methods as well, which do not require physical presence in meetings, such as social media, radio broadcasting, virtual/ online meetings, etc.. The findings from the initial E&S instruments preparation will inform the the design of the respective Project components of the AF Project.

The GRM is also designed in such a way that all groups identified as vulnerable have access to the information and can submit their grievances and receive feedback and assistance as prescribed.

The principle of inclusiveness will guide the stakeholder engagements, particularly with respect to vulnerable individuals and groups. In cases where vulnerable status may lead to people's reluctance or physical incapacity to participate in large-scale community meetings, the Project will hold separate small group discussions with them at an easily accessible venue. This way, the Project will reach out to groups who, under normal circumstances, may be insufficiently represented at general community gatherings. Some strategies to be adopted (as appropriate) to reach out to these groups under the AF Project will include:

- (a) Making AF Project-related documentation accessible for people with sensory disabilities, for instance, through engaging a sign language interpreter at a consultation meeting, as appropriate.
- (b) In cases where stakeholder's literacy levels are low such as Project-affected HUCs in Afar Region of Ethiopia, additional formats like location sketches, physical models, and video presentations may be useful to communicate relevant Project information. EEP and other AF Project implementing entities including MoF, MoWE, MoM, and IPPs will help the Project-affected communities with low literacy level to understand technical documents, for instance, through the publication of simplified summaries (integrated Project information document), and nontechnical background explanations, or access.
- (c) Identify leaders of vulnerable and marginalized groups to reach-out to these groups.
- (d) Through the existing associations, maintain a database of marginalized groups, e.g., Federation of Physically Disabled Persons in particular Project locations. The SA developed for PRIME-1 will also support in availing database and local information on vulnerable groups and HUCs and their representative organizations.
- (e) Engage community leaders, CSOs and NGOs working with vulnerable groups and HUCs.
- (f) Organize face-to-face focus group discussions with these populations.
- (g) Women focused groups (at site specific level): The Project will facilitate formation of a focus group for women, which will be led by a female facilitator, and will provide a platform to discuss any issues and concerns that the women may have regarding the AF Project development. This will particularly ensure that female Project workers have the opportunities to participate in and benefit from the Project. The Project teams will put maximum efforts to address the genuine concerns of the women group.

- (h) FGDs with historically underserved communities (HUCs): Project and sub-Project will give priority to have effective and meaningful consultations with the identified HUCs groups (when required, FPIC will be obtained).
- (i) Household visits: Project and sub-Projects will give priority to individual household visits, particularly those that are in absolute poverty, female headed households, people with disability, the elderly who have mobility difficulties, and households of minority religious groups to ensure they are aware of Project developments. During the visits, the targeted households can also raise questions and concerns freely without intimidation, discomfort or ridicule.
- (j) School visits: Project E&S Team will conduct school visits to disseminate Project information and consult with students and teachers about potential impacts and benefits. Such initiatives will also be used as an opportunity to share Project-related information to schoolteachers and students, which the Project believes is an effective way to reach out the broader community, as teachers are important influencers in the community and students often bring information collected from school to share with their families.
- (k) Consultations in local language: Most HUCs in the Project affected areas speak local languages, but some individuals may experience language issues. So, the E&S field team, will hold small group meetings in local HUCs language to explain printed disclosure materials for people who are not literate or experience problems in reading/understanding. They will also assist HUCs in how to provide comments, feedback and raise grievances.
- (l) Consultations in appropriate manner: While reaching out to different groups particularly vulnerable groups such as marginalized pastoralist and semi-pastoralists, women, elderly and disabled, the Project teams will make sure time and location of consultation are appropriate to their needs. In addition, the teams will make sure that all the HUC groups are adequately informed about the consultations at least one week prior to the scheduled meeting/consultation date.

Table 6-2: Vulnerable Groups and Proposed Technique for Consultation

Vulnerable group	Technique for consultation
Women and children	Community meetings will be held with specific groups of women and children (focus groups). Community leaders are key to organizing/ facilitating to meet with these groups. One-on-one meetings will be organized and use of female facilitators if situations permit.
Female and child headed households	Specific locations and times will be identified and notified in advance depending on the availability of this group since they have various occupations/activities during the day that make it difficult to participate in meetings, Household visits can also be utilized. Use of female facilitators if situations permit.
Elderly people disabled and people with chronic diseases.	To deal with people's physical limitations, EEP will provide transportation to consultation facilities. In addition, meeting locations will be selected to ensure universal access for people with disabilities. EEP with proper guidance and instruction to assigned consultants will ensure that elderly people, people with disabilities and people with chronic diseases are well represented. Household visits can also be used.
Historically Underserved Communities of Ethiopia	Specific locations and times will be identified depending on the availability of such community groups. Prior communications to elders and religious institutions, ethnic leaders may be relevant in order to ensure their full participation. The meetings with communities in Historically Underserved Regions of Ethiopia will be held with the presence of translators, who have knowledge of local languages/ dialects. Moreover, as deemed necessary, FPIC

6.3 FPIC - Principles and Steps

For AF Project activities affecting HUCs, the consultation and stakeholder engagement approach must be in line with the FPIC principles of transparency, inclusion, and participation. As such the consultations necessary for the FPIC process differ from non-FPIC approaches. The Social Assessment prepared for PRIME-1 holds detail working guideline in regard to FPIC application. Under AF Project, consultations necessary for FPIC process shall employ specific approaches that include:

- Require more time: at minimum three rounds of consultation.
- Ensure more robust representation of diverse members of the project-affected communities including women, female/children headed households, People with Disabilities, etc.
- Require additional meetings with community representatives.
- Involve local governments as an integral part of the process.
- Require formal agreement with the designated FPIC communities as to how “consent” will be recognized.
- Require a point-in-time “consent” decision according to the procedure determined by the affected communities.

Steps to be followed on PRIME 1 AF FPIC Procedure

- Selection of FPIC Facilitators (CSOs, NGOs, Academia)
- Project Disclosure of the necessary AF project E&S instruments to affected communities (what the project is, project timeline, risks/mitigation measures, next steps)
- First Round of Consultations with each Project Affected Community (introduction of FPIC process, selection of community representatives to community advisory council; discussion of community priorities/concerns/desired benefits)
- First Communities Advisory Council Meeting (explanation on the role of Advisory Council, discussion on how consent would be determined, prioritization of collective community priorities/concerns/desired benefits, discussion of IPP preparation, selection of Working Group to co-develop the Social Development Plan draft and related documents, capacity-building as necessary)
- First Meeting of Working Group (discussion on Social Development Plan and role of Advisory Council)
- Preparation of First Draft of Social Development Plan
- Second Round of Consultations (discussion of First Draft of IPP, discussion of Consent Process, discussion of need for other documents)
- Second Communities Advisory Council Meeting (review of community Social Development Plan discussions, decision of Consent Process Agreement, discussion of other project documents)
- Second Meeting of Working Group (formulating outline of other project ESRM related documents, refining of Social Development Plan)
- Preparation of Second Draft Social Development Plan
- Third Round of Consultations (discussion of Second Draft of the Social Development Plan and other documents)
- Preparation of Third Draft of Social Development Plan and other documents

- Third Working Group Meeting (finalizing the Social Development Plan and other documents for consent decision)
- Third Communities Advisory Council Meeting (decision-making on Consent Set of Documents)
- Culturally Appropriate Celebration on Achieving FPIC /or/ Return for a Fourth Round of Consultations / or / Turn to External Facilitation.

6.4 Proposed Strategy for Information Disclosure

EEP and other AF Project implementing entities including MoF, MoWE, MoM, and IPPs will disclose the Project information to allow stakeholders understand the risks and impacts of the AF Project and Sub-project activities including TA, and potential opportunities. EEP's and other AF Project implementing entities' Social and environment experts will engage with and provide sufficient information to stakeholders throughout the life cycle of the AF Project implementation period, in a manner appropriate to the nature of their interests and the potential environmental and social risks and impacts of the Project.

The Project information will be disclosed through emails, official letters, EEP and other AF Project implementing entities including MoF, MoWE, MoM, and IPPs websites and social media platforms (Telegram, Facebook, Instagram, etc.), TV, Radio, and Newspapers in relevant local languages and in a manner that is accessible and culturally appropriate, taking into account any specific needs of groups that may be differentially or disproportionately affected by the Project's arrangement or groups of the population with specific information needs.

There are a variety of engagement techniques used to build relationships with stakeholders, gather information from stakeholders, consult with, and disseminate Project information to stakeholders, elicit their inputs and provide feedback.

When selecting an appropriate consultation technique, culturally appropriate consultation methods, and the purpose for engaging with a stakeholder group shall be considered.

The Project will use several means of communication for the dissemination of information, in English , Amharic or local languages or, as much as possible, in local dialect depending on the target areas.

- The Project shall therefore develop written and graphic materials (brochures, flyers, etc.) for the dissemination of information to stakeholders in all relevant languages.
- The Project will also use the websites of the relevant ministries and implementing agencies (EEP, MoWE, MoF, MoM, IPPs, etc.) or other potential partner actors and/or media (newspapers, radio), and social media for different stakeholders.
- By email, for technical partners.
- One-on-one meetings, HH or site visits, communication through local leaders and formal workshops will also be used to reach stakeholders at the site-specific level and who face constraints to access other dissemination means.

The above public consultation and disclosure strategies will be updated to meet the needs and encounters in the field by the E&S staff at EEP (to be assigned from the ESHS Department/ Directorate) and other AF Project implementing entities including MoF, MoWE, MoM, and IPPs.

7. Resources and Responsibilities for Implementing Stakeholder Engagement

7.1 Implementation Arrangements and Resources

The overall coordination and resource allocation for implementation of this SEP will be the responsibility of EEP. The E&S Team may provide some high-level supervision, guidance and technical support to the implementation of engagement and disclosure activities at the Project level, but it cannot directly implement them due to Project level engagement and disclosure activities are not only diverse, multiple and geographically disperse, but they are also permanent in nature requiring day to day management and close supervision. This means that EEP PIU would be required - at the Project level - to implement activities of this SEP. Whenever needed, depending on the demands of the engagement activities, EEP E&S experts can also invite other staff of the PIU and other AF Project implementing entities including MoF, MoWE, MoM, and IPPs in order to successfully implement Stakeholder Engagement activities of the AF Project.

Owing to the reach and complexity of the design and intensity and nature of the impacts and corresponding enhancement and mitigation measures, this SEP, the PIU E&S experts will be responsible for the implementation of all engagement and disclosure activities at the level of Project affected communities at their respective sites. Key responsibilities of the EEP PIU include the following among others:

- Carry out ongoing stakeholder consultation, information disclosure and related engagement activities throughout the pre-implementation, construction and operation phases of the Project;
- Record and follow up grievances;
- As and when required, provide assistance to and supervise various sectoral agencies and organizations that will implement the E&S tools;
- Develop and keep an up-to-date record of all consultations with stakeholders;
- Regularly prepare and file minutes of all stakeholder meetings and document actions agreed during meetings and follow up;
- Review and update stakeholders database from time to time;
- Solicit and keep record of feedback from stakeholders; and
- Weekly report back to stakeholders using appropriate medium of communication to provide feedback to stakeholders on their concerns and follow up on any agreements.

Based on the actual realities of the AF Project target areas, EEP will establish the following PIUs for the Project:

EEP staffing of the Teams will be as follows (AF Component 3a & 5):

1. EEP will establish a Project PIU with qualified staff and resources as set out in the Financing Agreement of the parent project to support management of environmental, social, health and safety (ESHS) risks and impacts of the Project. An additional Social Specialist and an Environmental Specialist for the Additional Financing. Further, an Occupational Health and Safety (OHS) Specialist shall be assigned from the existing Environmental and Social Unit for the AF at Addis Ababa and selected geothermal site/s.
2. Work closely with the parent project (PRIME 1) GBV specialist at center of ESHS Department/ Directorate (1)

In terms of personnel, the implementation of proposed Components of this SEP (information disclosure, consultation, participation, grievance management, documentation, and monitoring) will be implemented by the E&S experts, when necessary, the E&S experts can invite other experts.

The stakeholder engagement activities will fulfill part of the commitments laid out in the Environmental and Social Commitment Plan (ESCP) of the AF Project. EEP and other AF Project implementing entities including MoF, MoWE, MoM, and IPPs shall allocate the necessary human resource and adequate budget for the stakeholder engagement and disclosure activities including, but not limited to, regular stakeholder consultations to maintain good relationships and provide update on the Project progress, communication campaigns, training and workshops, monitoring community attitudes, functioning of the GRM, beneficiary satisfaction surveys, material production and distributions, etc. The Project will ensure the respective EEP Management are committed to the planned SEP activities and ESCP commitments.

7.2 Budget for AF SEP Implementation

Budget for implementation of stakeholder engagement activities will be continually revised and included in the financial plan of the AF Project. According to the Component activities, the budget is intended to be allocated annually based on the specific engagement activities planned to be conducted in the year.

The total budget estimate for the preparation and implementation of this SEP is US\$40,700. The SEP budget will be revised to reflect actual costs once activities to be implemented are finalized, EEP PIU will revise and submit the revised budget annually.

Table 7-1: AF SEP Budget Summary

Budget categories	Quantity	Unit costs (USD)	Frequency	Total costs (USD)	Remarks
Consultations/ Participatory Planning, Decision-Making Meetings	3	1,500.00	Once /year	4,500.00	
Information Communication (<i>Posters, flyers, social media</i>)	3	2,000.00	Once/year	6,000.00	
Trainings	6	1,000.00	Twice/year	12,000.00	
Beneficiary surveys	3	1,500.00	Once/year	4,500.00	
Implementation of Grievance Mechanism (GRC formation, stationery, allowances, etc.)	Lumpsum			4,000.00	
Monitoring and evaluation	6	1, 000.00		6,000.00	
Contingency (10%)				3,700.00	
Total Stakeholder Engagement Budget:				40,700.00	

This budget is indicative, to be revised at the start of the AF Project implementation, on annual basis.

8. Grievance Redress Mechanism (GRM)

Prior to commencing the works of AF Project activities, EEP has to complete identifying and addressing key social, environmental, health and safety issues that may arise as a result of realization of this AF Project. At the Project level, particularly during implementation, very often, there will be grievances of one sort or another. Hence, the need for a mechanism to address community grievances will always

exist. Thus, EEP is required to establish a grievance management and reporting mechanism to receive and facilitate resolution of the affected communities' concerns and complaints about the Project's implementation in all aspects, including its environmental and social performance as well as to report to external stakeholders. It is also clear that grievance management is an integral part of the broader stakeholder engagement process which this SEP is all about. Therefore, EEP have developed Grievance Redress Mechanisms for the AF Project.

The scope of the GRM for the AF Project will cover the deployment of personnel, contractors and experts/ consultants to undertake planning, construction, policy reviews/reforms, institutional capacity assessment and strengthening services, E&S assessments, etc. It is therefore vital to establish a Grievance Redress Mechanism (GRM) that can address grievances in an efficient, timely, and cost-effective manner, that can arise from affected communities and other stakeholders during the AF Project implementation, either due to actions by EEP or the assigned personnel, contractors and consultants, and processes and events resulting from Project activities. This Project GRM sets out the steps to be taken to resolve grievances, the role of different staff members involved and timeframes to reach a decision on grievances.

EEP and other AF Project implementing entities including MoF, MoWE, MoM, and IPPs will assign Social expert, in collaboration with the Environmentalist and OHS and Gender/GBV specialists at the PIU and will monitor the grievance resolution process at the respective levels, in coordination with management at the corporate level.

Grievances arising from Project preparation, development process and implementation and operation are generally associated with poor communication, inadequate or lack of consultation, inadequate flow of accurate information, GBV/harassment/ discrimination, impacts on lands and other assets, livelihood or the environment, Health, security and community relations issues, Project employment, or restrictions that may be imposed by the AF Project Components or any other project related complaints/ grievances/ issues shall be entertained by the GRM. Communities must be involved in awareness-raising and training concerning their rights and obligations; how to obtain legal advice and representation, and how to seek redress against what they regard as adverse impacts, improper compensation and/or unfair practices. Personnel/ consultants/ service providers/ contractors to be deployed by EEP and other AF Project implementing entities including MoF, MoWE, MoM, and IPPs shall get appropriate orientation, instruction and guidance in relation to the GRM developed for the AF Project activities. Special attention shall be paid to disadvantaged, vulnerable groups, and Historically Underserved Communities within the Project sites and areas of influence, to ensure their engagement and access to the GRM.

Project Affected Persons (PAPs) and other potential complainants shall be fully informed of the GRM, its functions, procedures, timelines, and contact persons both verbally and through written materials (use Kebele Center notice boards for posting and information brochures), during consultations meetings and other stakeholder engagement activities. EEP's Social experts assigned from EEP's ESHS Department/ Directorate at central and at each PIU level and other AF Project implementing entities including MoF, MoWE, MoM, and IPPs will keep a log of the complaints at hand.

Complainants can seek redress from the judicial system at any time. The step-by-step process of this GRM does not deter them from approaching the courts. All grievance-related correspondence shall be documented, and the grievance resolution process will be systematically tracked and reported to the WB.

8.1 Basic Grievance Management Process

The assigned AF Project Social Safeguard experts at EEP oversee the management and reporting of GRM related issues of the Project. The complaint, to be filed, should be related to the AF Project Components and/or to their implementation and management (for this case, PRIME-1 AF activities under Components 3a, 3c and 5 by EEP and other AF Project implementing entities including MoF, MoWE, MoM, and IPPs in their respective AF Project activities).

The grievance resolution process involves the following main steps:

- *Receipt of grievances:* anyone from the affected communities or believed to be affected by the Project can submit a grievance (written, verbal, telephone, etc. as chosen by the complainant). Anonymous complaints will also be accepted.
- *Registering the complaint:* the focal point (to be assigned at each subproject site) who received the complaint will use the GRM logbook for registering.
- *Referral and examination of complaints:* a GRM Committee shall be established at each PRIME-1 Project implementation site/ Kebele (comprising of members from EEP, PAPs, elders, a representative from Woreda Women, Youth and Children Affairs office, etc.) who will examine the complaint, resolve, or refer.
- *Notifying the complainant:* the decision/solution/action by the grievance committee shall be communicated to the complainant, 8-15 days from receipt of the grievance).
- *Closing the complaint:* where the decision/solution of the complaint is accepted by the complainant, or the complaint is not related to the Project or any of its components, or the complaint is being heard by the judiciary, the complaint will be closed following the appropriate procedure as set out in Table 8-2 below.

Table 8-1: PRIME 1- AF Project GRM Management Process

Process	Description	Timeframe	Other Information
Establishment of GRM Committees at Kebele/ Woreda/Town Level	▪ GRM Committee will be established (with the involvement of PAPs, EEP E&S experts, local administrations and other relevant bodies) at the AF Project activities site/ kebele level, comprising of members from local elders, beneficiaries (Women and Men), Woreda/ Kebele EEP representative, Woreda Women Youth and children officer, or any relevant actor.	Prior to the start of Project activities in the sites and continued throughout AF Project implementation period.	Training will be provided to the GRM Committee and beneficiaries by EEP assigned experts and other relevant sector staff. Contact address of the responsible GRM personnel or committee member will be disclosed to stakeholders, Name, Telephone no., an Email address;
Identification of grievance	▪ Face to face; telephone; letter; mail; e-mail; website; recorded during public/community interaction; others. ▪ The grievance can also be passed through other parties, such as the Regional/Woreda level EEP offices, if the public is more conversant with this unit.	1 Day	

Process	Description	Timeframe	Other Information
Grievance assessed and logged	- Significance assessed and grievance recorded or logged (i.e., in a logbook). - Each site and EEP PIU to have a grievance record book where the grievances are recorded for follow up. - Grievances concerning sexual exploitation and abuse/gender-based violence shall be treated as confidential and referred to service providers in accordance with the GBV Action Plan. Only the nature of the complaint and the processing outcome shall be recorded. For GBV/SEA/SH GRM management, see SEA/SH prevention and response action plan adopted by the AF Project).	3-6 Days	Proposed significance criteria: Level 1 –one-off event. Level 2 – complaint is widespread or repeated. Level 3- any complaint (one-off or repeated) that indicates a breach of law/ policy, personal injury, community conflict or significant property damage
Grievance is acknowledged	Acknowledgment of grievance through appropriate medium.	3 Days	
Development of response	- Grievance assigned to the appropriate party for resolution. - Response development with input from GRM Committee/relevant stakeholders, technical personnel.	4-8 Days	
Response signed off	Redress action approved internally	8-15 Days	
communication and acceptance of response	Proposed resolution communicated to the complainant and if agreed implementation commenced/completed.	5-9 Days	
Implementation/closure	- Redress action implemented and update of progress communicated to complainant - Once completed, complainant sign off on satisfactory resolution	Agreed timeframe	
Report	Communicate functioning outcome of the GRM to WB and other relevant parties within a defined E&S Performance (ESP) reporting schedule.	Quarterly, as part of the E&S Performance Report	Also reported as defined in the ESCP

8.2 GBV Sensitive Grievance Redress Mechanism

There will be a separate reporting mechanism for SEAH cases which is discrete from the standard Project GRM and this mechanism is outlined in the SEA/SH Prevention and Response Action Plan (PRIME I- included in the ESMF, Annex 4); this will be adopted for the AF Project. SEAH matters will be handled with utmost confidentiality, adopting a survivor centered approach and also ensuring clear incident reporting channels. The project will be required to put in place a GRM with multiple channels to facilitate confidential logging in of GBV/SEAH complaints in all the project locations in line with the GRM in the SEP. It will be necessary to identify and integrate GBV/SEA/ SH entry points within the GRM with clear procedures and tools for safe, confidential, and ethical management of related complaints.

There will be a dedicated, separate channel within the project GRM for addressing GBV complaints received from members of project affected communities and from workers and making swift referral.

The reporting of a GBV/SEAH incident does not typically follow a uniform pattern due to the importance of maintaining confidentiality as well as the urgency for survivor to seek care and the preservation of evidence. As such, the complainant can use any avenue to report including text message, email, phone call, written note, or word of mouth in person to trusted colleague, member of the GRM committee, GBV Specialist, local NGO, etc.

8.3 Workers Grievance Redress Mechanism

As part of the parent Project ESMF (Annex 9), a Labor Management Procedures (LMP) is developed and will be adopted for the AF. As part of the LMP, the AF Project will utilize Workers' GRM in accordance with the provisions of ESS2 and apply to all direct and contracted workers. Workers will be informed of this grievance mechanism at the time of recruitment and the measures put in place to protect them from any reprisal. Contractors will induct their employees on the applicable workers' grievance redress mechanism to be aware of their rights and obligations. All records of induction shall be kept and made available for inspection by EEP. In case where no resolution is found by the established workers GRM, the employee can escalate the matter to the sector specific institutions or courts who will resolve the matter between employer and employee.

8.4 World Bank Grievance Redress System (GRS)

Communities and individuals who believe that they are adversely affected by the World Bank (WB) supported Project may submit complaints to existing Project-level grievance redress mechanisms or the WB's Grievance Redress Service (GRS). The GRS ensures that complaints received are promptly reviewed to address Project-related concerns. Project-affected communities and individuals may submit their complaint to the WB's independent Inspection Panel which determines whether harm occurred or could occur, as a result of WB's non-compliance with its policies and procedures. Complaints may be submitted at any time after concerns have been brought directly to the World Bank's attention, and Bank Management has been allowed to respond. For information on how to submit complaints to the World Bank's corporate Grievance Redress Service (GRS), please visit <http://www.worldbank.org/GRS>. For information on how to submit complaints to the World Bank Inspection Panel, please visit www.inspectionpanel.org.

9. Monitoring and Reporting

M&E of the stakeholder engagement process and outcome is considered essential to ensure that AF and its respective Project activities) is able to respond to identified issues and adapt the schedule, nature and scope of engagement activities to make them more effective. Adherence to the following characteristics/commitments/activities will assist in achieving successful engagement:

- ✓ Inclusivity of interactions with stakeholders;
- ✓ Promotion of stakeholder involvement;
- ✓ Transparency in all activities.

Based on the defined reporting schedule, as stipulated in the ESCP of the AF Project, the implementation performance of this SEP will be monitored and reported by EEP (ESHS Department/Directorate) assigned E&S experts; framing against main indicators in place. Stakeholders will have the opportunity to indicate whether they are satisfied or not with the Project activities and the consultation and participation process and what needs to be changed in the SEP implementation process in order to make it more effective. They will be encouraged to provide feedback on AF Project

activities and the performance of personnel, contractors, service providers/ consultants to EEP to ensure a successful adaptive management approach.

Results of stakeholder engagements will be reported back (on monthly basis) to the affected communities, as well as the relevant local authorities. The main means for reporting will be through public meetings, notice boards, social media, radio, or any other tools that take account of culture, intergenerational, sex, etc. considerations. Furthermore, specific stakeholder engagement activity results, as conducted in support with specialists from other technical areas (e.g., specialist to be engaged on Indigenous People issues/ consultation/ communication, energy sector specialist, health science specialist, etc.), will be reported to EEP. Meanwhile, the responsibility of reporting results back to the stakeholders will be with the EEP PIU for the AF Project designated Social Safeguard Specialist.

All stakeholder engagement meetings will have minutes, which will be recorded in the AF Project stakeholder engagement database. In addition, the outcomes of the stakeholder engagement activities will be reported as part of the project's quarterly E&S Performance Report and monitoring progress reports by all parties. If stakeholder feedback results in Project preparation changes that require an amendment to the AF Project SEP and /or ESRM instruments, it can be included in said documents with their respective updates.

Table 9-1: Key Performance Indicators for AF Project

Engagement Phase/activities	Objective	Indicator
Planning	Share updates on AF Project and stakeholder consultation and disclosure arrangements	Emails, letter, and other formal invitation for participation in the planning; number of meetings/ workshops/ site visits, etc. held, number of expected audiences reached/ participants attended. Number of actions taken in a timely manner in response to feedback received during consultation sessions with stakeholders.
ESIAs, ESMPs, RPs & LRPs preparation	Seeking information about Project impacts (for defined AF Project components). Relevant Project related information provided. Disclosure of ESIAs, ESMPs, & RPs, SEP and ESCP.	Number of consultations conducted with affected persons, communities, and other relevant stakeholders, with at least 20% women, vulnerable groups, etc. 100% of ESRM instruments disclosed at EEP's websites and other mechanisms/ tools, prior to initiation of works.
Project Implementation	Information disclosure. GRM Awareness raising.	Number of grievances that have been (i) filed, (ii) resolved, (iii) closed, and (iv) number of responses that satisfied the complainants, disaggregated by category of grievance, gender, age and location of complainant. Average time of complaint's resolution process, disaggregated by gender of complainants and categories of complaints. Number of communication materials developed and disseminated to beneficiaries. Number of press materials published/ broadcasted in the local, regional, and national media.

Engagement Phase/activities	Objective	Indicator
		Assessments conducted on community attitudes and perceptions, in yearly basis. Number of adjustments made in the stakeholder engagement approach to improve projects' outreach, inclusion and effectiveness. Special consultations tailored for vulnerable, disadvantaged and HUCs, including the application of FPIC, when necessary. . No. of training sessions provided to PAPs and wider community groups. 20% of VDGs took part in the designed training sessions. Number of monthly, quarterly and annual reports received to guide management and monitoring process.
Capacity assessment/ gap analysis- Component 4	Compliance monitoring checklists prepared and being used by the contractor and consultant completed.	Assessment consultations, surveys, site visits, etc. conducted, Institutional Strengthening Action Plans developed and feedback collected.

9.1 Reporting Back to Stakeholder Groups

As necessary, this AF Project SEP will be revised and updated in the course of the Project Components implementation period to reflect stakeholders identified, any new Project activities, and the effectiveness of engagement or the need to improve it. As per the defined schedule in the ESCP, (i) summaries and internal reports on grievances, enquiries, and related incidents, together with the status of implementation of associated corrective/preventive actions, will be collated by EEP's Social expert assigned from its (ESHS department/directorate) and referred to the Project management at EEP. These summaries/ reports will provide a mechanism for assessing both the number and nature of complaints and requests for information, along with the Project's ability to address those in a timely and effective manner; (ii) reports on the implementation of all engagement activities in the SEP will be reported as part of the E&S peerformance reports, on quarterly basis

All stakeholder engagement meetings will have minutes, which will be stored in the AF stakeholder engagement database; this will be to ensure that (i) there are records that can be referred to and that all views raised are taken into consideration, and (ii) commitments made are delivered upon. In addition, the outcomes of the stakeholder engagement activities with comments that have been considered will be reported in the Quarterly E&S Performance Report and inform the preparation of ESF instruments (mainly, ESIA/ESMPs and RPs/LRPs under Component 3 a, c and 5) for the proposed Project. Periodic and final reports (as set out in the ESCP) on stakeholder engagement under the AF Project will be issued.

Annexes

Annex 1: Sample Minutes of Meetings

[SEP_AA\Minutes of Meeting\Akaki Kality sub city.pdf](#)

[SEP_AA\Minutes of Meeting\Kirkos sub city.pdf](#)

[SEP_AA\Minutes of Meeting\Woreda12-Officals.pdf](#)

[SEP_AA\Minutes of Meeting\Woreda 7- Officals.pdf](#)

[SEP_AA\Minutes of Meeting\Woreda 7 community.pdf](#)

[SEP_AA\Minutes of Meeting\Woreda 12 Womens pdf.pdf](#)

[SEP_AA\Minutes of Meeting\Woreda 12 PAP&Community.pdf](#)

Annex 2: Public Feedback/Grievance Form

Public Feedback/Grievance Form የህዝብ ቅሬታ ማቅረቢያ ቅጽ				
Case No (for office use): የ መዝገብ ቁጥር / በቢሮ ሰራተኛ የ ማዕከል /፤				
Contact Information የ አድራሻ ሚዛኝ (ማንነት ትዎ እንዳይታወቅ ቅሬታ መግለጽ ከፈለጉ ስምዎ አድራሻዎን አይስጡ) (Please leave this information blank, in case of preference for anonymous grievance/feedback)	Name ስም፤			
	Address አድራሻ፤			
	Telephone ስልክ፤			
	Fax ፋክስ፤			
	Email ኢሜል፤			
Please state whether you wish for your details to remain confidential ማንነት ትዎ እንዳይታወቅ ከፈለጉ ይግለጹ	☐ I wish to raise my comment/grievance anonymously ማንነት ቴሳይግ ለጽሑፍ ቅሬታዬን መግለጽ እፈልጋለሁ			
	☐ I request not to disclose my identity without my consent ካለእኔ ፈቃድ ማንነት ቴን ለሌላ እንዳይገልጽ እጠይቃለሁ			
	☐ I don't wish my details to be confidential ማንነት ቴን ለሌላ ቢገለጽ ችግር የለብኝም			
[Note that we may need to contact you regarding your comment/grievance but will not share your details with a third party without your permission.] ቅሬታዎን በተመለከተ አስፈላጊ ሆኖ ሲገኝ ልናናግርዎ እንችላለን፤ ይሁን እንጂ የሰጡን ሚዛኝ ለሌላ ሰነድ ወገን ካለእርስዎ ፈቃድ አሳልፈን አንሰጥም				
How would you prefer to be contacted? Please tick a box በምን መንገድ እንድናገኝዎ ይፈልጋሉ፤ ሳጥኑ ራዊት ያድርጉ	☐ By Post በፖስታ	☐ By Phone በስልክ	☐ By E-mail በኢሜል	☐ In person በግንባር
What is your preferred Language for communication የትኛውን ቋንቋ ይመርጣሉ	☐ Amharic አማርኛ	☐ English እንግሊዝኛ	☐ Other, Specify ሌላ ከሆነ ይጥቀሱ	
Comments አስተያየት				
Please provide your comment. አስተያየት ትዎን እዚህ ያስፍሩ				

Public Feedback/Grievance Form የህዝብ ቅሬታ መቅረቢያ ቅጽ	
If this comment needs a resolution, what is your suggested resolution? ይህ አስተያየትዎ መፍትሄ የሚገባ ጉዳይ ከሆነ መፍትሄውም ቢሆን ብለው ይመክሩልዎታል?	
Grievances ቅሬታዎች	
Please provide details of your grievance, include description of the problem, who it happened to, when, where and how many times, as relevant. ቅሬታዎን በዝርዝር ያቅርቡ፤ ችግሩ ምን እንደሆነ፣ ማን እንደገደገደ፣ መፍትሄ የት እንደሰጠበት ጊዜ እንደተከሰተ፤ እንደየ አግባብነቱ ቁጥጥሩ	
What is your suggested resolution for the grievance, if you have one? ለቅሬታው መፍትሄ ሀሳብ ካለዎት ይግለጹ	
How to submit this form to EEP ይህን ቅጽ ለኢኤፓ በምን መንገድ እንደሚጻፍ	☐ By post / በፖስታ፤ Ethiopian Electric Power, PO Box 15881, Addis Ababa, Ethiopia. ኢትዮጵያ ኤሌክትሪክ ኃይል፤ ፖ/ሳ/ቁጥር 15881፤ አዲስ አበባ ኢትዮጵያ፡፡ ☐ By hand በእጅ፤ Ethiopian Electric Power Head Office or Project Site Office or <i>Woreda</i> Liaison Office ኢትዮጵያ ኤሌክትሪክ ኃይል ዋና ማስሪያ ቤት ወይም ፕሮጀክት ሳይት ቢሮ ወይም ወረዳ ላይ ያለ ቢሮ፤ Kotebe Metal Tools Factory, Ethiopian Electric Compound Yeka Sub City, <i>Woreda</i> 9 P.O.Box 15881, Addis Ababa, Ethiopia Tel. +251 115 580 631, +251 115 580 607 Tadesse Biru Odda Environment, Health & Safety Director Phone: +251 116 676 393 Mobile: +251 911 771 230 Mail to: tadesse.odda@gmail.com
Date ቀን	
Signature ፊርማ	