**BOSNIA AND HERZEGOVINA**

**AGRICULTURE RESILIENCE AND COMPETITIVENESS PROJECT
(ARCP)**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**STAKEHOLDER ENGAGEMENT PLAN**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

May 2021

Table of Contents

[1. INTRODUCTION 1](#_Toc73641639)

[1.1. Project Description and Context 1](#_Toc73641640)

[1.2. Purpose and Justification for the SEP 3](#_Toc73641641)

[1.3. Summary of Potential Environmental and Social Impacts of the Project 3](#_Toc73641642)

[1.4. Project Locations 4](#_Toc73641643)

[2. REGULATIONS AND REQUIREMENTS 5](#_Toc73641644)

[2.1. Regulations and Requirements at BiH/FBiH levels 5](#_Toc73641645)

[2.2. WB Requirements 6](#_Toc73641646)

[3. SUMMARY OF PREVIOUS STAKEHOLDER ENGAGEMENT ACTIVITIES 9](#_Toc73641647)

[4. STAKEHOLDER IDENTIFICATION AND ANALYSIS 10](#_Toc73641648)

[4.1. Introduction 10](#_Toc73641649)

[4.2. Stakeholder Identification and Mapping 10](#_Toc73641650)

[4.3. Disadvantaged/Vulnerable Individuals and Groups 12](#_Toc73641651)

[4.4. Summary of stakeholder engagement needs and Analysis of their Interest and Influence 12](#_Toc73641652)

[4.5. Stakeholder Expansion 17](#_Toc73641653)

[5. STAKEHOLDER ENGAGEMENT PROGRAM 18](#_Toc73641654)

[5.1. Principles of Stakeholder Engagement 18](#_Toc73641655)

[5.2. Purpose and Timing of Stakeholder Engagement 18](#_Toc73641656)

[5.3. Information Disclosure 18](#_Toc73641657)

[5.4. Planned Stakeholder Engagement Activities 23](#_Toc73641658)

[5.5. Proposed Strategy to Incorporate the View of Vulnerable Groups 30](#_Toc73641659)

[5.6. Consultation on Stakeholder Engagement Plan 30](#_Toc73641660)

[6. RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT ACTIVITIES 31](#_Toc73641661)

[6.1. Roles and Responsibilities 31](#_Toc73641662)

[6.2. Planned Budget 32](#_Toc73641663)

[7. GRIEVANCE REDRESS MECHANISM 33](#_Toc73641664)

[7.1. Raising Grievances 34](#_Toc73641665)

[7.2. Grievances Administration 34](#_Toc73641666)

[7.3. Grievance and Beneficiary Feedback Reporting 35](#_Toc73641667)

[7.4. Grievance Log 36](#_Toc73641668)

[7.5. Grievance Admission Channels 36](#_Toc73641669)

[7.6. Monitoring and Reporting on Grievances 36](#_Toc73641670)

[7.7. WB Grievance Redress System 37](#_Toc73641671)

[8. MONITORING AND REPORTING 38](#_Toc73641672)

[8.1. Monitoring Reports 38](#_Toc73641673)

[8.2. Involvement of Stakeholders in Monitoring Activities 39](#_Toc73641674)

[8.3. Reporting Back to Stakeholder Groups 39](#_Toc73641675)

[ANNEX A – PROJECT GRIEVANCE FORM 40](#_Toc73641676)

[ANNEX B – STAKEHOLDER ENGAGEMENT LOG 41](#_Toc73641677)

**Abbreviations**

|  |  |
| --- | --- |
| AP | Project affected parties |
| ARCP | Agriculture Resilience and Competitiveness Project |
| BiH | Bosnia and Herzegovina |
| CGRC | Central Grievance Redress Committee |
| COVID-19 | Coronavirus Disease |
| CSOs | Civil Society Organizations |
| EIA | Environmental Impact Assessment |
| ESF | Environmental and Social Framework |
| ESMF | Environmental and Social Management Framework |
| ESMP | Environmental and Social Management Plan |
| ESSs | Environmental and Social Standards of WB |
| ESIA | Environmental and Social Impact Assessment |
| E&S | Environment & Social  |
| EU | European Union |
| FAO | Food and Agriculture Organization |
| FBiH | Federation of Bosnia and Herzegovina |
| GAP | Good Agricultural Practice |
| GIS | Geographical Information System |
| GRM | Grievance Redress Mechanism  |
| GRS | Grievance Redress Service |
| HACCP | Hazard Analysis and Critical Control Points |
| ICT | Information and Communications Technology |
| IDP | Irrigation Development Project |
| IPF | Investment Project Financing |
| IT | Information Technology |
| LG | Local Government |
| LGRC | Local Grievance Redress Committee  |
| LMP | Labor Management Procedures |
| MoAWMF | Ministry of Agriculture, Water Management and Forestry FBiH |
| MOFTER | Ministry of Foreign Affairs and Economic Relations BiH |
| M&E | Monitoring and Evaluation |
| NGO | Non-Governmental Organization |
| OECD | Organization for Economic Cooperation and Development |
| OHS | Occupational Health and Safety |
| OIP | Other Interested Parties |
| O&M | Operation and Maintenance |
| PIU | Project Implementation Unit |
| PPE | Personal Protective Equipment |
| PUC | Public Utility Company |
| RAP | Resettlement Action Plan |
| RPF | Resettlement Policy Framework |
| SEP | Stakeholder Engagement Plan |
| RS | Republic of Srpska |
| VIG | Vulnerable Individuals/Groups |
| WB | World Bank |
| WHO | World Health Organization |
| WTO | World Trade Organization |
| WUA | Water User Association |

**List of Definitions for Terms Used in This Document**

|  |  |
| --- | --- |
| **BORROWER** | In this document, this term is used in the context of definitions taken from World Bank documents. |
| **CONSULTATION** | The process of sharing information and getting feedback and/or advice from stakeholders and taking these views into account when making project decisions and/or setting targets and defining strategies. |
| **ENVIRONMENTAL AND SOCIAL STANDARDS**  | The 10 Environmental and Social Standards set out the requirements that apply to all new WB investment project financing enabling the WB and the Borrower to manage environmental and social risks of projects.  |
| **IMPLEMENTING AGENCY** | Refers to the Ministry of Agriculture, Water Management and Forestry in FBiH and the Project Implementation Unit (PIU). |
| **OTHER INTERESTED PARTIES** | Refers to individuals, groups, or organizations with an interest in the project, which may be because of the project location, its characteristics, its impacts, or matters related to public interest. For example, these parties may include regulators, government officials, the private sector, the scientific community, academics, unions, women`s organizations, other civil society organizations, and cultural groups. |
| **PROJECT** | Refers to the Agriculture Resilience and Competitiveness Project (ARCP) implemented by Ministry of Agriculture, Water Management and Forestry in FBiH through a Project Implementation Unit (PIU). |
| **PROJECT AFFECTED PARTIES** | Includes those affected or likely to be affected by the project because of actual impacts or potential risks to their physical environment, health, security, cultural practices, well-being, or livelihoods. These stakeholders may include individuals or groups, including direct project beneficiaries and local communities. |
| **STAKEHOLDERS** | Refers to individuals or groups who: (a) are affected or likely to be affected by the project (*project-affected parties*); and (b) may have an interest in the project (*other interested parties*). |
| **STAKEHOLDER ENGAGEMENT** | A continuous process in which the Implementing Agency builds and maintains constructive and sustainable relationships with stakeholders impacted over the life of a project. It includes a range of activities and interactions over the life of the project such as stakeholder identification and analysis, information disclosure, stakeholder consultation, negotiations and partnerships, grievance management, and reporting to stakeholders and management functions. |
| **STAKEHOLDER ENGAGEMENT PLAN** | This document, which assists the Implementing Agency to effectively engage with stakeholders throughout the life of the project and specifying activities that will be implemented to manage or enhance engagement. |
| **VULNERABLE INDIVIDUALS/ GROUPS** | Those who by virtue of gender, ethnicity, age, physical or mental disability, economic disadvantage, or social status, may be more adversely affected by the project than others and who may be limited in their ability to claim or take advantage of project’s development benefits.  |

## INTRODUCTION

### 1.1. Project Description and Context

The World Bank (WB) is considering to support Bosnia and Herzegovina through the Agriculture Resilience and Competitiveness Project (ARCP). The project objective is to enhance agriculture sector resilience and increase competitiveness towards EU market accession.

The Project supports five broad outcomes: (i) increased productivity and diversification of agricultural production; (ii) increased knowledge and adoption of climate-smart agriculture practices, and enhanced resilience of agricultural production to climate change; (iii) improved integration of smallholder farmers into green and effective value-chains with greater gender equality; (iv) improved agriculture water management and introduction of climate-smart irrigation technologies; and (v) improved food safety and quality standards, and increased competitiveness and potential to access higher value markets.

All these outcomes would contribute to agricultural and economic growth, improved food security and nutrition, poverty reduction and shared prosperity – all of which are public goods. Public financing to increased productivity and diversification of agricultural production is therefore well justified. The Project’s support to enhanced climate resilience will yield both adaptation and mitigation co-benefits, which are global public goods and thus merit public financing. They also contribute to improved water planning and water management and reduce the agriculture’s footprint in overall water use given the project’s attention to water saving technologies and production measures.

Modernizing and upgrading farming is needed to achieve greater productivity, higher quality of produce, lower losses, and higher incomes for farmers and traders. This would help strengthen BiH’s export-oriented segments in the agriculture, boost export revenues, and contribute to the creation of new jobs in the rural areas.

The Project will have activities in both entities of BiH (FBiH and RS). A separate set of instruments to manage environmental and social impacts are being developed. This document will manage stakeholder engagement required for activities implemented in the Federation of Bosnia and Herzegovina (FBiH).

The implementation of the Project in the FBiH will be managed by the Project Implementation Unit (PIU) housed in the Ministry of Agriculture, Water Management and Forestry (MoAWMF).

The Project is designed to achieve its objectives through four Components.

**Component 1. Enhancing public support resilience and traceability.**

***Sub-component 1.1 Enhancing Agriculture Information Systems*** includes activities:

* Enhancing the farm and client register (FCR), including the establishment of new registers for priority value chains;
* Developing a payment system with online application functionality (as shown to be highly relevant to ensure implementation of agriculture support during the pandemic given that currently paper application is in use);
* Piloting a Land Parcel Identification System (LPIS), which is a key EU accession requirement to benefit from the Common Agricultural Policy (CAP) support;
* Establishing the Farm Accountancy Data Network to improve information collection and data use for policy analysis.

***Sub-component 1.2 Supporting Climate-resilient agriculture*** includes activities:

* Improving seed quality and production, including improvement of local varieties to be better adapted to climate change (e.g. drought-resistant, heat tolerant and flood tolerant);
* Increasing farmers’ awareness of possible climate change impacts to different geographical areas and sub-sectors of agriculture;
* Improving extension service delivery including providing support to producers to comply with Good Agricultural Practices and Integrated Pest Management and climate risk assessment and interventions in value chains.

**Component 2. Improving agriculture productivity, adaptation to climate change, and enhancing linkages with markets.**

***Sub-component 2.1. Strengthening Value Chain and Developing Productive Partnerships*** includes provision of matching grants to aggregators, agro-processors and collection centers with the objective to increase the farm productivity and incomes and foster greater and better rural jobs through: (a) improving access to and adoption of climate-smart technologies, knowledge and markets; and (b) strengthening technical and managerial capacity of smallholder farmers in the farming and agri-business sectors.

***Sub-component 2.2. Improving irrigation and drainage systems for climate change adaptation*** includes activities:

* Rehabilitation/modernization of selected irrigation and drainage systems - this will support investments in infrastructure construction of intake structures, main and secondary irrigation networks, including introduction of modern pressurized systems which enhance efficiency of water use;
* Strengthening of irrigation and drainage management institutions - this will include (i) building the capacities of project benefitting municipalities and cantons, and establishing and strengthening participating of Water Users Associations (WUAs), municipal level Public Utility Companies (PUC) or joint WUA/PUC to participate in the operation and maintenance (O&M) of the systems rehabilitated or constructed under the project, including development of O&M arrangements; determination, collection and management of irrigation service fee; and modernization of on-farm water management practices to reduce water wastage; and (ii) developing a database of all irrigation systems, including GIS mapping of existing irrigation and drainage networks and assessment of their functionalities which helps the municipalities and the ministries to manage irrigation and drainage assets and develop regular maintenance and rehabilitation plans.

**Component 3. Food Quality and Safety Enhancement.**

***Sub-component 3.1. Food Quality and Safety Standards*** includes activities:

* Investment and technical assistance support to the relevant public institutions in BiH to strengthen official disease and pests controls, inspections, and laboratory capacity and testing in food safety, veterinary and phytosanitary areas, in line with international and standards as articulated in the WTO Sanitary and Phytosanitary (SPS) Agreement, the World Health Organization (WHO) and Food and Agriculture Organization (FAO) Codex Alimentarius, the World Organization for Animal Health (OIE) Terrestrial Animals and Aquatic Codes, and International Plant Protection Convention (IPPC);
* Support to enable these institutions to meet internationally recognized food certification requirements, such as GlobalGAP, EurepGAP, HACCP, etc.

***Sub-component 3.2.*** ***Information Technology (IT) Systems for Food Safety Enhancement*** includes development and upgrading of IT software and hardware systems that are critical real-time documentation of control activities and therefore are extremely supportive in the entire process of improving compliance with national and international food safety standards.

**Component 4. Project Management, includes financing PIU regarding the following activities:**

* Overall project coordination and implementation support, including implementation planning, technical supervision;
* Project financial management, procurement and reporting;
* Environmental and social safeguards implementation;
* Project monitoring and evaluation;
* Management of project’s grievance redress mechanism (GRM) and citizen engagement activities.

### 1.2. Purpose and Justification for the SEP

Operations and activities for which the World Bank`s Investment Project Financing (IPF) is sought after October 1,2018, fall under the application of the Environmental and Social Framework (ESF)[[1]](#footnote-1). The ESF comprise, inter alia, the 10 Environmental and Social Standards (ESSs) which set out mandatory requirements for the Borrower and the Project. Under the ESS10, a Stakeholder Engagement Plan (SEP) should be developed prior to Project appraisal that sets out the principles and procedures for stakeholder engagement in a manner that is consistent with ESS10.

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

Pursuant to the WB requirements, stakeholder engagement is an inclusive process implemented throughout project life-cycle, and it is most effective when initiated at early stage of project development. Stakeholder engagement is continuous and iterative process, through which the Implementing Agency identifies, communicates and facilitates two-way dialogue with persons affected by project decision and activities, as well as with other stakeholders interested in the Project. The purpose of this SEP is, therefore, to facilitate stakeholder engagement throughout the lifecycle of the Project, to create opportunities for timely active participation of all stakeholders, as well as to give all stakeholders the opportunity to express their opinions and concerns that may affect Project decisions. To allow uptake of stakeholders' concerns and problems during the project planning stage a fully functional GRM is developed and presented in detail in Chapter 7.

### 1.3. Summary of Potential Environmental and Social Impacts of the Project

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

The matching grant activities to be supported under sub-component 2.1 which include small- to medium-scale civil works will more than likely have a number of predictable and readily mitigated environmental impacts that will most likely be moderate in nature. The anticipated impacts under this component would include:

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

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

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

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

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

* involuntary land acquisition and resettlement;
* temporary restriction in access to land;
* temporary diversions and closure of access roads;
* traffic disturbance from construction vehicles and machinery;
* labor influx;
* community health and safety form construction works.

### 1.4. Project Locations

The Project will consist of multiple smaller sub-projects. Geographically the Project will be implemented throughout FBiH. At this point of project preparation, only a few locations for irrigation schemes under the sub-component 2.2. are known, as these have been prepared as part of the IDP Project (Bihać, Sanski Most, Živinice and Žepče). There are also 15 potential irrigation schemes to be considered for support under ARCP, but the locations, size, and the zone of impact of such irrigation schemes are currently not known, as well as locations of sub-projects related to other sub-components.

## REGULATIONS AND REQUIREMENTS

### 2.1. Regulations and Requirements at BiH/FBiH levels

In FBiH, public participation is required within the procedure of developing spatial planning documentation, during Environmental Impact Assessment (EIA) procedure, as well as during the issuing of construction permits and water permits. Table below contains legal requirements for the public participation relevant for this Project.

Table 1 FBiH legal requirements for the public participation relevant for this Project

| Law | Provisions of the Law related to public participation |
| --- | --- |
| *Law on Free Access to Information*[[2]](#footnote-2) | This Law ensures the rights of citizens to information and stipulates that all citizens and legal entities have the right to access information in the control of a public authority, and each public authority has a corresponding obligation to disclose such information. |
| *Law on Environmental Protection[[3]](#footnote-3)* | This Law stipulates that every person and every organization must have adequate access to information regarding the environment which is at the disposal of public authorities, including information on hazardous materials and activities in their communities, and be enabled to participate in the decision-making process. This Law also regulates the Environmental Impact Assessment (EIA) procedure and prescribes that public consultation must be organized for projects that require an Environmental Impact Assessment. The EIA must be made available to the public and a copy sent to relevant authorities and other interested parties, allowing 30 days for submitting comments, after which a public consultation is organized, and the public invited via printed (or electronic) media/radio/TV, at least 15 days in advance. The Environmental Permit is issued after the EIA is revised and all the relevant comments received from interested parties are taken into consideration. |
| *Law on the Principles of Local Self-Government[[4]](#footnote-4)* | This law stipulates that citizens in the local community, through the bodies of the local community, are included in decision-making process on matters important for living and working in the area of the local community, and in particular: * initiate and participate in the public debates in the preparation and adoption of urban plans in the local community, initiate initiatives, give opinions and participate in the construction of communal facilities and facilities of general use;
* initiate and participate in discussions on initiatives and activities for the development of the economy and social activities.

Citizens may attend the sessions of the Council in the manner and under the conditions prescribed by the rules of procedure in accordance with the Law. Notices and information on the performance of the activities of the Local Government bodies may be provided by the representatives of the Mayor and the representatives of the Council. In order to inform the public, the Local Government bodies will submit annual reports to the public in which the achieved results will be compared with the planned program objectives. The Council will regulate the publicity of work by timely, truthful, complete and objective informing of the public about its work.  |
| *Law on Physical Planning and Land Use[[5]](#footnote-5)* | According to this Law*,* prior to issuing of construction permit, the Federal Ministry of Physical Planning has to provide public access to the Main Design, and inform the public by means of a public announcement. The public is allowed 15 days for submission of comments. |
| *Decree on Single Methodology for Developing Spatial Planning Documents*[[6]](#footnote-6) | In line with this Decree, public participation must be ensured during all stages of development of spatial planning documents. Spatial plan developers are required to prepare a Public Participation Program, which includes provisions for public involvement at all stages. In addition, spatial planning documents must contain evidence of public consultations, such as minutes from public hearings, etc. |
| *Law on waters[[7]](#footnote-7)* | Prior to issuance of Prior Water Consent, the competent Water Agency must inform the interested parties and the public in the river basin district, through a notice on the notice board of the Agency, by advertising in the local media, and in case of inter-entity impact, in at least two means of public information that are available to the public and on the territory of the Republika Srpska. |
| *Laws governing expropriation, administrative and judicial proceedings* | Due consideration is given to timely notices, meaningful engagement and adequate Grievance mechanisms. |

BiH acceded to the Aarhus Convention on Access to Information, Public Participation in Decision Making and Access to Justice in Environmental Matters in 2008. The Aarhus Convention grants the public rights regarding access to information, public participation and access to justice, in governmental decision-making processes on matters concerning the local, national and transboundary environment. Article 2(c) of the Convention states that the Convention applies not only to government at all levels, but also to “any other natural or legal persons having public responsibilities or functions, or providing public services, in relation to the environment, under the control of a public authority.” In line with the Convention, Implementing Agencies are required to:

* Respond to requests from the public for environmental information (any member of the public can make a request, regardless of citizenship, nationality or domicile);
* Regularly collect and disclose environmental information to the public and notify the public that the information is available.

### 2.2. WB Requirements

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

Objectives of ESS10 are the following:

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

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

* are affected or likely to be affected by the project (project-affected parties); and
* may have an interest in the project (other interested parties).

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

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

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

The SEP describes the timing and methods of engagement with stakeholders throughout the lifecycle of the project as agreed between Bank and Borrowers, distinguishing between project-affected parties and other interested parties. The SEP also describes the range and timing of information to be communicated to project-affected parties and other interested parties, as well as the type of information to be sought from them. According to ESS10 the information will be disclosed in relevant local languages and in a manner that is accessible and culturally appropriate, taking into account any specific needs of groups that may be differentially or disproportionately affected by the project or groups of the population with specific information needs.

Borrowers are required to develop within the SEP a procedure on addressing and responding to grievances (grievance mechanism to receive and facilitate resolution of APs concerns and grievances). Borrowers are required to implement the grievance mechanism and respond to concerns and grievances of project-affected parties related to the environmental and social performance of the project in a timely manner.

## SUMMARY OF PREVIOUS STAKEHOLDER ENGAGEMENT ACTIVITIES

During the preparation of the ARCP project, there have been two cycles of stakeholder consultations.

The first cycle of consultations took place during the development of the Project concept and the second cycle during the World Bank's pre-evaluation mission.

In the first cycle of stakeholder consultations, two meetings were held. The first meeting took place in Mostar on June 10, 2019, with Local Government representatives, representatives of agricultural cooperatives, farmers, aggregators, processors, representatives of the Chamber of Commerce as well as potential users. This meeting was attended by 25 people, including 4 members of the World Bank. The second meeting took place in Gradačac on June 11, 2019, attended by 21 people of the same structure as the previous meeting. The topics of both meetings were the possibilities and ways in which the Project can influence the organization of better-quality agricultural production with a guaranteed placement of quality domestic products.

In the second cycle of stakeholder consultations, MoAWMF shared with the World Bank the contact information of producer groups that could participate in a survey conducted as part of Project preparation. These producers are: agricultural cooperative "Plodovi zemlje" (production of young potatoes and other vegetables); agricultural cooperative “Agrisan” Sanski Most, (indoor production and purchase of fruits and vegetables); agricultural cooperative “Gračanka” Gračanica, (purchase of gherkins, purchase of milk) and “BRAMS” Ltd. Sarajevo (purchase and processing of fruits and vegetables, mostly for export).

Lessons learned from the recently completed Bank financed IDP Project, also implemented by PIU/MoAWMF, showed it is necessary to improve the way of communication directly with farmers, i.e. to find the possibility of better organization of public consultations with more active participation of the end users themselves.

## STAKEHOLDER IDENTIFICATION AND ANALYSIS

### 4.1. Introduction

ESS10 recognizes the following categories of stakeholders:

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

### 4.2. Stakeholder Identification and Mapping

Stakeholder identification and mapping were performed for all Project components and sub-components. A list of all stakeholders is shown in the table below.

Table 2 Stakeholder Identification

| Component | Sub-component | Stakeholders | AP/OIP/ VIG |
| --- | --- | --- | --- |
| Component 1. Enhancing public support resilience and traceability  | **Sub-component 1.1 Enhancing Agriculture Information Systems** | Ministry of Foreign Affairs and Economic Relations BiH (MOFTER) | AP |
| Ministry of Agriculture, Water Management and Forestry (MoAWMF) | AP |
| **Sub-component 1.2 Supporting Climate-resilient Agriculture** | Farmers, seed companies, nurseries and breeders | AP |
| The extension advisory services  | AP |
| Relevant laboratories for the OECD certification | AP |
| Contractors, sub-contractors, supervision consultants, service providers, suppliers | OIP |
| Local Governments | OIP |
| Academic community/faculties, research institutions and centers | OIP |
| Agricultural associations  | OIP |
| NGOs/CSOs | OIP |
| Media (TV, radio, electronic) | OIP |
| Component 2. Improving agriculture productivity, adaptation to climate change, and enhancing linkages with markets | **Sub-component 2.1 Strengthening Value Chain and Developing Productive Partnerships** | Agri-businesses (processors and aggregators)  | AP |
| Farmers | AP |
| Beneficiaries of the Matching grant schemes | AP |
| Contractors, sub-contractors, supervision consultants, service providers, suppliers | OIP |
| Low-skilled, semi-skilled and high-skilled workers | OIP |
| Local Governments | OIP |
| Academic community/faculties, research institutions / centers | OIP |
| Agricultural associations  | OIP |
| NGOs/CSOs | OIP |
| Media (TV, radio, electronic) | OIP |
| Vulnerable individuals/households | VIG |
| **Sub-component 2.2 Improving Irrigation and Drainage Systems for Climate Change Adaptation** | Farmers benefiting from irrigation schemes | AP |
| People affected by irrigation schemes | AP |
| WUA / PUC  | AP |
| People affected by land acquisition / resettlement | AP |
| People residing in sub-project areas | AP |
| Legal entities in sub-project areas | AP |
| Contractors, sub-contractors, supervision consultants, service providers, suppliers | OIP |
| Low-skilled, semi-skilled and high-skilled workers | OIP |
| Local Governments  | OIP |
| Cantonal Ministries responsible for agriculture | OIP |
| Various Government inspections such as labor, construction | OIP |
| Agricultural associations  | OIP |
| NGOs/CSOs | OIP |
| Media (TV, radio, electronic) | OIP |
| Vulnerable individuals/households | VIG |
| Component 3. Food Quality and Safety Enhancement | **Sub-component 3.1 Food Quality and Safety Standards** | Laboratories for specified animal health, food safety and plant health testing | AP |
| Farmers | AP |
| Contractors, sub-contractors, supervision consultants, service providers, suppliers | OIP |
| Local Governments | OIP |
| Academic community/faculties, research institutions and centers | OIP |
| Agricultural associations  | OIP |
| NGOs/CSOs | OIP |
| Media (TV, radio, electronic) | OIP |
| **Sub-component 3.2 Information Technology (IT) Systems for Food Safety Enhancement** | BiH Food Safety Agency  | AP |
| Veterinary Office of BiH  | AP |
| Contractors, sub-contractors, supervision consultants, service providers, suppliers | OIP |
| Local Governments | OIP |
| Cantonal Ministries responsible for agriculture | OIP |
| Component 4. Project Management  |  | PIU housed by MoAWMF | OIP |
| WB | OIP |
| Ministry of Finance and Treasury BIH | OIP |
| Ministry of Finance FBiH | OIP |

### 4.3. Disadvantaged/Vulnerable Individuals and Groups

Of particular importance is to understand whether adverse project impacts may disproportionately fall on disadvantaged or vulnerable individuals or groups, or they are likely to be excluded/unable to access Project benefits. Such groups may often not have a voice to express their concerns or understand the impacts of a project. This SEP shall ensure that disadvantaged or vulnerable individuals or groups, relevant to the Project, are identified, that their particular sensitivities, concerns and barriers to project information are assessed and that they fully understand project activities and benefits and participate in consultation processes.

Disadvantaged/vulnerable individuals or groups in the project area may include persons living below the poverty line; women; youth; women-headed households; elder-headed households (≥ pension age) without any other household member bringing in income; persons with limited mobility; or persons with disabilities. Various types of barriers may prevent these individuals or groups from participating in the planned stakeholder process, such as: low literacy and ICT knowledge, lack of understanding of a consultation process, living in geographically remote and challenging areas with low internet coverage, lack of transportation to events, etc.

The Project will take special measures to ensure that disadvantaged/vulnerable individuals or groups have equal opportunity to access information, provide feedback, or submit grievances. The deployment of Social specialist by PIU will help to ensure proactive outreach to all population groups. Awareness raising will be conducted in villages to ensure higher participation of targeted population. Focus groups or individual consultation meetings dedicated specifically to disadvantaged/vulnerable individuals or groups will be conducted to gauge their views and concerns.

For each sub-project a vulnerability assessment will be conducted as part of the project preparation and shall inform on the need to adapt the engagement methods and approaches as designed in this SEP to bridge any engagement barriers stemming from vulnerability.

According to currently available information, the presence of disadvantaged/vulnerable individuals or groups in the Project area has not been identified, but this information can definitely be confirmed only after the sub-project areas have been identified.

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

Identified stakeholders and their level of influence cross-referenced with the interest they may have in the Project will determine the type and frequency of engagement activities necessary for each stakeholder. Adding and populating an *Influence and interest matrix* such as the one presented in Table 3 can be helpful to determine where to concentrate stakeholder engagement efforts.

Table 3 Influence and interest matrix

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

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

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

| **Project stakeholder group** | **Nature of interest** | **Level of Interest** | **Level of Influence** | **Level of engagement** |
| --- | --- | --- | --- | --- |
| Project affected parties | Individuals | People affected by land acquisition / resettlement | Interest in project impact on their property and livelihoods and understanding the compensation procedure | High | Medium | Consult |
| People residing in sub-project areas | Interest in potential impacts during civil works, duration of civil works, traffic management plan | High | Medium | Consult |
| People affected by irrigation schemes | Interest in potential impacts of the irrigation schemes operation on their property and livelihoods | High | Medium | Consult |
| Farmers benefiting from irrigation schemes | High expectations on timely implementation to receive benefit from economic development, will benefit directly from the irrigation schemes | Medium | High | Involve/engage |
| Farmers (other) | High expectations on timely implementation to receive benefit from economic development, will benefit directly from the capacity building activities | Medium | High | Involve/engage |
| Legal entities | Seed companies, nurseries and breeders | High expectations on timely implementation to receive benefit from economic development, will benefit directly from the capacity building activities | Medium | High | Involve/engage |
| The extension advisory services  | High expectations on timely implementation to receive benefit from purchase of relevant necessary equipment (office and IT equipment, vehicles, etc.), will benefit directly from the capacity building activities | Medium | High | Involve/engage |
| Agri-businesses (processors and aggregators)  | High expectations on timely implementation to receive benefit from economic development, will benefit directly from the capacity building activities | Medium | High | Involve/engage |
| Beneficiaries of the Matching grant schemes | High expectations on timely implementation to receive benefit from economic development, will benefit directly from the machining grant schemes | Medium | High | Involve/engage |
| WUA / PUC  | High expectations on timely implementation, will benefit directly from the capacity building activities | Medium | High | Involve/engage |
| Legal entities in sub-project areas | Concerns about disruption of business and operation activities | High | Low | Inform |
| Government Agencies and institutions | Ministry of Foreign Affairs and Economic Relations BiH (MOFTER) | High expectations on timely implementation to receive benefit from developed and upgraded IT systems | High | Medium | Consult |
| Ministry of Agriculture, Water Management and Forestry (MoAWMF) | High expectations on timely implementation to receive benefit from developed and upgraded IT systems | High | Medium | Consult |
| Relevant laboratories for the OECD certification | High expectations on timely implementation to receive benefit from development of operative procedures (manual/instruction) and capacity building activities | High | Medium | Consult |
| Laboratories for specified animal health, food safety and plant health testing | High expectations on timely implementation to receive benefit from renovating/upgrading of facilities and purchase of equipment, will benefit directly from the capacity building activities | High | Medium | Consult |
| BiH Food Safety Agency  | High expectations on timely implementation to receive benefit from development and upgrading of IT software and hardware systems, will benefit directly from the capacity building activities | High | Medium | Consult |
| Veterinary Office of BiH  | High expectations on timely implementation to receive benefit from development and upgrading of IT software and hardware systems, will benefit directly from the capacity building activities | High | Medium | Consult |
| Other interested parties | Government Agencies and institutions | Ministry of Finance and Treasury BiH | Loan oversight at the BiH level | High | High | Partner |
| Ministry of Finance FBiH | Loan oversight at the FBiH level | High | High | Partner |
| PIU housed by MoAWMF | Implementing agency for the Project in FBiH and Main counterpart of the WB for Project implementation in FBiH. Project management and implementation, oversight, reporting, implementation program, environmental and social risk management, grievance management, SEP implementation and coordination, and procurement and financial management activities in FBiH. | High | High | Partner |
| Local Governments | Serve as first point of contact, conduct field outreach, facilitate two-way communication | Medium | Low | Inform |
| Cantonal Ministries responsible for agriculture | Interested in management of irrigation and drainage assets and development of regular maintenance and rehabilitation plans | Medium | Low | Inform |
| Various Government Inspections such as Labor, Construction | Interested in enforcement of legal requirements in all aspects of project implementation with emphasis during construction activities | High | Medium | Consult |
| WB | Interested in achievement of Project Development Objectives and compliance to E&S Standards of the Project | High | High | Partner |
| Employers and Workers | Contractors, sub-contractors, supervision consultants, service providers, suppliers | Interested in participating in various bidding procedures | High | Medium | Consult |
| Low-skilled, semi-skilled and high-skilled workers | Interested in employment opportunities in the Project | Medium | Low | Inform |
| Academia | Academic community/faculties, research institutions and centers | Interested in sharing knowledge and contributing to capacity building activities | Medium | Low | Inform |
| Associations, NGO | Agricultural associations  | Potential concerns over regarding environmental and social impacts and project designs. The project may provide a knowledge sharing avenue. | High | Medium | Consult |
| NGOs/CSOs | Interested in project benefits. Interest in environmental and social aspects of project as well as community health and safety | High | Medium | Consult |
| Media | Media (TV, radio, electronic) | Enables wide and regular dissemination of information related to the Project, ensures its visibility and facilitates stakeholder engagement | Medium | Low | Inform |
| VIG | Individuals | Persons living below the poverty line; women; youth; women-headed households; elder-headed households without any other household member bringing in income; persons with limited mobility; or persons with disabilities; People with low literacy and ICT knowledge | Interested in accessibility, affordability of project investments and how the project will affect them | High | Medium | Consult |

### 4.5. Stakeholder Expansion

This Project will have prevalent number of groups of people and economically differentiated groups who are interested in the project on different levels. The Project may need to revisit the list of stakeholders and verify if there is a need to expand the list and engage with other stakeholders in course of the Project implementation. This will be facilitated by filling out the stakeholder expansion questionnaire below at critical points during Project implementation but mandatory during preparation of respective sub-projects. A potential update will be part of the Monitoring & Evaluation (M&E) segment of the Project.

Table 5 Expansion and update questionnaire

|  |
| --- |
| STAKEHOLDER EXPANSION AND UPDATE QUESTIONNAIRE |
| □ Yes□ No*If No the Project needs to expand the Stakeholder list* | Is our current list focused on relevant stakeholders who are important to our current and future efforts? (*Answers should be based on knowledge of the Project, feedback received and grievances registered tackling inadequate outreach, real or perceived exclusion and feedback during their Engagement)* |
| □ Yes□ No*If No the Needs assessment should be revisited or a supplementary conducted and Stakeholder list revisited* | Do we have a good understanding of where stakeholders are coming from, what they may want, whether they would be interested in engaging with the Project, and why?*(The answers should be based on the frequency of stakeholders approaching through communication channels other than the Projects, with suggestion for inclusion of groups or eligible activities etc.)* |
| □ Yes□ No*If No the Stakeholder list should be revisited as well as admission and evaluation criteria should be revisited* | Does the current engagement strategy focus adequately on potential beneficiaries of the Project from vulnerable groups?*(Answers should be based on the result of the feedback received through on-going consultations, Grievance log, and mid-term review of stakeholder engagement during project implementation)* |

## STAKEHOLDER ENGAGEMENT PROGRAM

### 5.1. Principles of Stakeholder Engagement

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

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

### 5.2. Purpose and Timing of Stakeholder Engagement

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

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

### 5.3. Information Disclosure

Table 6 briefly describes what kind of information will be disclosed, in what formats, and the types of methods that will be used to communicate this information to target the wide range of stakeholder groups.

Table 6 Description of Information Disclosure Methods

| Target stakeholders | Information/documents to be disclosed | Disclosure channel | Timing/ Frequency | Responsibilities |
| --- | --- | --- | --- | --- |
| All stakeholders | * Project ESF documents (ESMF, SEP, RPF, LMP)
 | * Websites of PIU/MoAWMF
 | Upon completion of the documents  | * PIU/MoAWMF
 |
| * Sub-project ESMPs, RAPs
 | * Websites of PIU/MoAWMF and Local Governments
 | Upon completion of the documents  | * PIU/MoAWMF
* Responsible departments in Local Governments
 |
| * Brief reports on project progress
* Summaries of stakeholder engagement activities
 | * Websites of PIU/MoAWMF and Local Governments
 | Quarterly | * PIU/MoAWMF
* Responsible departments in Local Governments
 |
| * Project announcements (timing of project activities and related information)
* Invitations to public consultations
 | * Websites of PIU/MoAWMF and Local Governments
* Publications via various media and press releases
 | Regularly in line with project dynamics | * PIU/MoAWMF
* Responsible departments in Local Governments
 |
| All APs and Vulnerable individuals/households | * Information about the Grievance Redress Mechanism (GRM) process (incl. info on local admission points)
 | * Websites of PIU/MoAWMF and Local Governments
* Notice boards / info-desks of Local Governments/local communities in sub-project areas
* Leaflet containing information on GRM
* Publications via various media and press releases
 | Upon sub-projects identification | * PIU/MoAWMF
* Responsible departments in Local Governments
 |
| APs:* People affected by land acquisition / resettlement

Vulnerable individuals/households | * Land acquisition process
* Resettlement and livelihood restoration options
* Compensation rates and methodology
* GRM to address resettlement related complaints (incl. info on local admission points)
 | * Websites of PIU/MoAWMF and Local Governments
* Notice boards / info-desks of Local Governments/local communities in sub-project areas
* Leaflet containing information on GRM
* Publications via various media and press releases
 | Upon identification of sub-projects’ land acquisition and resettlement requirements | * PIU/MoAWMF
* Responsible departments in Local Governments
 |
| APs:* Farmers benefiting from irrigation schemes
 | * Information about the GRM process (incl. info on local admission points)
* Project E&S requirements
* Technical documentation for irrigation schemes
 | * Websites of PIU/MoAWMF and Local Governments
* Notice boards / info-desks of Local Governments/local communities in sub-project areas
* Leaflet containing information on GRM
* Publications via various media and press releases
 | Upon identification of irrigation schemes’ locations | * PIU/MoAWMF
* Responsible departments in Local Governments
 |
| APs:* People affected by irrigation schemes
 | * Information about the GRM process (incl. info on local admission points)
* Project E&S requirements
* Technical documents for irrigation schemes
 | * Websites of PIU/MoAWMF and Local Governments
* Notice boards / info-desks of Local Governments/local communities in sub-project areas
* Leaflet containing information on GRM
* Publications via various media and press releases
 | Upon identification of irrigation schemes’ locations | * PIU/MoAWMF
* Responsible departments in Local Governments
 |
| APs:* People residing in sub-project areas
* Legal entities in sub-project areas

Vulnerable individuals/households | * Traffic management plan
* Community health and safety measures
* Information about the GRM process (incl. info on local admission points)
 | * Websites of PIU/MoAWMF and Local Governments
* Notice boards / info-desks of Local Governments/local communities in sub-project areas
* Leaflet containing information on GRM
* Publications via various media and press releases
 | Before start of works | * PIU/MoAWMF
* Responsible departments in Local Governments
* Contractors
 |
| APs:* Agri-businesses (processors and aggregators)
 | * Information on matching grant schemes
* E&S requirements
* Information about the GRM process (incl. info on local admission points)
 | * Websites of PIU/MoAWMF and Local Governments
* Leaflet containing information on GRM
* Publications via various media and press releases
 | Ahead of matchinggrant calls | * PIU/MoAWMF
* Responsible departments in Local Governments
 |
| APs:* Beneficiaries of the Matching grant schemes
 | * Project E&S requirements
* GRM process
* Grant contract management, monitoring and reporting requirements
 | * Official correspondence
* (e-mail/Fax/post)
 | During selection process and after signing of contracts  | * PIU/MoAWMF
 |
| APs:* Seed companies, nurseries and breeders
* Extension advisory services
* WUA / PUC
* Laboratories
* BiH Food Safety Agency
* Veterinary Office of BiH
 | * Labor GRM process
* Invitations to meetings
* Invitations to public consultations
* Project documents
 | * Official correspondence

(e-mail/Fax/post) | Regularly in line with project dynamics | * PIU/MoAWMF
 |
| OIPs:* Contractors, sub-contractors, supervision consultants, service providers, suppliers
* Low-skilled, semi-skilled and high-skilled workers
 | * Labor GRM process
* OHS measures, risks during construction works, waste and hazardous materials management precautions, PPE
* Code of Conduct
* Traffic management plan
 | * Contractors' website
* Hard copies of Project and sub-projects’ documents in companies’ premises/works sites
 | Before start of works/services | * PIU/MoAWMF
* Contractors/sub-contractors/ supervision consultants/ service providers/suppliers
 |
| OIPs:* Representatives of BiH, FBiH and Cantonal Ministries, Local Governments
* Local NGOs/CSOs
* Agricultural associations
* Academic community/faculties, research institutions and centers
 | * Invitations to meetings
* Invitations to public consultations
* Project documents
 | * Official correspondence

(e-mail/Fax/post) | Regularly in line with project dynamics | * PIU/MoAWMF
 |
| OIPs:* Media (TV, radio, electronic)
 | * Project announcements (timing of project activities and related information)
* Invitations to public consultations
* Information on planned meetings
* Other relevant project information, as appropriate
 | * Official correspondence

(e-mail/Fax/post) | Regularly in line with project dynamics | * PIU/MoAWMF
 |

### 5.4. Planned Stakeholder Engagement Activities

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

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

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

To ensure adequate representation and participation of the different stakeholders, the Project will rely on different method and techniques. The strategy for stakeholder engagement takes into consideration the limitation posed by the current COVID-19 pandemic and relies more extensively on online and distant tools (TV, radio, phone, websites) to accommodate the need for social distancing[[8]](#footnote-8). In the future, when there is no longer a need to follow epidemiologic measures, these engagement methods may be adjusted.

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

Table 7 Summary of proposed strategy for consultation

| Project stage | Target stakeholders | Topic(s) of engagement | Method(s) used | Location/frequency | Responsibilities |
| --- | --- | --- | --- | --- | --- |
| Phase 1: 1. Project preparation, including preparation of ESMF, LMP, RPF, and SEP; preparation of RAPs and ESMPs; calls for matching grant applications, procurement of contractors and supplies | **APs:** * People affected by land acquisition;
* People affected by irrigation schemes;
* People residing in project area;
* Legal entities in sub-project areas;
* Farmers benefiting from irrigation schemes;
* Farmers (other);
* Seed companies, nurseries and breeders;
* Agri-businesses (processors and aggregators);
* Extension advisory services;
* WUAs/PUCs;
* Laboratories;
* BiH Food Safety Agency;
* BiH Food Safety Agency.

**VIGs:*** Vulnerable individuals/groups
 | * Project information - scope and rationale and E&S principles;
* Project documents;
* Technical documentation for irrigation schemes;
* Assistance in gathering official documents for early land registration;
* Land acquisition process;
* Compensation rates and methodology;
* Resettlement and livelihood restoration options;
* GRM process;
* Community Health and Safety;
* E&S risks (other than resettlement) and mitigation measures;
* LMPs (applicable to the Project) for potential job-seekers.
 | * Online public meetings related to disclosed project documents;
* Online trainings/workshops related to land acquisition/resettlement, GRM;
* Face-to-face public meetings, trainings/workshops - only if needed;
* Separate consultation meetings for vulnerable / women;
* Mass/Social Media communication;
* Disclosure of hard copies of project documents at designated public locations (in affected local communities);
* Disclosure of written information - brochures, posters, leaflets, websites;
* APs census survey – prior to completion of land acquisition/resettlement.
 | * Project launch meetings in Project affected local communities;
* Communication through mass/social media and official websites (as needed);
* Information boards / info-desks in the premises of the Project affected local communities (continuous);
* Census survey of APs in affected locations.
 | PIUResponsible departments in Local Governments |
| **OIPs:*** Contractors, sub-contractors, supervision consultants, service providers, suppliers
* Low-skilled, semi-skilled and high-skilled workers
 | * Project information - scope and rationale and E&S principles;
* Training on ESMF requirements and other sub-management plans;
* GRM process.
 | * Online meetings;
* Online trainings/workshops;
* Face-to-face meetings - only if needed;
* Invitations to public/community meetings.
 | As needed  | PIU |
| **OIPs:*** Local Governments,
* Cadaster offices
 | * Land acquisition process;
* Compensation rates and methodology;
* GRM process related to resettlement.
 | * Face-to-face meetings;
* Joint public/community meetings with APs.
 | As needed  | PIUResponsible departments in Local Governments |
| **OIPs:*** Representatives of BiH, FBiH and Cantonal Ministries, Local Governments
* Agricultural associations
* Academic community/ faculties, research institutions and centers;
* NGOs/CSOs;
* Media (TV, radio, electronic).
 | * Project documents;
* Project information – scope, rationale and E&S principles;
* Coordination activities;
* Land acquisition process;
* E&S risks, O&H risks and mitigation measures
* GRM process.
 | * Online public meetings related to disclosed project documents;
* Online trainings/workshops related to land acquisition/resettlement, GRM;
* Face-to-face meetings - only if needed;
* Separate individual consultation meetings with NGOs/CSOs dealing with people with disabilities, women’s organizations (as needed);
* Mass/social media communication;
* Disclosure of hard copies of project documents at designated public locations;
* Disclosure of written information - brochures, posters, leaflets, websites.
 | * Project launch meetings in Project affected local communities;
* Communication through mass/social media and official websites (as needed);
* Information boards / info-desks in the premises of the Project affected local communities (continuous).
 | PIUResponsible departments in Local Governments |
| *Phase 2:* Services/Construction  | **APs:** * People affected by land acquisition;
* People affected by irrigation schemes
* People residing in project area;
* Legal entities in sub-project areas;
* Farmers benefiting from irrigation schemes;
* Farmers (other);
* Seed companies, nurseries and breeders;
* Agri-businesses (processors and aggregators);
* Extension advisory services;
* WUAs/PUCs;
* Laboratories;
* BiH Food Safety Agency;
* BiH Food Safety Agency.

**VIGs:**Vulnerable individuals/groups | * Potential labor influx stemming from construction works;
* Duration of civil works;
* Community health and safety impacts (Construction-related safety measures);
* Environmental concerns;
* Traffic management plan including signage;
* Monitor community attitudes towards the Project.
 | * Online public/community meetings,
* Online trainings/workshops;
* Face-to-face meetings - only if needed;
* Separate consultation meetings for vulnerable / women;
* Individual outreach to APs;
* Mass/Social Media communication;
* Disclosure of written information - brochures, posters, leaflets, websites;
* GRM;
* Local monthly newsletter;
* APs/VIGs satisfaction survey.
 | * Monthly/quarterly meetings in Project affected local communities with ongoing construction;
* Communication through mass/social media and official websites (as needed);
* Information boards / info-desks in the premises of the Project affected local communities (continuous);
* Satisfaction survey of APs/VIGs in affected local communities.
 | PIUResponsible departments in Local Governments Supervision consultantsContractor/sub-contractorsGRM teams |
| **APs:*** Beneficiaries of Matching grants schemes
 | Collect feedback on business development support and grant implementation support | Sample-based beneficiary survey (gender, age and municipality disaggregated) | 6 months after grant disbursement | PIU |
| **APs:*** Farmers
* Seed companies, nurseries and breeders
* Extension advisory services
* WUAs/PUCs
* Laboratories
* BiH Food Safety Agency
* Veterinary Office of BiH
 | Stakeholders’ needs for capacity building, equipping, premises upgrade/ reconstruction | * Online public/community meetings;
* Face-to-face meetings - only if needed;
* Participatory APs’ needs assessment;
* PIU field reports on needs assessment and subproject prioritization.
 | Ahead of procurement of consultancy services, equipment, upgrade/ construction works | PIU |
| **OIPs:*** Contractors, sub-contractors, supervision consultants, service providers, suppliers
* Low-skilled, semi-skilled and high-skilled workers
 | * Project information - scope and rationale and E&S principles;
* Training on ESIA/ESMP requirements and other sub-management plans;
* GRM process;
* Feedback on consultants’/ contractors' reports.
 | * Online public meetings;
* Online trainings/workshops;
* Face-to-face meetings - only if needed;
* Notice board(s) at construction sites;
* Invitations to public/community meetings;
* Submission of consultant/ contractor reports.
 | As needed  | PIU Contractor/sub-contractors |
| **OIPs:*** Representatives of BiH, FBiH and Cantonal Ministries, Local Governments
* Agricultural associations
* Academic community/ faculties, research institutions and centers;
* NGOs/CSOs;
* Media (TV, radio, electronic).
 | * Project information – scope, rationale and E&S principles;
* Coordination activities;
* Land acquisition process;
* Health and safety impacts (Construction-related safety measures);
* Environmental concerns;
* Traffic management plan including signage;
* Employment opportunities;
* GRM process.
 | * Online public meetings,
* Online trainings/workshops;
* Face-to-face meetings - only if needed;
* Separate individual consultation meetings with NGOs/CSOs dealing with people with disabilities, women’s organizations (as needed);
* Mass/social media communication;
* Disclosure of written information - brochures, posters, leaflets, websites;
* GRM;
* Local monthly newsletter;
* Project tours for media, local representatives.
 | * Monthly/quarterly meetings in Project affected local communities with ongoing construction;
* Communication through mass/social media and official websites (as needed);
* Information boards / info-desks in the premises of the Project affected local communities (continuous).
 | PIUResponsible departments in Local Governments Supervision consultantsContractor/sub-contractorsGRM teams |
| *Phase 3:* Post-construction and Operation phase | **APs:** * People affected by land acquisition;
* People affected by irrigation schemes;
* People residing in project area;
* Legal entities in sub-project areas;
* Farmers benefiting from irrigation schemes;
* Farmers (other);
* Seed companies, nurseries and breeders;
* Agri-businesses (processors and aggregators);
* Beneficiaries of Matching grant schemes;
* Extension advisory services;
* WUAs/PUCs;
* Laboratories;
* BiH Food Safety Agency;
* BiH Food Safety Agency.

**VIGs:**Vulnerable individuals/groups | * Satisfaction with engagement activities and GRM;
* Community health and safety measures during operation phase;
* Environmental measures during operation phase;
* Accessing resettlement compensation and completing land transfer (for APs who have not yet received it, if any).
 | * Online public meetings, trainings/workshops;
* Individual outreach to APs;
* Separate consultation meetings for vulnerable / women;
* Mass/social media communication;
* Disclosure of written information - brochures, posters, leaflets, websites;
* GRM;
* Local monthly newsletter;
* APs/VIGs satisfaction survey.
 | * Meetings in Project affected local communities (six-monthly);
* Communication through mass/social media (as needed);
* Information boards / info-desks in the premises of the Project affected local communities (continuous);
* Satisfaction survey of APs/VIGs in affected local communities.
 | PIU |
| **OIPs:*** Representatives of BiH, FBiH and Cantonal Ministries, Local Governments
* Agricultural associations
* Academic community/ faculties, research institutions and centers;
* NGOs/CSOs;
* Media (TV, radio, electronic).
 | * Satisfaction with engagement activities and GRM;
* Coordination activities;
* Community health and safety measures during operation phase;
* Environmental measures during operation phase.
 | * Online public meetings;
* Separate individual consultation meetings with NGOs/CSOs dealing with people with disabilities, women’s organizations (as needed);
* Mass/social media communication;
* Disclosure of written information - brochures, posters, leaflets, websites;
* GRM.
 | * Meetings in Project affected local communities (six-monthly);
* Communication through mass/social media and official websites (as needed);
* Information boards / info-desks in the premises of the Project affected local communities (continuous).
 | PIU |

Once the sub-projects are identified, PIU will organize project **launch meetings** and consult the APs and OIPs on the project documents. The respective Local Governments will assist the PIU in organization of public/community meetings in all settlements throughout the project’s lifecycle. The Project will include targeted consultation meetings for vulnerable/women to better understand needs, expectations, and concerns of these population groups in relation to the Project. The feedback received at these meetings will be documented along with measures that the Project will take to address the feedback received.

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

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

**Grievance mechanism**: A specific grievance mechanism will be set-up for the Project. A leaflet containing GRM procedure shall be created and disseminated to the APs and other interested parties in public meetings during each phase of the project, as well as placed in local communities’ offices, to help local residents become familiar with the grievance redress channels and procedures. Internal GRM training will also take place for LGs’ and contractors’ staff. Information on GRM process will also be made available at PIU’s and LGs’ websites. The grievance mechanism is described in more detail in Chapter 7.

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

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

**Sample-based beneficiary survey**. Six months after each matching grant disbursement under sub-component 2.1, the PIU will conduct sample-based grantee satisfaction surveys to collect feedback on: i) grant application process, ii) grant reporting requirements, iii) level of inclusiveness in the selection process, iv) the quality and effectiveness of support received by technical assistance/advisory services. This will allow the PIU to identify potential design issues related to access and implementation of the matching grant program and the effectiveness of advisory services. The survey data will be disaggregated by age, gender and location. Survey results with proposed corrective measures will be published on PIU/MoAWMF website.

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

### 5.5. Proposed Strategy to Incorporate the View of Vulnerable Groups

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

Some of the strategies that will be adopted to effectively engage with vulnerable individuals and groups will be:

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

### 5.6. Consultation on Stakeholder Engagement Plan

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

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

## RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT ACTIVITIES

### 6.1. Roles and Responsibilities

Implementation of SEP and stakeholder engagement will be coordinated and led by the PIU supported by the Social Specialist. The PIU will closely coordinate stakeholder engagement activities with Local Governments (line departments included). In order to implement the various activities envisaged in the SEP, the PIU will need to closely coordinate with other stakeholders – FBiH, cantonal and local government departments and APs. The roles and responsibilities of these actors/stakeholders are summarized in the Table below.

Table 8 Responsibilities of key actors/stakeholders in SEP Implementation

|  |  |
| --- | --- |
| STAKEHOLDER  | RESPONSIBILITIES  |
| PIU and Ministry of Agriculture, Water Management and Forestry in FBiH | * Planning, implementation and monitoring of SEP activities;
* Leading and coordinating stakeholder engagement activities;
* Coordination/supervision of contractors on SEP activities;
* Collecting stakeholders’ feedback through meetings, workshops, satisfaction surveys;
* Managing CGRC, collecting grievances from LGRC, management and resolution of grievances; communication of grievances regularly through monitoring reports;
* Building capacity of implementing partners – Local Governments on GRM and ESF stakeholder engagement standard and its implications;
* Managing the project GRM database and submission of quarterly reports on the substance and quantity of grievances;
* Supervision/monitoring of sub-projects and engaging with stakeholders.
 |
| Local Governments | * Assisting PIU in organizing stakeholder engagement activities at the local level during land acquisition/resettlement and construction works;
* Coordinate with the PIU on the outreach activities;
* Manage the LGRC, collect and send grievances to the CGRC;
* Disclosure of all documents, distribution of outreach material as needed;
* Facilitate the organization of stakeholder workshops to present project progress and collect feedback about project services.
 |
| Line departments in LGs | * Update spatial plans and issue permits (as required);
* Respond to E&S risk management requests;
* Administers land acquisition process.
 |
| Other stakeholders | * Participate in the implementation of SEP activities;
* Monitor/ensure Project’s compliance with the laws of FBiH;
* Lodge their grievances using the GRM defined in the SEP;
* Help the Project to define mitigation measures.
 |

To ensure successful SEP implementation, the PIU will engage Social Specialist for the duration of the Project.

### 6.2. Planned Budget

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

1. Staff salaries (Social specialist) and related expenses (e.g. travel costs);
2. Organization of events (meetings, trainings, workshops);
3. Conducting surveys (citizens’ satisfactory surveys, sample-based grant beneficiary surveys);
4. Printed outreach materials and project documents (brochures, leaflets, posters, manuals, etc.);
5. Grievance Redress Mechanism (training on GRM, establishment of local admission points, GRM communication materials);
6. Other expenses.

## GRIEVANCE REDRESS MECHANISM

Grievance includes complaints and suggestions on project implementation. Key objective of grievance mechanism is to ensure efficient manner to address grievances. The WB expects each project to establish such a mechanism in line with ESS 10, at early stage of project development in order to be able to address specific issues in adequate and timely fashion.

The Project will help improve the existing institutional grievance mechanisms[[9]](#footnote-9) to ensure all grievances are recorded and monitored, with the aim to increase transparency and accountability, as well as to reduce risk of Project’s adverse environmental and social impact.

A Project level GRM will consist of a Central Grievance Redress Committee (CGRC) established and administered by the PIU and sub-project specific Local Grievance Redress Committees (LGRC) (collectively referred to as GRM) established and administered by the Local Governments. The PIU will ensure that the involved Local Governments dedicate one officer to the task of admission of grievances (local municipal officer).

The CGRC shall be effective immediately after appraisal of the Project, in order to manage and appropriately answer complaints during its different phases while the LGRC shall be effective upon decision on each new sub-project has been taken. The CGRC will be responsible for: collecting data from LGRC serving as local admission points on the number, substance and status of complaints and uploading them into the project database. Representatives of CGRC and LGRC will exchange all information on received complaints, records, and possibly other important information on sub-projects once a week.

To ensure GRM access, potential beneficiaries, communities and other stakeholders may submit grievances through channels as outlined below. The GRM will provide the opportunity for stakeholders to receive continued feedback on the sub-projects and also to provide resolution of their individual grievances during implementation. Therefore, the GRM shall serve as both Project level information center and grievance mechanism, available to those affected by implementation of all Project sub-components and is applicable to all Project activities and relevant to all local communities affected by project activities.

The GRM shall be responsible for receiving and responding to grievances and comments of the following four groups:

* A person/legal entity directly affected by the project, potential beneficiaries of the Project;
* A person/legal entity directly affected by the project through land acquisition and resettlement;
* Stakeholders - people with interest in the project; and
* Residents/communities interested in and/or affected by project activities.

In addition to the GRM, legal remedies available under the national legislation are also available (courts, inspections, administrative authorities etc.).

However, the grievance mechanism for project workers required under ESS 2 will be provided separately with details provided in the Labor Management Procedure.

This GRM will also enable submission of grievances related to SEA/SH. The person engaged to administer these types of grievances should have specific experience and undergo training to be able to respond to these issues.

PIU and the Local Governments respectively are responsible for establishing functioning GRM and informing stakeholders about the GRM role and function, the contact persons and the procedures to submit a complaint in the affected areas. Information on the GRM will be available:

* on the websites of the PIU ([www.piusum.ba](http://www.piusum.ba));
* on the notice boards and websites of Local Governments;
* through social media campaigns;
* through leaflet on GRM process.

### 7.1. Raising Grievances

Effective grievance administration strongly relies on a set fundamental principle designed to promote the fairness of the process and its outcomes. The grievance procedure shall be designed to be accessible, effective, easy, understandable and without costs to the complainant. Any grievance can be brought to the attention of the GRM personally or by telephone or in writing by filling in the grievance form by phone, e-mail, post, fax or personal delivery to the addresses/numbers to be determined. All grievances can be filled anonymously. The access points and details on local entry points shall be publicized and shall be part of the awareness building once locations of the sub-projects are known. A sample grievance form is provided in **Annex A** of this SEP.

### 7.2. Grievances Administration

Any grievance shall follow the path of the following mandatory steps: receive, assess and assign, acknowledge, investigate, respond, follow up and close out.

Once logged, the GRM shall conduct a rapid assessment to verify the nature of grievances and determine on the severity. Within 3 days from logging it will acknowledge that the case is registered and provide the grievant with the basic next step information. It will then investigate by trying to understand the issue from the perspective of the complainant and understand what action he/she requires. The GRM will investigate the facts and circumstances and articulate an answer. The final agreement should be issued and grievant be informed about the final decision not later than 30 days after the logging of the grievance. Closing out the grievance occurs after the implementation of the resolution has been verified. Even when an agreement is not reached, or the grievance was rejected, the results will be documented, actions and effort put into the resolution. If the grievance could not be resolved in amicable endeavor, the grievant can resort to the formal judicial procedures, as made available under the FBiH legal framework. Logging a grievance with the GRM does not preclude or prevent seeking resolution from an official authority, judicial or other at any time (including during the grievance process) provided by the BiH legal framework.

In case of anonymous grievance, after acknowledgment of the grievance within 3 days from logging, the GRM will investigate the grievance and within 30 days from logging the grievance, issue the final decision that will be disclosed on the PIU website.

The GRM shall keep a grievance register log, which will include grievances received through all admission channels, containing all necessary elements to disaggregate the grievance by gender of the person logging it as well as by type of grievance. However, the personal data of each grievant shall be protected under the Law on Personal Data Protection. Each grievance will be recorded in the register with the following information at minimum:

* description of grievance,
* date of receipt acknowledgement returned to the complainant,
* description of actions taken (investigation, corrective measures),
* date of resolution / provision of feedback to the complainant,
* verification of implementation, and
* closure.

To avoid multiple Grievances by the same person on the same subject, simply because different admission channels exist, the LGRC and the CGRC shall weekly exchange information on grievances received and compare the Grievance logs. The grievance register log at the level of the LGRC will contain notes on all submissions received through the local admission channel. The centralized log at the level of the CGRC will contain notes on potentially duplicated submissions. Multiple submissions, on same events, by same grievant shall be resolved by one decision, which will be stated and the grievant appropriately informed.

In case a grievance cannot be resolved in manner satisfactory to the complainant he/she has the right for an appeal. In such cases the resolution of the grievance will be reviewed by a commission at the level of MoAWMF. This will serve as second tier grievance level. The commission will consist of three appointed members that are not directly involved in Project implementation. The commission will acknowledge the receipt of the appeal within 3 days and issue the final decision within 5 days of the receipt of the appeal. The decision of the commission will entail a detailed explanation of the grievance resolution process as well as the explanation of the final decision and guidance on how to proceed if the outcome is still not satisfactory for the complainant.

### 7.3. Grievance and Beneficiary Feedback Reporting

The role of the GRM, in addition to addressing grievances, shall be to keep and store comments/grievances received and keep the Central grievance log administered by the PIU. In order to allow full knowledge of this tool and its results, quarterly updates from the GRM shall be available on the websites of the MoAWMF/PIU. The updates shall be disaggregated by gender, type of grievances /complaints and updated regularly.

### 7.4. Grievance Log

PIU will maintain centralized grievance log to ensure that each complaint has an individual reference number and is appropriately tracked and recorded actions are completed. When receiving feedback, including grievances, the following is defined:

* Type,
* Category,
* Deadline for resolving the appeal, and
* Agreed action plan.

Each complaint should be assigned with an individual reference number and is appropriately tracked and recorded actions are completed. The log should contain the following information:

* Name of the grievant, location and details of the grievance,
* Date of submission,
* Date when the Grievance Log was uploaded onto the project database,
* Details of corrective action proposed,
* Date when the proposed corrective action was sent to the complainant (if appropriate),
* Date when the grievance was closed out,
* Date when the response was sent to the grievant.

### 7.5. Grievance Admission Channels

Any grievance can be brought to the attention of the GRM by filling the grievance form in hard copy or on-line, or in any other format as chosen by the grievant. The sample grievance form is provided in **Annex A.** Any type of grievance can be submitted by mail, fax, phone, e-mail or in person using the below access details:

|  |
| --- |
| Attention: PIU, Grievance MechanismAddress: Str. Trampina 4/I, Sarajevo 71000Phone: +387 033 213 098; E-mail: info@piusum.ba <http://www.piusum.ba>  |

This avenue will be used until the above GRM are established. Approaches to the details of each LGRC will be known at later stages, and distributed. Information on these details will be part of the Engagement Strategy and will be published according to the information disclosure procedure as provided in this SEP.

### 7.6. Monitoring and Reporting on Grievances

The CGRC will be responsible for:

* Collecting, summarizing and analyzing data from LGRC serving as local admission points on the number, substance and status of complaints and uploading them into the single regional database;
* Maintaining the grievance logs on the complaints received at the regional and local level;
* Monitoring outstanding issues and proposing measures to resolve them;
* Disclosing quarterly reports on GRM mechanisms.

The quarterly monitoring reports to the WB shall be submitted through the PIU, which shall include a section related to GRM which provides updated information on the following:

* Status of GRM implementation (procedures, training, public awareness campaigns, budgeting etc.);
* Qualitative data on number of received grievances (applications, suggestions, complaints, requests, positive feedback) and number of resolved grievances;
* Quantitative data on the type of grievances and responses, issues provided and grievances that remain unresolved;
* Level of satisfaction by the measures (response) taken;
* Any corrective measures taken.

### 7.7. WB Grievance Redress System

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

## MONITORING AND REPORTING

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

### 8.1. Monitoring Reports

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

Table 9 SEP Indicators to be documented in Progress Reports

|  |
| --- |
| **ENGAGEMENT WITH APs**  |
| Number and location of formal meetings with APs |
| Number and location of informal meetings with APs |
| Number and location of community awareness raising or training meetings  |
| Number of men and women that attended each of the meetings above |
| For each meeting, number and nature of comments received, actions agreed during these meetings, status of those actions, and how the comments were included in the Project environmental and social management system |
| **ENGAGEMENT WITH OTHER STAKEHOLDERS** |
| Number and nature of engagement activities with other stakeholders, disaggregated by category of stakeholder (Governmental departments, LGs, local CSOs/NGOs) |
| Number and nature of Project documents publicly disclosed  |
| Number and nature of updates of the Project website |
| Number and categories of comments received on the website |
| **GRIEVANCE RESOLUTION MECHANISM** |
| Number of grievances received, in total and at the local level, at PIU headquarters, on the website, disaggregated by complainant’s gender and means of receipt (telephone, email, discussion) |
| Number of grievances received from affected people, external stakeholders |
| Number of grievances which have been (i) opened, (ii) opened for more than 30 days, (iii) those which have been resolved, (iv) closed, and (v) number of responses that satisfied the complainants, during the reporting period disaggregated by category of grievance, gender, age and location of complainant. |
| Average time of complaint’s resolution process, disaggregated by gender of complainants and categories of complaints |
| Number of CGRC and LGRC meetings, and outputs of these meetings  |
| Trends in time and comparison of number, categories, and location of complaints with previous reporting periods |

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

The reporting on environmental and social activities conducted by PIU and the Supervision and ESMP and RAP Monitoring will be the responsibility of the Environmental and Social Specialists during the construction phase, and will be undertaken in accordance with the requirements of the ESMP and RAP.

### 8.2. Involvement of Stakeholders in Monitoring Activities

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

### 8.3. Reporting Back to Stakeholder Groups

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

Summaries of stakeholder engagement activities will be publicly disclosed on quarterly basis on the websites of PIU and Local Governments. A template for documenting stakeholder engagement activities (Stakeholder Engagement Log) in provided in **Annex B**.

# ANNEX A – PROJECT GRIEVANCE FORM

|  |  |
| --- | --- |
| Reference number: |  |
| Full name (*optional*) | * I wish to remain anonymous
 |
| Gender | * Male
* Female
* Do not wish to disclose
 |
| Contact information (optional)*Please mark how you wish to be contacted (mail, telephone, e-mail).* | * By post: Please provide mailing address:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_* By telephone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* By e-mail: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* On website
 |
| Preferred language of communication | * Bosnian / Serbian / Croatian
* English (if possible)
* Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
 |
|  |  |
| Description of incident for grievance | What happened? Where did it happen? Who did it happen to? What is the result of the problem? |
|  |
| Date of incident / grievance |  |
|  | * One-time incident/grievance (date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_)
* Happened more than once (how many times? \_\_\_\_\_\_)
* On-going (currently experiencing problem)
 |
|  |  |
| What would you like to see happen?  |
|  |

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Please return this form to:

|  |
| --- |
| Attention: PIU, Grievance MechanismAddress: Str. Trampina 4/I, Sarajevo 71000Phone: +387 033 213 098; E-mail: info@piusum.ba<http://www.piusum.ba> |

# ANNEX B – STAKEHOLDER ENGAGEMENT LOG

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

1. The ESF is accessible at - <https://www.worldbank.org/en/projects-operations/environmental-and-social-framework>. [↑](#footnote-ref-1)
2. Official Gazette of FBiH, No. 32/01, 48/11 [↑](#footnote-ref-2)
3. Official Gazette of FBiH, No. 15/21 [↑](#footnote-ref-3)
4. Official Gazette of FBiH, No.49/06 i 51/09 [↑](#footnote-ref-4)
5. Official Gazette of FBiH, No. 2/06, 72/07, 32/08, 4/10, 13/10, 45/10 [↑](#footnote-ref-5)
6. Official Gazette of FBiH, No. 63/04, 50/07 and 84/10 [↑](#footnote-ref-6)
7. Official Gazette of FBIH. No. 70/06 [↑](#footnote-ref-7)
8. According to the guidance in the WB’s “Technical Note: Public Consultations and Stakeholder Engagement in WB-supported operations when there are constraints on conducting public meetings” (March, 2020). [↑](#footnote-ref-8)
9. The mechanism for complaints of the MAWMF in FBiH-Within the Project Cycle Management, MAWMF responds impartially and appropriately to all complaints, regardless of whether they come from users of court services, media, official state institutions, etc. Complaints and petitions can be submitted by phone (+387 33 726-550), e-mail (kabinet@fmpvs.gov.ba; Info@fmpvs.gov.ba) or by MAWMF' website via the link: https: // fmpvs.gov.ba/. [↑](#footnote-ref-9)