REPUBLIC OF THE GAMBIA

Ministry of Finance and Economic Affairs (MoFEA)

Contingent Emergency Response Project (CERP)

STAKEHOLDER ENGAGEMENT PLAN (SEP)

DRAFT REPORT

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Acronyms and Abbreviations

Acronym	Full Name
CERP	Contingent Emergency Response Project
CPCU	Central Project Coordination Unit
CSOs	Civil Society Organizations
E&S	Environmental and Social
ESCP	Environmental and Social Commitment Plan
GBV	Gender-Based Violence
GM	Grievance Mechanism
GMC	Grievance Management Committee
GRM	Grievance Redress Mechanism
IEs	Implementing Entities
IOM	International Organization for Migration
MDAs	Ministries, Departments and Agencies
MECNAR	Ministry of Environment, Climate Change and Natural Resources
MoCDE	Ministry of Communications and Digital Economy
MoFEA	Ministry of Finance and Economic Affairs
NDMA	National Disaster Management Agency
NEA	National Environment Agency
NGOs	Non-Governmental Organizations
NSPA	National Social Protection Agency
PAPs	Project-Affected Parties
PC	Project Coordinator
PDO	Project Development Objective
PIUs	Project Implementation Units
PMUs	Project Management Units
PSC	Project Steering Committee
PTC	Project Technical Committee

SEA/SH	Sexual Exploitation and Abuse / Sexual Harassment
SEP	Stakeholder Engagement Plan
SMEs	Small and Medium Enterprises
SSCT	SEA/SH Compliance Team
UNHCR	United Nations High Commissioner for Refugees
UNICEF	United Nations Children's Fund
VAC	Violence Against Children
WB	World Bank
WHO	World Health Organization

1. Introduction and Background

1.1. Context

The Contingent Emergency Response Project (CERP) aims to operationalize the World Bank's expanded toolkit for crisis preparedness and response in the context of The Gambia. Integrating CERP into its portfolio enables The Gambia to strike a more strategic balance between immediate needs and longer-term resilience. Improvements in crisis response can be achieved through multi-year engagement under CERP, which offers a rapid and scalable response mechanism.

1.2. Project Description

1.2.1. Project Objective and Eligible Activities

The Project Development Objective (PDO) is to respond rapidly and effectively to an eligible crisis or emergency situation in The Gambia.

Activities to be carried out under the CERP may include: goods, services and costs of emergency operations. The location of emergency activities will be at the level of the regions impacted by the disaster.

Eligible activities under the Project are presented below:

Table 1: Table 1: Positive list of eligible expenditures

Emergency support to household livelihoods • Emergency direct financial assistance to households through conditional or unconditional cash transfers.
Provision of essential services and goods/equipment for emergency interventions • Cleaning/dredging services for affected infrastructure, and debris collection and transport as needed. • Procurement of basic foodstuffs (millet, maize, rice, cowpeas, oil, sugar, salt, etc.), subject to compliance with the applicable WB requirements on eligibility of food expenditures. • Procurement of water supply and sanitation equipment such as: bottled water, mobile water treatment stations, water bladders, portable water filters, water purification tablets, slab latrines, community mobile toilets, and plastic sheeting. • Purchase of pharmaceuticals, medicines, medical supplies, including oral rehydration salt sachets, and essential medical equipment such as ventilators, personal protective equipment, and various diagnostic tools, excluding any equipment containing radioactive materials. • Procurement of veterinary products, including animal first-aid kits, medicines, vaccines, and medical supplies. • Purchase and distribution of agricultural inputs and materials such as seeds, tool kits, livestock feed, and essential fertilizers, except for the purchase of pesticides. This may include: (i) Fertilizers applied to staple food crops (maize, rice, wheat, sorghum, beans, or other crops critical to national food security) by smallholder farmers; and (ii) Quantities calibrated to a defined beneficiary group and to the relevant planting season only.

- Purchase essential equipment to address the logistical needs of affected people such as tents, shelters, sleeping bags, tarpaulins, buckets, mats, personal hygiene kits, household kits, etc.
- Purchase light equipment to restore access and implement the CERP, including water pumps; and tools such as spades, shovels, hoes, wheelbarrows.
- Rental of heavy machinery such as bulldozers or dump trucks; and generators for emergency use, including fuel supply for their operation.
- Purchase of improved cookstoves for community kitchens.
- Rental of (electric) vehicles for essential emergency response services and for the operation of the State and local authorities in case of crisis and emergencies.
- Purchase of fuel to support an emergency response to ensure the continuity of essential services and protection of vulnerable households. This may include: (i) LPG for household cooking where this constitutes the primary cooking fuel for low-income households and supply disruption creates an immediate welfare and safety emergency; (ii) Diesel for hospital and health facility backup power generation, including cold chain maintenance for vaccines and essential medicines; (iii) Fuel for water pumping and treatment where electrically or diesel-powered systems serve primary municipal or peri-urban water supply; and (iv) Diesel and heavy fuel oil for public sector power generation where liquid fuel constitutes the primary or sole generation source and where a supply gap would directly cause or extend load shedding affecting health, water, and public safety services.
- Support for payment of electricity supply related to an eligible crisis or disaster situation to ensure the continuity of essential services and support to vulnerable population.
- Purchase of energy to cover needs arising from an eligible crisis or disaster to ensure the continuity of essential services and support to vulnerable population.

Coordination and management of emergency interventions

- Financing the scale-up of response, repair, and evacuation teams, excluding military personnel and law enforcement representatives.
- Financing rapid assessments of the emergency situation.
- Financing very short trainings for local teams to increase rapid response capacity.
- Management of temporary shelters: administration of shelters, including payments for shelter management activities such as temporary office rental, staff salaries, and procurement of goods needed for shelter operations. This does not include sheltering operations such as land arrangements and compensation, or the provision of sanitation and waste management services.
- Financing technical assistance, including international and local specialized expertise (consulting services) to support emergency response operations, provide just-in-time technical assistance, and prepare technical documents for procurement.
- Subsistence allowances (per diem) and other travel and logistics costs such as fuel, for staff conducting field missions related to emergency interventions.
- Increase in electricity bills for the public sector and rental of light and critical equipment (i.e., generators for emergency and shelter operations, debris removal equipment, etc.) to ensure continuity of essential services.
- Financing environmental and social (E&S) measures identified in the Environmental and Social Management Plan (ESMP) and the ESCP, as well as costs related to monitoring and evaluation of the CERP and operational costs for implementing activities following CERP activation.

1.2.2. Project Beneficiaries

The direct beneficiaries of the project are The Gambian citizens. As the project is national in scope, its benefits will be felt by all citizens, covering a wide range of demographic and socio-economic groups. Vulnerable groups, including women, children, the elderly and people with disabilities, will receive targeted support to ensure their safety and resilience during and after disasters.

1.3. Institutional Arrangement

The CERP is led by the Ministry of Finance and Economic Affairs, which provides intersectoral strategic coordination and serves as the counterpart for the WB. The Central Project Coordination Unit (CPCU) within MOFEA has currently been designated to be in charge of the CERP. Its experience and performance in managing WB financing are well established through the coordination of other WB-financed projects, such as The Gambia Resilience, Inclusion, Skills, and Equity (RISE) Project (P179233) and The Gambia Infrastructure Project (P504762). The CPCU will be responsible for fiduciary management, technical monitoring, E&S compliance, and related reporting. The response to the various crises that could affect the country will need to be carried out jointly with other line ministries and agencies, in particular the National Disaster Management Agency (NDMA) under the Office of the Vice President; the Ministry of Agriculture, Livestock and Food Security; the Ministry of Health; the Ministry of Interior, Ministry of Petroleum, Energy and Mines, the Ministry of Environment, Climate Change and Natural Resources; the Ministry of Children, Gender, and Social Welfare, among others, depending on the nature of the emergency. The PIUs of other ongoing operations (financed or not by the WB) may provide technical support to the CPCU depending on the nature of the crisis.

The project's institutional framework will rely on the Project Steering Committee (PSC), which will ensure (i) overall supervision and strategic guidance of the project, (ii) consistency of activities with sector strategies, and (iii) coordination among the various sectors concerned, thereby facilitating smooth implementation and resolving any inter-ministerial issues that may arise during project execution. The PSC will also validate the CERP and will be responsible for monitoring rapid and effective implementation of eligible activities under the CERP. The PSC will also provide a platform to address stakeholder concerns and ensure the project is aligned with national priorities and policies on disaster risk management and climate resilience. The PSC will meet on the occasion of any eligible crisis and, independently of such crises, at least once a year (or more often if necessary), at the invitation of its Chair.

The PSC will provide strategic oversight and governance of the project, including approval of intervention budgets and CERP resources for different sectors. The PSC will also provide a platform for addressing stakeholder concerns and ensuring that the project is aligned with national priorities and policies on disaster management and climate resilience.

2. Objective of the Stakeholder Engagement Plan

The overall objective of this Stakeholder Engagement Plan is to define information dissemination and public consultation throughout the project cycle in line with ESS10 requirements of the World Bank's Environmental and Social Framework (ESF) and the Environmental and Social Commitment Plan (ESCP). The SEP describes the means by which the institutions will communicate with stakeholders, and includes a mechanism by which people can voice their concerns, give their opinions or lodge complaints about the project and any project- related activities. The SEP places particular emphasis on methods for engaging groups considered most vulnerable and most at risk of being excluded from the benefits of the project.

3. Stakeholder Identification and Analysis by Project Component

3.1. Methodology

As part of CERP, stakeholders were identified and analyzed by project components. These stakeholders include affected parties and disadvantaged/vulnerable individuals or groups

3.2. Parties Affected by the Project (PAP)

In this project, the beneficiaries and communities expected to be targeted by the interventions will constitute the project's affected parties. CERP can target a wide range of people downstream, including members of vulnerable households in disaster-affected communities, ultra-poor and, in addition to refugees and host communities

Depending on the type of disaster or crisis, activities will involve stakeholders from different sectors, such as human or veterinary medicine, or humanitarian actors.

3.2.1. Other stakeholders

At the regional level, stakeholders will include representatives of the Regional Governor's Offices, Area Councils, District Chiefs (Seyfolu), and their respective technical advisory committees, along with regional line ministry representatives and non-governmental organizations operating within the target regions.

At the community level, directly involved stakeholders will include District Alkalolu (village heads), Village Development Committees (VDCs), Ward Development Committees (WDCs), youth groups, women's groups (such as Kafoolu), and organizations representing persons with disabilities. These actors will play a critical role in beneficiary identification, community mobilization, oversight, and grievance redress mechanisms to ensure transparent and inclusive project implementation.

Other stakeholders include various individuals, institutions and organizations that will be directly involved in cash transfers or procurement activities. At national level, these will include selected ministries, departments and agencies, and implementing partners. At regional level, representatives of the administration of the target provinces, members of the council, the executive committee and its sub-committees, and non-governmental organizations working in these provinces will be the parties directly involved. Traditional leaders, local administrative authorities, youth associations, women's associations and associations of people living with disabilities are just some of the parties directly involved at community level.

On the other hand, development partners at national level, communities, traders, transporters, NGOs and associations active in the humanitarian field, public works companies, etc., at regional and community level, faith-based groups and their leaders and communities in the areas where the project will be implemented are some of the other interested parties. Table 3 shows the various stakeholders by project component at national, regional and community level.

Table 2: Identification of Stakeholders by Relevance

Category 1: Project sponsors/supporters		
	Name of stakeholder	**Relevance**

	Government of The Gambia	Fundraising and disbursement of funds
	Other development / humanitarian partners	Crisis and disaster response co-financiers
	Category 2: Project beneficiaries	**Usefulness**
	Government of The Gambia	Socio-economic development and provision of social assistance and resilience-building services
	Local authorities	Fulfillment of their service delivery missions
	Targeted communities	Employment opportunities, improved livelihoods
	Participating individuals	Source of income, improved livelihoods, food security/improved nutrition and health
	Local businesses	Potential for increased trade through provision of materials, food and other necessities by the project
	Category 3: People affected	
	Villages/neighborhoods/communities affected	Direct impact of project activities
	Farmers and landowners	Direct impacts, e.g. potential encroachment on private property
	Vulnerable groups	Could be set aside in consultations and other activities
	Local businesses	Could be disrupted during certain project activities, e.g. dike construction, shelter construction, etc.
	General public/circulation	Disruption to traffic or other public services
	Category 4: Influencers	
	Name of stakeholder	**Role**
	Legislative body | legislative power | parliament	Legislative and oversight role
	Ministry of the Environment, Climate Change and Natural Resources (MECNAR) National Environment Agency (NEA)	Regulates environmental and social issues and ensures project compliance
	Affected communities	Cooperation with implementer(s)/involvement/ownership
	Farmers and land owners	Cooperation with implementing agencies
	Media	Information dissemination/reportage
	NGOs and local community organizations	Strengthen accountability and advocacy for inclusion in project implementation

Table 3: List of Stakeholders by Component

Project activity	**Stakeholders at national, municipal, district and community level**		
Activity	**National level**	**Regional level**	**Community level**
Cash transfers	National Social Protection Agency (NSPA). National Nutrition Agency (NaNA). National Disaster Management Agency. Ministry of Gender, Children and Social Welfare (MoGCSW) Development partners (World Bank and others working in social protection)	Local Government authorities, NGOs	Targeted beneficiary households and communities, traditional and religious leaders.
Procurement activities	**Ministries concerned/Sector players:** Ministry of Finance and Economic Affairs, National Disaster Management Agency (NDMA) under the Office of the Vice President; Ministry of Agriculture, Livestock and Food Security; Ministry of Health; Ministry of Environment, Climate Change and Natural Resources; Ministry of Children, Gender, and Social Welfare	Technical Advisory Committees headed by the Governors	Community representatives involved in oversight Beneficiary committees Local suppliers and service providers
Environmental and social safeguard activities	Central Project Coordination Unit-MoFEA Ministry of the Environment, Climate Change and Natural Resources (MECNAR) National Environmental Agency (NEA)	Regional Environment Offices (NEA), Regional Forestry and Agriculture Offices Area Councils (Environment and Social organisations).	NGOs and CSOs, Community Environmental Committees, Social groups including women and Persons Living with Disability (PWD) organization' Village Development Committees (VDCs) Project Affected Persons (PAPs) Local leaders (Alkalos, Chiefs)

3.2.2. Disadvantaged and vulnerable individuals and groups

Although the Project is expected to have a positive impact on beneficiary members of target communities, there is always the possibility that individuals, families and communities will be negatively affected by Project activities. These may come from both beneficiary and non-beneficiary members of the target communities. Women and children, young people, the elderly, people living with disabilities and the chronically ill are often the most vulnerable because of their limited access to information due to physical, social, cultural and structural barriers within communities. These categories of people will be particularly targeted and provided with adequate information to understand the nature of project activities and the potential positive and negative impacts expected from the project. They will also receive information on how to access the project's complaint resolution mechanism whenever the need arises.

Elderly members of the community may have mobility difficulties in accessing locations where project activities, such as meetings, take place. Consideration will be given to organizing meetings at distances manageable for these people. Another challenge envisaged is the high level of illiteracy in some of the target communities, which will make it difficult for beneficiaries to read and understand written information about the project. Appropriate methods such as public meetings and visual media (posters, billboards, community videos) will be used to reach these groups of people. Hearing problems (due to age or birth) among some beneficiaries may necessitate the use of sign language aids for awareness and visibility tools, as well as public address systems or megaphones, particularly when meetings attract large crowds of people. Additional efforts will be made to reach out to members of target communities who do not benefit, to ensure that they understand the project's targeting processes and capacity limitations, so that they do not feel short-changed.

3.3. Stakeholder Review and Analysis

Project stakeholders also include parties other than directly affected communities, including:

Table 4: Stakeholder Analysis

No.	Stakeholder description	Expected role	Information needs and interests
	Community level		
1	**Project target beneficiaries** Extremely poor and vulnerable households identified Affected households/individuals with emergencies such as floods etc..	Contribute to project design to maximize benefits of project interventions	Information on Project adjustments, payment schedules, Project focal point contact details, Project registration figures Information and training on GRM
2	**Members of project target communities** These will be members of the communities from which the project beneficiaries will be identified.	Support project development and implementation	Information on Project adjustments, payment schedules, contact details of Project focal points , Project registration figures Information and training on GRM

No.	Stakeholder description	Expected role	Information needs and interests
3	**Local leaders** These may be traditional, religious or political leaders (including village/ward councilors and communal councilors) who have influence in the communities where the project will be implemented.	Support for project implementation	Participation in project implementation Information and training on the GRM
B.	***At Regional level***		
1	Technical Advisory Committee This is a regional authority comprising of various sector heads in the region and headed by the Regional Governor.	It is a decision-making body on all development issues taking place in the region.	Work plans and progress reports on project implementation Information and training on the GRM.
2	**Regional GRM Committees** Responsible for complaints management at the regional level.	Receiving, recording and processing complaints submitted to it	Minutes of negotiations with complainants Activity reports Information and training on the GRM
C.	***Community level***		
	City/municipal council members Elected council members responsible for defining policy and making decisions on issues affecting their Communities Responsible for managing complaints at the communal level	Develop policies and make decisions on issues affecting their Communities Manage complaints from people interested in and/or affected by the project.	Work plans and progress reports on project implementation Information and training on the GRM
D.	***National level***		
D1	*Committees at national level*		
1	**Project Steering Committee (PSC)** Chaired by the Vice President of The Gambia Provides strategic oversight and governance of the project, including approval of the trigger, intervention budgets and CERP resources for different sectors.	Policy oversight Coordination between the various MDAs involved	Project updates and challenges requiring attention Work plans and progress reports on project implementation.
2	**Project Implementation Committee** Includes Permanent Secretaries, heads of institutions and or senior technical staff, procurement experts, environmental and social safeguard specialists from various sector	Coordination of sector expertise	Work plans and progress reports on project implementation

No.	Stakeholder description	Expected role	Information needs and interests
	organizations and project management units (PMUs).		
C2	***Ministries, Departments and Agencies***		
1	Ministry of Finance and Economic Affairs	Coordinator for the CERP	Project financial information
2	**Ministry of Lands, Regional Government and Religious Affairs** This ministry is responsible for the supervision of the department of lands.	Coordinates and monitors project land allocation	Project implementation Points
3	**Ministry of the Environment, Climate Change, and Natural Resources (MECNAR)** NEA under the supervision of MECNAR, which has a regulatory mandate to manage environmental and social issues associated with projects.	Support for the planning, implementation and monitoring of environmental and social safeguards within the framework of the project.	Information on safeguard measures
4	**Ministry of Agriculture, Livestock and Food Security** Ministry in charge of veterinary medicine and pastoral crisis management	Provide strategic and technical guidance on veterinary medicine, participation in drug distribution and feed supplies. Providing strategic guidance and technical advice on agricultural project issues	Project implementation points
5	**Ministry of Gender, Children and Social Welfare** This ministry is responsible for raising awareness and mobilizing communities through its decentralized services. .	Sensitization and engagement of communities for the implementation of community development projects.	Reports on community engagement and challenges for action.
6	**Office of the Vice President** The office is responsible for coordinating the implementation of the Social Cash Transfer Project. National Disaster management Agency (NDMA) under the office is responsible for coordinating disaster risk management activities.	Coordination of social cash transfer activities. NDMA supports planning and coordinates disaster risk management.	Social cash transfer project implementation reports Project implementation points
7	**Ministry of Health** Responsible for overseeing the country's health sector	Drug coverage and medical assistance	Project implementation updates

No.	Stakeholder description	Expected role	Information needs and interests
8	**Ministry of Interior** Coordinates disaster relief intervention/assistance.	Supports deployment of emergency respondents during disasters.	Project implementation points
C3	***Development partners***		
1	UNICEF	Technical support for social protection	Project implementation updates
2	WHO	Technical support for health	Project implementation points
3	UNHCR, IOM	Technical support for social protection, health and food security for refugees and displaced persons	
4.	Gambia Red Cross Society	Frontline humanitarian and community-based responder working alongside government structures	Early warning and risk information
C4	*Non-governmental organizations and other community-based organizations*		
1	Citizen participation, human rights and social responsibility, CSOs in social protection	Supporting citizen participation and social responsibility initiatives	Updates on collaboration and projects
2	Community and faith-based organizations	Supporting citizen participation and social responsibility initiatives	Updates on collaboration and projects

4. Stakeholder Engagement Plan

4.1. Summary of Stakeholder Engagement during Project Preparation

Due to the short preparation time and the exceptional circumstances surrounding project preparation, consultations during preparation focused primarily on targeted institutional stakeholders and at national level. Further consultations will be undertaken once the CERP has been activated. The table below summarizes the consultations undertaken:

Table 5: Tentative Engagement Activties to be carried out

Date of consultation	Issues examined and results
29th April 2026	Stakeholder Engagement with Permanent Secretaries on the CERP was held during the permanent Secretary retreat on April 29th 2026, where the objectives of the CERP and its potential implications were discussed. Key concerns raised centered on which projects or sectors might be affected. It was clarified that regional projects would not be impacted and that MOFEA would communicate any funding decisions once agreed with the World Bank

30th April 2026	High-level consultation with Honorable Ministers at Cabinet level, who have oversight authority over the CERP was held on 30th April, 2026. The Minister of Finance and Economic Affairs presented a cabinet paper outlining the program's objectives, activation triggers, and the list of eligible activities, ensuring policy-level understanding and approval and buy in.
TBD	Additional consultations are planned with technical agencies such as national Disaster Management Agency and Project Implementation Units to explain implementation arrangements, eligible activities, funding mechanisms, and coordination structures. Together, these engagements aim to ensure readiness and a shared understanding of the CERP processes across all relevant stakeholders. Stakeholders enagment will continue throughout the project implementation period in line with this SEP and ESS10

4.2. Goal and Timetable of the Stakeholder Engagement Plan

The aim of the Stakeholder Engagement Plan for this project is to: Consult stakeholders on the proposed project design, anticipated environmental and social risks and impacts, mitigation measures and draft environmental and social risk management instruments. Provide regular information and feedback to stakeholders on the progress of project implementation and any other emerging issues throughout the project cycle.

Table 6: Stakeholder Engagement Plan

No.	Project phase	Engagement activity	Objective	Targeted stakeholders	Horizon
1	Project preparation phase	Hihg level consultation with Cabinet (Minsiters)	presented a cabinet paper outlining the program's objectives, activation triggers, and the list of eligible activities, ensuring policy-level understanding and approval and buy in.	Cabinet Misniters	30th April 2026

No.	Project phase	Engagement activity	Objective	Targeted stakeholders	Horizon
		High Level consultations with Permanent Secretaries	Introduced to CERP and its potential implications	Permanent Secreataries	29th April 2026
2	Project Implementation phase	National stakeholder consultations	Gather views on project design, environmental and social risks, mitigation measures, grievance mechanisms and stakeholder engagement plan	Government representatives, development partners and NGOs	hroughout CERP activation
		Stakeholder consultation at local authority level	Gather views on project design, environmental and social risks, mitigation measures, grievance mechanisms and stakeholder engagement plan	Members of communal councils and regional councils	Throughout CERP activation
		Stakeholder consultation at community level	Gather views on project design, environmental and social risks, mitigation measures, grievance mechanisms and stakeholder engagement plan	Local committee members, traditional and religious leaders, ordinary community members, including women, youth, the elderly and people living with disabilities	Throughout CERP activation
		Project launch meetings with regional councils	Advise on approved project design and orient regional stakeholders on their roles	Members of district and development committees	Before and at the start of CERP activation

No.	Project phase	Engagement activity	Objective	Targeted stakeholders	Horizon
		Community engagement	Mobilize and prepare target communities for project implementation	Members of local committees, traditional and religious leaders, ordinary members of the community, including women, young people, the elderly and people living with disabilities.	Following CERP activation and ongoing
		Missions to monitor and supervise project implementation	Provide and obtain ongoing information and support on project performance	National, regional and community stakeholders	To be determined
		Project review meetings with selected national, regional and community stakeholders	Provide and obtain periodic feedback on project implementation progress and any emerging issues	Selection of national, regional and community stakeholders	Twice a year from
3	Project closing phase	Project closing meetings	Involve stakeholders in project exit strategy	Beneficiary communities and groups, national and regional stakeholders	To be determined

4.3. Proposed Information Dissemination Strategy

Appropriate information will be provided to stakeholders according to the stage of the project and the stakeholder information needs identified. This will include information on the nature of the project design, anticipated environmental and social risks and impacts, proposed mitigation measures, the stakeholder engagement plan, complaints resolution mechanisms and how stakeholder views have been taken into account in the design and management of the project's environmental and social risks.

The project will use a combination of methods to disclose project information in a way that matches the nature of the stakeholders identified and the environmental and social sensitivity of the project. For stakeholders at community level, information will mainly be disclosed in local languages at public meetings organized within the communities. Systematic efforts will be made to ensure that vulnerable groups such as women and children, the elderly and people living with disabilities are properly represented and heard at

these meetings. At national and regional levels, information will be disseminated through meetings with representatives and members of the MDAs and communities concerned. Printed and electronic copies of relevant project documents will be made available to stakeholders at designated locations within their reach.

Communication to stakeholders on the Information Dissemination Plans will be communicated by relevant means according to the target audiences. The project will primarily use written forms of communication such as letters and e-mails, community radio stations where available, and mobile public address systems. Wherever possible, social media platforms and groups will be created, helping to disseminate information to targeted stakeholders. All these processes, platforms and channels will be linked to the MoFEA website. The table above (Table 6) summarizes the main methods that will be used to disseminate information about the project at its various stages.

4.4. Proposed Strategy for Taking Into Account The Views Of Vulnerable Groups

The project will solicit the views of identified vulnerable or disadvantaged groups through the following methods: (i) Community meetings in a venue defined by community leaders: community halls, outdoor space; (ii) Broadcasting the project on local radio stations; (iii) Publicizing the project on social networks and disseminating educational videos, (iv) Meetings targeting women, with women facilitators. The following measures will be taken to remove barriers to full participation and facilitate access to information:

Table 7: Mapping of Vulnerable Groups

Vulnerable/disadvantaged parties	Measures
Mobilizing stakeholders	Plan preparation must begin as early as possible to ensure that their opinions and concerns are taken into account in project design, implementation and operation.
People with limited access to information in general	Community meetings - Implementing agencies, through the local Plan coordinator, will contact administrative posts to inform them of the Plan and ensure community awareness and clarification meetings. - Provide transportation to facilitate access to meetings - Use of simplified language and local interpreters - Accessible visual and information materials
Groups considered disadvantaged and vulnerable (female heads of household; widowed women; the elderly; etc.)	Focus groups and specific meetings targeting women, e.g. without men Adoption of flexible schedules to take account of domestic routines; - Inclusive and simplified materials Meetings with representatives of disadvantaged and vulnerable groups to better understand the local, national and sectoral context and the potential barriers that may affect the ability of disadvantaged or vulnerable groups to voice their concerns and priorities regarding the impact of the Plans; Consultation report templates should include a chapter on listening, recording and responding to the concerns of the most vulnerable groups. In monitoring-evaluation models, this indicator should be established as one of the most important for ranking SEP performance.
Elderly, chronically ill and persons living with disabilities	They will also be able to access information through television, radio, digital platforms and other means of engagement that will be made available to them. Use of physically accessible meeting rooms (ramps) or outdoor venues

Vulnerable/disadvantaged parties	Measures
Audio and visual disabilities	The communication strategy to be adopted will take into account the particular conditions of these vulnerable people, such as the presence of interpreters for the hard of hearing persons on television Sign language translators in sessions
Low levels of literacy	Other media, such as sketches of places of residence, physical models and presentations of films or plays by local artists, can be useful for communicating relevant information, such as simplified summaries, non-technical background explanations or access to local experts.
Women and girls	Involve women through specific engagement groups, on an ongoing basis throughout the Project life cycle, to ensure that they contribute to the decision-making process. It is convenient to bring them together in very small discussion groups at each phase of the Project, to freely debate aspects of gender-based violence and issues specific to them. Such discussions should be led/facilitated by a woman. Ensure that community relations teams are gender-balanced, and promote female leadership within them and in person, and other engagement activities so that women who provide unpaid care can participate. Separate female-led meetings should also be scheduled for girls and women at different levels, in addition to regular meetings
Women heads of household	Provide transportation to meeting venues if they are in remote areas; Schedule meetings at appropriate times that facilitate their participation, assistance/care for minors accompanying their mothers, if necessary, translation into local languages and promotion of a minimum 25% representation of this group at meetings.
Vulnerable groups living in remote areas	Appropriate transport conditions will be created, with the possibility of access to remote areas. On the basis of these means of transport, the Social and Environmental Safeguards Focal Points will be able to make regular consultation visits. On other occasions, and on the basis of these means of transport, the vulnerable groups in question can be invited to take part in public events and public consultation seminars, organized at canton and province level.
Vulnerable groups with language difficulties	Local focal points for environmental and social management, who are fluent in local languages, can be called in to work with them. Brochures written in local languages will be used. Community radio stations, which in The Gambia have extensive experience of communicating with vulnerable groups living in remote areas and not speaking English, will be a crucial instrument.
Vulnerable groups without the minimum resources to participate	These groups can be supported, as a group and not individually, for example, in a resource center, with radio, television, cell phone, access to the complaints system hotline and other means.

4.5. Resources and Responsibilities for Implementing The Stakeholder Engagement Plan

The project will be implemented through the implementation capacity established under the CPCU for MoFEA, which will be responsible for fiduciary management, monitoring, reporting and environmental and social compliance, while government departments and agencies (health, social development, civil protection, agriculture, livestock and fisheries, sanitation, transport, etc.) will be responsible for implementing CERP activities in their respective sectors. These agencies have World Bank-funded projects in progress. These projects will serve as an anchor for CERP activities, in particular environmental and social aspects, including the implementation of this SEP.

At present, the MoFEA has a project implementation unit headed by a Coordinator who is supported by specialists including the Environmental Safeguard Specialist, the Social Safeguard Specialist, the Infrastructure Engineer, the Procurement Specialist, the Senior Financial Specialist, the Monitoring and Evaluation Specialist, the Communication Specialist who are also responsible for carrying out social risk management tasks in accordance with the project provisions. CERP will use this structure (staff and procedures) to advance environmental and social risk management as part of the proposed activities, in coordination with various bodies responsible for implementing CERP's activities.

The SEP will be monitored through qualitative reporting (based on progress reports) and quantitative reporting linked to outcome indicators on stakeholder engagement and complaints performance. Monitoring should include frequent visits to track and assess the level of compliance with the SEP, evaluating the effectiveness of the GRM in the field through the modalities of complaints transmission, suggestions and the respective forms and qualities of responses. These visits are to be duly recorded in the reports to be submitted by the Project Executing Agencies to the World Bank.

5. Grievance Mechanism

The SEP document defines a Grievance Mechanism as a process for receiving, evaluating, and addressing project-related complaints from citizens and affected communities at the level of the CERP, and also considers that terms 'grievance 'and 'complaint' are used interchangeably. The SEP developed by the project outlines the Grievance Mechanism designed with the objective of resolving disputes at the earliest possible time before they escalate.

During implementation, communication must be maintained with the local population and community, particularly those affected by the project (PAPs), so that they can express their fears, aspirations and complaints, thus ensuring their full inclusion and right to public participation throughout the process. PAPs will be aware of activities, deadlines and where they can request information.

Companies involved in project implementation will develop and implement complaint management mechanisms, including for workers and communities. Thus, the main objective of the GRM is to create channels for intervention and conflict resolution to address concerns raised by the project in local communities and by workers.

5.1. Description of the Process

Grievance Mechanism is a system that allows not only grievances, but also queries, suggestions, positive feedback, and concerns of project-affected parties related to the environmental and social performance of a project to be submitted and responded to in a timely manner. Description of Grievance Mechanism is given in Table 8.

Table 8: Description of Grievance Mechanism

Step	Description of process	Timeframe	Responsibility
GM implementation structure	The Grievance Mechanism institutional framework will be as per the national policy and is intended to provide a description of the various committees that will be set up to achieve the objectives assigned by the project. It involves all stakeholders in the project implementation process. This Grievance Mechanism consists of two (2) levels: • **Level 1:** National Social Protecting Agency (NSPA) as the centralized body coordinating the grievance mechanism activities across the IEs and other key stakeholders will serve as the first level in the grievance mechanism structures. The Committee to be set up at this level will be chaired by the Executive Director of the Agency with members drawn from IEs and the CPCU. This	Project Planning Stage	CPCU

Step	Description of process	Timeframe	Responsibility
	committee will serve as a project level committee. • **Level 2:** In line with Project' institutional arrangement, this level will compose of the PSC and will comprise of members as prescribed in this manual. This committee will serve as the national level committee in relation to GM matters.		
Grievance uptake	Grievances can be submitted via the following channels: • Regional Social Welfare Officers • Toll-free telephone hotline/Short Message Service (SMS) line (1229) • Email: nfo@nsps.gm • Letter to Grievance focal points at local facilities • Walk-ins may register a complaint in a grievance logbook at a facility or suggestion box: address: OIC Hughway Bijilo (C769+3G3) The Gambia The Gambia	Whenever arise	Local Grievance focal point NSPA, CPCU GRM focal point
Sorting, processing	Any complaint received is forwardedto NSPA; logged in Grievance Log Book; categorized according to the complaint types its urgency or seriousness and its link to the project.	Upon receipt of complaint	Local grievance focal points CPCU GRM focal point
Acknowledgement and follow-up	Receipt of the grievance is acknowledged to the complainant by acknowledge receipt and complaint reference number.	Within 2 days of receipt	Local grievance focal points CPCU GRM focal point
Verification, investigation, action	Investigation of the complaint is led by NSPA A proposed resolution is formulated by GRC and communicated to the complainant in writing or by any other means, in a language understandable.	Within 10 working days	Complaint Committee composed of CPCU members, Community Liaison Officers, and relevant stakeholders
Monitoring and evaluation	Data on complaints are collected in NSPA and reported to GMC	Regular	CPCU GRM

Step	Description of process	Timeframe	Responsibility
Provision of feedback	Feedback from complainants regarding their satisfaction with complaint resolution is collected through call, SMS, in writing and all the other way in complainants is comfortable.	After closure of complaint/ Post resolution	Local grievance focal points
Training	Training needs for staff/consultants in the CPCU, Contractors and Supervision Consultants are to be organised	Regular Intervals	CPCU/ Contractor
Appeals process	If all attempts at an amicable resolution are not acceptable to the complainant, the latter may resort to the judicial system. All measures must be taken to promote the amicable settlement of complaints (except for complaints relating to GBV/SEA/SH) through the mechanism set up for this purpose, but complainants are free to opt for a judicial procedure if they wish. Thus, complainants must be informed of their freedom to have recourse to the judicial system. Legal costs or costs related to legal recourse will be borne by the complainant.	As needed	CPCU

5.2. Complaints about SEA/SH

For complaints regarding Sexual Exploitation and Abuse (SEA), Sexual Harassment (SH), and Violence Against Children (VAC), a distinct procedure will be followed, separate from general grievance processes. These complaints will be handled with sensitivity and a survivor-centered approach, ensuring confidentiality and that no actions are taken without the survivor's informed consent. The security and well-being of all parties will be prioritized, with a commitment to preventing retaliation or breaches of confidentiality. A SEA/SH Compliance Team will manage these cases. This team will include:

- **Social Safeguards Specialist with GBV expertise**, responsible for guiding the team on SEA/SH and VAC cases.
- **Occupational Health and Safety Manager** or senior staff from the contractor, trained to address SEA/SH and VAC.
- **Local Service Provider Representative** experienced in handling GBV and VAC, providing critical support and care for survivors.
- Ministry of Communications and Digital Economy (MoCDE**)** Representative, trained by the GBV specialist to assist with case management and community needs.

These team members will be trained in survivor care, data management, and confidentiality principles. With the survivor's consent, a service provider representative will advocate for the survivor throughout the process, ensuring adherence to survivor care standards.

The procedure will ensure that survivors have access to support services, while maintaining confidentiality, respect, and non-traumatization. Below are the procedures for managing the grievance mechanism for SEA/SH–related incidents.

5.2.1. Procedures for the Management of SEA/SH-Related Complaints

Step 1: Uptake

A complainant wishing to file an SEA/SH-related grievance can use any secure and accessible channel provided by the project, such as anonymous complaint boxes, grievance forms, telephone, or community structures. If filed through the contractor's grievance process, the complaint must be referred to the project's SEA/SH GM operator for verification.

Once the complaint is received, the appropriate actor will complete a complaint intake form with the survivor's written consent. If the survivor hasn't been referred for services, the actor will confirm whether they wish to receive support, and, with consent, will connect them to relevant services like medical, psychosocial, and legal aid. Community-based actors must be trained in survivor care principles, active listening, and confidential intake procedures.

If the survivor chooses not to file a formal complaint but only seeks services, their wishes must be respected. Service providers can request consent to share minimal information to track cases that don't access the grievance mechanism. Any survivor information collected will be confidential, with limited access and securely stored.

Step 2: Sort and Process

Once the complaint is formally received by the dedicated NSPA GM Focal Points/Program Associate GM operator for sensitive complaints, and with the survivor's informed consent, the GM focal point for SEA/SH complaints will verify that the complainant has been offered services. If not, the survivor will be referred for necessary services with their informed consent.

The complaint will then be processed as a SEA/SH complaint, and the coordinator of the verification structure will be notified for review. The GM focal point will also inform the Social Safeguards or GBV specialist at the CPCU, who will notify the World Bank Task Team Leader within 24 hours of the complaint's receipt. Only the nature of the case, age and sex of the complainant (if known), project link (if known), and service referral status will be shared. No identifying information about the survivor or alleged perpetrator will be disclosed to either the CPCU or World Bank focal points.

Step 3: Acknowledge receipt

The GM focal point should ensure that the complainant receives a document acknowledging formal receipt of the SEA/SH grievance within three days of the complaint being filed. Delivery of the acknowledgement to the complainant will depend upon how the complaint was initially received; if, ideally through a service provider, then all communication with the survivor can be done through the service provider.

Step 4: Verification Process

The verification process for a SEA/SH grievance will be managed by the SEA/SH Compliance Team (SSCT). Once convened by the SSCT coordinator, the team will review all available information regarding the SEA/SH claim, the nature of the claim, and its potential link to the project. The SSCT will also make recommendations to the alleged perpetrator's employer or manager regarding appropriate disciplinary actions, based on the project's code of conduct, the type of incident, and relevant labor laws and regulations.

Possible disciplinary sanctions may include warnings, loss of salary, suspension, or termination of employment.

The SSCT will complete the verification process and render its decision within 10 days of receiving the complaint. It is important to note that the verification process's purpose is to determine whether there is a connection between the incident and the project, and to ensure accountability by recommending suitable disciplinary actions. The SSCT does not determine the guilt or innocence of the alleged perpetrator, as this is the responsibility of the judicial system. All final decisions on disciplinary actions will be made by the employer or manager of the alleged perpetrator, with the SSCT providing only recommendations.

Step 5: Monitor and evaluate

Monitoring of the SEA/SH complaints will be important to ensure that all complainants are offered appropriate service referrals, that informed consent is obtained in all cases for both filing of grievances and service referrals, and that all grievances are handled safely and confidentially, and in a timely manner. Any information shared by the GM operator with the CPCU or World Bank will be limited as noted above under Step 2. The project GM operator should establish information-sharing protocols with service providers in order to ensure safe and confidential sharing of case data as well as appropriate closures of SEA/SH cases.

Step 6: Feedback to involved parties

Once the verification process has been concluded, the result of the process shall be communicated first to the survivor within fourteen days, ideally through the service provider, to allow the survivor and relevant advocates the appropriate amount of time to ensure adequate safety planning as needed. Once the survivor has been informed, the alleged perpetrator can be informed of the result as well. If either party disagrees with the result, s/he can appeal the SSCT decision via the GM appeals process and must file an appeal within fourteen days of receipt of the verification result. This appeal will be filed to the Permanent Secretary, who will set up a committee composing Project Coordinator for CPCU.

6. Monitoring and Reporting

6.1. Summary of stakeholder engagement monitoring

The SEP will be monitored through qualitative reporting (based on progress reports) and quantitative reporting linked to outcome indicators on stakeholder engagement and complaints performance.

SEP reports will include the following:

1. Progress reports on commitments under Section 10.1 - Stakeholder engagement under the Environmental and Social Commitment Plan (ESCP)
2. GRM monitoring indicators: types of engagement conducted with the public, frequency and substance,
3. GRM reporting: types and number of complaints received, recorded, resolved or unresolved.
4. Cumulative qualitative reports on feedback received on SEP activities, in particular a) issues raised that can be resolved by modifying the scope and design of the project and reflected in the baseline documentation, where appropriate; b) issues that have been raised that can be resolved during project implementation ; c) issues raised which are beyond the scope of the project and which are best addressed by other projects or initiatives; and d) issues which cannot be resolved by the project for technical, competence or cost overrun reasons. Minutes of meetings summarizing participants' views may also be attached to monitoring reports.
5. Quantitative reports based on performance indicators

6.2. Presentation of Reports to Vulnerable Groups

The SEP will be reviewed and updated as necessary during project implementation. Quarterly summaries and internal reports on public complaints, investigations and related incidents, as well as the status of associated corrective/preventive actions, will be collected by the organization's environmental and social safeguards team and sent to project managers.

7. APPENDICES

Appendix No. 1: Sample of a Feedback Form

Address of CPCU	**Date**	**Venue**
Name & Designation of Stakeholder	**Address**	**Email & Phone No.**
Issue Raised		
Have we left out any point or issue of concern or discussion that was raised earlier?		
Have we left out any important information?		
What interests you most in the project?		
What information would you like the project to share with you? Through which channels? Do you have limitations in accessing information such as lack of access to mobile phones (including access to SMS, calling), lack of access to the internet and computers, require assistance to read/write, mobility issues (i.e. lack of access to transportation), disabilities, other? Do you use social media such as Facebook, other?		
What are your suggestions and recommendations to improve this project? What are your concerns about the project?		

Appendix 2: Sample of the Grievance Logbook

Case number	Date Claim Received	Name of Person Receiving Complaint	Where/how the complaint was received	Name &contact details ofcomplainant (if known)	Content of the claim(include all grievances, suggestions, inquiries)	Was Receipt ofComplaint Acknowledged to the Complainant? (Y/N – if yes, include date, method of communicationand by whom)	Expected Decision Date	Decision Outcome (includenames ofparticipants and date of decision)	Was Decision communicated to complainant? Y/N If yes, state when and via what method of communication	Was the complainantsatisfied with thedecision? Y/N If no explain why and if known, willpursue appeals procedure	Any follow up action?
1.											
2.											
3.											