



Government of Nepal
Ministry of Forests and Environment

Nepal Forest for Prosperity Project (Parent and AF)

Draft Stakeholder Engagement Plan (SEP)

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Executive Summary

Project Overview

The Project Development Objective (PDO) is to improve sustainable forest management, increase benefits from forests, and contribute to net Greenhouse Gas Emission (GHG) reductions in selected municipalities in Province 2 (Madhesh) and Province 5 (Lumbini) in Nepal. Overall forest productivity is expected to increase in the short-to-medium medium-term while increasing forest area and quality. This will be achieved by moving from a conservation and subsistence-oriented approach to sustainable forest management and establishing smallholder forest plantations on public and private lands. Sustainably managed forests and plantations will provide monetary and non-monetary benefits to communities and entrepreneurs, including income from sales of timber and non-timber forest products (NTFPs) and salaries from forest-based jobs. The project will have about 110,000 beneficiaries. SFM and plantations will increase forest cover and carbon sequestration while reducing net greenhouse gas emissions. The project will directly benefit the communities, including indigenous peoples, women, and other disadvantaged groups participating in CBFM, as well as small and medium-sized entrepreneurs (and their employees) involved in forest product harvesting, sale, transport, and processing.

Project Components

The FFP project is designed with four components:

- Component 1: Policy & capacity building support for new government structures and processes for sustainable forest management
- Component 2: Community-based sustainable forest management and smallholder forest plantations
- Component 3: Forest Enterprise Improvement and Development
- Component 4: Project Governance, Monitoring and Learning

These four components aim to increase the forest area under sustainable, community-based, productive management and private plantations, making greater supplies of wood and non-wood forest products available. At the same time, investment in forest-based small and medium enterprises (SMEs) will be stimulated to utilize these products and generate paid employment by removing regulatory constraints and providing accessible credit for businesses and entrepreneurs.

Description of SEP

This draft SEP was developed following the World Bank (WB) Environment and Social Framework (ESF), which came into effect on October 1, 2018. This framework includes Stakeholder Engagement and Information Disclosure requirements as an integral part of the Environment and Social Standards (ESS) 10. The ESS 10 recognizes the importance of open and transparent engagement between the Borrower and project stakeholders as an essential element of good international practice. The overall objective of this SEP is to define a program for stakeholder engagement, including public information disclosure and consultation throughout the project cycle. This draft will be finalized after incorporating feedback received from different stakeholders.

Stakeholder identification and analysis per project components

As part of the project design and preparation for the parent project of FFP, team discussions with the design team consultants, MoFE REDD IC, and previous identification activities were carried out. These were done during assessments, including REDD+ SESA and ESMF for Nepal's Emissions Reductions Program (ERP) and the Feasibility Study 2017. Since this additional financing (AF) supports the same components as the parent project, stakeholders remain the same. The only stakeholder that has been identified has been informed by additional activity of Component 1. This activity includes early warning systems for forest areas. As per the WB ESF: ESS 10, stakeholders refer to project-affected parties and other interested parties. The stakeholders of a project vary depending on the details of the project. They may include local communities, national and local authorities, civil society, and community-based organizations. The key stakeholders from affected and interested parties may need to be identified, informed, and consulted about the project, including individuals, institutions, interest groups, and local communities.

Stakeholder Engagement Program

The Stakeholder Engagement Plan below outlines the engagement process, methods, sequencing, consultation topics, 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. The SEP also includes the SEP summary table by institutions per the project components.

Resources and responsibilities for implementing activities

The FFP will oversee the implementation of stakeholder engagement activities. The entities and individuals responsible for stakeholder engagement activities have also been delineated. Likewise, a tentative budget for implementing the stakeholder engagement plan over the next two years, which covers the design and implementation, is \$85,384.61 (1\$=130 NPR). FFP will review this plan every six months to determine if any changes to stakeholder classification or engagement are required. If so, the plan will be updated, and a new revision will be distributed.

Grievance Mechanism (GM)

The FFP GM comprises a sequential and time-bound process of three- levels to receive and address project-related feedback and grievances. GM has been put in place to address the concerns and complaints of beneficiaries and project stakeholders by adopting an understandable and transparent process that is culturally appropriate and readily accessible to all the segments of affected communities. The project's GM is at no cost to complainants and guarantees that there will be no retribution for people who lodge complaints about project activities. Furthermore, the grievance mechanism will not impede access to judicial and administrative remedies. This system's primary purpose is to ensure a robust and transparent process, consisting of a sequential resolution process available to address the complaints swiftly. In addition, GM has also been put in place for SEA/SH issues, with a service provider proposed to take care of any SEA/SH grievances that arise.

Abbreviations and Acronyms

ACOFUN	Association of Collaborative Forest Users Nepal AFOAssistant Forest Officer
CBFM	Community Based Forest Management
CF	Community Forest
CFM	Collaborative Forest Management
CFUG	Community Forest User Group
CTEVT	Centre for Technical Education and Vocational Training
DANAR	Dalit Alliance for Natural Resources
DFO	Divisional Forest Officer
DGM	Dedicated Grant Mechanism
DoFSC	Department of Forests and Soil Conservation
DoI	Department of Industry
EA	Environmental Assessment
EIA	Environmental Impact Assessment
ERP	Emissions Reduction Program
ESMF	Environmental and Social Management Framework
ESMP	Environment and Social Management Plan
ESF	Environmental and Social Framework
ESS	Environmental and Social Standard
FBE	Forest-Based Enterprise
FCPF	Forest Carbon Partnership Facility
FECOFUN	Federation of Community Forestry Users Nepal
FenFIT	Federation of Forest-Based Industry and Trade
FFP	Forests for Prosperity
FLFUG	Federation of Leasehold Forest User Groups
FNCCI	Federation of Nepalese Chambers of Commerce and Industry
FWEAN	Federation of Women’s Entrepreneurs Association of Nepal
GESI	Gender and Social Inclusion
GHG	Greenhouse Gas
GIZ	German Development Agency
GoN	Government of Nepal

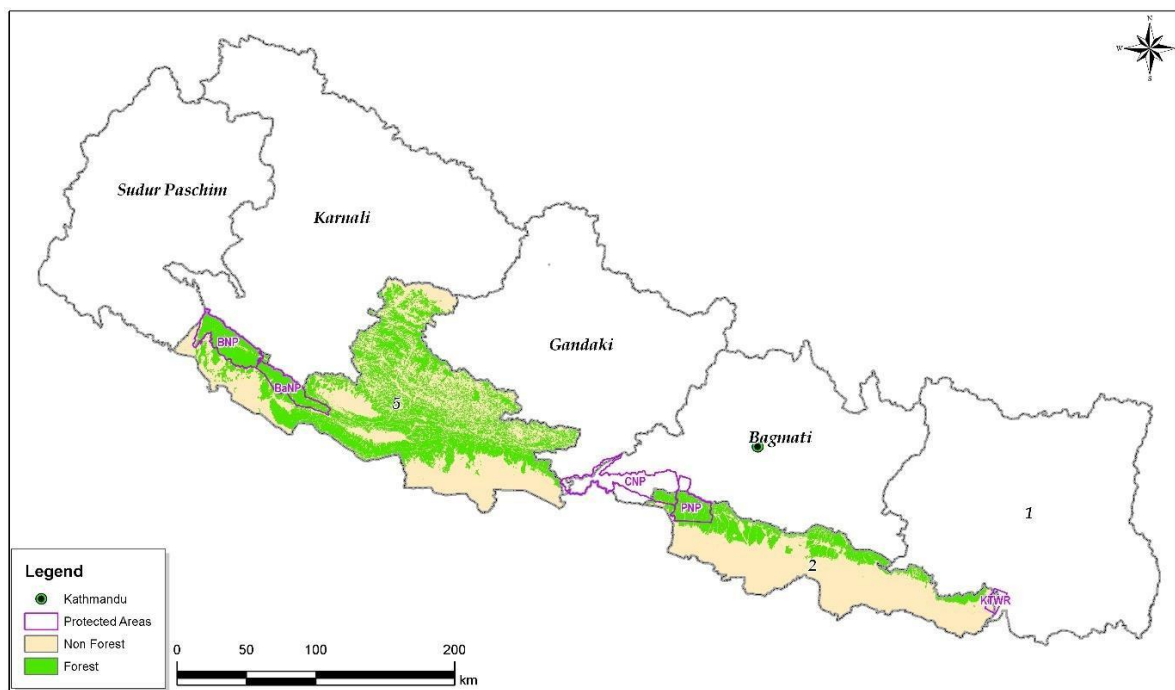
GM	Grievance Mechanism
HIMAWANTI	Himalayan Grassroots Women's Natural Resource Management Association
HPPCL	Herbs Production and Processing Company Limited International Centre for Integrated Mountain Development
ICIMOD	Centre for Integrated Mountain Development
IOF	Institute of Forestry
IP	Indigenous Peoples
IPLC	Indigenous People and Local Communities
IPVCDP	Indigenous Peoples and Vulnerable Communities Development Plan
JAWAN	Jadibuti Association of Nepal
KaFCol	Kathmandu Forestry College
LFUG	Leasehold Forest User Group
LHF	Leasehold Forest
MoITFE	Ministry of Industries, Tourism, Forests and Environment
MoF	Ministry of Finance
MoFE	Ministry of Forests and Environment
MSFP	Multi-Stakeholder Forestry Programme
NEFIN	Nepal Federation of Indigenous Nationalities
NFA	Nepal Foresters Association
NGO	Non-Government Organisation
NIC	National Information Commission
NPC	National Planning Commission
NTFP	Non-Timber Forest Product
PAD	Project Appraisal Document
PDO	Project Development Objective
PGMC	Provincial Grievance Management Committee
PLMG	Public Land Management Group
PMCD	Planning, Monitoring and Coordination Division
PMU	Project Management Unit
PPMU	Provincial Project Management Unit
REDD	Reducing Emissions from Deforestation & Forest Degradation
REDD IC	REDD Implementation Centre
RTI	Right to Information

SEP	Stakeholder Engagement Plan
SESA	Strategic Environmental and Social Assessment
SFM	Sustainable Forest Management
SME	Small and Medium Enterprise
FBE	Forest-Based Enterprise
WB	World Bank
WWF	World Wide Fund for Nature

1. Project Overview

The Project Development Objective (PDO) is to improve sustainable forest management, increase benefits from forests, and contribute to net Greenhouse Gas Emission (GHG) reductions in selected municipalities in Province 2 (Madhesh) and Province 5 (Lumbini) in Nepal. Overall forest productivity is expected to increase in the short-to-medium medium-term while increasing forest area and quality. This will be achieved by moving from a conservation and subsistence-oriented approach to sustainable forest management and to establish smallholder forest plantations on public and private lands. Sustainably managed forests and plantations will provide monetary and non-monetary benefits to communities and entrepreneurs, including income from sales of timber and non-timber forest products (NTFPs) and salaries from forest-based jobs. The project will have about 110,000 beneficiaries. SFM and plantations will increase forest cover and carbon sequestration while reducing net greenhouse gas emissions. The project will directly benefit the communities, including indigenous peoples, women and other disadvantaged groups participating in CBFM, and small and medium sized entrepreneurs (and their employees) involved in forest product harvesting, sale, transport and processing. The project will contribute to the post-COVID-19 recovery in Nepal because of its investments in CBFM in rural areas and the creation of new jobs in both harvesting and processing of wood and non-wood products.

Fig. 1.1: Project Location Map



1.1. Project Development Objective

The project development objective (PDO) is:

- To improve sustainable forest management; increase benefits from forests and help to address climate change in selected landscapes in Nepal.

The project will have the following PDO indicators:

- Forest land under Community Based Forest Management (CBFM) with productive, sustainable forest management plans being implemented (ha)
- Incomes from sales of forest products earned by CBFM groups
- Skilled jobs in sustainable forest management and forest-based enterprises (No. jobs disaggregated by gender/caste/ethnicity)
- GHG emitted/sequestered (tons CO₂ eq.)

1.2. Project Components

The FFP project is designed with four components:

Component 1: Policy & capacity building support for new government structures and processes for sustainable forest management

Component 2: Community-based sustainable forest management and smallholder forest plantations

Component 3: Forest Enterprise Improvement and Development

Component 4: Project Governance, Monitoring and Learning

These four components aim to increase the forest area under sustainable, community-based, productive management and under private plantations, resulting in greater supplies of wood and non- wood forest products becoming available. At the same time, investment in forest-based small and medium enterprises (SMEs) will be stimulated to utilize these products and generate paid employment, by removing regulatory constraints and by providing accessible credit for businesses and entrepreneurs. Project impacts will be delivered in the context of Nepal's Federal Constitution (2015) which requires significant reforms to the functions and capacities of the different institutions operating in the forest sector. In each Province, municipalities will be selected in clusters for project implementation, giving a total of 50 for the project. Participating municipalities will be selected based on the criteria described in the Project Appraisal Document (PAD) after project approval but before the start of project implementation.

2. Objective/Description of SEP

The overall objective of this SEP is to define a program for stakeholder engagement, including public information disclosure and consultation throughout the entire project cycle. The specific objectives are as follows

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

The SEP outlines the ways in which the FFP project will communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, or make complaints about the project and any activities related to the project. The SEP specifically emphasizes methods to engage groups considered most vulnerable and that are at risk of being left out of project benefits.

The SEP is a **“living document”** that will be updated and refined as the Project progresses.

3. Stakeholder identification and analysis per project components

3.1 Methodology

As part of the project design and preparation for the parent project of FFP, team discussions with the design team consultants, MoFE REDD IC, and previous identification activities were carried out. These were done during various assessments including REDD+ SESA and ESMF for Nepal’s Emissions Reductions Program (ERP) and during the Feasibility Study carried out in 2017. Since this additional financing (AF) supports the same components as the parent project, stakeholders remain the same. The only stakeholder that has been identified has been informed by additional activity of Component 1. This activity includes forest area early warning systems. Thus, the following stakeholders have been identified for this AF. **This SEP will be revised prior to negotiation based on the feedbacks received from different stakeholders.**

3.2 Affected Parties

Affected parties include stakeholders that the project aims to benefit through implementation of project interventions.

Table 3.1: List of possible project-affected parties by components

Components of the FFP	Possible Affected Parties
<p>Component 1: Policy and capacity-building support for new government structures and processes for sustainable forest management</p>	<ul style="list-style-type: none"> • This will include federal level forestry institutions, particularly, MoFE to review and develop processes for federal forest policy, strategy and regulations in the context of the new constitution, and technical assistance for a national third-party SFM certification. • This will also include National Disaster Risk Reduction Authority (NDRRMA) for Forest-fire Early Warning Systems. • Beneficiaries include Provincial Forest Directorates, Division Forest Offices (DFO) and Sub-division Forest Offices of Provinces 2 and 5. The activities will include providing technical assistance and training to develop provincial level forest sector policies, strategies, laws and regulations under the umbrella of the national level law and policy. • Beneficiaries will also include training for elected representatives, sectoral and administrative staff, covering participatory, forest sector planning, land-use planning, financial management, and safeguards application in selected 50 municipalities. •
<p>Component 2: Community-based sustainable forest management and smallholder forest plantations.</p>	<ul style="list-style-type: none"> • Beneficiaries will include existing and new Community Forest User Groups; Leasehold Forest User Groups; Collaborative, Forest User Groups; Private Forests/Nursery Owner; Public Land Management Groups; Farmers; Sub/Division Forest Offices of Provinces 2 and 5. The beneficiaries will be provided with CBFM grants, capacity building through training and technical assistance for sustainable forest management and group governance. • Smallholder Plantations on public & private land will be provided with technical assistance through selected municipalities to build capacities to establish 275 PLMGs for

	<p>agroforestry plantation, and results-based payment through Plantation Grants.</p> <ul style="list-style-type: none"> • Local government will procure local service providers to provide technical assistance (extension advice) and physical inputs (i.e. seedlings, materials, etc.) but not labor, for mixed agroforestry by planting trees and bamboo, and implementing soil and water conservation measures covering approximately 1,350 ha, for the benefit of about 4,500 poor households. • 650 poor households, with preference given to Dalits and other IP groups, who have limited land of their own, land will be allocated inside community-managed forests for the production of fodder and NTFPs in selected municipalities of Province 2 and 5 (Madhesh and Lumbini Provinces respectively)
<p>Component 3: Forest Enterprise Improvement and Development</p>	<ul style="list-style-type: none"> • Forest based private sector beneficiaries from local to National/International timber and NTFPs (essential oil, herbal medicine, cosmetics) traders i.e., Jadibuti Association of Nepal (JAWAN); Nepal Herbs and Herbal Products Association; FenFIT; HPPCL; Nepal Forests Corporation (previously the Timber Corporation of Nepal and the Forest Products Development Board merged), new and existing small scale forest-based enterprises will be provided with enabling and regulatory environment. • Forest-based production industries involved in pre-products, processing products, and end products (Alloo, Resin, Veneer, ply-wood, handmade paper, furniture, saw mill, treatment plant, seasoning plant) including herbal medicines company, HPPCL, Nepal Forests Corporation will be provided with enabling conditions. This will lead to the establishment and functioning of forest-based enterprises as a source of economic growth and rural employment through the provision of technical assistance will be improved. • CBFM groups and farmers as beneficiaries will be supported to harvest timber and NTFPs from sustainably managed forests and plantations and to identify markets for the products. For this, a credit line for forest-based enterprises will be piloted to provide access to finance for existing and new forest-based SMEs. • ADBL and selected FIs will be provided with technical assistance to develop a pipeline, disburse, and monitor the evolving forest-based SME portfolio. This assistance will help in enhancing the credit department to assess and monitor the forest-based SME portfolio, new product development, risk mitigation strategies (including potential collaterals, immovable and movable), marketing material. • Small business advisors will provide training to entrepreneurs to prepare and submit business plans including financing plans and applications for loans (to be granted on a pilot basis) for forest-based SME development and entrepreneurs (especially women) from the identified private banks.

Component 4: Project Governance Monitoring and Learning	<ul style="list-style-type: none"> • N/A
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3.3 Other interested parties

Other Interested parties refer to people or groups that may have an interest in the project for a variety of reasons such as professionally, economically, politically, or on the basis of social or environmental concerns. The project’s stakeholders also include parties other than the directly affected communities, including those listed in the table given below.

Table 3.2: List of possible interested parties categorized by components

Interested parties	Interest in the project
International Level	
Environmental I/NGOs and Activists, NGOs working on IPs and Human rights, Gender Activists	<ul style="list-style-type: none"> • Understanding the range of impacts of the project activities and effectiveness and implementation of the prescribed mitigation measures along with the opportunities associated with the project(s).
Private firms/Corporations/FIs	<ul style="list-style-type: none"> • Explore business opportunities to finance SMEs, forest based industries both private and public
Development partners and Agencies (DPs)	<ul style="list-style-type: none"> • Explore opportunities for scaling the project investments, e.g., ADB, USAID, JICA, • Project management and scalable lessons.
Academics and researchers	<ul style="list-style-type: none"> • Possible research work at the project site to provide scientific knowledge on climate change, sustainable forest management, and economic benefits that accrue from increased supplies of forest based products.
• Federal Level	
Ministry of Finance, National Planning Commission,	<ul style="list-style-type: none"> • Ensuring that project funds will be used for project purpose. • Ensuring that project investments align 2016 Forest Sector Strategy and the National Forest Policy 2019
Federal Ministry of Industries, Commerce and Supplies	<ul style="list-style-type: none"> • Ensure enabling environment for establishment and development of new forest-based enterprises and SMEs
NGOs with focus on forestry, climate change, E&S Gender issues, IPs and Dalits right issues	<ul style="list-style-type: none"> • Represents the interests of different interested parties and vulnerable groups
Forest-based enterprises, Banks and Financial Institutions	<ul style="list-style-type: none"> • Interest in establishment and operation of existing and new small-scale forest-based businesses. • Interest in designing and piloting a viable credit line for forest-based SME establishment and improvement
Contractors, traders, suppliers, middlemen and brokers in timber based and NTFP business	<ul style="list-style-type: none"> • Interest in timber based and NTFP businesses.
Service Providers	<ul style="list-style-type: none"> • Interest in providing technical services related to capacity building of CBFG, PLMGs different forestry and business institutions related to three tiers of the government.
Media	<ul style="list-style-type: none"> • To provide information and news about the project to their

	<ul style="list-style-type: none"> listeners, • Accountability for project/public funds • Represents public interest
Academic institutions such as universities and think tanks	<ul style="list-style-type: none"> • Research/study opportunities for the students on various issues related to climate change, NTFPs, CBFM, forest-based SMEs etc.
Provincial and Local Levels (Madhesh and Lumbini Province)	
Provincial Social Development Ministry	<ul style="list-style-type: none"> • Social impacts (positive and negative) of the project activities and contribution to the social development by the project
Provincial Economic Affairs and Planning Ministry	<ul style="list-style-type: none"> • Contribution to the economic development by the project
Provincial Planning Commission	<ul style="list-style-type: none"> • Economic development and development planning in forestry management, establishment and development of forest-based SMEs and economic benefits to the forest user groups and community
Provincial Ministry of Industry, Tourism, Forest and Environment and Division Forest Office	<ul style="list-style-type: none"> • Ensure deregulation of the of constraining factors to timber harvesting, sales, transport, utilization, and processing (including regulations affecting the establishment of sawmills and forest-based enterprises) to stimulate a more dynamic, market-oriented, and productive domestic forest industry; • Possible impacts of the project in sustainable forest management, increased timber and NTFP products and its benefit to the people
Political leaders (i.e., Chief Ministers, Political Party Heads, Mayors	<ul style="list-style-type: none"> • Taking credits of economic and social development in the region
Provincial and local level NGOs, Right Groups, Activists,	<ul style="list-style-type: none"> • Represents the interests of different interested parties and vulnerable groups
Chambers of commerce and business associations	<ul style="list-style-type: none"> • Business opportunities unveiled by the project activities
Mass Media (FM/community radios, newspapers, TV channels, social media, including the Facebook and twitter, among others)	<ul style="list-style-type: none"> • To provide information and news about the project to their listeners, • Accountability for project/public funds • Represents public interest
Elected officials from fifty selected municipalities of Madhesh and Lumbini Provinces	<ul style="list-style-type: none"> • Provide support and implement activities to support CBFM groups including their capacity building, ensure equitable benefit sharing and pro-poor decision making
Communities involved in different forest groups in the project implemented areas	<ul style="list-style-type: none"> • Benefits, and opportunities unveiled by the project
Poor households (Dalits and other IP groups from the area itself who have limited land) with preference given to Dalits and other IP groups, who have limited land of their own, land will be allocated inside community-managed forests	<ul style="list-style-type: none"> • Ensure land allocation inside the community managed forest for the production of fodder and NTFPs
District offices in the provinces such as District Administration Office, District Coordination Committee, Division Forest Office	<ul style="list-style-type: none"> • Implementation of changes in laws and by-laws for attaining the goal of the project • Coordinating development activities in the district • Management of forest area, providing additional forest land for

	the project
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3.4 Disadvantaged/vulnerable individual groups

Within the Project area, the vulnerable or disadvantaged groups may include but are not limited to the following.

Table 3.3: List of disadvantaged/vulnerable groups categorized by components

Components of the UAHEL	Disadvantaged/vulnerable individuals or groups	Possible barrier to information and project benefits
Component 1: Policy and capacity-building support for new government structures and processes for sustainable forest management	<ul style="list-style-type: none"> • NA 	<ul style="list-style-type: none"> • NA
Component 2: Community-based sustainable forest management and smallholder forest plantations Component 3: Forest Enterprise Improvement and Development	<ul style="list-style-type: none"> • 650 poor households, with preference given to Dalits and other IP groups, who have limited land of their own. • Public Land Management Groups • Women entrepreneurs • Land under joint (male/female) ownerships 	<ul style="list-style-type: none"> • Lack information on project activities • Lack of information on equitable benefit sharing and pro-poor decisions • .Lack of information on allocation of land on community managed forests for production of fodder and NTFPs • Lack of information on result-based payment through plantation grants, technical assistance and planting materials • Lack of information on selection criteria on grant allocation • Lack of information leading to inaccessibility in women entrepreneurs to prepare business plans, including financing plans and loan applications for forest-based small and medium enterprise development
Component 4: Project Governance Monitoring and Learning	<ul style="list-style-type: none"> • NA 	<ul style="list-style-type: none"> • NA

4. Stakeholder Engagement Program

4.1: Summary of stakeholder engagement program done during project preparation

During the preparation of the parent project, a several rounds of consultation was carried out. The summary stakeholder engagement program done during the preparation of the parent project is provided

in Table 4.1. This stakeholder consultation took place during preparation of parent project includes discussion points and issues raised and types and numbers of participants at the Federal, Provincial, and Local levels.

Table 4.1: Summary of consultations carried out during preparation and implementation of parent project

Level	Events	Duration	Types of Participants	No. of Participants	No. of Events	Discussion Points	Issues Raised
Federal Level	Meeting with REDD IC	Half day	REDD IC staff and Consultant Team	10 9	1 3	Initial meeting for discussion on work Plan including consultation plan and Periodic progress review meeting	<ul style="list-style-type: none"> All stakeholder groups to be covered during consultations
	Meeting with WB Team	Half day	WB Team, Consultants, FIP WB Team, Consultants	10 9	2 1	Sharing consultation plan and progress updates with WB mission Discussion on ESMF	<ul style="list-style-type: none"> Stakeholders to be consulted during project design process and after the design
	Meeting with Chief, PMC D, MoF	Half day	Chief, PMC Division MoFE, Lead Consultant, REDD IC Planning Officer, and/or Chief	4-5 = 13	3	Consultation plan and budget, Progress updates Fund flow mechanism	<ul style="list-style-type: none"> Participating municipalities to be selected based on pre-defined criteria
	Meeting with MoF	Half day	Undersecretary and Section Officer (budget section), Under Secretary (Planning), MoFE, Financial Management Consultant and Lead Consultant	5	2	Discussion on fund flow mechanism	<ul style="list-style-type: none"> Fund flow to municipalities and provinces as a conditional grant Fund for credit line through financial
	Consultation meeting with	30 min	DG/DDGs/ Section Chief of DoFSC, Section Chief of DoI,	3 Total 2x3 = 6	2	Start with a checklist and in-depth probing on responses	<ul style="list-style-type: none"> Chure conservation Capacity of DoFSC staff
	Consultation meeting with DoI	1 hour	Under secretary, section chief of DoI	3-4 = 7	2	Discussion on enterprise/industry registration process and present status	<ul style="list-style-type: none"> Difficulty in monitoring scattered industries/enter
	Consultation with DGM Steering Committee	Half day	DGM Steering Committee members, consultant team, FIP focal person, REDD Chief	20	1	Sharing project preparation plan, complementarity with DGM	<ul style="list-style-type: none"> Representation of Indigenous and local communities in decision making of FFP project

Updated SEP will be further consulted and disclosed after incorporating feedbacks received from different stakeholders.

4.2: Summary of project stakeholder needs and methods, tools, and techniques for stakeholder engagement

The Stakeholder Engagement Plan below outlines the engagement process, and 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 table by institutions

Target Stakeholder	Project Stages	Topic of consultation/Message	Method Proposed	Responsibility	Frequency
Institutional Level (National, Province and Local)					
Ministry of Finance (MoF)	Design, Planning, Implementation, Postm implementation	To inform the ministry which is the designated authority for dealing with foreign aid (grant and loan). MoF is also responsible for fund transfer to MoFE and to Provincial MoITFE as well as to participating Local Governments To inform/train on ESMF ,GESI, GM, SEP and other E&S documents	Progress updates, official requests and letters, e-mails, personal visits	MoFE/Federal PMU/ Focal Person MoFE FFP/REDD IC Chief	As per need
World Bank	Design, Planning, Implementation, post implementation	To inform about the project implementation progress, challenges faced and seek approvals for the project key transactions and procurements	Aide Memoirs, monitoring reports, due diligence reports, supervision missions' report	MoFE/Focal Person FFP, PMU-FFP, Project Coordinator, REDD IC, WB Focal Persons, Task Team Leader, Social/Environment Safeguard Specialist	Quarterly biannual regular monitoring
Provincial Ministry of Industry, Tourism, Forests and Environment (Province Secretary)	Design, Planning, Implementation, Post implementation	To inform about and engage in the project achievements / bottlenecks or conflicts that might occur To inform/train on ESMF,GESI, GM, SEP, and other E&S documents	Face-to face meetings, informal dialogue, Progress reports/brief updates, annual planning events	PMU and PPMU coordinators	Monthly/Quarterly
Local Government, Mayors, Deputy Mayors, Chairs and Vice-Chairs	Design, Implementation, post implementation	To engage in the project activity and keep informed about the project achievements as well as any bottlenecks or conflicts that might occur To inform/train on ESMF , GESI, GM, SEP, and other E&S documents	Face-to-face meetings, workshops, annual planning events/joint planning	PMU and PPMU coordinators, Divisional and Sub-divisional Forest Office, CBFM groups, Private Forest Growers, PLMGs	As needed
Commercial	Design,	To make enterprise	Face- to –face	Focal person from	As per need, every

Banks receiving project credit line support for forest-based enterprise	Implementation, post implementation	selection criteria fit for the purpose of FFP project, Optimum Utilization of concessional loan for promoting FBE, to identify issues and resolve it in time, to monitor progress, to monitor access of women in concessional loan To inform/train on ESMF ,GESI, GM, SEP and other E&S documents	meetings, workshop, training events on ESMF safeguards requirements, private sector engagement in FBF enterprise report , Women's Access to Concessional loan report	Bank; PMU/PPMU Governance & GESI specialist	trimester
World Bank	Design, Planning, Implementation, post implementation	To inform about the project implementation progress, challenges faced and seek approvals for the project key transactions and procurements	Aide Memoirs, monitoring reports, due diligence reports, supervision missions' report	MoFE/Focal Person FFP, PMU-FFP, Project Coordinator, REDD IC, WB Focal Persons, Task Team Leader, Social/Environment Safeguard Specialist	Quarterly biannual regular monitoring
Dedicated Grant Mechanism (DGM) project for IPs and Local Communities	Design, Planning, Monitoring and Implementation	To align DGM capacity building project activities with FFP project activities, avoid duplication and overlap, enhance collaboration and impact To inform/train on ESMF ,GESI, GM, SEP and other E&S documents	Meetings, Interaction, Information disclosure, notification, Activation of Local Government level Forest, Environment Disaster Section	Federal level PMU, MoFE Focal Person, WB and REDD IC, DGM Steering Committee, Chair	Quarterly at Federal level

Table 4.3 SEP: summary table as per the components

SEP Summary Table for Component 1					
Target Stakeholder	Project Stages	Topic of consultation/Message	Method Proposed	Responsibility	Frequency
Provincial governments in 2 and 5 MoITFE (Provinces 2 & 5)	Planning, Implementation, Monitoring	To engage effectively in provincial policy, strategy and law-making process in the federal structure of governance To inform/train on ESMF ,GESI, GM, SEP and other E&S documents	Official letters, emails, workshops, policy dialogues, exposure visits	PMU and PPMUs Provincial MoITFE, Federal MoFE	As needed

Provincial Forest Directorate	Planning, implementation, monitoring	To support smooth implementation of the project, support MoITFE in formulating forest policy, laws, guidelines To inform/train on ESMF ,GESI, GM, SEP and other E&S documents	Letters, emails, training, interaction, awareness	Provincial MoITFE office, PMU/PPMU offices, PFD Office, Participating Municipalities/Forest, Environment and Disaster Sections	PPMUs Provincial MoITFE
Municipalities	Planning, implementation, monitoring and supervision	To support planning and grant management, prepare enabling environment for project implementation To inform/train on ESMF ,GESI, GM, SEP and other E&S documents	Face to face, in writing, consultations	Service providers, sector staff of municipalities Sub divisional forest offices, PPMU, Provincial Forest Directorate Office	As needed
CBFM groups, PLMGs	Planning, Implementation, monitoring and learning	To arrange for wide outreach of potential grantees, Provide feedback on local level policy formulation To inform/train on ESMF ,GESI, GM, SEP and other E&S documents	Public meetings, letters, leaflets, info boards FM Radios, Mobile Group Messages	Environment Section of RM/M, PMUs, service providers, Division/Sub-division Forest Office	Intensive outreach/ Interaction
Private Forest Owners	Planning, implementation, monitoring, application, Process design	To inform/train on ESMF ,GESI, GM, SEP and other E&S documents	Face to face, CBFM group meetings, consultations, FM radio messages, mobile group messages	Service providers, PPMUs, Local Government FKC, Mobile Group, grantees	Before submitting grant proposal

SEP Summary Table for Component 2

Target Stakeholder	Project Stages	Topic of consultation/Message	Method Proposed	Responsibility	Frequency
CBFM groups /individual beneficiaries, private forest owners	Planning, Implementation, post implementation	To monitor the progress and evaluate the grant outputs, sharing, and intra-provincial learning To inform/train on ESMF ,GESI, GM, SEP and other E&S documents	Face- to –face meetings, workshop, exposure visits/Trainings During Multi-stakeholder forums held at Local Government level	PMU/PPMU Coordinators, Governance and GESI Specialist, Forestry and Enterprise Specialist, and M&E Specialist	Quarterly/Monthly at the provincial/municipal level or as required.
Divisional forest office Sub divisional Forest office	Planning, Implementation, post implementation	To inform , engage and foster collaboration between Forestry Staff and Local Government officials and private tree	Face-to-face meetings, workshop,	MoITFE, PPMUs, Local Government chiefs, forestry	Quarterly

		growers To inform/train on ESMF ,GESI, GM, SEP and other E&S documents		section head of Local Government	
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SEP Summary Table for Component 3

Target Stakeholder	Project Stages	Topic of consultation/Message	Method Proposed	Responsibility	Frequency
Small- and medium -scale processors, traders, Collectors, Storage providers other FB entrepreneurs	Implementation, Post Implementation	To arrange for/ensure potential applicants outreach, To inform/train on ESMF ,GESI, GM, SEP and other E&S documents safeguards applicable to the enterprise	Face to face, in writing, through media, FM radios, Print medias	Provincial PMUs, Field Coordinators, Local Facilitators, Divisional Forest Offices, FENFIT, JAWAN (Private sector FBE associations	Intensive outreach during two weeks per grant cycle
Forest-based industries and enterprises	Planning/Policy development /Implementation	To inform/train on ESMF ,GESI, GM, SEP and other E&S documents To remove policy and regulatory bottlenecks for thriving forest- based industries	Meetings/ Interaction/ Workshops/ Exposure visits	Federal MOFE, PMU/PPMUs, MoF, MoITFE, Private Sector	On regular, periodic basis
Women Entrepreneurs	Activity planning, selection of enterprise for concessional loan financing, policy support	To address policy and regulatory gap and discriminatory behavior /bottlenecks for aspiring and thriving women forest-based entrepreneurs To inform/train on ESMF ,GESI, GM, SEP and other E&S documents	Focused meetings /interaction with women entrepreneurs, onsite factory visit, face to face meetings	Federal MOFE, PMU/PPMUs, MoF, MoITFE, Private Sector/FNCCI	On a regular panned basis during detail activity planning and implementation phase

SEP Summary Table for Component 3

Target Stakeholder	Project Stages	Topic of consultation/Message	Method Proposed	Responsibility	Frequency
Project target beneficiaries and primary stakeholders	Benefit sharing, Project implementation, monitoring and learning	To arrange for wide outreach and coverage of the project activities and benefits and achievements To inform/train on ESMF ,GESI, GM, SEP and other E&S documents	Public audit/ hearing, Interactive mobile voice messages, TV news, Local FM radio broadcasts Public Information Board Mode of communication appropriate for	PMU, PPMU coordinators /Governance and GESI Specialist	Monthly, Quarterly

			women users/ vulnerable people will be chosen		
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4.3 Proposed strategy to incorporate the views of vulnerable groups

The project will seek the views of the vulnerable groups listed in Table 3.3. The following measures will be taken to remove obstacles to full and enabling participation / access to information:

- Focus groups discussion for women, led by a GBV specialist, to introduce the Project and discuss any issues and concerns that the women may have regarding the Project development and implementation. The GBV specialist will maintain effort to maintain close contacts with the women groups, particularly with the Female-headed households in the project area, facilitate them to participate periodic stakeholder consultations, women-only FGDs, and have access to project-related information. FGDs with Dalits households to introduce the Project and discuss any issues and concerns that they may have regarding the Project development and implementation. In addition they will also be provided with provision in the project for the Dalit households.
- Most IPs in the project areas speak Nepali, but some individuals may experience language issues especially around new concepts and processes. To overcome this, the Project team shall hire local Social Mobilizers if and when necessary who will hold small group meetings in local IPs language to explain printed information materials for people who are not literate or experience problems in reading/understanding Nepali. They will also assist IPs in how to provide comments, feedback and raise grievances and also provide project information and opportunities.

While reaching out to different groups particularly vulnerable groups such as women, Dalits, IPs and any other vulnerable groups identified during the course of implementation, the Project team will make sure time and location of consultation are appropriate to their needs.

5. Resources and responsibilities for implementing activities

5.1 Implementation arrangement and resources

The FFP will oversee implementation of stakeholder engagement activities. The entities and individuals responsible for carrying out stakeholder engagement activities is described below:

Table 5.1: Stakeholder engagement entities and individuals

Responsible person	Responsibilities
FFP FPMU Project Coordinators	<ul style="list-style-type: none"> • Approving the SEP, briefing MoFE and other relevant authorities • Providing overall guidance to the implementation of the SEP, including timely approval the annual budget required for implementation. • Managing the Level-3 GM escalated from Level 2 and also function as the Grievance Focal Point (GFP)
Technical Expert at PMU	<ul style="list-style-type: none"> • Support FPMU in overall activities related to SEP and GM • Handle process documentation, tracking, and management of the stakeholder database and commitment registers, training and capacity building • Updating the SEP to accommodate any changes and take corrective actions immediately as and when required. • Coordinate the SEP activities among the provincial agencies and Local Levels. • Supporting the preparation and disseminating quarterly SEP implementation reports
FFP PPMU (Provinces 2 and 5)	<ul style="list-style-type: none"> • Take a lead role in implementation of the SEP, including the functioning of the GM in an inclusive and transparent manner, organization of the periodic meaningful consultations with the stakeholders and vulnerable communities, and ensuring timely disclosure of project-related information • Preparing annual budget for the SEP implementation and managing monitoring and supervising the overall implementation of the SEP, including securing required financial resources and other logistics • Updating the SEP to accommodate any changes and take corrective actions immediately as and when required. • Coordinate the SEP activities among the provincial agencies and Local Levels. • Supporting the preparation and disseminating quarterly SEP implementation reports
Gender/GBV Specialist	<ul style="list-style-type: none"> • Contribute to ensuring the integration and implementation of SEA/SH risk mitigation measures in documents like ESCP, SEP, LMP, ESIA, ESMF/P. • Ensure to carry out regular consultations in safe and enabling spaces. • Ensure that issues related to Gender and GBV, SEA/SH are covered in consultation sessions • As needed separate FGDs should be considered to raise concerns, issues related to SEA/SH induced by the project or on women's empowerment.

A tentative budget for implementing the stakeholder engagement plan over the next 2 years, which covers the design and implementation is \$85,384.61 (1\$=130 NPR). FFP will review this plan every six months to determine if any changes to stakeholder classification or engagement are required. If so, the plan will be updated, and a new revision distributed. The budget will be revised accordingly. The budget breakdown can be found in Annex 2.

6. Grievance Mechanism (GM)

A 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 in a timely manner.

6.1: Description of grievance mechanism

The FFP GM comprises a sequential and time-bound process of three- levels to receive and address project-related feedback and grievance as explained in the table below.

Table 6.1: Illustrative table on GM steps

Step	Description of process	Timeframe	Responsibility
GM implementation structure	<ul style="list-style-type: none"> The FFP GM comprises a sequential process of three (3) levels of resolution. If a complaint cannot be resolved at a lower level, the next level of resolution is triggered 		
Grievance uptake	Grievances can be submitted via the following channels <ul style="list-style-type: none"> Verbally: face-to-face, phone call written: complaint box, mail project email, website Where: Judicial Committee of participating municipalites FFP PMU/PPMUs 		
Sorting/Processing	<ul style="list-style-type: none"> Any complaint received by any Project offices is forwarded to GM and Stakeholder Engagement Unit established at the Project site-office, At the unit, the complaint is screened and categorized according to following complaint types, <ul style="list-style-type: none"> Severe/sensitive (including complaint related to SEA/SH), Moderate, and Standard. 	7 days	GM focal person
Sorting, processing	<ul style="list-style-type: none"> Any complaint received by any Project offices is forwarded to GM and Stakeholder Engagement Unit established at the Project site-office, At the unit, the complaint is screened and categorized according to following complaint types, <ul style="list-style-type: none"> Severe/sensitive (including complaint related to SEA/SH), Moderate, and Standard. 	7 days	GM Focal Person
Acknowledgement and follow-up	<ul style="list-style-type: none"> Receipt of the grievance is acknowledged to the complainant by Formal registration of the grievance and assigning a unique number to the complaint as the complainant can use this as a reference to track the status of the complaint, and 		GM Focal Person

Step	Description of process	Timeframe	Responsibility
	<ul style="list-style-type: none"> Informing the complainant about the unique number assigned to the complaint and process to be followed in person or through phone or in writing. 		
Verification, investigation, action	<ul style="list-style-type: none"> Once acknowledged, the Level 1 GM committee will initiate the investigation, which will be led by the chair of the Judicial Committee. The Level 1 GRM Committee will develop a resolution within 15 days formal registration of the grievance. If required, the chair can contact the complainant to seek further clarification or information related to the complaint. A proposed resolution formulated by the Level 1 GRM committee will be verbally communicated to the complainant by focal person within 2 days of the decision on resolution either by calling the complainant or meeting in person. The focal person will prepare a written notification of the resolution as per the format given in Annex 6 and hand over the resolution within 30 days either by meeting in person or sending it through the post or sending a scanned copy of the resolution in the personal electronic account of the complainant If accepted by the complainant, the actions agreed in the resolution will be implemented and the case will be formally closed by using a grievance close-out form provided in Annex 5 once the implementation of the agreed actions is completed. 	Within 30 days	Chair of the Judicial Committee
Monitoring and evaluation	<ul style="list-style-type: none"> Data on complaints are be collected in every week by the PPMU 	Every week	GRM focal person
Provision of feedback	<ul style="list-style-type: none"> Feedback from complainants regarding their satisfaction with complaint resolution and the implementation of the agreed actions in the resolution is collected every month until the resolution is fully implemented, and the grievance case is formally closed. 	Every month	GRM focal person
Appeals process	<ul style="list-style-type: none"> Level 2 GRM committee: A Provincial Grievance Management Committee (PGMC) will be established in both Provinces 2 and 5. The PGMC will be chaired by Secretary of the MoITFE; regional forest directorate, Women Development Section chief/Provincial Ministry of Social Development, and other civil society organizations could be members. PPMU coordinators will function as the Member- Secretary of the committees and serve as regional Grievance Focal Point (GFP) to file the grievances and appeals. The GM Focal Person will formally notify the 	15 days	PPMU coordinators

Step	Description of process	Timeframe	Responsibility
	<p>complainant about the resolution of the Level 2 GM committee and will ask the complainant to accept or reject the resolution within 15 days after the date of the notification.</p> <ul style="list-style-type: none"> • If the complainant accepts the resolution, the GM focus person will take a written statement of such acceptance and will immediately take necessary actions to implement the agreed resolution. • If the complainant does not accept resolution proposed by the Level 2 GM Committee, the complainant can appeal to the Project GM (Level 3) Committee. The Level 3 GM Committee will be chaired by the Chief of the Planning, Monitoring and Coordination Division of MoFE, and the PMU Coordinator of FFPP will function as the Member-Secretary of the committee and serve as Grievance Focal Point (GFP) at the federal level for the filing of grievances and appeals. S/he will be responsible for summarizing the number and types of all the complaints and issues received by the municipalities and two provinces with the support of the SEP/GRM responsible officer at the federal level PMU. • The Level 3 GM Committee will develop a resolution within 15 days. The Focal person will notify the complainant and follow the steps as explained above if the resolution is accepted. • If the complainant rejects the resolution, the complainant they can appeal at District Court. 		

6.2: SEA/SH GM steps

Step	Description of process	Timeframe	Responsibility
GM implementation structure	<ul style="list-style-type: none"> • The FFP GM comprises a sequential process of three (3) levels of resolution. • If a complaint cannot be resolved at a lower level, the next level of resolution is triggered 		
Grievance uptake	<ul style="list-style-type: none"> • Grievances can be submitted via the following channels • Verbally: face-to-face, phone call • written: complaint box, mail • project email, website Where: • Judicial Committee of participating municipalities • FFP PMU/PPMUs 		
Sorting/Processing	<ul style="list-style-type: none"> • Any complaint received by any Project offices is forwarded to GM and Stakeholder Engagement Unit established at the Project site-office, • At the unit, the complaint is screened and categorized 	7 days	GM focal person

Step	Description of process	Timeframe	Responsibility
	according to following complaint types, <ul style="list-style-type: none"> ○ Severe/sensitive (including complaint related to SEA/SH), ○ Moderate, and ○ Standard. 		
Sorting, processing	<ul style="list-style-type: none"> • Any complaint received by any Project offices is forwarded to GM and Stakeholder Engagement Unit established at the Project site-office, • At the unit, the complaint is screened and categorized according to following complaint types, <ul style="list-style-type: none"> ○ Severe/sensitive (including complaint related to SEA/SH), ○ Moderate, and ○ Standard. 	7 days	GM Focal Person
Acknowledgement and follow-up	<ul style="list-style-type: none"> • Receipt of the grievance is acknowledged to the complainant by • Formal registration of the grievance and assigning a unique number to the complaint as the complainant can use this as a reference to track the status of the complaint, and • Informing the complainant about the unique number assigned to the complaint and process to be followed in person or through phone or in writing. 		GM Focal Person
Verification, investigation, action	<ul style="list-style-type: none"> • Once acknowledged, the Level 1 GM committee will initiate the investigation, which will be led by the chair of the Judicial Committee. The Level 1 GRM Committee will develop a resolution within 15 days formal registration of the grievance. • If required, the chair can contact the complainant to seek further clarification or information related to the complaint. • A proposed resolution formulated by the Level 1 GRM committee will be verbally communicated to the complainant by focal person within 2 days of the decision on resolution either by calling the complainant or meeting in person. • The focal person will prepare a written notification of the resolution as per the format given in Annex 6 and hand over the resolution within 30 days either by meeting in person or sending it through the post or sending a scanned copy of the resolution in the personal electronic account of the complainant • If accepted by the complainant, the actions agreed in the resolution will be implemented and the case will be formally closed by using a grievance close-out form provided in Annex 5 once the implementation of the 	Within 30 days	Chair of the Judicial Committee

Step	Description of process	Timeframe	Responsibility
	agreed actions is completed.		
Monitoring and evaluation	<ul style="list-style-type: none"> Data on complaints are be collected in every week by the PPMU 	Every week	GRM focal person
Provision of feedback	<ul style="list-style-type: none"> Feedback from complainants regarding their satisfaction with complaint resolution and the implementation of the agreed actions in the resolution is collected every month until the resolution is fully implemented, and the grievance case is formally closed. 	Every month	GRM focal person
Appeals process	<ul style="list-style-type: none"> Level 2 GRM committee: A Provincial Grievance Management Committee (PGMC) will be established in both Provinces 2 and 5. The PGMC will be chaired by Secretary of the MoITFE; regional forest directorate, Women Development Section chief/Provincial Ministry of Social Development, and other civil society organizations could be members. PPMU coordinators will function as the Member- Secretary of the committees and serve as regional Grievance Focal Point (GFP) to file the grievances and appeals. The GM Focal Person will formally notify the complainant about the resolution of the Level 2 GM committee and will ask the complainant to accept or reject the resolution within 15 days after the date of the notification. If the complainant accepts the resolution, the GM focus person will take a written statement of such acceptance and will immediately take necessary actions to implement the agreed resolution. If the complainant does not accept resolution proposed by the Level 2 GM Committee, the complainant can appeal to the Project GM (Level 3) Committee. The Level 3 GM Committee will be chaired by the Chief of the Planning, Monitoring and Coordination Division of MoFE, and the PMU Coordinator of FFPP will function as the Member-Secretary of the committee and serve as Grievance Focal Point (GFP) at the federal level for the filing of grievances and appeals. S/he will be responsible for summarizing the number and types of all the complaints and issues received by the municipalities and two provinces with the support of the SEP/GRM responsible officer at the federal level PMU. The Level 3 GM Committee will develop a resolution with the 15 days. The Focal person will notify to the complainant and follow the steps as explained above if the resolution is accepted. If the complainant rejects the resolution, the complainant they can appeal at District Court. 	15 days	PPMU coordinators

Annex 1: Template to capture minute/recording of consultation meetings

Date, place, and No. of participants	Summary of issues concerns/feedback	Response of Project	Agreed Follow-up Action/Next Steps
Date: Place: Total participants: Male: Female:			

Annex 2: Tentative budget for two-year period

Code	Activity	Level	Budget Yrs. 1-2 (NRS)	Comment
1.1.11	Project Grievance Redress Mechanism development	Federal (PMU)	800,000	
1.1.45	Capacity support for judicial committees on GRM	Municipalities in Province 2	1200,000	Awareness raising and process development for GRM
1.1.59	Capacity support for judicial committees on GRM	Municipalities in Province 5	1200,000	Awareness raising and process development for GRM
1.1.12	SEP & implementation	Federal (PMU)	800,000	
1.1.24	SEP & implementation (Province 2)	Province 2 (PPMU)	800,000	Includes annual stakeholder meetings at Province level
1.1.37	SEP & implementation (Province 2)	Province 5 (PPMU)	800,000	Includes annual stakeholder meetings at Province level
4.4.1	Annual forest sector stakeholder forum	Municipalities (in Province 2)	5000,000	
4.5.1	Annual forest sector stakeholder forum	Municipalities (in Province 5)	5000,000	
	Total		11,100,000	

Annex 3: Monitoring and reporting of the SEP

Key evaluation questions	Specific Evaluation questions	Potential Indicators	Data Collection Methods
<p>GM. To what extent have project-affected parties been provided with accessible and inclusive means to raise issues and grievances? Has the implementing agency responded to and managed such grievances?</p>	<ul style="list-style-type: none"> • Are project affected parties raising issues and grievances? • How quickly/effectively are the grievances resolved? 	<ul style="list-style-type: none"> • Usage of GM and/or feedback mechanisms • Requests for information from relevant agencies. • Use of suggestion boxes placed in the villages/project communities. • Number of grievances raised by workers, disaggregated by gender of workers and worksite, resolved within a specified time frame. • Number of Sexual Exploitation, and Abuse/Sexual Harassment (SEA/SH) cases reported in the project areas, which were referred for health, social, legal and security support according to the referral process in place. (if applicable) • Number of grievances that have been (i) opened, (ii) opened for more than 30 days, (iii) resolved, (iv) closed, and (v) number of responses that satisfied the complainants, during the reporting period disaggregated by category of grievance, gender, age, and location of complainant. 	<p>Records from the implementing agency and other relevant agencies</p>
<p>Stakeholder engagement impact on project design and implementation. How have engagement activities made a difference in project design and implementation?</p>	<ul style="list-style-type: none"> • Was there interest and support for the project? • Were there any adjustments made during project design and implementation based on the feedback received? • Was priority information disclosed to relevant parties throughout the project cycle? 	<ul style="list-style-type: none"> • Active participation of stakeholders in activities • Number of actions taken in a timely manner in response to feedback received during consultation sessions with project affected parties. • Number of consultation meetings and public discussions where the feedback and recommendation received is reflected in project design and implementation. • Number of disaggregated engagement sessions held, focused on at-risk groups in the project. 	<p>Stakeholder Consultation Attendance Sheets/Minutes</p> <p>Evaluation forms</p> <p>Structured surveys</p> <p>Social media/traditional media entries on the project results</p>
<p>Implementation effectiveness. Were stakeholder engagement activities effective in implementation?</p>	<ul style="list-style-type: none"> • Were the activities implemented as planned? Why or why not? • Was the stakeholder engagement approach inclusive of disaggregated groups? 	<ul style="list-style-type: none"> • Percentage of SEP activities implemented. • Key barriers to participation identified with stakeholder representatives. • Number of adjustments made in the stakeholder engagement approach to improve projects' outreach, inclusion and effectiveness. 	<p>Communication Strategy</p> <p>Periodic Focus Group Discussions</p> <p>Face-to-face meetings and/or FGDs with Vulnerable Groups or</p>

	Why or why not?		their representatives
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Annex 4: Grievance form

Grievance Form

Grievance registration no.	
Date of registration	

Details of complainant: (Tick the box for anonymity)

Name:

First Name	Middle name	Last name

Gender:

Male Female Others

Address:

Province	District	Municipality	Ward No.	Name of place

Contact details:

Primary mobile no.		Email	
Secondary mobile no.		Facebook	

Preferred mode of contact: _____

Brief description of grievance

Mode of submission of grievance:

Verbal Written Complaint Box Phone Email Others

Signature of Complainant

Signature of Grievance Officer

Annex 5: Sample Grievance Closure Form

Grievance Closure Form	
Resolution	
Grievance Number	
Grievance registered date	
Describe the steps taken to resolve the grievance	
Describe the resolution	
Department:	
Mode of communication for reply (meeting/ written/ verbal/ display):	
Date closed:	
Signatures	

Complainant:

Project representative:

Date:

Annex 6: Resolution notification form

RESOLUTION NOTIFICATION FORM		
Grievance Number: Grievance Date: Resolution Date: GRM Level		
RESOLUTION		
On Behalf of FFP Prepared By Name Date Signature	On Behalf of FFP Verified By Name Date Signature	On Behalf of Complainant Received By Name Date Signature

Annex 7: Incident report/documenting form

Note: this form is to be filled by the designated GBV focal person of the GRM with complete sensitivity and non-biasness towards the survivor and the incident

PART 1

SURVIVOR INFORMATION

1. CASE NUMBER: (assign the Survivor a case number or incident number for confidentiality according to local coding protocols)
2. DATE AND TIME OF THE REPORT:
3. SURVIVOR AGE (DATE OF BIRTH):
4. SEX: FEMALE MALE OTHER (Please specify) RATHER NOT SAY
5. SUMMARY OF INCIDENT: (A brief summary of the incident without disclosing survivor's personal information)

PART 2

INFORMATION ON SERVICE PROVIDERS

Please indicate the organization and the time of the referral from the time the incident was reported. The survivor was referred to the following services.

1. Legal counselling/support
2. Psychosocial counselling
3. Shelter
4. Medical support
5. Police
6. Child helpline/children service providers: Child Helpline: 1098
7. OCMC (One Stop Crisis Management Centre)
8. Other

STATUS OF THE CASE

In coordination with the referred service provider, please provide information on the status of the case and accordingly document it 'CLOSED' in the GM

Annex 8: Consent of release for information

Note: The purpose of this form is to obtain the Survivor's permission to share their information about the incident with other authorized organizations/individuals. The survivor should be informed about the authorized organization/individuals (WB, project Manager, Service providers) to whom the information will be disclosed

I, _____, give my permission for (Name of Organization) to share information about the incident I have reported.

I understand that in giving my authorization, I am giving (Name of Organization) permission to share the specific case information from my incident report with the PIC of the project/World Bank/Service Providers, so that I can receive the best possible care and assistance with safety and as per my need. I understand that the information will be treated with confidentiality and respect and shared only as needed to provide the assistance I need and request. I understand that releasing this information means that a person from the referred service provider may come to talk to me.

Signature or thumb print of the survivor:

Signature or thumb print of the parent/guardian (if survivor is under 16):

