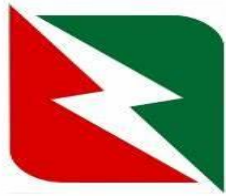




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Ethiopian Electric Utility



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Ministry of Power

# Power Sector Reform, Investment and Modernization in Ethiopia (PRIME-1) Project (P176731)

## Revised Draft Stakeholder Engagement Plan (SEP)

January 2024

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## **ACRONYMS**

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

## 1. Introduction

The Federal Democratic Republic of Ethiopia (FDRE) is planning to implement the proposed *Power Sector Reform, Investment and Modernization in Ethiopia (PRIME-1) (P176731)*. The Ethiopian Electric Power (EEP) and Ethiopian Electric Utility (EEU) are responsible for implementing the PRIME-1 Project activities. The International Development Association (World Bank) has agreed to finance activities (the “Activities”) that are essential for robust preparation and timely implementation of the Project activities.

The PRIME is a Multiphase Programmatic Approach (MPA) program that will support a medium-term transition of the electricity sector towards universal access, reliable supply, utility financial sustainability, increased private investments, and a climate resilient diversified generation mix. This transition will be underpinned by structural reforms that will encompass a gradual segregation of the competitive segments of the sector from the monopolistic segments to enable increased private participation under a competitive market regime. In parallel, the program will pursue operational reforms that will enhance utility financial sustainability through timely adjustment of tariffs, greater energy accountability, efficient investment planning, improved collections, reduced losses, and modernization of systems. This medium-term reform transition will be achieved through upfront adoption of a reform mandate by the Government, time-bound reform actions intertwined with investment support, and institutional capacity building to support the preparation and implementation of specific reform actions.

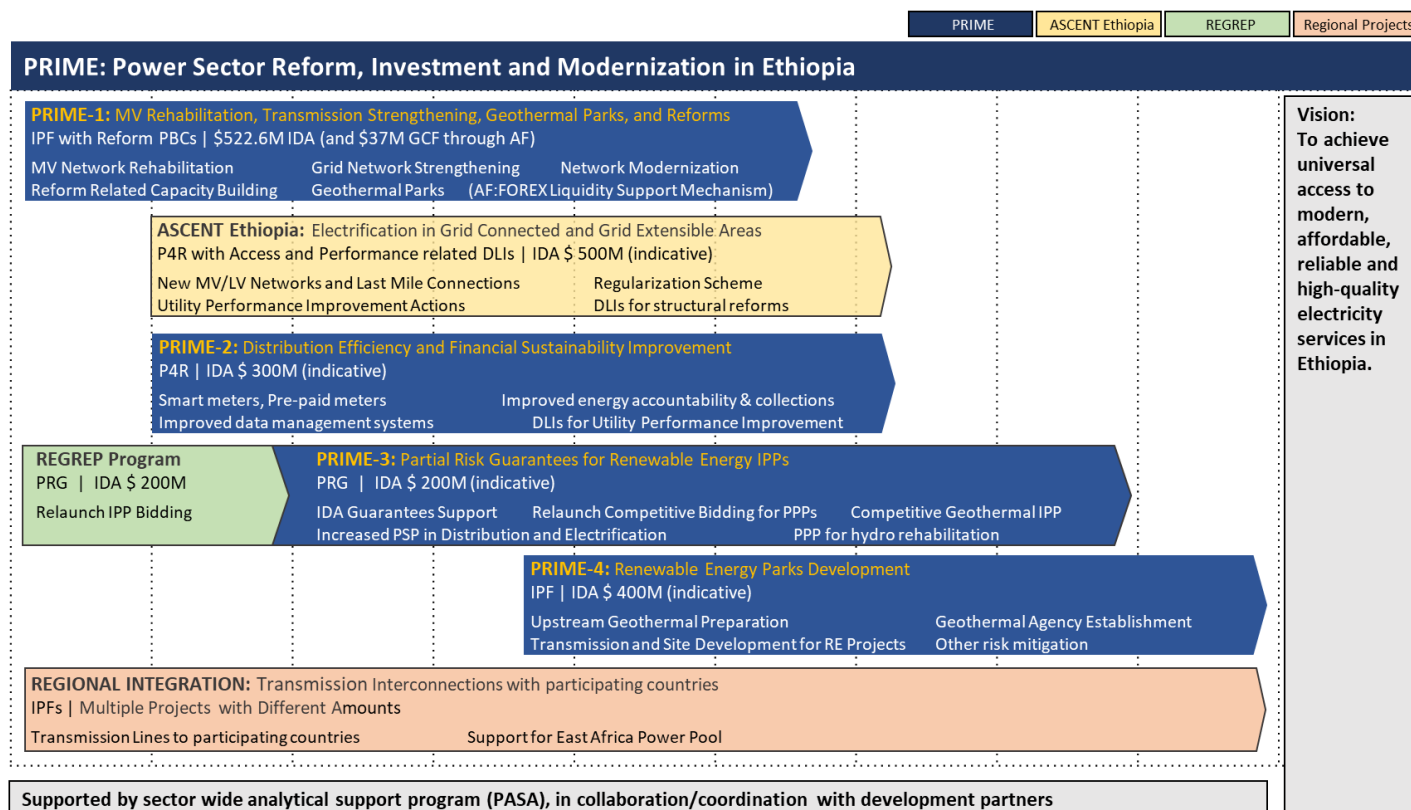
The PRIME Program as a Multiphase Programmatic Approach (MPA) is structured in four phases: **PRIME-1, an Investment Project Financing (IPF) operation with Performance-Based Conditions (PBCs) will prioritize critical infrastructure investments and set the stage for structural and operational reforms at the energy sector.** Implementation of specific reform actions and performance improvement steps will be supported through a combination of technical assistance and PBCs. Building on Accelerated Distributed Electricity and Lighting in Ethiopia (ADELE - P171742), investments under PRIME-1 will cover distribution rehabilitation and transmission strengthening critical to mitigating the risk of a widening access gap. In addition, the project will help lay the foundation toward exploiting the country’s vast geothermal potential. Continuing to support reform actions, PRIME-2, a planned Program for Results Financing (PforR) operation, will help improve operational performance and financial sustainability of the distribution utility. Building and expanding on Ethiopia Electrification Program (ELEAP - P160395), PRIME-2 will support activities necessary for reduction in technical and commercial losses, improved billing efficiency using enhanced energy accountability and collections through deployment of smart meters and prepaid meters, stronger utility IT systems, evolved utility Supervisory Control and Data Acquisition (SCADA) systems, improved customer management system, and other relevant measures. This project will be structured as a PforR with disbursement-linked indicators (DLIs) related to various performance improvement measures and key reform actions to broaden and deepen the reform activities under PRIME-1.

**PRIME-3, an IPF operation with International Development Association (IDA) Guarantees, will provide continued credit enhancement for private sector participation in the country’s power sector.** Sector reforms and upstream risk mitigation measures for Independent Power Producer (IPP) projects under PRIME-1 and improvements in the financial sustainability of the utilities under PRIME-2, and other planned World Bank engagement are expected to enable the scaling-up of private sector participation supported by IDA Guarantees, Multilateral Investment Guarantee Agency (MIGA) of the World Bank Group, or other risk mitigation mechanisms. Along with solar and wind IPP projects supported under Renewable Energy Guarantees Program Project (REGREP-P162607), PRIME-3 would also cover geothermal IPPs, Independent Power Transmission Companies (IPTCs), and public-private partnerships

(PPPs) in other subsectors. Key pre-requisites for PRIME-3 include improved macro and sector financial situation.

**PRIME-4, a planned IPF operation, will support the rehabilitation of old hydropower capacity as well as upstream development of renewable energy parks.** Rehabilitating dilapidated hydropower plants is a least cost generation expansion solution. This phase will also support upstream resource establishment; site development; and transmission infrastructure for solar, wind, and geothermal IPP projects. It will also support the establishment of a new Geothermal Resource Identification Agency.

### Overview of PRIME Phases



The development objective of the proposed Power Sector Reform, Investment and Modernization in Ethiopia (PRIME-1) aims to strengthen and expand the electricity network, enable renewable energy generation, and support power sector reforms.

**Component 1: Distribution Network Refurbishment and Modernization (estimated at US\$225.7 million, of which IDA US\$184 million and counterpart fund US\$41.7 million).** This component will improve the reliability of supply in select towns where deficiencies in availability, quality, and reliability of supply remain a challenge; modernize the distribution network with digital systems; and build client capacity. Considering Ethiopia’s high vulnerability to extreme climate events, all components will focus on increasing the climate resilience of the distribution network.

- **Subcomponent 1.1: Distribution network strengthening across select towns (IDA US\$153.5 million; counterpart fund US\$41.7 million).** This subcomponent will improve the availability, reliability, and quality of supply; reduce technical losses; and increase infrastructure resilience by

rehabilitating distribution networks across 72 towns. Activities under this subcomponent will focus on the rehabilitation of distribution networks.

- **Subcomponent 1.2: Distribution network modernization (IDA US\$6 million).** This subcomponent will also support the continued modernization of the Addis Ababa city distribution transformer metering system as a part of the ongoing EEU revenue protection program (RPP). Under this subcomponent, Distribution Transformers Monitoring Units will be installed to achieve two-way communication with central data servers to enable remote meter reading, remote management of energy meters, network problem identification, load profile, energy accounting, and audit.
- **Subcomponent 1.3: Consulting services, capacity building and project implementation support (IDA US\$24.5 million).** This subcomponent will finance (a) consultancies to support activities' preparation and implementation and project implementation support and (b) technical support and capacity building on structural and operational reform and (c) provide support to EEU specifically for structural and operational reform-related technical assistance as well as institutional capacity building. Institutional capacity building also covers project management, contract administration, procurement, and environmental and social risk management.

**Component 2: Transmission Network Strengthening and Modernization (estimated US\$311 million, of which IDA US\$281 million and counterpart funding US\$30 million).** This component consists of three subcomponents:

- **Subcomponent 2.1: Transmission Network Strengthening (IDA US\$242 million; counterpart funding US\$30 million).** This subcomponent will construct 14 new transmission lines and substations to strengthen and expand the capacity of the transmission grid. Investments selected under this subcomponent form a part of the least cost transmission expansion study conducted by EEP.
- **Subcomponent 2.2: Transmission System Modernization (IDA US\$17 million).** This subcomponent will also support grid modernization by addressing frequent system-wide instability and outages due to inadequate response from primary, secondary, and tertiary frequency control systems.
- **Subcomponent 2.3: Consulting services, capacity building and project implementation support (IDA US\$22 million).** This subcomponent will finance (a) consultancies to assist in activities' preparation and implementation and project implementation support and (b) technical support and capacity building on structural and operational reform. EEP will engage consultancy firms for required assistance during preparation and implementation of project activities. In addition, the subcomponent will provide implementation support to the implementing agency including monitoring, environmental and social compliance, annual audits, training, and operating costs.
- **Component 3: Upstream Geothermal Site Preparation (estimated at US\$60.63 million, of which IDA US\$52.6 million, and counterpart fund US\$8 million).** This component will enable geothermal development by preparing upstream sites. It will finance drilling and resource establishment at multiple locations in preparation for downstream development of a geothermal power generation program. subcomponent 3 will rehabilitate and deploy existing drilling rigs owned by EEP, purchased under the Geothermal Sector Development Project (GSDP, P133613) to further establish geothermal resources at two or more locations that will be agreed during project implementation. The downstream development of identified geothermal power may be financed by the private sector under a competitive selection process under the legal framework of the 2018 PPP

Proclamation and applying international good practices in brine management to minimize risk to surface and groundwater resources.

**Component 4: Technical Assistance and Capacity Building at PEA (IDA: US\$5 million).** This component will provide technical assistance and institutional capacity strengthening support to enable the Petroleum and Energy Authority (PEA) to effectively discharge its mandates and achieve its medium-term strategic plan. This will include analytical outputs, trainings, tools, and other services to address gaps in regulatory capacity for meeting its most important reform-related mandates. Such mandates include review, approval, and enforcement of multiyear tariff trajectory, intermediate tariff adjustments, licenses for various activities, Power Purchase Agreements (PPAs) with IPPs, investment plans that adequately factor in resilience considerations, technical standards (including grid code) that reflect Ethiopia’s vulnerability to climate change, environmental and social risk management, etc.

The consultations and stakeholder engagement activities will also consider TA related to sector reform and planning and service policies including tariffs. This may require specific meetings with vulnerable groups in addition to general community consultations.

PRIME-1 Project is being prepared under the World Bank’s Environment and Social Framework (ESF). Per Environmental and Social Standard ESS10 on Stakeholder Engagement and Information Disclosure, the implementing agencies, i.e., EEP and EEU shall provide stakeholders with timely, relevant, understandable, and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination, or intimidation.

## **2. Objective of PRIME-1 SEP**

The overall objective of this PRIME-1 SEP is to define a program for stakeholder engagement, including public information disclosure and consultation during the defined PRIME-1 activities preparation, implementation and monitoring period. The SEP outlines the ways in which EEP & EEU team: (i) has engaged with stakeholders during preparation (section 4.1) and incorporated their views; and (ii) will communicate with stakeholders going forward. The SEP includes a mechanism by which people can raise concerns, provide feedback, or make complaints about activities through the PRIME-1 funding, which includes the preparation of ESF instruments such as ESMF, SA, RF, ESIA, ESMPs, RPs and other relevant documents, participate in project design and site selection as well as providing inputs on TA Component of the project.

The Key Objectives of the SEP can be summarised as follows:

- Understand the stakeholder engagement requirements of the country legislation.
- Provide guidance for stakeholder engagement such that it meets the standards of International Best Practice.
- Identify key stakeholders that are affected, and/or able to influence the Project and its activities.
- Identify the most effective methods, timing, and structures through which to share Project information, and to ensure regular, accessible, transparent, and appropriate consultation.
- Develops a stakeholders engagement process that provides stakeholders with an opportunity to engage in Project planning and design and its implementation, including E&S risks/impacts identification and designing mitigation measures.
- Establish formal grievance/resolution mechanisms.



- Define roles and responsibilities for the implementation of the SEP.
- Define reporting and monitoring measures to ensure the effectiveness of the SEP and periodical reviews of the SEP based on findings.

### 3. Stakeholder Identification and Analysis

In order to develop an effective SEP, it is necessary to determine who the stakeholders are, for PRIME-1. Stakeholders could be individuals or, groups of individuals or, organizations who will be affected by or will affect a policy, a Project, or service. In short, a stakeholder is any entity with a stake in a policy, a Project or service. In this case, the PRIME-1, and implementation and outcomes thereof are what affects other people and organizations or will be affected by them. Therefore, the first crucial step for this PRIME-1 is to identify stakeholders that are affected by and/or have influence over PRIME’s current and future operations and outcomes.

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

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

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

**Table 3-1 : Summary of PRIME-1 Stakeholders**

Stakeholder Group	Stakeholder
<b>Local Community / Affected parties</b>	Project Affected Persons (PAPs), their community organizations and representatives. The members of Project Affected Communities (PACs) constitute primary stakeholders because they are communities and individuals/households whose lives and livelihoods or well-being are directly affected by PRIME-1 implementation. They include: <ul style="list-style-type: none"> <li>• Project beneficiaries</li> <li>• Vulnerable groups including small ethnic communities including HUCs, the elderly, the disabled persons, pregnant women, single mothers, the elderly, the illiterate and extremely poor, etc.</li> <li>• Small businesses, farmers’ groups, <b>and local organizations</b> to be identified during the consultation activities.</li> </ul>

Stakeholder Group	Stakeholder
Interested Parties	<p>Stakeholders who may have interest in and or influence realization of the Project are too many to list and discuss them. Some of the most important entities with direct relevance to the Project include:</p> <ul style="list-style-type: none"> <li>• Environmental Protection Authority (EPA)</li> <li>• Project financiers (WB), international development agencies</li> <li>• Global civic organizations such as human rights and environmental groups. Arising from their legitimate responsibility to represent the voiceless (marginalized groups and the environment for example), they have considerable influence over the way large-scale infrastructure development Projects are carried out.</li> <li>• Cultural Heritage and Tourism Development Agency</li> <li>• Ministry of Health (MoH)</li> <li>• Wildlife Conservation Authority Rural and Land Use Administration Office</li> <li>• Women Youth and Social Affairs Office</li> <li>• Justice and Security Office</li> <li>• The offices dealing with pastoralist development affairs.</li> <li>• EEP and EEU at head office, regional and district/town level, and other concerned offices.</li> <li>• Independent Power Producers (IPPs) and their organizations</li> <li>• Local and international Civil society organization and NGOs on the national and local levels that pursue environmental and socio-economic interests like Bird-Life International/ Ethiopian Wildlife and Natural History Society (EWNHS), CSOs representing women, youth and other vulnerable groups.</li> <li>• Residents of the other rural settlements within the Project area of influence that can benefit from employment and training opportunities stemming from the Project.</li> <li>• Media outlets include national (EBC) and regional Television Channels, local and national FM Radio Stations, private and public print media including daily and weekly newspapers, magazine and other publications, the internet, etc.</li> <li>• Labor unions, etc. construction and supplier organizations</li> <li>• HUC organizations and authorities</li> </ul>
Disadvantaged/vulnerable individuals or groups.	<p>Disadvantaged or vulnerable individuals or groups, who often do not have a voice to express their concerns or understand the impacts (their special needs, aspirations, and better use of project benefits) of a Project includes:</p> <ul style="list-style-type: none"> <li>• Women, <b>ethnic</b> minorities including HUCs, migrants, single women-headed households and widows, elderly and disabled women who are dependent on children.</li> <li>• Youths and elderly</li> <li>• People with physical and mental disabilities</li> </ul>
Historically Underserved	<p>Make-a separate stakeholder for the following reasons:</p> <ul style="list-style-type: none"> <li>• HUCs have identities and aspirations that are distinct from mainstream groups in national societies.</li> <li>• HUCs are inextricably linked to the land on which they live and the natural resources on which they depend. They are therefore particularly vulnerable if their land and resources are affected due to Project related land acquisition</li> </ul>

Stakeholder Group	Stakeholder
Communities (HUCs) <sup>1</sup>	<p>and/or land use.</p> <ul style="list-style-type: none"> <li>• Often HUCs are disadvantaged by traditional models of development.</li> <li>• Their economic, social, and legal status frequently limits their capacity to defend their rights to, and interests in, land, territories, and natural and cultural resources.</li> <li>• Their ability to participate in and benefit from development Project is restricted for the same reasons just stated.</li> </ul> <p>Therefore, HUCs need a specific strategy of engagement in addition to access to broader Project fora.</p>

For the purposes of effective and tailored engagement, the key stakeholders for this PRIME-1 include those individuals, communities, groups, and public-sector agencies that will be affected by or have interest in the PRIME-1 activities.

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

## 4. Stakeholder Engagement Program

### 4.1 Summary of Previous Stakeholder Engagement Activities

EEP and EEU have conducted initial engagement with stakeholders for the project preparation as well as introduction of the project and its components. In addition, consultations have been done with relevant stakeholders for the preparation of ESIA, ESMF, SA, etc., and specific meeting dates and content of meetings held are presented in Table 4-1 below. Key issues and further responses of project proponents raised during these consultations will be communicated in future stakeholder engagement activities, as relevant and appropriate. The project will also conduct successive consultations and receive feedback on various aspects of the project from the targeted project stakeholders, vulnerable and disadvantaged groups and the general public and integrate the results and concerns into the project ongoing planning and review cycle.

**Table 4-1: Summary of consultations with stakeholders**

Project Name	Place/Towns	Date	No. of participant	Key Issues Discussed and Responses Provided by the Team
<b>Injibara 230 kV Transmission Line and Substation Project</b>	Injibara Woreda and Kebele/ Community level	November, 2023	72	<p>During ESIA preparation for PRIME-1, the study team briefed the overall Project’s benefits and impact, nature, the size of required land and creation of job opportunities for the local community. As a result of the meetings, the community gained awareness about the project and its potential benefits and adverse impacts.</p> <p>The consultation participants, in general confirmed to support the Project and will perform their part for the Project to be fruitful. They also raised some issues which are the current electric power problem in the area and the Project may benefit the farmers, in this regard. Often projects are late after people relocated and thus creates grievances. Compensation and rehabilitation of Project-affected households, job opportunity for youths are the other concerns raised by participants.</p> <p>As a response by the study team, the project aims to provide an electricity for Injibara and surrounding Kebeles. The affected properties will be compensated in accordance with the national Proclamation and Regulations for the “Expropriation of Land Holdings for Public Purpose and Payment of Compensation”, Proclamation No. 1161/2019 and Regulation No. 472/2020, and as per the requirements of ESS5, as it shall be stipulated in the Resettlement Plans (RPs) to be prepared for PRIME-1 Project As much as possible, implementing agencies and contractors shall be committed to avail job opportunities (often unskilled labor) for local residents. Moreover, it has been notified that project activities and their implementation schedule shall be disclosed to communities on timely basis.</p>

Project Name	Place/Towns	Date	No. of participant	Key Issues Discussed and Responses Provided by the Team
				<p>The primary sources of fuel wood are trees and bushes from own holdings also purchase from others. Most of them residing in the city area use electric for lighting. For most people residing in the rural area solar is the primary light contributor.</p>
<p><b>Woliso 230 kV Transmission Line and Substation Project</b></p>	<p>Woliso woreda and Kebele/Community</p>	<p>October 2023</p>	<p>5 different public and stakeholder consultations; 2 public consultations; 2 Kebele &amp; Woreda officials; 1 with NGO. About 41 people in total.</p>	<p>The study team presents the Project benefit including positive and negative impacts and Project related issues for the stakeholders.</p> <p>The participants said that We support the Project as it is important for power generations. They raised job opportunity for the community, land is the basic asset I transferred from father to son. The Project shall cover sufficient compensation payment and the community has higher need, the Project provide electric supply for us or not? Some of the major land related issues raised during consultations were:</p> <ul style="list-style-type: none"> <li>➤ The need to arrange equivalent or better replacement for the assets lost such as land, trees and other natural resources that will be taken for the project.</li> <li>➤ Regarding compensation, community consultation is necessary in the planning and implementation of the project.</li> <li>➤ The need to consider relocation and livelihoods options for PAPs.</li> </ul> <p>The team explained that project shall avoid any operation which leads to large scale displacement. The Proclamation No. 1161/2019 and the regulation No. 472/2020 and the requirements of ESS5 shall be used to limit and mitigate/compensate land related matters of the project. Commencement of construction works of the proposed SS &amp; TML activities of the project attract large number of workforces &amp; could also create market opportunities for existing business as well as create opportunity for the establishment of new businesses in the area. The project will also play a positive role in by providing reliable and adequate power supply to the Woreda service providing institutions, including health, education, market, etc.</p>

Project Name	Place/Towns	Date	No. of participant	Key Issues Discussed and Responses Provided by the Team
<b>Durame 132 kV Transmission Line and Substation Project</b>	Durame town administration level and Kebele/community	July 20 - 22/2023	34	<p>The team described about overall view of the Project including positive and negative impacts and mitigation and enhancement measures for the stakeholder at administration and community level.</p> <p>All participants showed positive attitude towards the implementation of the Project. They raised several economic effects due to power problem in the town, the creation of job opportunity for the youth, burden, and maternal death of women due to power interruption and compensation issues.</p> <p>The team made clarification to the participants; the Project will solve the raised problems due to power in the area and will create job opportunity and give priority for the local community, regarding affected assets and other properties, EEP will compensate according to the country's proclamation and regulation as well as the requirements of ESS5.</p>
<b>Hawasa - Shashemene 132/230 kV Transmission Line and Substation Project</b>	Shashemene city administration and Hawassa Town	June, 2023	75	<p>The team provided information to all Stakeholders about the Project objectives, activities, impacts and possible enhancement and mitigation measures.</p> <p>The consultation participants said that the Project will create job opportunities to unemployed persons and will solve the recurrent interruption of the electric power problem in the town.</p> <p>The participants confirm that they have received sufficient information about the Project and have positive attitude towards the implementation of the Project.</p> <p>The team concluding and gave a response to the participant: During construction period, the Project may affect some of an individual and organization properties. Hence, based on proclamation and regulation of payments of compensation for Project affected properties as well as the requirements of ESS5, EEP shall pay the required amounts of payment of compensation for all eligible persons or organizations. The Project will create job opportunity for the local community (mainly unskilled labor) and will solve the recurrent interruption of the electric power in the area.</p>

Project Name	Place/Towns	Date	No. of participant	Key Issues Discussed and Responses Provided by the Team
<b>Bensa Daye 132kV Transmission Line and Substation Project</b>	Sidama Region, Teticha, Hula, Bensa Daye, and Bona Zuriya Woreda, community level	October 30- November 15, 2023	64	<p>The coming of the Project is very important for our Sidama region. We are pleased with this Project, and we support it. We take the Project as a good opportunity to ensure our local development efforts. It creates job opportunities, alleviates electric problems, it helps us to avoid power shortage and power interruption, or voltage drop, will improve the region health and educational service delivery systems and also it creates electric access to the industries and other institutions. The participants were also raised the adverse impact of the Project, as it may dislocate dwelling houses, farmlands, growing perennial crops and grazing areas. Participants suggested fair payment of compensation, flood management measures, priority on job opportunity for local youth, on time payment of compensation and proper registration of affected properties.</p> <p>The study team made clarification and concluding remarks, all affected assets and other properties will be paid based on the country's proclamation and regulation and ESS5. The valuation of the compensation and implementation of the regulation is Woreda's mandate. Flood and health &amp; safety matters during construction period will be addressed by Environmental management plans. Vulnerable households will be given special assistance during resettlement operations of the Project.</p>
<b>Jimma II- Limu Genet 132kV Transmission Line and Substation Project</b>	Limu Genet Town, Limu Kossa woreda, Mana Woreda, Jimma Town	24-26 August, 2023	26	<p>Briefing about the Project's benefit and impact, nature, size required resources including land and related activities by the team and all participants of the consultations have positive attitude towards the Project its benefit (power supply, Job priority, better income...) The community challenge because of power interruption like maternal death, lack development, unemployment and compensation and resettlement issues discussed. The team gave a response briefly about the above and other issues and including compensation proclamation no.1161/2019 and regulation no. 472/2020 of compensation as well as the requirements of ESS5.</p>

Project Name	Place/Towns	Date	No. of participant	Key Issues Discussed and Responses Provided by the Team
<b>Haromaya – Cheleko 132 kV Transmission Line and Substation Project</b>	Haromaya, Kersa, Meta woredas	June 9 July, 2023	38	<p>The team provided information to all participants about the Project objectives, activities, impacts and possible enhancement and mitigation measures. Participants revealed positive attitude towards the implementation of the Project, during construction period, if job opportunities should be provided to unemployed persons currently existing in their community administration area. Moreover, compensation for the eligible persons or institutions to be effected before the start of construction activities. They said we have GBV service providers that are accessible in their area (i.e., The Woreda/District/ Women and Youth/Office). The team recommended and clarified that unnecessary cut of trees shall be avoided if tree removed it is better re-plants instead of the lost once. Compensation for Project affected assets shall be carried out before construction works of the Project as per proclamation no.1161/2019 and regulation no. 472/2020 as well as per requirements of ESS5; and job opportunity for the local community will be appropriately planned and implemented.</p>
<b>Ficha – Aleme Ketema 132 kV Transmission Line and Substation Project</b>	Kuye, Degem, Girar Jarso, D/Libanos and Wuchale	March, 2023	67	<p>Provision of information to all participant of Stakeholders about the Project objectives, activities, impacts and possible enhancement and mitigation measures, stakeholder’s awareness and attitude towards the Project by the team.</p> <p>All members of the consultations confirm that, they have got sufficient information &amp; clarification from the study Team about the Project and have positive attitude towards the implementation of the Project. They suggested that our area has insufficient electric power supply. Hence, it is recommended to start the construction work of Project as soon as possible.</p> <p>The Project creates an access for electrified kebeles within our own woreda.</p>



Project Name	Place/Towns	Date	No. of participant	Key Issues Discussed and Responses Provided by the Team
<b>Arsi – Robe 132 kV Transmission Line and Substation Project</b>	Asela, Arisi Robe, Deksis Woeda, Lode Hitosa Woeda, Hitosa Woeda, Tiyo Woeda and Asela city administration Woreda.	August, 2023	61	Project will enhance access to electricity and socio-economic development. During implementation of the Project, it may produce minor negative environmental and social impacts such as dust emission, noise pollution, soil erosion, and deforestation, land acquisition, although appropriate mitigation measures will be taken. The proposed Project has garnered positive feedback from the Project's affected woreda officials and stakeholders. However, they are concerned about people crossing the right-of-way along transmission lines, conflict connected to land and lack of sufficient electric power in the Project area. The team has provided clarification and told some mitigation steps to be implemented prior to the Project's execution, which include compensation as per national legal requirements and ESS5 and an environmental & social management plan shall be developed against the specific project impacts in the target locations.
<b>PRIME-1 (Country level)</b>	Oromia regional office Addis Ababa	November 2023	9	The Project objectives, activities, impacts, and possible enhancement and mitigation measures; Stakeholder's awareness and attitude towards the Project including the purpose of the Project presented by the team. The consulted participants accepted the Project and they suggested that, before Project implementation, ESIA and RP should be prepared and all stakeholders to be consulted at woreda, Kebele and community levels and compensation payment for affected assets shall be implemented. The team responded that ESIA, RPs and other necessary documents shall be developed before the Project implementation and consultation is mandatory and continuous process for all concerned stakeholders. In communities designated as HUCs, as required, FPIC procedure will be employed. Compensation shall be implemented according to Proclamation no.1161/2019 and regulation no. 472/2020 as well as per requirements of ESS5 for the affected properties.
<b>Alalobad Geothermal Project</b>	Afar Reginal state, Dubti woreda, Ayfolaf & Gebelatu, Gurumudale Kebeles	20-23, 2023	56 local leaders, gov. administration and community	The participant raised and recommended that, we support the Project, work because the Project reduces the electric challenge of the area. The grass land in the area is used as medicinal purpose for the community and animals and serves as animal food. However, the project will consider and will give as better area and also compensation for any displacement to happen. The other points raised by the community include additional benefit from the Project which are water supply, Schools, Health Posts for the local community. The team responded that for those requested additional community demands, it will be raised at EEP Management to be considered as part of Social Development Plans.

Project Name	Place/Towns	Date	No. of participant	Key Issues Discussed and Responses Provided by the Team
<b>Amhara Regional State</b>	Bechena, Denbecha, Mekane selam , Bure, Dangila, Debark, Finote selam, Gendewuha, Kossober, Metema Yohanis, Arerti, Ataye, Shewa Robit, Kemise, Hayiq, Lalibela, Sekota, Debre tabor, & Wereta towns administration level relevant offices & communities.	2022-2023	140 personal each town	<ul style="list-style-type: none"> <li>▪ Meetings with each town Mayor Office, different Social Committees; and also Town Water and energy, Environmental, Education, Women &amp; Children, Economic development &amp; Plan offices</li> <li>▪ Focus on objectives of Distribution Network Rehabilitations Project activity, grievances Redress Mechanism; Stakeholder Engagement Plan; mitigation and response to ESA; Health and safety impacts; Waste Management etc.</li> <li>▪ Participants believe that it is necessary to implement the Project and through involvement and participation of local community, clan leaders, to manage any adverse impacts and issues likely to arise in relation to the implementation of the proposed Project.</li> <li>▪ All participant expressed positive attitude towards the implementation of the Project.</li> <li>▪ There is electric power problem in the area, thus, the proposed Project will solve the recurrent interruption of the electric power.</li> <li>▪ Create job opportunities to unemployed persons.</li> </ul>
<b>Oromiya Regional State</b>	Holeta, Fitcha, Legetafo, Weliso, Shambu, Agaro, Chiro, Deder, Haromaya, Batu, Bulehora, Ginir, Negele borena, Robe, Yabello, Bedele, Metu, Gimbi, & Dembi dolo towns administration level relevant offices & communities.			
<b>SNNP Regional State</b>	Alaba, Arbaminch, Butajira, Butajira, Durame, Endiber, Lera, Welkite, & Werabe towns administration level relevant offices & communities.			
<b>Tigray Regional State</b>	Abi adi, Adigrat, Adigudom, Adwa, Alamata, Axum, Mehoni, & Shire towns administration level relevant offices & communities.			

Project Name	Place/Towns	Date	No. of participant	Key Issues Discussed and Responses Provided by the Team
Hareri, Afar & Somali Regional State	Dire tiyara, A wash Arba, Awashsebat kilo, Hartishek, Kebribeyah, Shinilee & Togochale towns administration level relevant offices & communities.			
<b>Gambella &amp; Benishangul Regional State</b>	Meti, Dima, Gambela, Bambasi, Gilgel beles, & Pawi towns administration level			
<b>Sidama Southwest Ethiopia</b>	Aleta wendo, Yirgalem, Sawula, Bonga & Tepi towns' administration level relevant offices & communities.			

## **4.2 Summary of Project Stakeholder Needs and Methods, Tools and Techniques for Stakeholder Engagement**

This SEP seeks to contribute to a coordinated and continued engagement of relevant role players as well as affected persons and interested parties throughout PRIME-1 activities implementation by EEP and EEU. The purpose of this stakeholder engagement plan is to outline the engagement of stakeholders of the PRIME-1 Project Project activities to ensure that they understand the Project benefits as well as social and environmental risks and mitigation measures. It will enable stakeholders to provide their feedback and input into the preparation of various risk mitigation instruments, including ESIA, RP, ESMF, SA, RF and capacity assessments, obtaining inputs to the Technical Assistance Component of the project on sector reform, tariffs, and other policies, as well as any other studies and activities to be implemented through the PRIME-1 Projects.

This SEP describes the nature of the anticipated stakeholders as well as their information requirements, and methods of their engagement during PRIME-1 Project activities.

The development of the SEP has been guided by the requirements of the World Bank's Environmental and Social Standard 10 (ESS 10) on stakeholder engagement and information disclosure and Ethiopian legal requirements. The standard highlights that the nature and level of stakeholder engagement shall be commensurate with the level of the risks and impacts anticipated in the PRIME-1 Project activities.

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

As described in earlier sections of this SEP, HUCs may be particularly vulnerable to the loss of, alienation from, or exploitation of their land and access to natural and cultural resources. In recognition of this vulnerability, in addition to the General Requirements set out in ESSs 1 and 10, the Project implementing agencies (EEP & EEU) will obtain the Free, Prior, and Informed Consent (FPIC) of the affected HUCs in circumstances in which PRIME-1 Project will:

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

## **4.3 Communities Included Within the FPIC Process**

Under PRIME 1 project, Component 3: Geothermal investments, EEP has identified two sites Tendaho-Alalobad and Aluto- Bobessa. For the former, based on the results of surface exploration and the results of the current drilling in the later site, the project may drill up to eight exploration wells to identify the sites' resource potential. Once their resource potential is established, the identified sites could be developed for full-fledged power generation at a later phase either by the private sector or by EEP. In this

regard, the project also includes the preparation of pre-feasibility study reports for each site to demonstrate the existence of economically viable resources to attract private investment.

Tendaho-Alalobad is situated in Afar regional State (designated as HUC), where the project activities in the site will: (a) restrict local communities' access to natural resources subject to traditional ownership or under customary use or occupation; (b) involves acquisition of communal land. Therefore, the inclusion of the FPIC process is delimited to those communities living around Tendaho-Alalobad geothermal development site and will be directly affected due to the undertaking of the proposed project component activities. The scoping of the FPIC communities is based on the actual social groups (clan and sub-clan structures) using the natural resources instead of the overall settlements/villages (see section 4.5 for the FPIC principles and steps to be followed). The scope of application of FPIC will be determined on a case-by-case basis, noting the case(s) identified to date.

More comprehensive list of stakeholders will be included and prior to and during implementation of the PRIME-1 Project activities. Stakeholder engagement plan will be further refined and adopted as the PRIME-1 Project is implemented.

The Stakeholder Engagement Plan below outlines the engagement process, methods, including sequencing, topics of consultations and target stakeholders. The World Bank and the Borrower do not tolerate reprisals and retaliation against project stakeholders who share their views about Bank-financed projects.

**Table 4-2: SEP Summary**

Project stage	Target stakeholders	Topic of consultation / message	Method used	Responsibilities	Frequency/Timeline
<p><b>Planning/ Preparation Phase:</b> Disclose relevant project information to stakeholders and solicit their inputs/feedback into ESMF, ESIA, RPs, ESCP, SEP, RF, SA, ESMPs for sub-projects &amp; other plans in project target sites. Stakeholders shall also participate in project design and site selection as well as providing inputs on TA Component of the project.</p>	<p>Stakeholder of all levels, including PAPs, VDGs, HUCs (in culturally appropriate manner and obtaining FPIC as required), concerned Government bodies (at Federal, Regional, Zonal, Woreda &amp; Kebele levels).</p>	<p>Dissemination of PRIME-1 Project details, including possible E&amp;S impacts (+/-) and mitigation measures, land acquisition &amp; resettlement/ LRP, separate consultations with HUCs, GRM &amp; Information Disclosure, including PRIME-1 E&amp;S instruments.</p>	<p>Dissemination of written Project Information and notice boards, Radio, public &amp; stakeholder meetings, FGDs, one-on-one interviews, Household survey, site visits, use of social Media (Facebook, Telegram), leaflets, posters, flyers &amp; EEU/EEP website information.</p>	<p>EEU, EEP PIUs, E&amp;S staff, E&amp;S focal persons, &amp; consultants to be engaged in the E&amp;S assessments.</p>	<p>PRIME-1 at project design &amp; preparation period.</p>
<p><b>Pre-implementation Phase:</b> Consolidate SE activities to prepare stakeholders for construction phase. Present Construction Contractor ESMPs &amp; related plans.</p>	<p>Stakeholder of all levels, including PAPs, VDGs, HUCs (FPIC as required) &amp; concerned Government bodies (at Federal, Regional, Zonal, Woreda &amp; Kebele levels).</p>	<p>Increase the frequency and intensity of ongoing consultations related to E&amp;S instruments participate in project design and site selection. Present ESMPs, ESCP, &amp; other E&amp;S plans to construction contractors for comments &amp; feedback. Project updates including construction activities, Construction Management Plans, SE activities &amp; required responsibilities including GRM. Construction permits &amp;</p>	<p>Local consultative meetings with PAPs, one-on-one interviews, HH survey, site visit, FGDs particularly with VDGs &amp; HUCs (FPIC, as required). Stakeholder meetings with gov. bodies &amp; partners. Written Project Information papers &amp; documents, email communications. Community/ stakeholder awareness training/ sensitization events &amp; workshops. Use of social media, posters, notice boards &amp; EEU/EEP websites.</p>	<p>EEU, EEP PIUs, E&amp;S staff, E&amp;S focal persons, E&amp;S consultants &amp; contractors.</p>	<p>At least once a month or as &amp; when required.</p>

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

			websites, email communications. GRM Logbooks.		
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#### **4.4 Proposed Strategy to Incorporate the Views of Vulnerable Groups**

The EEU & EEP, Project Coordinator, Social and Environment staff and consultants will ensure that vulnerable groups are participating in consultative processes and that their voices are not ignored during PRIME-1 activities preparation and implementation, including site selection, design and alternative assessments particularly during ESMF, RF, SA, SEP, ESIA, RPs preparations and other Project related assessments and E&S instruments, and also in TA related to sector reform and planning and service policies including tariffs. This may require specific meetings with vulnerable groups in addition to general community consultations. Often, women may be more outspoken in women-only consultation meetings than in general community meetings. Further, it is important to rely on other consultation methods as well, which do not require physical presence in meetings, such as social media, radio broadcasting, virtual/ online meetings, etc.. The findings from the initial E&S instruments preparation will inform the design of the respective Project components of PRIME-1 Project.

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

The principle of inclusiveness will guide the stakeholder engagements, particularly with respect to vulnerable individuals and groups. In cases where vulnerable status may lead to people's reluctance or physical incapacity to participate in large-scale community meetings, the Project will hold separate small group discussions with them at an easily accessible venue. This way, the Project will reach out to groups who, under normal circumstances, may be insufficiently represented at general community gatherings. Some strategies to be adopted (as appropriate) to reach out to these groups under PRIME-1 Project will include:

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

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

**Table 4-3: Vulnerable Groups and Proposed Technique for Consultation**

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

#### 4.5 FPIC - Principles and Steps

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

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

#### **Steps to be followed on PRIME 1 FPIC Procedure**

- Selection of FPIC Facilitators (CSOs, NGOs, Academia)
- Project Disclosure of the necessary PRIME 1 project ESRM instruments to affected communities (what the project is, project timeline, risks/mitigation measures, next steps)
- First Round of Consultations with each Project Affected Community (introduction of FPIC process, selection of community representatives to community advisory council; discussion of community priorities/concerns/desired benefits)
- First Communities Advisory Council Meeting (explanation on the role of Advisory Council, discussion on how consent would be determined, prioritization of collective community priorities/concerns/desired benefits, selection of Working Group to co-develop the Social Development Plan draft and related documents, capacity-building as necessary)
- First Meeting of Working Group (discussion on Social Development Plan and role of Advisory Council)
- Preparation of First Draft of Social Development Plan
- Second Communities Advisory Council Meeting (review of community Social Development Plan discussions, decision of Consent Process Agreement, discussion of other project documents)
- Second Meeting of Working Group (formulating outline of other project ESRM related documents, refining of Social Development Plan)
- Preparation of Second Draft Social Development Plan
- Third Round of Consultations (discussion of Second Draft of the Social Development Plan and other documents)
- Preparation of Third Draft of Social Development Plan and other documents
- Third Working Group Meeting (finalizing the Social Development Plan and other documents for consent decision)
- Third Communities Advisory Council Meeting (decision-making on Consent Set of Documents)
- Culturally Appropriate Celebration on Achieving FPIC /or/ Return for a Fourth Round of Consultations / or / Turn to External Facilitation.

## **4.6 Proposed Strategy for Information Disclosure**

EEP & EEU will disclose the Project information to allow stakeholders understand the risks and impacts of the PRIME-1 Project and Sub-project activities including TA, and potential opportunities. EEP's & EEU's Social and environment experts assigned from its ESHS departments will engage with and provide sufficient information to stakeholders throughout the life cycle of the PRIME-1 Project implementation period, in a manner appropriate to the nature of their interests and the potential environmental and social risks and impacts of the Project.

The Project information will be disclosed through emails, official letters, EEP & EEU website and social media platforms (Telegram, Facebook, Instagram, etc.), TV, Radio, and Newspapers in relevant local languages and in a manner that is accessible and culturally appropriate, taking into account any specific needs of groups that may be differentially or disproportionately affected by the Project's PRIME-1 arrangement or groups of the population with specific information needs.

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

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

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

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

The above public consultation and disclosure strategy will be updated to meet the needs encountered in the field by the E&S Risk Management staff at EEP & EEU (to be assigned from the ESHS departments).

## **5. Resources and Responsibilities for Implementing Stakeholder Engagement**

### **5.1 Implementation Arrangements and Resources**

The overall coordination and resource allocation for implementation of this SE Plan will be the responsibility of EEP & EEU. The E&S team may provide some high-level supervision, guidance and technical support to the implementation of engagement and disclosure activities at the Project level, but it cannot directly implement them due to Project level engagement and disclosure activities are not only

diverse, multiple and geographically disperse, but they are also permanent in nature requiring day to day management and close supervision. This means that EEP & EEU PIUs would be required - at the Project level - to implement activities of this SEP. Whenever needed, depending on the demands of the engagement activities EEP & EEU E&S experts can also invite other staff of the PIU in order to successfully implement Stakeholder Engagement activities of PRIME-1 Project.

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

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

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

EEP staffing of the Teams will be as follows ( component 2&3):

1. South-Ethiopia PTP: Senior Environmentalist (1), Senior Sociologist (1) and OHS Expert (1),
2. East Ethiopia PTP: Senior Environmentalist (1), Senior Sociologist (1) & OHS Expert (1),
3. N/West Ethiopia PTP: Senior Environmentalist (1), Senior Sociologist (1) & OHS Expert (1),
4. C/N/East Ethiopia PTP: Senior Environmentalist (1), Senior Sociologist (1) & OHS Expert (1),
5. West Ethiopia PTP: Senior Environmentalist (1), Senior Sociologist (1) & OHS Expert (1), and
6. GR Establishment Project: Senior Environmentalist (2), Senior Sociologist (2) & OHS Expert (2)
7. GBV specialist at center of ESHS department (1)

EEU staffing of the Teams will be as follows (Component 1):

1. Environmental Specialists (2)
2. Social Specialists (2)
3. Occupational Health and Safety (OHS) Specialists (2)
4. Gender and Sexual Exploitation and Abuse (SEA/SH) Specialist (1)

In terms of personnel, the implementation of various components of this SEP (information disclosure, consultation, participation, grievance management, documentation, and monitoring) will be implemented by the E&S experts, when necessary, the E&S experts can invite other experts. Budget for implementation of engagement activities will be included in the financial plan of the Project. According

to the component activity, the budget is intended to be allocated annually based on the specific engagement activities planned to be conducted in the year.

The stakeholder engagement activities will fulfill part of the commitments laid out in the PRIME-1 Environmental and Social Commitment Plan (ESCP). EEP and EEU shall allocate the necessary human resource and adequate budget for the stakeholder engagement and disclosure activities including, but not limited to, regular stakeholder consultations to maintain good relationships and provide update on the project progress, communication campaigns, training and workshops, monitoring community attitudes, functioning of the GRM, beneficiary satisfaction surveys, material production and distributions, etc. The project will ensure the respective EEP and EEU management are committed to the planned SEP activities and ESCP commitments.

## **6. Grievance Redress Mechanism (GRM)**

Prior to commencing the works of PRIME-1 activities, EEP& EEU has to complete identifying and addressing key social and environmental issues that may arise as a result of realization of this Project. At the Project level, particularly during implementation, very often, there will be grievances of one sort or another. Hence, the need for a mechanism to address community grievances will always exist. Thus, EEP & EEU are required to establish a grievance management and reporting mechanism to receive and facilitate resolution of the affected communities' concerns and complaints about the Project's implementation in all aspects, including its environmental and social performance as well as to report to external stakeholders. It is also clear that grievance management is an integral part of the broader stakeholder engagement process which this SEP is all about. Therefore, EEP & EEU have developed Grievance Management Mechanisms for PRIME-1 Project.

The scope of the GRM for PRIME-1 will cover the deployment of personnel, contractors and experts/consultants to undertake planning, construction, policy reviews/reforms, institutional capacity assessment and strengthening services, E&S assessments, etc. It is therefore vital to establish a Grievance Redress Mechanism (GRM) that can address grievances in an efficient, timely, and cost-effective manner, that can arise from affected communities and other stakeholders during the PRIME -1 Project implementation , either due to actions by EEP&EEU or the assigned personnel, contractors and consultants, and processes and events resulting from Project activities. This PRIME-1 Project GRM sets out the steps to be taken to resolve grievances, the role of different staff members involved and timeframes to reach a decision on grievances.

EEP & EEU assigned Social expert, in collaboration with the Environmentalist at each PIU will monitor the grievance resolution process at the respective level, in coordination with EEU and EEP at the central level.

Grievances arising from Project preparation, development process and implementation and operation are generally associated with poor communication, inadequate or lack of consultation, inadequate flow of accurate information, GBV/SEA/SH/discrimination by gender, impacts on lands and other assets, livelihood or the environment, health, security and community relations issues, Project employment, or restrictions that may be imposed by PRIME-1 Projects or any other project related complaints/grievances/ issues shall be entertained by the GRM. Communities must be involved in awareness-raising and training concerning their rights and obligations; how to obtain legal advice and representation, and how to seek redress against what they regard as adverse impacts, improper compensation and/or unfair practices. Personnel/Consultants/service providers/contractors to be deployed by EEP & EEU shall get appropriate orientation, instruction and guidance in relation to the GRM developed for the PRIME-1

activities. Special attention shall be paid to disadvantaged, vulnerable groups, and Historically Underserved Communities within the Project activities sites and areas of influence, to ensure their engagement and access to the GRM .

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

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

### **6.1 Basic Grievance Management Process**

The assigned PRIME-1 Project Social Risk Management experts at EEP & EEU oversee the management and reporting of GRM related issues of the Project. The complaint, to be filed, should be related to the PRIME-1 activities implementation and management (EEP and EEU).

The grievance resolution process involves the following main steps:

- *Receipt of grievances:* anyone from the affected communities or believing to be affected by the Project can submit a grievance (written, verbal, telephone, etc. as chosen by the complainant). Anonymous complaints will also be accepted.
- *Registering the complaint:* the focal point (to be assigned at each subproject site) who received the complaint will use the GRM logbook for registering.
- *Referral and examination of complaints:* a GRM Committee shall be established at each PRIME-1 Project implementation site/ Kebele (comprising of members from EEP/ EEU, PAPs, elders, a representative from Woreda Women, Youth and Children Affairs office, etc.) who will examine the complaint, resolve, or refer.
- *Notifying the complainant:* the decision/solution/action by the grievance committee shall be communicated to the complainant, 8-15 days from receipt of the grievance).
- *Closing the complaint:* where the decision/solution of the complaint is accepted by the complainant, or the complaint is not related to the Project or any of its components, or the complaint is being heard by the judiciary, the complaint will be closed following the appropriate procedure as set out in Table 6-1 below.

**Table 6-1: PRIME-1 GRM Management Process**

Process	Description	Timeframe	Other Information
<b>Establishment of GRM Committees at Kebele/ Woreda/Town Level</b>	<ul style="list-style-type: none"> <li>GRM Committee will be established (with the involvement of PAPs, EEP &amp; EEU E&amp;S experts, local administrations and other relevant bodies) at the PRIME-1 Project activities site/ kebele level, comprising of members from local elders, beneficiaries (Women and Men), Woreda/ Kebele EEP&amp;EEU representative, Woreda Women Youth and children officer, or any relevant actor.</li> </ul>	Prior to the start of Project activities in the sites and continued throughout PRIME-1 implementation period.	Training will be provided to the GRM Committee and beneficiaries by EEP&EEU assigned experts and other relevant sector staff. Contact address of the responsible GRM personnel or committee member will be disclosed to stakeholders, Name, Telephone no., an Email address;
<b>Identification of grievance</b>	<ul style="list-style-type: none"> <li>Face to face; telephone; letter; mail; e-mail; website; recorded during public/community interaction; others.</li> <li>The grievance can also be passed through other parties, such as the Regional/Woreda level EEP&amp;EEU offices, if the public is more conversant with this unit.</li> </ul>	1 Day	
<b>Grievance assessed and logged</b>	<ul style="list-style-type: none"> <li>Significance assessed and grievance recorded or logged (i.e., in a logbook).</li> <li>Each site and EEP/EEU PIU to have a grievance record book where the grievances are recorded for follow up.</li> <li>Grievances concerning sexual exploitation and abuse/gender-based violence shall be treated as confidential and referred to service providers in accordance with the GBV Action Plan. Only the nature of the complaint and the processing outcome shall be recorded. For GBV/SEA/SH GRM management, see SEA/SH prevention and response action plan developed for PRIME-1).</li> </ul>	3-6 Days	Proposed significance criteria: Level 1 –one-off event. Level 2 – complaint is widespread or repeated. Level 3- any complaint (one-off or repeated) that indicates a breach of law/ policy, personal injury, community conflict or significant property damage
<b>Grievance is acknowledged</b>	<ul style="list-style-type: none"> <li>Acknowledgment of grievance through appropriate medium.</li> </ul>	3 Days	
<b>Development of response</b>	<ul style="list-style-type: none"> <li>Grievance assigned to the appropriate party for resolution.</li> <li>Response development with input from GRM Committee/relevant stakeholders, technical personnel.</li> </ul>	4-8 Days	
<b>Response signed off</b>	<ul style="list-style-type: none"> <li>Redress action approved internally</li> </ul>	8-15 Days	
<b>communication and acceptance of response</b>	<ul style="list-style-type: none"> <li>Proposed resolution communicated to the complainant and if agreed implementation commenced/completed.</li> </ul>	5-9 Days	



Process	Description	Timeframe	Other Information
<b>Implementation/closure</b>	<ul style="list-style-type: none"> <li>▪ Redress action implemented and update of progress communicated to complainant</li> <li>▪ Once completed, complainant sign off on satisfactory resolution</li> </ul>	Agreed timeframe	
<b>Report</b>	<ul style="list-style-type: none"> <li>▪ Communicate functioning outcome of the GRM to WB and other relevant parties within a defined E&amp;S Performance (ESP) reporting schedule.</li> </ul>	Quarterly, as part of the E&S Performance Report	Also reported as defined in the ESCP

## 6.2 World Bank Grievance Redress System (GRS)

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

## 7. Monitoring and Reporting

M&E of the stakeholder engagement process and outcome is considered essential to ensure that PRIME-1 (EEP & EEU for their respective Project activities) is able to respond to identified issues and adapt the schedule, nature and scope of engagement activities to make them more effective. Adherence to the following characteristics/commitments/activities will assist in achieving successful engagement:

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

Based on the defined reporting schedule, as stipulated in the ESCP of PRIME-1, the implementation performance of this SEP will be monitored and reported by EEP&EEU (ESHS departments) assigned E&S experts; framing against main indicators in place. Stakeholders will have the opportunity to indicate whether they are satisfied or not with the Project activities and the consultation and participation process and what needs to be changed in the SEP implementation process in order to make it more effective. They will be encouraged to provide feedback on PRIME-1 Project activities and the performance of personnel, contractors, service providers/ consultants to EEP & EEU to ensure a successful adaptive management approach.

Results of stakeholder engagements will be reported back (on monthly basis) to the affected communities, as well as the relevant local authorities. The main means for reporting will be through public meetings, notice boards, social media, radio, or any other tools that take account of culture, intergenerational, sex, etc. considerations. Furthermore, specific stakeholder engagement activity results, as conducted in support with specialists from other technical areas (e.g., specialist to be engaged

on Indigenous People issues/ consultation/ communication, energy sector specialist, health science specialist, etc.), will be reported to EEP & EEU. Meanwhile, the responsibility of reporting results back to the stakeholders will be with the EEP and EEU PIUs for PRIME-1 Project designated Social Risk Management / Development Specialists.

All stakeholder engagement meetings will have minutes, which will be recorded in the PRIME-1 Project stakeholder engagement database. In addition, the outcomes of the stakeholder engagement activities will be reported as part of the project’s quarterly E&S Performance Report and monitoring progress reports by all parties. If stakeholder feedback results in Project preparation changes that require an amendment to the PRIME-1 Project SEP and /or ESRM instruments, it can be included in said documents with their respective updates.

**Table 7-1: Key Performance Indicators for PRIME-1**

Engagement Phase/activities	Objective	Indicator
<b>Planning</b>	Share updates on PRIME-1 Project and stakeholder consultation and disclosure arrangements	Emails, letter, and other formal invitation for participation in the planning; number of meetings/ workshops/ site visits, etc. held, number of expected audiences reached/ participants attended. Number of actions taken in a timely manner in response to feedback received during consultation sessions with stakeholders.
<b>ESMF, SA, RF, ESIA &amp; RPs preparation</b>	Seeking information about Project impacts (for defined PRIME-1 Project components). Relevant Project related information provided.  Disclosure of ESMF, SA, RF, ESIA, & RPs, SEP and ESCP.	Number of consultations conducted with affected persons, communities, and other relevant stakeholders, with at least 20% women, vulnerable groups, etc. 100% of ESRM instruments disclosed on EEP&EEU websites and other mechanisms/ tools, prior to initiation of works.
<b>Project Implementation</b>	Information disclosure. GRM Awareness raising.	Number of grievances that have been (i) filed, (ii) resolved, (iii) closed, and (iv) number of responses that satisfied the complainants, disaggregated by category of grievance, gender, age and location of complainant.  Average time of complaint’s resolution process, disaggregated by gender of complainants and categories of complaints.  Number of communication materials developed and disseminated to beneficiaries.  Number of press materials published/broadcasted in the local, regional, and national media.  Assessments conducted on community attitudes and perceptions, in yearly basis.

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

### 7.1 Reporting Back to Stakeholder Groups

As necessary, this PRIME-1 Project SEP will be revised and updated in the course of PRIME-1 component implementation period to reflect stakeholders identified, any new Project activities, and the effectiveness of engagement or the need to improve it. As per the defined schedule in the ESCP, (i) summaries and internal reports on grievances, enquiries, and related incidents, together with the status of implementation of associated corrective/preventive actions, will be collated by EEP & EEU's Social expert assigned from its (ESHS department) and referred to the Project management at EEP & EEU. These summaries/ reports will provide a mechanism for assessing both the number and nature of complaints and requests for information, along with the Project's ability to address those in a timely and effective manner; (ii) reports on the implementation of all engagement activities in the SEP will be reported as part of the E&S performance reports, on quarterly basis

All stakeholder engagement meetings will have minutes, which will be stored in the PRIME-1 stakeholder engagement database; this will be to ensure that (i) there are records that can be referred to and that all views raised are taken into consideration, and (ii) commitments made are delivered upon. In addition, the outcomes of the stakeholder engagement activities with comments that have been considered will be reported in the Quarterly E&S Performance Report and inform the preparation of ESF instruments (mainly, ESMF, SA, RF, ESIA/ESMPs and RAPs for the proposed Project. Periodic and final reports (as set out in the ESCP) on stakeholder engagement under the PRIME-1 will be issued.