



Government of Malawi

Ministry of Agriculture

MALAWI FOOD SYSTEMS RESILIENCE PROJECT

Stakeholder Engagement Plan

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March 2023

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List of Acronyms

AGCOM	Agriculture Commercialisation
CGRC	Community Grievance Redress Committee
COVID-19	Coronavirus Disease
CSOs	Civil Society Organisations
DGRC	District Grievance Redress Committee
E&S	Environment & Social
EIA	Environmental Impact Assessment
ESF	Environmental and Social Framework
ESIA	Environmental and Social Impact Assessment
ESMF	Environmental and Social Management Framework
ESMP	Environmental and Social Management Plan
ESSs	Environmental and Social Standards of WB
GoM	Government of Malawi
GM	Grievance Mechanism
GRS	Grievance Redress Service
ICT	Information and Communications Technology
IPF	Investment Project Financing
IT	Information Technology
LC	Local Council
LMP	Labour Management Procedures
MFSRP	Malawi Food Systems Resilience Project
M&E	Monitoring and Evaluation
MoA	Ministry of Agriculture
MoF	Ministry of Finance
NGO	Non-Governmental Organisation
O&M	Operation and Maintenance
OHS	Occupational Health and Safety
OIP	Other Interested Parties
PAP	Project Affected Persons
PIU	Project Implementation Unit
PPE	Personal Protective Equipment
RAP	Resettlement Action Plan
RPF	Resettlement Policy Framework
SEP	Stakeholder Engagement Plan
VIG	Vulnerable Individuals/Groups
WB	World Bank
WUA	Water User Association

Chapter One: Introduction

1.1 Background Information

Agriculture is the backbone of Malawi's economy, it accounts for one third of gross domestic product (GDP), almost eighty percent of employment, and eighty percent of the country's total exports (National Planning Commission, 2021). The lack of diversity in Malawi's export basket, combined with low agricultural productivity and dependence on subsistence farming, has made the agricultural sector vulnerable to market and climate induced shocks, thereby limiting the country's overall economic growth. Therefore, improved agricultural production and diversification is one of the main pillars of Malawi's National Agricultural Investment Plan (NAIP). To promote linkage to markets, there have been efforts to develop agricultural markets which include increased liberalisation, development of rural marketing infrastructure and agricultural market information systems, and the establishment of commodity exchanges. Despite these efforts, agricultural marketing systems are still rudimentary, and in some cases, missing markets persist, especially in rural areas.

In view of the challenges faced by the agriculture sector, the Government of Malawi is implementing a six-year (2018-2023) Agriculture Commercialisation (AGCOM) Project with funding from the World Bank through an International Development Association (IDA) credit amounting to USD 95 million. The Project Development Objective is to increase commercialisation of agriculture value chain products with strong prospective market or commercial (value chain – buyer) linkages. Based on the success of AGCOM, the Government of Malawi is preparing the Malawi Food Systems Resilience Project (MFSRP) which will succeed the AGCOM project. The Malawi Food Systems Resilience Project (MFSRP) is primarily meant to support medium- and long-term resilience building. The proposed interventions are designed to have short-term effects on sales through inclusive value chains, and long-term impacts on food system resilience through access to markets and diversification. The proposed interventions are in line with the findings of the Country Climate Diagnostic Report with respect to strengthening resilience in agriculture to achieve sustainable development. The project is expected to commence implementation in late 2023 or early 2024. MFSRP will scale up and upgrade the inclusive value chain development approach called 'productive alliances', successfully implemented under AGCOM. The project has supported over 200 productive alliance subprojects and benefited 40,000 small-scale farmers. It has contributed to diversifying the agricultural sector by promoting sales in 20 value chains, including dairy, soya, rice, tea, and honey. Leveraging the lessons learned and the improved implementation capacity within the government, MFSRP will finance an additional 500 subprojects, reaching 100,000 farmers. The project will reinforce interventions that empower women and youth. In addition, MFSRP will expand the scope to include the support of processes that increase the value of primary agricultural products and propel the creation of off-farm jobs. Building on the experience of AGCOM, MFSRP will continue to support the implementation of the land reform program and improve the institutional and policy environment for commercialisation.

To enhance food system resilience in response to climate change MFSRP will implement a three-pronged approach: (i) expand the irrigated area and implement landscape approaches in their catchment areas, including restoration and conservation activities; (ii) promote the adoption of climate smart agriculture (CSA) approaches and technologies on farm and at the organisation level; and (iii) develop research and innovations, as well as introduce digital platforms and services that support farmer preparedness and rapid response to extreme weather events.

For the effective implementation of the MFSRP there is need for open and inclusive engagements or dialogues with stakeholders, Project Affected Persons (PAPs), and other interested parties. Stakeholder engagement is as such a critical process that will help identify the procedures for the proponent to identify, communicate and engage with people affected by its decision and activities, as well as others with an interest in the implementation and outcomes of its decisions and the project. It will be an inclusive process that will be required throughout the lifecycle of project implementation, commencing as early as possible.

1.2 Justification for the SEP

Operations and activities for which the World Bank's Investment Project Financing (IPF) is sought for under the application of the Environmental and Social Framework (ESF). The ESF comprise, inter alia, the 10 Environmental and Social Standards (ESSs) which set out mandatory requirements for the Borrower and the Project. Under the ESS10, a Stakeholder Engagement Plan (SEP) should be developed prior to project appraisal that sets out the principles and procedures for stakeholder engagement in a manner that is consistent with ESS10.

In response to the commitments under the project and in compliance with ESS10 on Stakeholders Engagement and Information Disclosure, the implementing agency has developed this SEP laying out the approach to meeting the objectives of World Bank ESS 10. Given the design and location of the subprojects are mostly unknown during project preparation, this SEP will guide the later development of Annual Action Plans on stakeholder engagement activities and lay down the specific activities to be conducted then based on the geographic allocation of sub-projects, as soon as the specific locations, stakeholder groups, and schedule of activities are known.

1.3 Objective of the SEP

The purpose of this SEP is to facilitate stakeholder engagement throughout the lifecycle of the project, to create opportunities for timely active participation of all stakeholders, as well as to give all stakeholders the opportunity to express their opinions and concerns that may affect Project decisions. To allow uptake of stakeholders' concerns and problems during the project planning stage a fully functional Grievance Mechanism (GM) is developed and presented in detail in the report. This Stakeholder Engagement Plan (SEP) seeks to contribute to a coordinated and continued engagement of all relevant players (including affected persons and

other interested parties) throughout the project cycle. Specifically therefore, this stakeholder engagement plan aims to;

- To establish a systematic approach to stakeholder engagement that will help the project build and maintain a constructive relationship with stakeholders, especially project-affected parties.
- To assess the level of stakeholder interest and support for the project and to enable stakeholders' views to be taken into account in project design and to improve the environmental and social sustainability of the project.
- To provide means for effective and inclusive engagement with project-affected parties and other interested parties throughout the project life cycle on issues that could potentially affect them.
- To ensure that appropriate project information on environmental and social risks and impacts is disclosed to stakeholders in a timely, understandable, accessible and appropriate manner and format.
- To provide project-affected parties with accessible and inclusive means to raise issues and grievances and allow the project to respond to and manage such grievances.

1.4 Project Description and Context

The project development objective (PDO) of the MFSRP is to increase the resilience of food systems and the country's preparedness for food insecurity in project areas. The MFSRP builds upon many years of successful experience implementing the AGCOM, the GoM's flagship agri-food commercialization project. While the MFSRP will introduce new elements, it will also seek to scale up many of the successful interventions and approaches of AGCOM. The MFSRP will continue to increase the commercialization of primary and value-added agricultural products as a means of enhancing national and regional food systems resilience. The MFSRP will also build food systems resilience by helping to develop climate-smart farming and irrigation systems, including through investments in research, extension, and infrastructure, and by building the capacity of pivotal public institutions to undertake resilience-enhancing policy reforms. The project is organized around six components. Approximately 80 percent of the MFSRP resources will cover activities under Components 2 and 3.

1.4.1 Component 1: (Re-)Building Resilient Agricultural Production Capacity (US\$31 million)

This component will focus on developing and delivering national and regional information systems and agricultural technologies and services serving small farmers and other agri-food system stakeholders. Three clusters of activities are proposed: (a) agricultural research, development, and innovation systems; (b) the development and upgrading of digital platforms; and (c) land demarcation and registration of farmland in the project area.

Subcomponent 1.1: Agricultural Research, Development, and Innovation Systems (US\$14 million)

This subcomponent will support research activities that fill knowledge gaps relating to the productivity and resilience of high-value commercial crops and livestock. Research will include agri-food innovation systems, emerging market niches, value chain demand, and diagnostic studies, and strategic planning that identifies the catalytic investments and policy reforms that are needed. It will build on and add value to the contributions of APPSA and ASWAp SPII and strengthen the regional collaborations built with SADC and COMESA. It will also work with the regional organizations under FSRP, such as CCARDESA and the AUC, which are supporting participating countries on these research areas. The Malawi FSRP will support data collection and other efforts to enable the sharing of knowledge and skills through the development of collaborative multistakeholder platforms and processes, as well as better-informed national and regional policy making.

Subcomponent 1.2: Digital Agriculture (US\$10 million)

The development, piloting and/or scaling up of information systems to manage agricultural production, price and weather data at the national and regional levels and making this information available to producers is key to inform resilience- and productivity-driven policy and production decisions. Together with the countries participating in the FSRP, and with support from AUC and CCARDESA, this component will include: (a) upgrading the National Agricultural Management Information System developed under ASWAp SPII; (b) automating the cooperative registry; (c) establishing a virtual one-stop service center for agricultural investment and trade; (d) scaling up the decentralized meteorological information system; (e) operationalizing the Crops Act; (f) scaling up the Land Management Information System developed under AGCOM (1.0); and (g) developing a sanitary, phytosanitary and food safety digital system. In addition, the feasibility of the introduction and contribution of regional data networks and cross-border information sharing will be assessed. Likewise, the contribution of the Malawi FSRP to regional coordination mechanisms will be discussed.

Subcomponent 1.3: Land Demarcation and Property Registration (US\$7 million)

Building on success achieved by AGCOM (1.0), the Malawi FSRP will scale up and sustain the adjudication, demarcation, and registration of 168,000 land parcels. More than 560 producer organizations (POs) are expected to directly benefit from this activity.

1.4.2 Component 2 - Supporting the Sustainable Development of Natural Resources for Resilient Agricultural Landscapes (US\$81 million)

In alignment with Malawi's National Irrigation Policy and Master Plan, this component will finance the construction of medium-to-large scale irrigation schemes and technical assistance for the management of their catchment areas. The component will adopt a watershed or landscape approach to enhance the sustainable and resilient use of natural resources for food systems and livelihoods within priority areas.

Subcomponent 2.1: Large-to-Medium Scale Irrigation Schemes and Catchment Management (\$75 million)

This subcomponent will develop catalytic irrigation infrastructure selected for its potential to enhance climate resilience, private investment flows, access to markets, and value addition. Malawi's Irrigation Master Plan and Investment Framework 2016–2035 (IMPIF) highlights the need to invest in water storage to enable agricultural sector development in the context of the changing climate, increasingly erratic rainfall patterns, and the utilization of dry season river flows reaching its maximum. Investments in water storage are expected to have a positive effect on the regulation of water flows and combined with improved catchment management, reduce river floods. The Malawi FSRP specifically aims to develop six gravity-fed irrigation schemes covering about 4,926 hectares [ha] (Table 1-1). These catchment management works will have a positive impact on the region as it reduces land degradation and soil erosion contributing to the water quality that joins the lake Malawi/Shire River system. An improvement of water quality implies improved hydropower generation efficiency, reduced water treatment cost for urban water supply systems that are located on the same river system. Improved vegetable, crops and agricultural products trade across the border is also one of the anticipated benefits for regional cooperation because of the project.

Table 1-1: Priority Irrigation Development Projects

SN	Name	District	Headwork	Area, ha	Estimated costs (US\$ million)
1	Bwanje valley	Dedza (center)	Weir	1,400	30.0
2	Lembani	Ntcheu (center)	Weir	1,024	15.4
3	Mwenilondo	Karonga (north)	Dam	575	21.9
4	Kasimba	Karonga (north)	Dam	162	7.8
5	Mpamba	Nkhatabay (north)	Dam/weir	798	16.8
6	Lupenga	Mzimba (north)	Dam	284	11.5
Total				4,243	103.4

Subcomponent 2.2: Institutional Capacity Building for Irrigation Schemes (US\$6 million).

This subcomponent will develop and strengthen irrigation institutions including water user associations (WUAs) to help ensure the sustainability of project-rehabilitated infrastructure and promote water-use efficiency. It will strengthen the capacity of irrigation service providers responsible for the management and maintenance of irrigation infrastructure and water delivery to end-users by funding technical assistance, goods, works, and training. It will also coordinate efforts to strengthen institutions, build their capacity, review, and update relevant policies and strategies, consolidate various working manuals and guidelines, and offer WUAs refresher trainings and needed technical assistance. Malawi is signatory to the Zambezi Watercourse Commission (ZAMCOM) protocols that calls for enhanced cooperation on the shared water resources. By notifying project activities to ZAMCOM, the project will contribute to enhanced trust building between the countries and networking. Irrigation practitioners and water user associations can share experiences under the ZAMCOM protocol further cementing the spirit of regionalism and working together.

1.4.3 Component 3: Getting to Market (US\$139 million)

This component aims to improve physical and economic access to sufficient, safe, and nutritious food by improving agri-food producers' access to domestic and international markets and enhancing marketing infrastructure. It will do this by supporting POs, productive alliances (PAs), and “last-mile” infrastructure.

Subcomponent 3.1. Farmer Organizations (US\$ 25 million)

This subcomponent will scale up AGCOM (1.0) efforts to support the capacity of POs to join and gainfully participate in project-supported PAs. It will do this by providing POs matching grants, training, advisory, market linkage, and other services, and other learning opportunities, with a focus on developing their knowledge and competencies to engage in value addition, marketing, and business management activities. It will also help POs form or join secondary or union cooperatives and organize national and international study tours. A national or regional business development organization will be contracted to work with farmers and agro enterprises to build capacity at all points along the value chain, as well as foster and strengthen linkages between value chain actors and broker contracts. More grant funding will be available to POs with larger shares of women and youth. Some of these investments have already been screened/selected under AGCOM 1.0 and will be ready for rapid disbursement under the proposed Malawi FSRP.

Subcomponent 3.2. Productive Alliances (US\$80 million)

This subcomponent will support PAs already developed and supported by AGCOM (1.0) and support the development of new PAs, with the target of supporting a total of 560 PAs. PAs enhance the commercialization of agricultural products by linking POs to off-takers (buyers). Under AGCOM (1.0), participating POs were eligible for matching grants for productive capital investments (for example, for the construction of warehouses, or the procurement of modern processing equipment, dairy cows, or trucks). The Malawi FSRP will continue to offer matching grants, privileging climate-smart and resilience-enhancing investments. The Malawi FSRP will continue to apply the rules effectively put into practice under AGCOM (1.0), including those relating to beneficiary matching contributions and grant ceilings. In addition to the ongoing window of matching grants under AGCOM 1.0, the Malawi FSRP will pilot a new window of matching grants for off-takers. These successful lessons by AGCOM 1.0 will be shared regionally. As Malawi advanced in setting up a system that is fair, transparent, and efficient in building PAs, this approach can be adopted by other countries in the region. To this end, the Malawi FSRP will offer opportunities for sharing the relevant knowledge and experiences (supporting exchange visits, sharing business plans, and conducting market analyses for the selected value chains, etc.) with countries that will be implementing similar activities, such as Mozambique or Somalia.

Subcomponent 3.3. Last-Mile Infrastructure (US\$26 million)

POs already awarded matching grants under AGCOM (1.0), or the Malawi FSRP will continue to be eligible to access additional project resources for last-mile infrastructure investments. Investments to be supported through this subcomponent include: (a) the development and rehabilitation of small-scale irrigation infrastructure benefiting POs in PAs by accelerating the

diversification, intensification, and commercialization of agricultural products; (b) the construction and rehabilitation of feeder roads and bridges that connect agricultural areas to markets; (c) electricity infrastructure; and (d) water infrastructure that enables access to clean water and value addition activities. A pipeline of sub-projects has already been identified and approved for implementation under AGCOM (1.0). All the preparatory activities, including detailed engineering designs, specifications, bills of quantities, and documents, have been prepared and are ready for tendering.

Subcomponent 3.4. Strategic Public Facilities (US\$9 million).

This subcomponent will construct, rehabilitate, and upgrade strategic public facilities. A preliminary set of investments include, among others, a national agricultural exhibition center; agricultural residential training centers; a central veterinary laboratory and regional laboratories; central and regional laboratories of the Malawi Bureau of Standards (MBS), facilities needed for decentralized land registration in selected districts; trade facilitation infrastructure; and stud-breeding infrastructure. The technical design, and social/environmental impact assessment of these infrastructure investments will incorporate climate adaptation/mitigation considerations (e.g., integrating water recycling infrastructure to building designs, thermal protection through green roofs and shading, use of energy efficient mechanical and electrical equipment, and installation of renewable energy sources).

1.4.4 Component 4: Promoting a Greater Focus on Food Systems Resilience in National and Regional Policymaking (US\$11 million)

This component will promote policy reforms relating to agricultural commercialization and climate resilience by building the government's institutional and technical capacity to develop, update, and implement relevant policies and legal texts. Some of the regulatory documents to be prepared or updated include the national crop production and development policy, the agricultural research policy, the horticulture strategy, the contract farming policy, the livestock breeding strategy, the apiculture strategy, and the e-commerce strategy.

The project will also assist the Ministry of Agriculture in revising Malawi's National Agricultural Investment Plan (NAIP) 2018–2023 to better align it with Malawi Vision 2063. The work on revising the NAIP will be coordinated with other FSRP countries and may benefit from studies, policy framework and technical support from the AUC in the context of regional coordination platform the FSRP provides. Other examples of regional policy and legal frameworks that could be supported under the project would include: (a) harmonization of the seed act/regulations to SADC and COMESA (Expanding the work initiated under the World Bank funded APPSA), (b) harmonization of fertilizer policy and regulations in the region (COMESA) to strengthen fertilizer trade across the region, and (c) domestication of AFCTA agreements – could include review of existing policies/legal frameworks to promote regional trade, and (d) support to phytosanitary (e.g. develop and implement e-phytosanitary system, key to facilitate agricultural exports and imports. The project will also help the government explore possible pathways for AIP reform, a topic of ongoing policy dialogue under both the Malawi FSRP and the ongoing Malawi Growth and Resilience Development Policy Financing Project (P175072). Capacity building will also focus on the areas of agricultural production,

agricultural trade and marketing, standards, and inter-agency coordination. Enhanced coordination will notably be sought between the MoA, the Ministry of Trade and Industry (MoTI), and the Malawi Investment and Trade Center (MITC). These activities will be subject to considerable cross-learning with FSRP participating countries, CCARDESA and/or AUC.

1.4.5 Component 5: Contingent Emergency Response Component

This component will finance eligible expenditures in the event of an emergency precipitated by a disaster. The activation of CERC, by request of the government, will allow funds to be disbursed rapidly to reduce damage to productive infrastructure, ensure business continuity, and speed up recovery. An immediate response mechanism operation manual (IRM-OM) will be developed by the government stipulating the fiduciary, safeguards, monitoring, and reporting requirements relating to CERC as well as other coordination and implementation arrangements. In the event of CERC activation, funds from other project components may be reallocated to finance immediate response activities as needed.

1.4.6 Component 6: Project Management (US\$18 million)

This component will support project management, coordination, monitoring and evaluation (M&E) of project activities. The existing project implementation unit (PIU) within the MoA will be responsible for project implementation including fiduciary aspects; knowledge management/communication; grievance mechanism (GM); citizen engagement; and monitoring the implementation of safeguard related measures. It will finance PIU staff related costs (training etc.), goods, equipment and vehicles, and other eligible expenses associated with overall project implementation. Support will also be provided for social/results/impact surveys at project mid-term as well as project completion. The capacity of the PIU will be enhanced by hiring additional technical and administrative staff as needed, including, inter alia, irrigation engineer, agri-business/MSME value chain expert; technical specialists as needed (who will work with service providers hired for productive alliances, WUAs etc.); two additional support persons to administrate the matching grants program; and an additional project accountant and procurement assistant to enhance fiduciary management.

1.5 Summary of Potential Environmental and Social Impacts of the Project

The *environmental risks* associated with the proposed project are assessed as substantial. Although the long-term impacts of the project are likely to be positive, its activities carry several risks that are mainly generated by the activities under Component 2.

The last-mile infrastructure subprojects activities to be supported under sub-component 2.1 which include construction of last mile infrastructure will more than likely have a number of predictable and readily mitigated environmental impacts that will most likely be moderate in nature. The anticipated impacts under this component would include:

- dust and noise;
- small-scale water pollution from improper handling of waste and machinery;
- worker health and safety (OHS); and
- waste management.

However, under sub-component 2.2, taking into consideration the nature of the irrigation projects and their location, these activities may be considered as those with substantial risk. It is expected that these will likely generate adverse site-specific risks and impacts, such as:

- disposal of material excavated during construction or rehabilitation activities;
- the occupational health and safety of workers during construction and operational phases;
- increased levels of dust and noise;
- community health and safety risks from, in particular, the risk of pollution to surface and groundwater sources during construction;
- negative risks associated with the replacement of the old water irrigation systems containing asbestos material.

The *social risk* rating is substantial, although the project impacts on the targeted beneficiaries are generally positive in terms on increased sales, enhanced competitiveness, income, employment, and market linkages overall but also leveraging the private sector investments into value chain development and productive partnerships.

The majority of social risks are associated with the Component 2. Sub-component 2.1 is expected to have moderate social risks as the expected business activities supported under the sub-component would have only site-specific and predictable impacts. Social risks mostly arise due to the prevalence of labor informality in the agricultural sector. Social risks of sub-component 2.2 that aims to improve irrigation and drainage systems are substantial. These activities include:

- Involuntary land acquisition and resettlement;
- Temporary restriction in access to land;
- Temporary diversions and closure of access roads;
- Traffic disturbance from construction vehicles and machinery;
- Labour influx;
- Community health and safety from construction works.

1.6 Project Locations

The project will consist of multiple smaller sub-projects. Geographically the Project will be implemented throughout the country. At this point of project preparation, only a few locations for irrigation schemes under the sub-component 2.2. are known, as these have been prepared as part of the Irrigation Master Plan. The Ministry of Agriculture has preliminarily identified three possible new irrigation schemes that will expand irrigation services to 3,000 ha in the central and northern regions. Design work for all three schemes is in progress. For each new scheme, the subproject will finance the infrastructure work and the management of catchment areas with a focus on landscape conservation and restoration. However, the size, and the zone of impact of such irrigation schemes are currently not known, as well as locations of sub-projects related to other sub-components.

Chapter Two: Key Legislation and Regulations

The following section aims to review existing policies and regulatory frameworks related to stakeholder engagement, including information disclosure and grievance management. The first part of the section focuses on the domestic legal and institutional framework, while the second part reviews the stakeholder engagement policy and practices of the World Bank.

2.1 National Legislation

2.1.1 The Constitution of Malawi (1994)

The Constitution of Malawi is quiet about stakeholder engagement in development projects. Section 37 of the Constitution guarantees that every person shall have the right of access to all information held by the State or any of its organs at any level of Government in so far as such information is required for the exercise of his rights. However, the constitutional provision does not explicitly talk about the need to engage project-affected people and other stakeholders while developing infrastructure projects. Section 13 (d) of the Constitution provides that the State shall actively promote the welfare and development of the people of Malawi by progressively adopting and implementing policies and legislation aimed at achieving the responsible management of the environment. The Constitution, though indirectly, has provided platforms for stakeholder consultations and engagement since management of the environment require extensive participation of project affected people and stakeholders.

2.1.2 Environment Management Act, 2017)

Malawi recently unveiled its new Environmental Management Act 2017 that says all project proposals will have to conduct environmental studies. As part of the efforts to promote stakeholder engagement and information disclosure about the project and its planned activities, the new act makes it mandatory to undertake prior-informed public hearings for all the environmental studies at the project site.

2.1.3 The Forest Act 1997

The Act stresses the need to protect and conserve forest resources with participation of local stakeholders and forest users. The Act has put an emphasis on the role of communities in protecting and managing the national forests through co-management of forest reserves. The Act states that the Director of Forestry shall prepare management plans and the Director of Forestry may enter into agreement with local communities for implementation of the management plan that is mutually acceptable to both parties. The Act also provides for participatory forestry on customary land where any village headman may, with the advice of the Director of Forestry, demarcate on unallocated customary land as a village forest area which shall be protected and managed in the prescribed manner for the benefit of that village community.

2.1.4 Land Acquisition (Amendment) Act (2017)

The Act is the main eminent domain law in Malawi and guides the legal process related to land acquisition and resettlement. The Act envisages no specific scope for stakeholder consultations but has made provisions to lodge grievances. The Act provides a window for those who have grievances on the procedures of land acquisition or oppose the proposed land acquisition by allowing them to appeal against the decision to Ministry of Lands through the Lands Tribunal or the court. As a part of information disclosure, the Commissioner of Lands issues a public notice that, among others, contains the purpose of land acquisition, location of the land including plot number and name of landowners.

2.1.5 Access to Information Act (2017)

This is an Act to provide for the right of access to information in the custody of public bodies and relevant private bodies; the processes and procedures related to obtaining that information; and to provide for matters connected therewith or incidental thereto. Section 5 (Access to information) of the Act states that (1) a person shall have the right to access information, in so far as that information is required for the exercise of his rights, which is in the custody of, or under the control of a public body or a relevant private body to which this Act applies, in an expeditious and inexpensive manner; (2) A private body shall on request, make available information in its custody or control, which it holds on a person who submits a request for that information pursuant to this Act. The Act, in Section 15, also requires an information holder to make available to the general public information in its custody or under its control. In section 16 it is stated that every information holder shall prepare information manuals which shall be accessible electronically and may be disseminated in tangible form. The implication of this Act to AGCMO 2.0 is the need to disclose project information to those that would require it. This SEP provides for means with which the project can achieve these requirements.

2.2 WB Requirements

The World Bank Environmental and Social Framework specifies the mandatory requirements in the form of 10 ESSs that borrowers must apply. One of those 10 ESSs is the “Stakeholder Engagement and Information Disclosure” (ESS10) which addresses stakeholder engagement. This standard recognises “the importance of open and transparent engagement between the borrower and project stakeholders as an essential element of good international practice”. Effective stakeholder engagement can improve the environmental and social sustainability of projects, enhance project acceptance, and make a significant contribution to successful project design and implementation.

Objectives of ESS10 are the following:

- To establish a systematic approach to stakeholder engagements that will help borrower’s identify stakeholders and build and maintain a constructive relationship with them, in particular project-affected parties.
- To assess the level of stakeholder interest and support for the project and to enable stakeholders’ views to be taken into account in project design and environmental and social performance.

- To promote and provide means for effective and inclusive engagement with project-affected parties throughout the project lifecycle on issues that could potentially affect them.
- To ensure that appropriate project information on environmental and social risks and impacts is disclosed to stakeholders in a timely, understandable, accessible and appropriate manner and format.
- To provide project-affected parties with accessible and inclusive means to raise issues and grievances and allow borrowers to respond to and manage such grievances.

According to the definition provided in the ESS10, “stakeholder” refers to individuals or groups who:

- are affected or likely to be affected by the project (project-affected parties);
- Disadvantaged/Vulnerable individuals or groups; and
- may have an interest in the project (other interested parties).

The ESS10 contains a list of activities within the stakeholder engagement process which need to be implemented by the borrowers. The stakeholder engagement will involve the following:

- stakeholder identification and analysis;
- planning how the engagement with stakeholders will take place;
- disclosure of information;
- consultation with stakeholders;
- addressing and responding to grievances; and
- reporting to stakeholders.

Under ESS10, borrowers are required to develop and implement a SEP proportionate to the nature and scale of the project and its potential risks and impacts. A draft of the SEP will be disclosed as early as possible, and before project appraisal, and the borrower will seek the views of stakeholders on the SEP, including on the identification of stakeholders and the proposals for future engagement. Should the project be subject to significant changes, such updates will be reflected in the SEP and the document will be re-disclosed.

The SEP describes the timing and methods of engagement with stakeholders throughout the lifecycle of the project as agreed between bank and borrowers, distinguishing between project-affected parties and other interested parties. The SEP also describes the range and timing of information to be communicated to project-affected parties and other interested parties, as well as the type of information to be sought from them. According to ESS10 the information will be disclosed 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 or groups of the population with specific information needs.

Borrowers are required to develop within the SEP a procedure on addressing and responding to grievances (grievance mechanism to receive and facilitate resolution of project affected persons concerns and grievances). Borrowers are required to implement the grievance

mechanism and respond to concerns and grievances of project-affected parties related to the environmental and social performance of the project in a timely manner.

Chapter Three: Summary of Previous Stakeholder Engagement Activities

3.1 Stakeholder Consultations

Stakeholder and public consultations for the MFSRP project were undertaken during preparatory phase in accordance with the World Bank’s Environmental and Social Framework (ESF). The consultations aimed at ensuring the quality, comprehensiveness, and effectiveness of the SEP development for the proposed MFSRP in Malawi. These were also conducted to ensure that interested and affected parties’ views and concerns are considered in the project design. The approaches used included meetings with key national and district stakeholders as well as farmer organizations (beneficiaries) representatives from AGCOM project.

Stakeholder analysis involved stakeholder identification, initial consultations, analysis of stakeholders’ interests and experience with participation of the stakeholders in accordance with their capacity and relevance to each issue. Consultation meetings were organized to solicit public opinions from districts and communities where AGCOM project is being implemented (Table 3-1). The consultant team also held interviews and meetings with officials from government ministries, departments, and agencies, that were involved in the implementation of AGCOM project.

Table 3-1: List of Stakeholders consulted

Stakeholder	Justification
Project Proponent – Ministry of Agriculture	As client for the project are responsible for provision of all necessary information regarding the proposed project for ESMF development purposes.
Ministries, departments, and agencies	As those supporting project planning, implementation monitoring and evaluation
District Councils	As development custodians responsible for facilitating and monitoring implementation of the projects as well as reinforcing the social and environmental management plans developed for the AGCOM project.
District grievance committees from each district of AGCOM project implementation	As a district level arm, responsible for receiving and addressing grievances reported from the community grievance committee regarding AGCOM project, including further reporting to National Grievance committee where district level resolution was not possible.
Farmer organisations or cooperatives	As MFSRP Project beneficiaries
Community Grievance committees	As community entity responsible for receiving and addressing grievances reported from the community about AGCOM project implementation

National stakeholder consultations involved conducting round-table meetings and key informant interviews with senior officers from various national institutions. The issues discussed and information gathered included the known issues with regards to environmental

and social risks and management under the ongoing AGCOM Project; anticipated Environmental and social risks and management under MFSRP; stakeholder engagement issues under MFSRP and other issues that should be included in the ESMF and or programming of the upcoming project. The summary of aggregated issues is presented in Table 3-2.

Table 3-2: Key issues from national consultations

SN	Opinion and questions	Response Provided
1	Scale up the project to cover more beneficiaries.	This will be considered in project design
2	There should be resources for awareness of the project and the national laws associated with the project.	The Stakeholder Engagement Plan will have a budget to cover these specific issues.
3	Councils should be given funds to support the environmental and social issues.	Council activities shall be included in the budgets for the various safeguard tools.
4	Information sharing should be timely by the PIU and issues should be well documented so that there is smooth implementation of the project.	The Stakeholder Engagement Plan will include aspects and guide for information sharing
5	The GM should be empowered so that they can handle issues at all levels.	The SEP will include aspects for training and allocate a budget for support of project GM
6	The SEP should embrace the Theory of Change and Gender Dialogue approachec	This will be considered in the project design and SEP

On the other hand, district consultations involved conducting round-table meetings and key informant interviews with the council structures and/or authorities such as the District Environment Sub-Committees (DESC), and district grievance committees (DGCs). The issues discussed and information gathered includes the following:

- Anticipated environmental and social risks and management under MFSRP; suggested mitigation or management measures, roles of district authorities in addressing these impacts and how the council can be empowered.
- Stakeholder engagement issues under MFSRP with reference to previous stakeholder engagement activities at the district level in relation to ongoing AGCOM Project implementation.
- Grievance mechanisms with respect to existence and effectiveness of district’s AGCOM committee, grievances received or recorded and resolved, uptake locations, timelines for handling the grievances, including flaws and challenges of the district GM process.

Members from different district council committees made their different and unique contributions and the summary of aggregated issues councils submitted have been presented in

Table 3-3.

Table 3-3: Key issues from district consultations

Guiding Question	Opinion and questions	Response Provided
Anticipated environmental and social risks and management under MFSRP; suggested mitigation or management measures.	GBV and child labour, land issues, HIV/AIDS and Covid-19, dust pollution, catchment degradation, labour related issues and accidents, inequalities among households participating in the project and those not, mismanagement of funds, devaluation, and inflation effects on budgets.	Suggested enhancement or mitigation measures are issue specific, but modes to ensure those are through sensitisation or awareness and trainings, empowering CGRCs and DGRCs, financing monitoring and effective stakeholder engagement.
Stakeholder engagement issues under MFSRP.	Current structure of command in the project is through ministries and departments at national level whereas districts are taken as guides or reduced to mere spectators.	The institutional arrangements of the project in both the SEP and relevant documents will clearly spell out the roles of district level stakeholders including the Councils.
	Councils feel excluded and decentralisation structures undermined.	
	Non-involvement of district structures and other equally important district sectors but only a few officers were involved.	The SEP will be prepared that indicates District Councils responsibilities.
	Publicity of the projects was through newspapers or radios and not through councils and hence, undermining communication for action.	The SEP will put in place processes to ensure that national sensitisation is supported by the districts such as use of community radios and using existing district agriculture structures.
	District's Trade and Agribusiness officers help farmers develop proposals but not supported with adequate financial resources.	The project will consider including budgetary support to supporting institutions in its project design.
	If non- paid community workers will be engaged, there must be clear agreements with the contractor to avoid conflicts.	A Labour Management Plan (LMP) will be prepared that will identify community workers.
Grievance mechanisms and effectiveness	Districts have several project specific grievance committees and not harmonised into one. It is therefore difficult for the district council to make these committees accountable.	MFSRP will train and support the GCs with financial resources so that they perform their tasks more effectively.
	Membership of DGRC is available but they do not meet regularly due to coordination problems.	
	Need to utilize already existing DGRC than formulating project specific DGRC	

Producer organisations or cooperatives as AGCOM Project implementation unit and CERC projects beneficiaries were also consulted in all the thirteen (13) selected districts where district

level consultations were conducted. A total of 29 producer organisations and CERC beneficiaries were consulted and the information is provided in Table 3-4 on dates and districts of the meetings. Take note that the meetings were held at the groups operating locations in the districts. This was done to assess their attitudes towards the AGCOM Project activities being implemented in their areas and/or by them.

Table 3-4: Sampled Producer Organisations and CERC Projects to be Consulted

Name of District	Date of Consultation	Producer Organisation	Value Chain	CERC Project
Mzimba North	19/09/2022	Mzuzu Livestock	Piggery	
	19/09/2022	Emoyeni Club	Groundnuts	
Nkhatabay	20/09/2022	Livuwo	Irish potatoes	
	20/09/2022	kamuzu View Cooperative	Fisheries	
Chitipa	22/09/2022	Misuku Bananas	Bananas	
	22/09/2022	Tubepoka	Coffee	
Lilongwe West	26/09/2022	BHG Youth	Fruit tree nursery	
	26/09/2022	Chalera Mushroom	Mushroom	
	27/09/2022	Retired Army Wives	Poultry	
Salima	28/09/2022	Salima Dairy	Dairy	
	28/09/2022	Chiluwa Honey Processing and Marketing Cooperative	Honey	
Ntchisi	29/09/2022	Highlands Macadamia	Macadamia	
	29/09/2022	Nambamba Seed Multiplication	Soya	
Ntcheu	03/10/2022	Chuma Chilimthaka Smallholder Farmers Association	Soya Beans	
	03/10/2022	Gala	Fish	
Chikwawa	05/10/2022	Minyali	Cotton	Namigozo Irrigation Scheme
	06/10/2022	Katunga Maseya Cane Growers Cooperative	Sugarcane	
Thyolo	07/10/2022	Mphuka Farmers	Beans	Mphuka Irrigation Scheme
	07/10/2022	Mtendere Tea	Tea	
Mwanza	10/10/2022	Makhuthu Youth Club	Honey	
	10/10/2022	Namitembe Irrigation Scheme Association	horticulture (Tomatoes)	
Machinga	11/10/2022	Forum for Youth and Development (Foyode)	Rice	Rehabilitation of Phandilo Irrigation Scheme (UD)Feeder Road
	11/10/2022	Chisomo Women	Poultry	

The consultant received feedback from the sampled producer organisations and CERC projects beneficiaries through formal participatory consultation process, so that they can raise their views, concerns and areas that need improvements in the upcoming project(s). The community was also made aware of the proposed MFSRP Project. The sampled producer organisations and CERC projects consulted in each of the selected districts and the questions, views, and suggestions made are summarised in Table 3-5.

Table 3-5: Key issues from Community consultations

Guiding Question	Opinion and questions	Response Provided
Anticipated negative impacts of the project	Loss of vegetation and biodiversity around the project area owing to large scale farming and more vegetative feed needs for livestock.	Site specific ESIA's or ESMPs will have biodiversity management interventions.
	Intensive Agro-chemical use e.g., antibiotics and herbicides residues can affect soil, water and health of people.	Project will put in place an Integrated Pest Management Plan.
	Dust emissions from construction activities and Air pollution from cow dung emissions in dairy value chains and noise pollution from installed machinery.	The project will use water sprays to prevent dust generation from earth works. Further, the project will promote modern livestock management practices to prevent air pollution from livestock waste.
	Land conflicts and encroachment.	The project has an RPF that will guide land acquisition procedures to avoid such conflicts.
How best can information about MFSRP reach out to the group and even a wider audience in the community? (Community sensitisation)	The cooperative members should be on the forefront sensitising other communities' members on MFSRP and its objectives. During sensitisations, the members are expected to wear caps, cloths, t-shirts with MFSRP messaging.	The SEP will put in place processes to ensure that national sensitisation is supported by the districts such as use of community radios and using existing district agriculture structures.
	Use of public address system and community shows to sensitise community about the project activities.	
	Local chiefs should also participate in sensitizing their communities about MFSRP.	
	Posters and flyers should be made and distributed around the area, focusing on communities and cooperatives.	

3.2 Disclosure

This Stakeholder Engagement Plan and subsequent updates will be disclosed to all stakeholders by way of a public disclosure note. The disclosure will be done after the Plan has been cleared by Government of Malawi and the World Bank. The project will use multiple methods to disclose the SEP in a manner that is commensurate with the nature of the identified stakeholders. For community level stakeholders and project workers, the SEP will mostly be disclosed through public meetings organised within the communities and work sites.

At National and District level, disclosure of the SEP will be done in English and Chichewa, which are official national languages, through meetings with the representatives and members of relevant MDAs and committees. The project documents will also be accessible to stakeholders through print and electronic media and in designated places within reach of stakeholders. The documents will also be disclosed on Ministry of Agriculture's website as soon as an approval is granted. The World Bank will also disclose the documents on their website.

Chapter Four: Stakeholder Identification and Analysis

4.1 Introduction

ESS10 recognises the following categories of stakeholders:

- 1) **Project-affected parties (PAPs).** These include those likely to be affected by the project because of actual impacts (positive and negative) or potential risks and impacts to their physical environment, health, security, cultural practices, well-being, or livelihoods. These stakeholders may include individuals or groups, including direct project beneficiaries, and local communities. They are the individuals or households most likely to observe or feel changes from environmental and social impacts of the project.
- 2) **Other interested parties (OIPs).** These refer to: individuals, groups, or organizations with an interest in the project, which may be because of the project location, its characteristics, its impacts, or matters related to public interest. For example, these parties may include regulators, government officials, the private sector, the scientific community, academics, unions, women’s organisations, local non-governmental organisations (NGOs)/civil society organisations (CSOs), and cultural groups.
- 3) **Disadvantaged/Vulnerable individuals or groups.** These are potentially disproportionately affected and less able to benefit from opportunities offered by the project due to specific difficulties to access and/or understand information about the project and its environmental and social impacts and mitigation strategies. Such groups are also more likely to be excluded from or unable to participate fully in the consultation process.

4.2 Stakeholder Identification and Mapping

Stakeholder identification and mapping were performed during the stakeholder consultations at national level and in the thirteen sampled districts for all project components. A list of all stakeholders is shown in Table 4-1.

Table 4-1: Stakeholder Identification

Component	Stakeholders	PAP/OIP/VIG
Component 1. (Re-) Building Resilient Agricultural Production Capacity	Ministry of Agriculture (MoA)	OIP
	Ministry of Lands	OIP
	Farmer Organisations	PAP
	Vulnerable individuals (Women, Youths and people with disabilities)	VIG
	Academic community or faculties, research institutions and centers	OIP
	The extension advisory services	OIP
	Local councils	OIP

Component	Stakeholders	PAP/OIP/ VIG
	Agricultural associations	OIP
	NGOs/CSOs	OIP
	Media (TV, radio, electronic)	OIP
Components 2 to 4	Agri-businesses (processors and aggregators)	PAP
	Farmer Organisations	PAP
	Beneficiaries of the Matching grant schemes	PAP
	WUA	PAP
	People affected by land acquisition or resettlement	PAP
	Contractors, sub-contractors, supervision consultants, service providers, suppliers.	OIP
	Low-skilled, semi-skilled and high-skilled workers	OIP
	Local councils	OIP
	NGOs/CSOs	OIP
	Media (TV, radio, electronic)	OIP
	Vulnerable individuals or households	VIG
	People residing in sub-project areas	PAP
	Various Government Ministries, Departments and Agencies	OIP
Component 6. Project management	PIU housed by MoA	OIP
	World Bank	OIP
	Ministry of Finance	OIP
	Ministry of Trade and Industry	OIP
	Malawi Investment and Trade Centre	OIP
	Ministry of Lands	OIP
	Various Government MDAs	OIP

4.3 Disadvantaged or Vulnerable Individuals and Groups

- Of particular importance is to understand whether adverse project impacts may disproportionately fall on disadvantaged or vulnerable individuals or groups, or if they are likely to be excluded or unable to access project benefits. Such groups may often not have a voice to express their concerns or understand the impacts of a project. This SEP shall ensure that disadvantaged or vulnerable individuals or groups, relevant to the project, are identified, that their sensitivities, concerns and barriers to project information are assessed and that they fully understand project activities and benefits and participate in consultation processes.
- Disadvantaged or vulnerable individuals or groups in the project area may include persons living below the poverty line; women; youth; women-headed households; elder-headed households (\geq pension age) without any other household member bringing in income; persons with limited mobility; or persons with disabilities. Various types of barriers may prevent these individuals or groups from participating in the planned stakeholder process, such as: low literacy and ICT knowledge, lack of understanding of a consultation process,

living in geographically remote and challenging areas with low internet coverage, lack of transportation to events, etc. The project will take special measures to ensure that disadvantaged or vulnerable individuals or groups have equal opportunity to access information, provide feedback, or submit grievances. The deployment of social specialist by PIU will help to ensure proactive outreach to all population groups. Awareness raising will be conducted in villages to ensure higher participation of targeted population. Focus groups or individual consultation meetings dedicated specifically to disadvantaged or vulnerable individuals or groups will be conducted to gauge their views and concerns.

- For each sub-project a vulnerability assessment will be conducted as part of the project preparation and shall inform on the need to adapt the engagement methods and approaches as designed in this SEP to bridge any engagement barriers stemming from vulnerability. According to currently available information, the presence of disadvantaged or vulnerable individuals or groups in the project area has not been identified, but this information can be confirmed only after the sub-project areas have been identified.

4.4 Summary of stakeholder engagement needs and Analysis of their Interest and Influence

Identified stakeholders and their level of influence cross-referenced with the interest they may have in the project will determine the type and frequency of engagement activities necessary for each stakeholder. Adding and populating an *Influence and interest matrix* such as the one presented in Table 4-2 can be helpful to determine where to concentrate stakeholder engagement efforts.

Table 4-2: Influence and interest matrix

Level of Influence				
High	Involve/engage	Involve/engage	Partner	
Medium	Inform	Consult	Consult	
Low	Inform	Inform	Consult	
	Low	Medium	High	
				Level of Interest

Table 4-3 identifies the key stakeholders in the project, the nature of their interest in the project and their level of interest in and influence over the project and is based on the color code as given in the matrix above.

Table 4-3: Level of stakeholder engagement based on their level of interest and level of influence

Project stakeholder group		Nature of interest	Level of Interest	Level of Influence	Level of engagement	
Project affected parties	Individuals	People affected by land acquisition or resettlement	Interest in knowing project impacts on their properties and livelihoods and understanding the compensation procedure	High	Medium	Consult
		People residing in sub-project areas	Interest in potential impacts during civil works, duration of civil works, traffic management plan	High	Medium	Consult
		People affected by irrigation schemes	Interest in potential impacts of the irrigation schemes operation on their property and livelihoods	High	Medium	Consult
		Farmers benefiting from irrigation schemes	High expectations on timely implementation to receive benefit from economic development, will benefit directly from the irrigation schemes	Medium	High	Involve/engage
		Farmers (other)	High expectations on timely implementation to receive benefit from economic development, will benefit directly from the capacity building activities	Medium	Low	Involve/engage
	Legal entities	Seed companies, nurseries and breeders	High expectations on timely implementation to receive benefit from economic development, will benefit directly from the capacity building activities	Medium	High	Involve/engage
		The extension advisory services	High expectations on timely implementation to receive benefit from purchase of relevant necessary equipment (office and IT equipment, vehicles, etc.), will benefit directly from the capacity building activities	Medium	High	Involve/engage
		Agri-businesses (processors and aggregators)	High expectations on timely implementation to receive benefit from economic development, will benefit directly from the capacity building activities	Medium	High	Involve/engage
		Beneficiaries of the Matching grant schemes	High expectations on timely implementation to receive benefit from economic development, will benefit directly from the machining grant schemes	Medium	High	Involve/engage
		WUA	High expectations on timely implementation, will benefit directly from the capacity building activities	Medium	High	Involve/engage
		Legal entities in sub-project areas	Concerns about disruption of business and operation activities	High	Low	Inform
		Ministry of Agriculture (MoA)	High expectations on timely implementation to receive benefit from developed and upgraded IT systems	High	Medium	Consult

Project stakeholder group		Nature of interest	Level of Interest	Level of Influence	Level of engagement	
Other interested parties	Government Agencies and institutions	Ministry of Finance	Interested in achievement of Project Development Objectives and compliance to E&S Standards of the Project	High	High	Partner
		Ministry of Agriculture	Interested in achievement of Project Development Objectives and compliance to E&S Standards of the Project	High	High	Partner
		PIU housed by MoA	Implementing agency for the project and main counterpart of the WB for project implementation. project management and implementation, oversight, reporting, implementation program, environmental and social risk management, grievance management, SEP implementation and coordination, and procurement and financial management activities.	High	High	Partner
		Local Councils	Serve as first point of contact, conduct field outreach, facilitate two-way communication	High	Medium	Consult
		Various Government Inspections such as Labour, Construction	Interested in enforcement of legal requirements in all aspects of project implementation with emphasis during construction activities	High	Medium	Consult
		World Bank	Interested in achievement of Project Development Objectives and compliance to E&S Standards of the Project and overall Bank policies, procedures and guidelines	High	High	Partner
	Employers and Workers	Contractors, sub-contractors, supervision consultants, service providers, suppliers	Interested in participating in various bidding procedures	High	Medium	Consult
		Low-skilled, semi-skilled and high-skilled workers	Interested in employment opportunities, working conditions and wages in the Project	Medium	Low	Inform
	Academia	Academic community/faculties, research institutions and centers	Interested in sharing knowledge and contributing to capacity building activities as well as opportunities such as research/consultancies.	Medium	Low	Inform
	Associations, NGO	Agricultural associations	Potential concerns over regarding environmental and social risks and impacts and project designs. The project may provide a knowledge sharing avenue.	High	Medium	Consult
		NGOs/CSOs	Interested in project benefits. Interest in environmental and social aspects of project as well as community health and safety	High	Medium	Consult

Project stakeholder group			Nature of interest	Level of Interest	Level of Influence	Level of engagement
	Media	Media (TV, radio, electronic)	Enables wide and regular dissemination of information related to the Project, ensures its visibility and facilitates stakeholder engagement	Medium	Low	Inform
VIG	Individuals	Persons living below the poverty line; women; youth; women-headed households; elder-headed households without any other household member bringing in income; persons with limited mobility; or persons with disabilities; people with low literacy and ICT knowledge	Interested in accessibility, affordability of project investments and how the project will affect them	High	Low	Consult

Chapter Five: Stakeholder Engagement Plan

5.1 Principles of Stakeholder Engagement

In order to meet best practice approaches, the project will apply the following principles of stakeholder engagement:

- *Openness and life-cycle approach*: public consultations for the project will be arranged during the whole life-cycle, carried out in an open manner, free of external manipulation, interference, coercion or intimidation;
- *Informed participation and feedback*: information will be provided to and widely distributed among all stakeholders in an appropriate format; opportunities are provided for communicating stakeholders' feedback, for analysing and addressing comments and concerns;
- *Inclusiveness and sensitivity*: stakeholder identification is undertaken to support better communication and build effective relationships. The participation process for the projects is inclusive. All stakeholders at all times encouraged to be involved in the consultation process. Equal access to information is provided to all stakeholders. Sensitivity to stakeholders' needs is the key principle underlying the selection of engagement methods. Special attention is given to vulnerable groups.

5.2 Purpose and Timing of Stakeholder Engagement

Stakeholder engagement is designed to establish an effective platform for productive interaction with the project-affected parties and other interested parties from project planning through implementation and operation. Meaningful stakeholder engagement throughout the project lifecycle is an essential aspect of good project management and provides opportunities to:

- Ensure meaningful citizen engagement;
- Solicit feedback to inform project design, implementation, monitoring, and evaluation;
- Clarify project objectives, scope and manage expectations;
- Assess and mitigate project risks;
- Enhance project outcome and benefits;
- Disseminate project information and materials;
- Address project grievances.

5.3 Information Disclosure

Table 5-1 briefly describes what kind of information will be disclosed, in what formats, and the types of methods that will be used to communicate this information to target the wide range of stakeholder groups.

Table 5-1: Description of Information Disclosure Methods

Target stakeholders	Information/documents to be disclosed	Disclosure channel	Timing/ Frequency	Responsibilities
All stakeholders	<ul style="list-style-type: none"> ▪ Project ESF documents (ESMF, SEP, RPF, LMP) 	<ul style="list-style-type: none"> ▪ Websites of PIU / MoA ▪ Workshops / meetings 	Upon completion of the documents	<ul style="list-style-type: none"> ▪ PIU / MoA
	<ul style="list-style-type: none"> ▪ Sub-project ESMPs, RAPs 	<ul style="list-style-type: none"> ▪ Websites of PIU / MoA ▪ Workshops / meetings 	Upon completion of the documents	<ul style="list-style-type: none"> ▪ PIU ▪ Responsible Government MDAs
	<ul style="list-style-type: none"> ▪ Brief reports on project progress ▪ Summaries of stakeholder engagement activities 	<ul style="list-style-type: none"> ▪ Websites of PIU / MoA and Responsible Government MDAs ▪ Workshops / meetings 	Quarterly	<ul style="list-style-type: none"> ▪ PIU ▪ Responsible Government MDAs
	<ul style="list-style-type: none"> ▪ Project announcements (timing of project activities and related information) ▪ Invitations to public consultations 	<ul style="list-style-type: none"> ▪ Websites of PIU / MoA and Responsible Government MDAs ▪ Community Meetings, Events, and gatherings ▪ Publications via various media (Including community radios) and press releases 	Regularly in line with project dynamics	<ul style="list-style-type: none"> ▪ PIU ▪ Responsible Government MDAs ▪ Local councils
All PAPs and Vulnerable individuals/households	<ul style="list-style-type: none"> ▪ Information about the Grievance Mechanism (GM) process (incl. info on local uptake points) ▪ General project updates and progress. 	<ul style="list-style-type: none"> ▪ Websites of PIU / MoA and Responsible Government MDAs ▪ Community Meetings, Events, and gatherings ▪ Notice boards / info-desks of Local councils/local communities in sub-project areas. ▪ Announcements at local community gatherings ▪ Leaflet containing information on GM ▪ Publications via various media (Including community radios) and press releases 	Upon sub-projects identification	<ul style="list-style-type: none"> ▪ PIU ▪ Responsible Government MDAs ▪ Local councils

Target stakeholders	Information/documents to be disclosed	Disclosure channel	Timing/ Frequency	Responsibilities
PAPs: <ul style="list-style-type: none"> ▪ People affected by land acquisition / resettlement Vulnerable individuals/households	<ul style="list-style-type: none"> ▪ Land acquisition process ▪ Resettlement and livelihood restoration options ▪ Compensation rates and methodology ▪ GM to address resettlement related complaints (including information on local uptake points) 	<ul style="list-style-type: none"> ▪ Websites of PIU / MoA ▪ Community Meetings, Events, and gatherings ▪ Notice boards / info-desks of Local councils/local communities in sub-project areas ▪ Leaflet containing information on GM ▪ Publications via various media (Including community radios) and press releases 	Upon identification of sub-projects' land acquisition and resettlement requirements	<ul style="list-style-type: none"> ▪ PIU ▪ Responsible Government MDAs ▪ Local councils
PAPs: <ul style="list-style-type: none"> ▪ Farmers benefiting from irrigation schemes 	<ul style="list-style-type: none"> ▪ Information about the GM process (incl. info on local uptake points) ▪ Project E&S requirements ▪ Technical documentation for irrigation schemes 	<ul style="list-style-type: none"> ▪ Websites of PIU / MoA and Local councils ▪ Community meetings, events, and gatherings ▪ Notice boards / info-desks of Local councils/local communities in sub-project areas ▪ Leaflet containing information on GM ▪ Publications via various media (Including community radios) and press releases 	Upon identification of irrigation schemes' locations	<ul style="list-style-type: none"> ▪ PIU ▪ Local councils
PAPs: <ul style="list-style-type: none"> ▪ People affected by irrigation schemes 	<ul style="list-style-type: none"> ▪ Information about the GM process (incl. info on local uptake points) ▪ Project E&S requirements ▪ Technical documents for irrigation schemes 	<ul style="list-style-type: none"> ▪ Websites of PIU / MoA ▪ Community Meetings, Events, and gatherings ▪ Notice boards / info-desks of Local councils/local communities in sub-project areas ▪ Leaflet containing information on GM ▪ Print media and radio announcements (Including 	Upon identification of irrigation schemes' locations	<ul style="list-style-type: none"> ▪ PIU ▪ Local councils

Target stakeholders	Information/documents to be disclosed	Disclosure channel	Timing/ Frequency	Responsibilities
		community radios)		
PAPs: <ul style="list-style-type: none"> • People residing in sub-project areas • Legal entities in sub-project areas Vulnerable individuals/households	<ul style="list-style-type: none"> • Traffic management plan • Community health and safety measures • Information about the GM process (incl. info on local uptake points) 	<ul style="list-style-type: none"> • Websites of PIU / MoA • Community Meetings, Events, and gatherings • Notice boards / info-desks of Local councils/local communities in sub-project areas • Leaflet containing information on GM • Print media and radio announcements (Including community radios) 	Before start of works	<ul style="list-style-type: none"> • PIU • Local councils • Contractors
PAPs: <ul style="list-style-type: none"> • Agri-businesses (processors and aggregators) 	<ul style="list-style-type: none"> • Information on matching grant schemes • E&S requirements • Information about the GM process (incl. info on local uptake points) 	<ul style="list-style-type: none"> • Websites of PIU / MoA • Community Meetings, Events, and gatherings • Workshops / meetings • Leaflet containing information on GM • Print media and radio announcements (Including community radios) 	Ahead of matching grant calls	<ul style="list-style-type: none"> • PIU • Responsible Government MDAs • Local councils
PAPs: <ul style="list-style-type: none"> • Beneficiaries of the Matching grant schemes 	<ul style="list-style-type: none"> • Project E&S requirements • GM process • Grant contract management, monitoring and reporting requirements 	<ul style="list-style-type: none"> • Official correspondence (e-mail/Fax/post) • Community meetings, events, and gatherings 	During selection process and after signing of contracts	<ul style="list-style-type: none"> • PIU
PAPs: <ul style="list-style-type: none"> • Farmer Organisations • Extension advisory services • WUA 	<ul style="list-style-type: none"> • Labour GM process • Invitations to meetings • Invitations to public consultations • Project documents 	<ul style="list-style-type: none"> • Official correspondence (e-mail/Fax/post) • Community meetings, events, and gatherings 	Regularly in line with project dynamics	<ul style="list-style-type: none"> • PIU

Target stakeholders	Information/documents to be disclosed	Disclosure channel	Timing/ Frequency	Responsibilities
OIPs: <ul style="list-style-type: none"> ▪ Contractors, sub-contractors, supervision consultants, service providers, suppliers ▪ Low-skilled, semi-skilled and high-skilled workers 	<ul style="list-style-type: none"> ▪ Labour GM process ▪ OHS measures, risks during construction works, waste and hazardous materials management precautions, PPE ▪ Code of Conduct ▪ Traffic management plan 	<ul style="list-style-type: none"> ▪ Contractors' website ▪ Hard copies of project and sub-projects' documents in companies' premises/works sites 	Before start of works/services	<ul style="list-style-type: none"> ▪ PIU / MoA ▪ Contractors/sub-contractors/ supervision consultants/ service providers/suppliers
OIPs: <ul style="list-style-type: none"> ▪ Representatives of other Government MDAs, Local Councils ▪ Local NGOs/CSOs ▪ Agricultural associations ▪ Academic community/faculties, research institutions and centres 	<ul style="list-style-type: none"> ▪ Invitations to meetings ▪ Invitations to public consultations ▪ Project documents 	<ul style="list-style-type: none"> ▪ Workshops / meetings ▪ Official correspondence (e-mail/Fax/post) 	Regularly in line with project dynamics	<ul style="list-style-type: none"> ▪ PIU / MoA
OIPs: <ul style="list-style-type: none"> ▪ Media (TV, radio, electronic) 	<ul style="list-style-type: none"> ▪ Project announcements (timing of project activities and related information) ▪ Invitations to public consultations ▪ Information on planned meetings ▪ Other relevant project information, as appropriate 	<ul style="list-style-type: none"> ▪ Workshops / meetings ▪ Official correspondence (e-mail/Fax/post) 	Regularly in line with project dynamics	<ul style="list-style-type: none"> ▪ PIU / MoA ▪ Local councils

5.4 Planned Stakeholder Engagement Activities

Stakeholder engagement activities are proposed to provide stakeholders with relevant information and opportunities to voice their views on topics that matter to them. Stakeholder engagement will also be gender appropriate. The project will encourage the participation of women and highlight project characteristics that are designed to respond to their needs and increase their access to project benefits. The project will carry out targeted consultations with vulnerable individuals and groups to understand their concerns or needs in terms of accessing information.

The types of stakeholder engagement activities and their frequency are adapted to the main project stages:

- Project preparation, including preparation of ESMF, LMP, RPF, and SEP; preparation of RAPs and ESMPs; calls for matching grant applications in accordance with the Grant Operational Manual (providing public outreach tools in more detail), procurement of contractors and supplies;
- Project Implementation;
- Post-construction and operation phase (in the lifecycle of the project and in the liability period for defects).

To ensure adequate representation and participation of the different stakeholders, the project will rely on different method and techniques. The strategy for stakeholder engagement takes into consideration the limitation that may be posed by outbreaks like Covid-19 pandemic and hence has provisions for more extensively on online and distant tools (TV, radio, phone, websites) to accommodate the need for social distancing. When there is no longer a need to follow epidemiologic measures, these engagement methods may be adjusted.

The methods that will be used during the project implementation to consult with key stakeholder groups, considering the needs of the final beneficiaries, and in particular vulnerable groups, are described in Table 5-2.

Table 5-2: Summary of proposed strategy for consultation and engagement

Project stage	Target stakeholders	Topic(s) of engagement	Method(s) used	Location/frequency	Responsibilities
Phase 1: 1. Project preparation, including preparation of ESMF, LMP, RPF, and SEP; preparation of RAPs and ESMPs; calls for matching grant applications, procurement of contractors and supplies	<p>PAPs:</p> <ul style="list-style-type: none"> • People affected by land acquisition; • People affected by irrigation schemes; • People residing in project area; • Legal entities in sub-project areas; • Farmers benefiting from irrigation schemes; • Farmers (other); • Farmer / producer organisations; • Agri-businesses (processors and aggregators); • Extension advisory services; • WUAs <p>VIGs:</p> <ul style="list-style-type: none"> • Vulnerable individuals/groups 	<ul style="list-style-type: none"> • Project information - scope and rationale and E&S principles; • Project documents; • Technical documentation for irrigation schemes; • Assistance in gathering official documents for early land registration; • Land acquisition process; • Compensation rates and methodology; • Resettlement and livelihood restoration options; • GM process; • Community Health and Safety; • E&S risks (other than resettlement) and mitigation measures; • LMPs (applicable to the Project) for potential job-seekers. 	<ul style="list-style-type: none"> • Online public meetings related to disclosed project documents; • Online trainings/workshops related to land acquisition/resettlement, GM; • Face-to-face public meetings, trainings/workshops - only if needed; • Separate consultation meetings for vulnerable / women; • Mass/social media communication; • Disclosure of hard copies of project documents at designated public locations (in affected local communities); • Disclosure of written information - brochures, posters, leaflets, websites; • PAPs census survey – prior to completion of land acquisition/resettlement. 	<ul style="list-style-type: none"> • Project launch meetings in project affected local communities; • Communication through mass/social media and official websites (as needed); • Information boards / info-desks in the premises of the project affected local communities (continuous); • Census survey of PAPs in affected locations. 	<p>PIU</p> <p>Responsible government MDA</p> <p>Local councils</p>
	<p>OIPs:</p> <ul style="list-style-type: none"> • Contractors, sub-contractors, supervision consultants, service providers, suppliers 	<ul style="list-style-type: none"> • Project information - scope and rationale and E&S principles; • Training on ESMF requirements and other sub-management plans; 	<ul style="list-style-type: none"> • Online meetings; • Online trainings/workshops; • Face-to-face meetings - only if needed; • Invitations to public/community meetings. 	As needed	PIU

Project stage	Target stakeholders	Topic(s) of engagement	Method(s) used	Location/frequency	Responsibilities
	<ul style="list-style-type: none"> Low-skilled, semi-skilled and high-skilled workers 	<ul style="list-style-type: none"> GM process. 			
	<p>OIPs:</p> <ul style="list-style-type: none"> Local councils, Ministry of Lands 	<ul style="list-style-type: none"> Land acquisition process; Compensation rates and methodology; GM process for the project.. 	<ul style="list-style-type: none"> Face-to-face meetings; Joint public/community meetings with PAPs. 	As needed	PIU Responsible Government MDA Local councils
	<p>OIPs:</p> <ul style="list-style-type: none"> Government MDAs, Local councils Agricultural associations Academic community/faculties, research institutions and centers; NGOs/CSOs; Media (TV, radio, electronic). 	<ul style="list-style-type: none"> Project documents; Project information – scope, rationale and E&S principles; Coordination activities; Land acquisition process; E&S risks, O&H risks and mitigation measures GM process. 	<ul style="list-style-type: none"> Online public meetings related to disclosed project documents; Online trainings/workshops related to land acquisition/resettlement, GM; Face-to-face meetings - only if needed; Separate individual consultation meetings with NGOs/CSOs dealing with people with disabilities, women's organisations (as needed); Mass/social media communication; Disclosure of hard copies of project documents at designated public locations; Disclosure of written information - brochures, posters, leaflets, websites. 	<ul style="list-style-type: none"> Project launch meetings in Project affected local communities; Communication through mass/social media and official websites (as needed); Information boards / info-desks in the premises of the project affected local communities (continuous). 	PIU Responsible Government MDA Local councils

Project stage	Target stakeholders	Topic(s) of engagement	Method(s) used	Location/frequency	Responsibilities
<i>Phase 2 Project Implementation</i>	PAPs: <ul style="list-style-type: none"> People affected by land acquisition; People affected by irrigation schemes People residing in project area; Legal entities in sub-project areas; Farmers benefiting from irrigation schemes; Farmers (other); Farmer / Producer Organisations; Agri-businesses (processors and aggregators); Extension advisory services; WUAs. VIGs: Vulnerable individuals/groups	<ul style="list-style-type: none"> Potential labour influx stemming from construction works; Duration of civil works; Community health and safety impacts (construction-related safety measures); Environmental concerns; Traffic management plan including signage; Monitor community attitudes towards the Project. 	<ul style="list-style-type: none"> Online public/community meetings, Online trainings/workshops; Face-to-face meetings - only if needed; Separate consultation meetings for vulnerable / women; Individual outreach to PAPs; Mass/social media communication; Disclosure of written information - brochures, posters, leaflets, websites; GM; Local monthly newsletter; PAPs/VIGs satisfaction survey. 	<ul style="list-style-type: none"> Monthly/quarterly meetings in Project affected local communities with ongoing construction; Communication through mass/social media and official websites (as needed); Information boards / info-desks in the premises of the project affected local communities (continuous); Satisfaction survey of PAPs/VIGs in affected local communities. 	PIU Responsible Government MDA Local councils Supervision consultants Contractor/sub-contractors GM teams
	PAPs: <ul style="list-style-type: none"> Beneficiaries of Matching Grant's schemes 	Collect feedback on business development support and grant implementation support	Sample-based beneficiary survey (gender, age and municipality disaggregated)	6 months after grant disbursement	PIU
	PAPs: <ul style="list-style-type: none"> Farmers Farmer / Producer Organisations Extension advisory services WUAs 	Stakeholders' needs for capacity building, equipping, premises upgrade/reconstruction	<ul style="list-style-type: none"> Online public/community meetings; Face-to-face meetings - only if needed; Participatory PAPs' needs assessment; 	Ahead of procurement of consultancy services, equipment, upgrade/construction works	PIU

Project stage	Target stakeholders	Topic(s) of engagement	Method(s) used	Location/frequency	Responsibilities
			<ul style="list-style-type: none"> PIU field reports on needs assessment and subproject prioritisation. 		
	OIPs: <ul style="list-style-type: none"> Contractors, sub-contractors, supervision consultants, service providers, suppliers Low-skilled, semi-skilled and high-skilled workers 	<ul style="list-style-type: none"> Project information - scope and rationale and E&S principles; Training on ESIA/ESMP requirements and other sub-management plans; GM process; Feedback on consultants'/ contractors' reports. 	<ul style="list-style-type: none"> Online public meetings; Online trainings/workshops; Face-to-face meetings - only if needed; Notice board(s) at construction sites; Invitations to public/community meetings; Submission of consultant/contractor reports. 	As needed	PIU Contractor/sub-contractors
	OIPs: <ul style="list-style-type: none"> Government MDAs, Local councils Agricultural associations Academic community/faculties, research institutions and centers; NGOs/CSOs; Media (TV, radio, electronic). 	<ul style="list-style-type: none"> Project information – scope, rationale and E&S principles; Coordination activities; Land acquisition process; Health and safety impacts (Construction-related safety measures); Environmental concerns; Traffic management plan including signage; Employment opportunities; GM process. 	<ul style="list-style-type: none"> Online public meetings, Online trainings/workshops; Face-to-face meetings - only if needed; Separate individual consultation meetings with NGOs/CSOs dealing with people with disabilities, women's organisations (as needed); Mass/social media communication; Disclosure of written information - brochures, posters, leaflets, websites; GM; Local monthly newsletter; Project tours for media, local representatives. 	<ul style="list-style-type: none"> Monthly/quarterly meetings in Project affected local communities with ongoing construction; Communication through mass/social media and official websites (as needed); Information boards / info-desks in the premises of the project affected local communities (continuous). 	PIU Responsible Government MDA Local councils Supervision consultants Contractor/sub-contractors GM teams

Project stage	Target stakeholders	Topic(s) of engagement	Method(s) used	Location/frequency	Responsibilities
<i>Phase 3: Project Closure</i>	<p>PAPs:</p> <ul style="list-style-type: none"> ▪ People affected by land acquisition; ▪ People affected by irrigation schemes; ▪ People residing in project area; ▪ Legal entities in sub-project areas; ▪ Farmers benefiting from irrigation schemes; ▪ Farmers (other); ▪ Farmer / Producer Organisations; ▪ Agri-businesses (processors and aggregators); ▪ Beneficiaries of Matching Grant's schemes; ▪ Extension advisory services; ▪ WUAs. <p>VIGs: Vulnerable individuals/ groups</p>	<ul style="list-style-type: none"> ▪ Satisfaction with engagement activities and GM; ▪ Community health and safety measures during operation phase; ▪ Environmental measures during operation phase; ▪ Accessing resettlement compensation and completing land transfer (for PAPs who have not yet received it, if any). 	<ul style="list-style-type: none"> ▪ Online public meetings, trainings/workshops; ▪ Individual outreach to PAPs; ▪ Separate consultation meetings for vulnerable / women; ▪ Mass/social media communication; ▪ Disclosure of written information - brochures, posters, leaflets, websites; ▪ GM; ▪ Local monthly newsletter; ▪ PAPs/VIGs satisfaction survey. 	<ul style="list-style-type: none"> ▪ Meetings in project affected local communities (Biannually); ▪ Communication through mass/social media (as needed); ▪ Information boards / info-desks in the premises of the project affected local communities (continuous); ▪ Satisfaction survey of PAPs/VIGs in affected local communities. 	PIU

Project stage	Target stakeholders	Topic(s) of engagement	Method(s) used	Location/frequency	Responsibilities
	<p>OIPs:</p> <ul style="list-style-type: none"> Government MDAs, Local Governments Agricultural associations Academic community/faculties, research institutions and centers; NGOs/CSOs; Media (TV, radio, electronic). 	<ul style="list-style-type: none"> Satisfaction with engagement activities and GM; Coordination activities; Community health and safety measures during operation phase; Environmental measures during operation phase. 	<ul style="list-style-type: none"> Online public meetings; Separate individual consultation meetings with NGOs/CSOs dealing with people with disabilities, women's organisations (as needed); Mass/social media communication; Disclosure of written information - brochures, posters, leaflets, websites; GM. 	<ul style="list-style-type: none"> Meetings in project affected local communities (Biannually); Communication through mass/social media and official websites (as needed); Information boards / info-desks in the premises of the Project affected local communities (continuous). 	PIU

Once the sub-projects are identified, PIU will organise project launch meetings and consult the PAPs and OIPs on the project documents. The respective local councils will assist the PIU in organisation of public or community meetings in all settlements throughout the project's lifecycle. The project will include targeted consultation meetings for vulnerable or women to better understand needs, expectations, and concerns of these population groups in relation to the project. The feedback received at these meetings will be documented along with measures that the project will take to address the feedback received.

Mass/social media communication: The PIU shall engage a social specialist who shall be inter alia responsible for outreach and assisting the PIU in disclosure, dissemination of information and communication with the local population. Information on the project will be communicated to the public on regular basis in various types of media, such as national TVs, national and community radios, newspapers, electronic media web portals, social media.

Communication materials: Written information will be disclosed to the public via a variety of communication materials including brochures, leaflets, posters, etc. PIU will also update its website regularly (at least on a quarterly basis) with key project updates and reports on the project's environmental and social performance in English and local languages. The website will also provide information about the grievance mechanism for the project.

Grievance mechanism: A specific grievance mechanism will be set-up for the Project. A leaflet containing the GM procedure shall be created and disseminated to the PAPs and other interested parties in public meetings during each phase of the project, as well as placed in local communities' offices, to help local communities become familiar with the grievance redress channels and procedures. Internal GM training will also take place for local councils and contractors' staff. The grievance mechanism is described in more detail in Chapter 7.

Information desk will be set up in affected local council to provide local residents with information on stakeholder engagement activities, construction updates, contact details of the PIU. Hard copies of project documents, brochures, leaflets will be made available at these information desks.

Satisfaction survey: PIU will conduct sample-based stakeholder satisfaction surveys to collect feedback on: i) engagement process and the quality and effectiveness of methods ii) level of inclusiveness in the engagement process, iii) quality of the communication and dialogue with the internal stakeholders (PIU, contractor, GM, etc.) during construction works. The survey results will be soliciting feedback on the effectiveness of the project activities that will be used for communication level improvements. The survey data will be disaggregated by age, gender and location. Survey results with proposed corrective measures will be published on PIU website and discussed at consultation meetings. The survey will be carried out twice during the project's lifecycle: once around the mid-implementation phase, and once towards the end of the project's implementation.

Sample-based beneficiary survey: Six months after each matching grant disbursement, the PIU will conduct sample-based grantee satisfaction surveys to collect feedback on: i) grant application process, ii) grant reporting requirements, iii) level of inclusiveness in the selection process, iv) the quality and effectiveness of support received by technical assistance or advisory services. This will allow the PIU to identify potential design issues related to access and implementation of the matching grant program and the effectiveness of advisory services. The survey data will be disaggregated by age, gender and location. Survey results with proposed corrective measures will be published on PIU or MoA website.

Trainings, workshops: Trainings on a variety of social and environmental issues will be provided to relevant government or non-government service providers, contractors, and their workers. Issues covered will include sensitisation to inclusion or exclusion, labour issues, gender-based violence risks, etc.

5.5 Proposed Strategy to Incorporate the View of Vulnerable Groups

The project will take special measures to ensure that disadvantaged and vulnerable individuals and groups have equal opportunity to access information, provide feedback, or submit grievances. To the extent possible, project indicators will be tracked and disaggregated by gender and vulnerable groups. The consultation activities will be based on the principle of inclusiveness, i.e. engaging all segments of the local society, including vulnerable individuals and groups. Some of the strategies that will be adopted to effectively engage with vulnerable individuals and groups will be:

- communication and partnership with community-based organisations providing support to vulnerable and marginalised individuals and groups (such as organisations dealing with people with disabilities, women organisations) to develop messaging and communication strategies to reach these groups;
- where necessary use appropriate local language or visual aids in case of low literacy;
- provide information to people who have specific communication needs in accessible formats, share messages in understandable ways for people with intellectual, cognitive and psychosocial disabilities;
- regularly hold separate small group discussions with vulnerable groups or their representatives to consult with these groups;
- use adequate communication channels tailored to the needs of vulnerable individuals and groups (e.g. TV or radio for the rural or distanced communities).

5.6 Consultation on Stakeholder Engagement Plan

The SEP document will be published on the official websites of the MoA or PIU, as well as sent directly to relevant stakeholders with an invitation to provide written comments. The public will be informed about the consultation process through available online tools, public announcements in media, notice boards in local communities, etc. consultations will be organised by PIU using various online channels (e-mail, MoA or PIU websites, social media, etc.), and records of these virtual discussions will be reflected in the final document of the SEP.

The SEP will be updated as necessary during project preparation, development and implementation.

Chapter Six: Resources and Implementation Responsibilities

6.1 Management functions and responsibilities

The stakeholder activities will form part of the Environmental and Social Commitment Plan (ESCP). The implementation arrangement for the project is piggy backed on the decentralised government structures at district and community level. As such, stakeholder engagement activities at community level will mostly be done by extension workers who will be supported by the district project coordinating teams comprising of representatives of relevant departments at district council level.

At national level, the implementation of the SEP will be coordinated by the PIU in collaboration with technical team members. The project preparation team is comprised of qualified and experienced people drawn from various relevant ministries that have a stake in the MFSRP. These include the Ministries of Finance; Ministry of Agriculture, Ministry of Local Government, Ministry of Lands, and Ministry of Natural Resources, Energy and Mining.

The PIU will have a qualified and dedicated social specialist who will facilitate the implementation of the stakeholder engagement plan. Overall management responsibility for implementing the SEP will rest with the Secretary for Agriculture. The contact details for the Secretary for Agriculture are as follows:

**Ministry of Agriculture,
P.O. Box 30134,
Lilongwe 3, MALAWI
Phone: (+265) 1 770 344/ 221**

6.2 Resources requirements

PIU will be responsible for planning and implementation of stakeholder engagement activities, as well as other relevant outreach, disclosure and consultation activities. Based on the needs of the SEP, the stakeholder engagement or communication budget will cover the following budget items:

- i. Organisation of events (meetings, trainings, workshops);
- ii. Conducting surveys (satisfactory surveys, sample-based grant beneficiary surveys);
- iii. Printed outreach materials and project documents (brochures, posters, manuals, etc.);
- iv. Grievance Mechanism (training on GM, establishment of local uptake points, GM communication materials);
- v. Other expenses.

The project has allocated an indicative amount of funds amounting to US\$630,000 to facilitate stakeholder engagement activities including stakeholder engagement and grievance mechanism for the entire project period of five years. This is an indicative budget that may be

revised during project appraisal or at any time before project effectiveness. Table 6-1 provides estimated budget for key stakeholder engagement activities.

Table 6-1: Estimated Budget Requirement

Project Phase	Engagement Activity	Objective	Targeted Stakeholders	Cost estimates (US\$)
Project Preparation Phase	National stakeholder consultations	Collect views on the design of the project, environmental and social risks, mitigation measures, grievance mechanism, Stakeholder engagement plan, ESMF and RPF and disclosure of ESF instruments	Representatives of Government MDAS, Development Partners, and NGOs	25,000.00
	District level stakeholder consultations	Collect views on the design of the project, environmental and social risks, mitigation measures, grievance mechanism and stakeholder engagement plan, ESMF and RPF, disclosure of ESF instruments	Members of the district executive committees and its subcommittees	55,000.00
	Community level stakeholder consultations	Collect views lessons learned in the previous or related project, challenges, social risks and their mitigation measures, GM, ESMF and RPF, disclosure of ESF instruments	Community members, and extension workers	85,000.00
Project Implementation Phase	Project inception meetings with National and district stakeholders	Provide feedback on approved project design and orient district level stakeholders on their roles, and the availability of GM, ESF instruments such as the ESAs, ESMPs and RPs.	National and district stakeholders CGMC/WGMC DGMC, PMSUGMC	150,000.00
	Community mobilization	Mobilise and prepare target communities for project	Members of target communities, ADCs, VDCs,	175,000.00

Project Phase	Engagement Activity	Objective	Targeted Stakeholders	Cost estimates (US\$)
		implementation and formation of project implementation structures, and the availability of GM such as the ESIA, ESMPs, RPs and GMs.	traditional, religious and political leaders, CGMC/WGMC DGMC, PMSUGMC	
	Project review meetings with selected stakeholders from National, district and Community level (including PTC and PSC)	Provide and get periodic feedback on project implementation progress and any emerging issues	Selected national, district and community level stakeholders CGMC/WGMC DGMC, PMSUGMC	75,000.00
Project Close Out Phase	Project close out meetings	Increase the stakeholders' understanding on the project exit strategy	Beneficiary communities and groups, national and district stakeholders	65,000.00
Total				630,000.00

Chapter Seven: Grievance Mechanism

7.1 Implementation Structure

This GM will adopt a cascade model in which grievances will be managed, successively, through grievance committees. The committees are the National Project Grievance Committee (NPGC), the District Grievance Committee (DGC) and the Community Grievance Committee (CGC). There will also be a separate Workers Grievance Committee (WGC) for work or labour-related grievances.

A notion of multiple-entry points for a grievance is encouraged in this GM. For example, a grievance can be lodged at WGRC, CGC, DGC or NPGC depending on where the grievance has emerged. It is nevertheless emphasised here that the same grievance cannot be lodged simultaneously at different Grievances Committees. A grievance can only be referred to a higher committee through an appeals process. Below is a brief description of the Committees. Annexes 2 -5 summarise membership of the Committees and their Terms of Reference (ToRs). It is emphasised here that two-thirds of the committee members (excluding ex-officials) shall form a quorum during meetings.

Community Grievance Committee (CGRC) will be established at and manage grievances at the community level. For this GM, a community comprises villages in a catchment area served by an MFSRP sub-project (e.g. a producer organisation sponsored by MFSRP or an irrigation scheme or a road being constructed or rehabilitated under MFSRP support). Annex 3 presents the composition and Terms of Reference for this committee. The committee will elect their chairperson and secretary. Where applicable, a contractor or consultant and a representative of a contractor or consultant employees may attend.

Workers Grievance Committee. In the case of work-related grievances, employed workers will present their complaints or grievances to a separate Workers Grievance Committee (WGRC). membership will be (1) Two worker representatives, (2) Client representative, (3) Consultant representative, (4) Contractor representative and (5) District Labour Officer. Annex 4 presents the composition and Terms of Reference for this committee.

District Grievance Committee (DGRC) will manage grievances at the District level. The District of Administration will chair the committee while Environmental District Officer (EDO) will be secretary. Annex 2 presents the composition and Terms of Reference for this Committee. A T/a or group village head where the grievance originated from may attend. Where applicable, a contractor or consultant and a representative of a contractor or consultant employees will attend.

National Project Grievance Committee (NPGRC) will manage grievances at the national level. The chairperson of the MFSRP Technical Committee (PTC) will chair the committee while the MFSRP National Project Coordinator will be secretary. Annex 1 presents the composition and Terms of Reference for this Committee. Others that may attend will include

the MFSRP Social Safeguards Specialist, District Commissioner, Director of Agriculture and Natural Resources (DANR), Traditional Authority (TA), Group Village Head (GVH) or Village Head from where the grievance originated. Where applicable, a contractor or consultant and a representative of a contractor or consultant employees will attend. Their inclusion will ensure that they are aware of the existence of the GM platform

7.2 Management of Grievances

7.2.1 Management of Land-Related and other Grievances

The grievances committees described above are for non-land-related grievances. It is recalled that one strategic intervention in the MFSRP is to ensure access to land for investment. For land-related grievances, stakeholders in this project are encouraged to use existing Land Tribunals established under the Customary Land Act (CLA) of Malawi. The committees under Land Tribunals are established to operate at group village head, traditional authority (T/A), district, and national levels. The committees are as follows:

Customary Land Committee (CLC). This manages grievances at the level. Group village head for the area chairs the committee. The Land Clerk is the secretary to the committee. The other members are six in total elected by and from within the community, at least three of whom are women. This is the entry point of all land disputes. A person aggrieved by a decision of a CLC may appeal to the Customary Land Tribunal.

Customary Land Tribunal (CLT). This manages grievances at the traditional authority level. The traditional authority for the area chairs the committee. The other members are six members in total nominated by the traditional authority and approved by the Commissioner of Lands, at least three of whom are women. A person aggrieved by a decision of a CLT may appeal to the District Land Tribunal.

District Land Tribunal (DLT). This manages grievances at the district level. The District Commissioner responsible for the district chairs the committee. The other members are up to three traditional authorities, three reputable persons that come from and reside in the district, two of whom are women. The District Land Registrar is the secretary. An appeal from a DLT is heard by the Central Land Board.

Central Land Board (CLB). This manages grievances from the DLT. A magistrate presides over the proceedings of the board. The other members are three traditional authorities, one from each region of Malawi, one of whom is a woman, and two other members with good standing in the society, one of whom is a woman. Members of the CLB are appointed by the Commissioner of Lands, with the approval of the Minister.

7.2.2 Management of Partial Credit Guarantee Grievances

One strategic intervention in the MFSRP is to support the integration of small-scale and emerging farmers (defined as farmers cultivating not more than eight ha) into value chains by improving their capacity to finance and execute productivity-enhancing investments and respond to the requirements of end-markets and buyers (off-takers). Among others, producer

organisations in a productive alliance are supported with matching grants to invest in long-term capital assets to improve the production and productivity of their value chains.

The project will also promote access to agricultural financing through a Partial Credit Guarantee (PCG) fund. The PCG is meant to facilitate eligible participating POs access to private sector financing for PO sub-projects and this activity includes capacity development on agriculture lending and implementation of the PCG fund. The PCG will be implemented through eligible private financial institutions under the overall direction of Malawi Agricultural and Industrial Investment Corporation (MAIIC) as MFSRP PCG agent. So, although the projects GM will apply to all MFSRP activities, the PCG under MAIIC shall incorporate the Environmental & Social Policy and Procedures (E&S P&P) of the Reserve Bank of Malawi (RBM) in its processes and procedures, as a matter of legal safeguard in the financial sector of Malawi. The PCG operational manual provides clarity on how the PCG will be safeguarded.

7.2.3 Management of GBV-Related Cases

Many cases of gender-based violence occur in the context of projects and have to be addressed or managed timely and effectively if the project is to achieve its gender visions and objectives. Gender-based violence (GBV) can be defined as any unlawful act perpetrated by a person against another person based on their sex that causes suffering on the part of the victim and results in, among others, physical, psychological and emotional harm and economic deprivation. GBV can be a serious, sometimes life-threatening, human rights, health and protection issue that violates several universal human rights. GBV can be manifested in different forms but common cases that may arise from the implementation of MFSRP include:

- Sexual violence - includes acts like rape or sexual assault, sexual abuse of programme participants (beneficiaries and/or supervisors), sexual harassment, trafficking of women and girls and forced marriage and/or prostitution occurring within a beneficiary household.
- Physical violence - involves acts such as hitting or beating (or battering, strangling, suffocating, throwing things at the victim), or any physical harm to programme participants, conducted by another beneficiary or a person in authority such as a committee member.
- Economic violence - involves acts such as withholding or denial of access to resources, denying the beneficiary or participant independent decisions regarding benefitting from the programme and use of resources earned through MFSRP, damaging property, and failure to comply with economic responsibilities.
- Emotional and psychological violence - can take the form of provocation of the beneficiary or participant in ways that are likely to invoke an emotional reaction that can lead to other forms of GBV (e.g. physical violence) or personal harm and includes intimidation and threats, usually by persons in authority and/or non-participating community members directed at participants or beneficiaries, such as verbal abuse and psychological abuse.
- Verbal abuse - refers to the use of insulting or disrespectful language to undermine the beneficiaries or participants, defamation, or harassment.
- Psychological abuse - can include the manipulation and isolation of the beneficiaries/participants, setting the victim up so they are over-dependent on the abuser –

such as threatening to remove the victim from benefitting from MFSRP, deprivation of liberty, or denial of access to services.

- Violence against women and girls (VAWG) - is any act of gender-based violence that results in, or is likely to result in, physical, sexual, or psychological harm or suffering by women or girls, including threats of such acts, coercion, or the arbitrary deprivation of liberty, occurring in the implementation of MFSRP Project.

Although MFSRP has a functioning Grievances Mechanism (GM) through which these cases can be reported and addressed, Malawi Government laws, policies and strategies and other international instruments shall be adhered to when handling cases of sexual abuse and gender-based violence emanating from the implementation of sub-projects under MFSRP. Currently, seven laws in Malawi either mention GBV directly or address some of the cultural risk factors for GBV as summarised in Table 7-1.

Table 7-1: Instruments for Handling GBV Cases

SN	TITLE	YEAR	DESCRIPTION
1	Prevention of Domestic Violence Act	2006	A broad definition of domestic violence is used to encompass not only violence between man and wife, but also violence between persons living in the same household (e.g., including family members) and violence toward persons who are socially or financially dependent. It recognises physical, sexual, emotional, psychological, and financial abuse as forms of violence. The law's stated purpose is "to ensure the commitment of the State to eliminate gender-based violence occurring within a domestic relationship, and to provide for effective legal remedies and other social services to persons affected by domestic violence" (p.5). It establishes structures for protection of victims by defining who can apply for a protection order, occupancy order, or tenancy order under the Act, and outlining what the different orders mandate and entail, as well as detailing the enforcement of the orders. It speaks to roles and responsibilities of enforcement officers as well as service providers. It establishes the duty to report GBV by anyone who witnesses it or has a reason to believe it is occurring.
2	Gender Equality Act	2013	GBV is addressed in the context of prohibiting harmful practices, along with sexual harassment. Harmful practices are social, cultural, or religious practices that, "on account of sex, gender or marital status" [are likely to, or do] "undermine the dignity, health or liberty of any person," or "result in physical, sexual, emotional or psychological harm" (p. 3). The act also mandates that the government ensure that employers create and implement policies to comply with the law regarding sexual harassment.
3	Child Care, Protection and Justice Act	2010	Legal procedures to keep children safe are outlined. This includes procedures on what to do in cases of suspected or known violence, including sexual abuse, child trafficking, abduction, harmful cultural practices, and forced marriage.

4	Penal Code	1974	The penal code establishes punishments and legal definitions for various forms of gender-based violence. These include rape, punishment for rape, attempted rape, abduction, abduction of girls under sixteen, indecent assaults on females, insulting the modesty of a woman, defilement of a girl under thirteen, attempt of defilement of a girl under thirteen, defilement of the mentally handicapped, prostitution (obtaining or forcing a girl into), detention with intent or in brothel, conspiracy to defile, attempt to procure abortion, assault of boys under fifteen, incest, and assault.
5	Constitution	1994	Specific references to GB in the Constitution include mandates that no person should be forced to marry against her or his will, that early marriage should be discouraged, and laws should be passed to end violence against women.
6	Deceased Estate (Wills, Inheritance and Protection) Act	2011	This law protects spousal property rights.
7	Marriage, Divorce and Family Relations Act	2015	GBV-related elements include establishing consent procedures for marriage of minors, making marriages to deceased wife's sister or niece invalid, and making bigamy illegal and punishable by imprisonment of five years.

Prevention of GBV is a multifaceted effort which should deal with/focus on:

1. women empowerment/agent of change
2. women participation and capacity to influence decision making
3. women economic empowerment
4. increased access to sexual and reproductive health and rights
5. incorporate men and boys in efforts (as perpetrators, victims and agents of change)
6. social gender norms and behaviour transformation (challenging gender stereotyping)

The specific prevention measures have been included in a GBV Prevention and Response plan (Table 7-2) to ensure the implementation of actions in this regard and to allow for close monitoring of the Contractor.

Table 7-2: GBV Prevention and Response Plan

Activities	Action party	Responsibilities
Stakeholder engagement	MFSRP; District Council	<ul style="list-style-type: none"> • Identify GBV service providers in the area • Identify vulnerable groups within the community • Inform community members about the details of the project and the GBV risks associated with the project

		<ul style="list-style-type: none"> • GBV training including what to do in case of grievance
GBV training for contractors and staff, consultants and adjoining community members	MFSRP; Contractor; District Council	<ul style="list-style-type: none"> • Training and sensitisation of all workers associated with the project on GBV and how the project can contribute to GBV risks. • Training and sensitisation of adjoining communities on GBV risks, channels to report GBV incidents and services available for GBV survivors.
Codes of conduct signed and understood	MFSRP; Contractor	<ul style="list-style-type: none"> • Ensure requirements in the CoCs are clearly understood by those signing • Have the CoCs signed by all those with physical presence in the site • Train construction workers on the behaviour obligation under the CoCs
Handling GBV complaints	GRM	<ul style="list-style-type: none"> • The GBV cases should be reported to the Police (Victim Support Unit) immediately
Provision of separate, safe and easily accessible facilities for women and men working on the site	MFSRP; Contractor	<ul style="list-style-type: none"> • Ensure construction sites have separate facilities like toilets and/or bathrooms for men and women.
Monitoring and reporting	MFSRP; Contractor; District Council	<ul style="list-style-type: none"> • Selection of monitoring indicators (such as: No. of reported cases of GBV; Resolved cases and time it took to address the complaints, No. of workers that have attained GBV training courses; No./percentage of workers that have signed CoC and No. of GBV cases that were referred to the GBV service provider) • Ensure new risks are uncovered and mitigated.

7.2.4 The Role of Formal Justice Systems

It is emphasised that this GM is meant to complement, and not to replace or substitute for, formal justice systems. Whilst stakeholders are encouraged to use this GM as the first point of seeking justice, aggrieved parties can also approach formal courts or report to police and Ant-Corruption Bureau, Office of the Ombudsman without necessarily going through the Grievances Committees established under this GM. In particular, grievances of criminal nature such as corruption, coercion, theft, rape, gender-based violence or systematic violations of rights and/or policies committed within the perimeters of the MFSRP project may warrant

direct redress through the courts, ACB, police and other administrative law procedures. Workers grievances can be re-directed to workers' unions and labours officer, as applicable.

7.3 The GM Operational Process

This Section describes steps that can be followed to ensure efficiency and effectiveness of the GM. Figure 7-1 summarises the GM process.

Step 1: Contact and Dialogue between the Aggrieved Party and the 'Respondent'.

Where possible, the first step in the GM should be contact and dialogue to reach an amicable position before it is formally lodged with a GRC and this shall be done within 2 days. For example, an aggrieved worker and a contractor can enter into a dialogue to find an amicable solution. Or aggrieved party can first approach the concerned implementing agency ('Respondent') to try and reach a negotiated position or for guidance on the matter at hand. A third party (e.g. local leaders) can be engaged to mediate the process. Regardless of the outcome, the matter will be reported to the relevant committee for record purposes.

Step 2: Lodge a Complaint.

The Aggrieved Party should formally complain with the relevant Grievances Committee. For example, if the issue concerns several villagers in a village, the complaint should be lodged with Community Grievance Committee. Where the complaint is against a District Council, for example, the grievances can be lodged with the National Project Grievances Committee.

At each level of the Grievances Committee it is expected that a complaint will be recorded within a day of being reported. There will also be a Grievance Log and Resolution Form (see Annex 5) to record the complaint (see Annex 6 for a copy of the Form). Each grievance will be assigned a number. The Secretary of the Committee will complete the Form or will help the aggrieved party to fill in the Form. Both the Secretary and the aggrieved party and their witnesses (one for the committee and one for the aggrieved party) will sign the form (complaint section of the form) to confirm that what has been recorded is a true reflection of the grievance as reported by the aggrieved party. A copy of the form shall be forwarded to the MFSR Project Implementation Unit for record purposes.

Step 3: Assessment, Response and Closure.

Within 14 days of receiving a complaint, the Grievance Committee will meet to consider the grievance and provide a response to the complaint. The committee shall assess whether the complaint or grievance is related to the MFSRP or not. For non-MFSRP-related grievances, the committee will advise appropriate institutions with which to lodge the complaint. For MFSRP complaints or grievances, the committee shall, first of all, make necessary follow-ups to establish the truth of the matter and to confirm that the complaint is indeed genuine. The outcome of the analysis shall be communicated to both the aggrieved party and the respondent.

The committee shall be required to complete the resolution section of the Grievance Log and Resolution Form to provide a clear decision that has been arrived at with respect to the

complaint. A copy of the form shall be forwarded to the MFSRP Project Implementation Unit for record purposes.

Where the grievance involves two parties (e.g. a project contractor and a worker or a community or in case of corruption allegations), a hearing can be arranged as a matter of natural justice to accord both parties to present their side of the story. The outcome of the analysis of the hearing by the committee shall be communicated to both parties (the aggrieved party and the ‘respondent’).

Closure. Within fourteen days of receiving a response from the Grievance Committee, the Aggrieved Party shall be required to sign the closure section of the Grievance Log and Resolution Form to confirm that the response is satisfactory, and that the grievance is resolved and closed. Where the grievance involves two parties (e.g. a project contractor and a worker or a community or in case of corruption allegations), both the aggrieved party and the ‘respondent’, shall be required to sign the closure section of the Grievance Log and Resolution Form. A copy of the form shall be forwarded to the MFSRP Project Implementation Unit for record purposes. An electronic database will be established for this purpose.

Step 4: Appeal.

Within fourteen days of receiving a response from the Grievance Committee, the aggrieved party or the ‘respondent’, shall be required to sign the Appeals section of the Grievance Log and Resolution Form to confirm the intention to appeal to the next higher Grievances Committee. The committee retains a copy while another copy is given to the aggrieved party to present to the appeal committee (the next higher committee). A copy of the form shall be forwarded to the MFSRP Project Implementation Unit for record purposes. The higher committee to which the grievance has been referred shall handle the grievance as explained in Step 3 above (Step 3: Assessment, Analysis and Response).

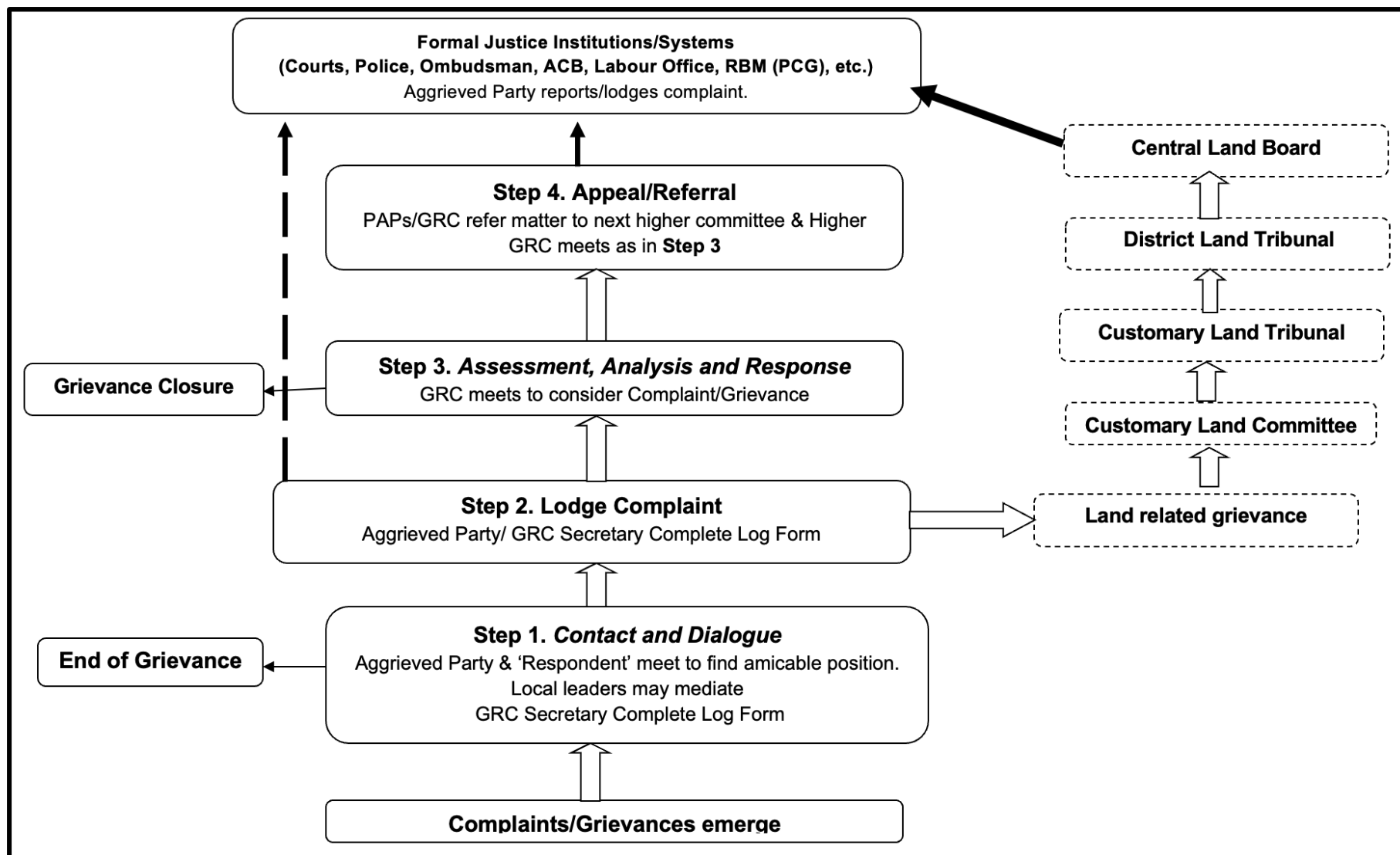


Figure 7-1: The GM Process

7.4 Alternative Grievance and Feedback Reporting Routes

Notwithstanding the GM process described in Steps 1-4 above, some grievances can be lodged directly with the Project Implementation Unit in Lilongwe. Individuals, communities and stakeholders are also free to report anonymously through the MFSRP Project Coordinator (for the attention of the Social Safeguards Specialist). The PIU will facilitate the redress process by engaging relevant committees and following the steps described above. The grievances and feedback can be lodged in any major languages of Malawi and through any of the following methods or channels:

- Through the GM committees
- In Person: By visiting MFSR Project Offices located off Chilambula Road opposite MRA Offices. Suggestion boxes will also be placed within MFSRP offices for written grievances.
- Through Post Office: by sending a letter in any major language of Malawi to the following address:

The National Project Coordinator,
The MFSR Project
P.O. Box 30134, Lilongwe 3, Malawi.

- By Phone: By calling, the following toll-free number 2478.
- By Email: emails can be sent to the following address: GM@agcom.gov.mw

Notwithstanding the different reporting and feedback options, MFSRP advocates for the use of the established committees, where possible. It is also emphasised that it is the expectation in the MFSRP GM that all grievances are addressed and resolved within fourteen days to ensure that project implementation timelines and overall schedules are not compromised due to delays in resolving the grievances.

7.5 Access to the World Bank GM

It is recalled that the MFSR project is funded by the World Bank, which has its own Grievances Mechanism as part of social safeguards policies. The World Bank's procedure is known as a Grievance Redress System (GRS). The Government of Malawi through the MFSRP will therefore ensure that stakeholders, communities and individuals are aware of the World Bank Grievance Redress System. Aggrieved parties may also lodge their complaints directly to the bank's Independent Inspection Panel through World Bank Country Office in Malawi. The Government of Malawi will conduct public sensitisation on the World Bank Grievances Mechanism.

The email address for the World Bank's GRS is malawialert@worldbank.org

7.6 Managing an Effective GM

Managing effective GM demands that the GM is well understood by potential users and implementers of the GM. There has to be good coordination of the GM, and the GM has to be well-resourced.

7.6.1 Public Awareness of the GM

The GM will occupy a central place in the MFSRP Communication Strategy to create public awareness of the GM. The information, education and communication activities to publicise the GM will include TV or radio advertisements, public sensitisation meetings at national, district and community levels, and distribution of MFSRP GM brochures in public places. Part of the public awareness to make the GM accessible will involve translating the English version of the GM and the accompanying Forms into major local languages (e.g. Chichewa, Tumbuka, Yao, Elhomwe, Sena, and Tonga).

7.6.2 Resourcing the GM

The Government of Malawi is committed to implementing an effective MFSRP GM that serves the purpose. For this reason, the Government through the project is committed to providing adequate resources for the GM processes. Relevant forms will be made available at each GRC level (national, district, and community). Additional stationery will also be provided at these levels to facilitate the GM processes. Step 3 in the GM process demands that the committee meets to consider the grievance. Part of the meeting will involve conducting an assessment and verification of the grievance. The committee is also mandated to provide the PIU with a copy of the Grievance Log and Resolution Form. Some costs may be incurred in undertaking these activities (e.g. refreshments, transportation, and communication).

7.6.3 Capacity Building

The GM committees will be trained on the GM processes and steps to ensure that they perform their roles effectively and with speed to the satisfaction of the aggrieved parties and project expectations.

7.6.4 GM Progress Monitoring

The preparation of a monthly report on the types of grievances received will help in identifying complaints that are the most common. With this information, actions can be taken to first avoid the rise of this type of complaints in the future. The monitoring of grievance is essentially a learning exercise to improve situation on the ground.. It will be the responsibility of the social safeguards specialist for the MFSRP to monitor the performance of the GM. This will be achieved in two ways. The first way is for the Committees to submit to PIU a copy of the Grievance Log and Resolution Form. The second way is for aggrieved parties to provide direct feedback to the MFSR PIU regarding the progress of their grievances, especially where the progress is slow.

7.6.5 Coordinating the GM

The social safeguards specialist working through the MFSR National Project Coordinator will coordinate the implementation of the GM.

Chapter Eight: Monitoring and Reporting

PIU will document, and communicate the progress and results of the project, including monitoring of the SEP. The PIU will be responsible for overall compilation of progress and results.

8.1 Monitoring Reports

Monitoring reports documenting the environmental and social performance of the project will be prepared by the PIU and submitted to the World Bank quarterly as part of the overall progress reporting requirements. These reports will include a section regarding stakeholder engagement and grievance management. Table 8-1 proposes a comprehensive set of indicators related to SEP performance at this stage. The achievement of indicators shall rely on information from the Stakeholder Engagement Log and the Grievance Log.

Table 8-1: SEP Indicators to be documented in Progress Reports

ENGAGEMENT WITH PAPs
Number and location of formal meetings with PAPs including VIGs
Number and location of informal meetings with PAPs including VIGs
Number and location of community awareness-raising or training meetings
Number of men and women that attended each of the meetings above
For each meeting, the number and nature of comments received, actions agreed during these meetings, status of those actions, and how the comments were included in the Project environmental and social management system
ENGAGEMENT WITH OTHER STAKEHOLDERS
Number and nature of engagement activities with other stakeholders, disaggregated by category of stakeholder (Government MDAs, Local Councils, local CSOs/NGOs)
Number and nature of project documents publicly disclosed
Number and nature of updates of the project website
Number and categories of comments received on the website
GRIEVANCE RESOLUTION MECHANISM
Number of grievances received, in total and at the local level, at PIU headquarters, on the website, disaggregated by complainant's gender and means of receipt (telephone, email, discussion)
Number of grievances received from affected people, external stakeholders
Number of grievances which have been (i) opened, (ii) opened for more than 21 days, (iii) those which have been resolved, (iv) closed, and (v) number of responses that satisfied the complainants, during the reporting period disaggregated by category of grievance, gender, age and location of complainant.
Average time of complaint's resolution process, disaggregated by gender of complainants and categories of complaints
Number of CGRC and DGRC meetings, and outputs of these meetings
Trends in time and comparison of number, categories, and location of complaints with previous reporting periods

Note: Minutes of meetings of formal meetings and summary notes of informal meetings will be annexed to the quarterly report. They will summarize the view of attendees and distinguish between comments raised by men and women.

The reporting on environmental and social activities conducted by PIU and the Supervision and ESMP, and RAP Monitoring will be the responsibility of the environmental and social specialists during the construction phase and will be undertaken per the requirements of the ESMP and RAP.

8.2 Involvement of Stakeholders in Monitoring Activities

The Project provides several opportunities for stakeholders, especially project-affected parties to monitor certain aspects of project performance and provide feedback. DGRC at the level of each affected local councils will allow PAPs to submit grievances and other types of feedback. Citizen/PAP surveys at the project mid-point and end stages will also allow PAPs to provide feedback on project performance. Furthermore, frequent and regular community meetings and interactions with PIU staff will allow PAPs and other local stakeholders to be heard and engaged.

8.3 Reporting Back to Stakeholder Groups

PIU through the social specialist will report back to PAPs and other stakeholder groups, primarily through public meetings in project-affected local councils and/or villages. Minutes of meetings will be shared during subsequent public meetings. Feedback received through the GM will be responded to in writing and verbally, to the extent possible. SMS and phone calls will be used to respond to stakeholders whose telephone numbers are available.

Summaries of stakeholder engagement activities will be publicly disclosed quarterly on the websites of PIU and local councils. A template for documenting stakeholder engagement activities (Stakeholder Engagement Log) is provided in Annex 6.

Annex 1. Community Grievance Committee

A1.1 Membership

Members

- Farmer representative (cooperative or association)
- Women representative
- Representative from village agricultural stakeholder panel
- Representative from community policing
- Youth representative
- A representative of faith organisation
- A representative of village civil protection committee
- A representative from agriculture (e.g. AEDO)
- Chairperson for Village Development Committee (VDC)

Note: Chairperson and secretary will be chosen among themselves

Ex-officio

- A village head or group village where the grievance originated
- Group village head, as applicable – advisor
- Where applicable, a representative of a contractor or consultant employees

A1.2 Terms of Reference

Mandate

- i. Receive and address any concerns, complaints, notices of emerging conflicts, or grievances (collectively “grievance”) alleging actual or potential harm to affected person(s) arising from project;
- ii. Assist in resolution of grievances between and among project stakeholders; as well as the various government ministries, departments and agencies in the context of the MFSRP;
- iii. Conduct itself at all times in a flexible, collaborative, fair and transparent manner aimed at problem solving and consensus building.

Functions

- i. In collaboration with MFSR PIU and DGRC, facilitate community sensitisations of the GM. For the purpose of this GM, a community comprises villages in a catchment area served by an MFSR sub-project (e.g. a producer organisation that has been awarded a Matching Grant or an irrigation scheme being constructed or rehabilitated under MFSRP support)
- ii. Receive, log and track all grievances received;
- iii. Where applicable, for a referred grievance, review grievance details and background information.

- iv. Engage government institutions and other relevant stakeholders in grievances resolution;
- v. Process and propose solutions and ways forward related to specific grievances within a period not to exceed fourteen (14) days from receipt of the grievance;
- vi. refer unresolved grievances to relevant grievance redress offices or systems;
- vii. Provide feedback on grievances to the claimants;
- viii. Identify growing trends in grievances and recommend possible measures to avoid the same.
- ix. Follow up to grievance resolutions, as appropriate.

Annex 2. District Grievance Committee

A2.1 Membership

Members

- Director of Administration (DoA) – Chairperson
- Environmental Development Officer (EDO) – Secretary
- Director of Administration
- Chief Agriculture Officer (CAO).
- Representative from District Stakeholder Panel
- Women representative
- Youth representative,
- A representative of faith based organisation
- A representative of District Civil Protection Committee (DCPC)

Ex-officio

- A T/A where the grievance originated from will be in attendance.
- Where applicable, a representative of a contractor or consultant employees
- Social Safeguards Specialist

A2.2 Terms Of Reference

Mandate

- i. Receive and address any concerns, complaints, notices of emerging conflicts, or grievances (collectively “grievance”) alleging actual or potential harm to affected person(s) arising from project;
- ii. Assist in resolution of grievances between and among project stakeholders; as well as the various government ministries, departments and agencies in the context of the MFSRP;
- iii. Conduct itself at all times in a flexible, collaborative, fair and transparent manner aimed at problem solving and consensus building.

Functions

- i. In collaboration with MFSR PIU, facilitate establishment of Community Grievances Committees (CGRCs). For the purpose of this GM, a community comprises villages in a catchment area served by an MFSRP sub-project (e.g. a producer organisation that has been awarded a matching grant or an irrigation scheme being constructed or rehabilitated under MFSRP support)
- ii. In collaboration with MFSR PIU, facilitate capacity building of Community Grievances Committees (CGRCs).
- iii. Receive, log and track all grievances received;
- iv. Where applicable, for a referred grievance, review grievance details and background information.
- v. Engage government institutions and other relevant stakeholders in grievance resolution;

- vi. Process and propose solutions and ways forward related to specific grievances within a period not to exceed fourteen (14) days from receipt of the grievance;
- vii. refer unresolved grievances to relevant grievance offices/systems;
- viii. Provide feedback on grievances to the claimants;
- ix. Identify growing trends in grievances and recommend possible measures to avoid the same.
- x. Follow up to grievance resolutions, as appropriate.
- xi. Conduct quarterly monitoring visits and prepare quarterly reports

Annex 3: National Project Grievance Committee

A3.1 Membership

Members

- Chairperson of MFSR Project Technical Committee (PTC) - Chairperson
- National Project Coordinator - Secretary.
- Farmers Union of Malawi - Director of Programmes
- Ministry of Lands, Housing and Urban Development – Director of Planning
- National Initiative for Civic Education (NICE) – Director level
- National Youth Council – Director level
- NGO Gender Network – Director level
- Ministry of Local Government - Director of Rural Development
- Public Affairs Committee – Director Level
- Ministry of Justice and Constitutional Affairs – Director level

Ex-officio

- District Commissioner from where the grievance originated
- District Agriculture Development Officer (DADO) from where the grievance originated
- T/A from where the grievance originated
- GVH or village head from where the grievance originated
- Where applicable, a representative of a contractor or consultant employees

A3.2 Terms of Reference

Mandate

- i. Receive and address any concerns, complaints, notices of emerging conflicts, or grievances (collectively “grievance”) alleging actual or potential harm to affected person(s) arising from project;
- ii. Assist in resolution of grievances between and among project stakeholders; as well as the various government ministries, departments and agencies in the context of the MFSRP;
- iii. Conduct itself at all times in a flexible, collaborative, fair and transparent manner aimed at problem solving and consensus building.

Functions

- i. Receive, log and track all grievances received;
- ii. Where applicable, for a referred grievance, review grievance details and background information.
- iii. Engage government institutions and other relevant stakeholders in grievances resolution;

- iv. Process and propose solutions and ways forward related to specific grievances within a period not to exceed fourteen (14) days from receipt of the grievance;
- v. Provide feedback on grievances to the claimants;
- vi. Identify growing trends in grievances and recommend possible measures to avoid the same.
- vii. Follow up to grievance resolutions, as appropriate.

Annex 4. Workers Grievance Committee

A4.1 Membership

Members

- Two worker representatives
- Client representative
- Consultant representative
- Contractor representative
- District Labour Officer
- CSO representative implementing GBV activities

Note: Chairperson and secretary will be chosen among themselves

A4.2 Terms Of Reference

Mandate

- Receive and address any concerns, complaints, notices of emerging conflicts, or grievances (collectively “grievance”) alleging actual or potential harm to affected person(s) arising from project;
- Assist in resolution of grievances between and among project stakeholders; as well as the various government ministries, departments and agencies in the context of the MFSRP;
- Conduct itself at all times in a flexible, collaborative, fair and transparent manner aimed at problem solving and consensus building.

Functions

- i. In collaboration with MFSR PIU, DGRC and CGRC facilitate worker sensitisations of the GM.
- ii. Receive, log and track all grievances received;
- iii. Where applicable, for a referred grievance, review grievance details and background information.
- iv. Engage government institutions and other relevant stakeholders in grievance resolution;
- v. Process and propose solutions and ways forward related to specific grievances within a period not to exceed fourteen (14) days from receipt of the grievances;
- vi. Refer unresolved grievances to relevant grievance redress offices or systems;
- vii. Provide feedback on grievances to the claimants;
- viii. Identify growing trends in grievances and recommend possible measures to avoid the same.
- ix. Follow up to grievances resolutions, as appropriate.

Annex 5. MFSR Grievance Log & Resolution Form

A5.1 English Version

PART A. GRIEVANCE LOG IN

1	GM level (select as appropriate)	1. Community Grievance Committee (CGRC) 2. District Grievance Committee (DGRC) 3. National Project Grievance Committee (NPGRC) 4. Workers' Grievance Committee (WGRC)
2	Name of the GRC (Name as appropriate)	
3	Person Recording Grievance/Feedback	
3.a	Name of Person	
3.b	Position in GRC	
3.c	Phone Number	
4	Person reporting grievance/feedback	
4.a	Name of Person	
4.b	Aggrieved or Representative?	
4.c	Role in MFSRP Activities	
4.d	Phone Number	
5	Details of Grievance/Feedback	
6	Has the Grievance/Feedback been reported elsewhere? If yes, give details?	
7	Has the Grievance/Feedback been referred from elsewhere? If Yes, give details	
8	Initial Assessment of the Case	1. Accepted and to be handled by GRC 2. Referred to Land Tribunals 3. Referred to police/court, others
9	Signatures	
9.a	Signature of Person Recording/CRC	
9.b	Signature of Person Reporting	
10	Witness	
10.a	For the 'Aggrieved Party'	
10.b	For the 'Respondent'	

PART B: ASSESSMENT, RESPONSE AND CLOSURE

11	Composition of CRC Assessing the 'Case'			
	Name of GRC Member	Position in the GRC	Phone Number	Signature
1				
2				
3				
4				
5				
6				
7				
8				
12	Case Assessment Approach (Specify as appropriate)	1. GRC Meeting 2. Hearing with the /aggrieved party 3. Full hearing with aggrieved & respondent 4. Other (Specify)		
13	Details of GRC Response/Resolution			
14	Response/Resolution Decision (select as appropriate)	1. Case resolved, closed 2. Case referral (Specify)		
15	Signatures			
15.a	GRC Chair/Representative			
15.b	Aggrieved person/Representative			
15.c	Respondent/Representative			
16	Witness			
16.a	For Aggrieved Party			
16.b	For Respondent			

A5.2 Chichewa Version

FOMU YOLEMBA MADANDAULO NDI ZINA ZOKHUDZA PULOJEKITI IMENEYI

GAWO LOYAMBA: KULEMBA TSATANETSATANE WA NKHANIYI

1	Komiti yomwe yalandira nkhanayi (Sankhani komiti yoyenera mu bokosi liri kumanjaku.	5. Komiti yowunika madandaulo ya kudera) 6. Komiti yowunika madandaulo ya paboma kapena kuti kwa DC 7. Komiti yowunika madandaulo ya dziko lonse 8. Komiti yowunika madandaulo a ogwira ntchito
2	Dzina la Komiti(Lembani dzina la Komiti moyenera)	
3	Munthu yemwe akulemba nkhanayi	
3.a	Dzina LA munthu	
3.b	Udindo mu komitiyo	
3.c	Nambala ya foni	
4.	Munthu Yemwe wabwera ndi nkhanayi	
4.a	Dzina la munthu	
4.b	Ndi mwini nkhanayi kapena omuyimira?	
4.c	Ali ndi udindo wanji pa pulojekiti imeneyi	
4.d	Nambala ya foni	
5	Lembani tsatanetsatane wa nkhanayi	
6	Kodi nkhanayi yakatulidwako ku bwalo lina?Fotokozani	
7	Kodi Nkhanayi yachokera ku bwalo lina(apilo) kapena ndi koyamba kudzaipereka kuno? Fotokozani	
8	Langizo la komiti loyamba pa nkhanayi(sankhani mu bokosi liri kumanjaku)	4.Komitiyi iwunika nkhanayi 5.Nkhanayi ndi yofunika bwalo lowona a malo 6.Nkhanayi ndi yofunika ku polisi,khoti kapena mabwalo ena
9	Kusainirana	
9.a	Saini ya amene walembe nkhanayi mu kaundula	
9.b	Saini ya munthu yemwe wabwera ndi nkhanayi	
10	Dzina ndi saini ya mboni	
10.a	Saini ya mboni ya munthu yomwe wabwera ndi nkhanayi	
10.b	Saini ya mboni ya oyankha nkhanayi kapena odandaulidwa	

Tsiku:.....

GAWO LA CHIWIWI: KUUNIKIRA NKHANIYI

11	Omwe awunikira nkhanayi			
	Dzina	Udindo mu Komiti	Nambala ya foni	Sayini
12	Njira zomwe zagwiritsidwa ntchito powunika nkhanayi(Sankhani mu bokosi liri kumanjaku)	5. Komiti inakumana payokha 6. Komiti inakumana ndi odandaula 7. Komiti inakumana pamodzi ndi odandaula komanso ondaulidwa 8. Njira zina (fotokozerani)		
13	Lembani tsatanetsatane wa omwe Komiti yagwirizana pa nkhanayi			
14	Zotsatira za nkhanayi(Sankhani mu bokosi liri kumanjaku)	3. Nkhani yatha ndipo yatsekedwa 4. Nkhani ya tumizidwa ku bwalo lina(apilo)		
15	Kusayinirana			
15.a	Wapampando wa komiti yowunika nkhanayi			
15.b	Munthu odandaula kapena owayimira			
15.c	Munthu odandaula kapena owayimira			
16	Dzina ndi saine ya mboni			
16.a	Mboni ya odandaula			
16.b	Mboni ya oyankha nkhanayi			

Annex 6: Stakeholder Engagement Log

Date/venue:
Method of stakeholder engagement:
Topic of stakeholder engagement:
Participants:
Stakeholder concerns:
Proposals given by stakeholder(s):
How will these proposals be taken into account in Project design/ implementation?
Other notes: