Ministry of Local Government and Ministry of Finance

The Republic of Zambia

Zambia Devolution Support Program

Stakeholder Engagement Plan

January 2025

Acronyms

COVID-19	Coronavirus Disease 2019
EMC	Expanded Minimum Conditions
ESCP	Environmental and Social Commitment Plan
ESRS	Environmental Social Review Summary
ESS	Environmental and Social Standard
GBV	Gender Based Violence
GC	Grievance Committee
GIZ	Germany Development Agency
GM	Grievance Mechanism
GRM	Grievance Redress Mechanism
GRZ	Government of Zambia
LA	Local Authority
LMP	Labour Management Plan
MC	Minimum Conditions
M&E	Monitoring and Evaluation
MoFNP	Ministry of Finance and National Planning
MLGRD	Ministry of Local Government and Rural Development
NGO	Non Governmental Organization
OPI	Other Interested Parties
PAI	Project Area Influence
SEA	Sexual Exploitation and Abuse
SEP	Stakeholder Engagement Plan
SH	Sexual Harassment
USAID	United States Agency for International Development
VMG	Vulnerable and Marginalized Groups
WB	World Bank
PMU	Program Management Unit
ZDSP	Zambia Devolution Support Project

GLOSSARY OF KEY TERMS

Consultation - The process of gathering information or advice from stakeholders and taking these views into account when making project decisions and/or setting targets and defining strategies.

Engagement - A process in which a company builds and maintains constructive and sustainable relationships with stakeholders impacted over the life of a project. This is part of a broader "stakeholder engagement" strategy, which also encompasses governments, civil society, employees, suppliers, and others with an interest in the Project.

Grievance Mechanism - a process for receiving, evaluating, and addressing project-related complaints from citizens, stakeholders, and other affected communities.

Stakeholders - Persons or groups who are directly or indirectly affected by a project, as well as those who may have interests in a project and/or the ability to influence its outcome, either positively or negatively; workers, local communities directly affected by the project and other stakeholders not directly affected by the project but that have an interest in it, e.g., local authorities, neighboring projects, and/or nongovernmental organizations, etc.

Stakeholder Engagement Plan - A plan which assists investors with effectively engaging with stakeholders throughout the life of the project and specifying activities that will be implemented to manage or enhance engagement.

Complainant - An individual, group, or organization that submits a verbal or written complaint

Grievance/Complaint - an expression of dissatisfaction that stems from real or perceived issues, typically referring to a specific source of concern and/or seeking a specific solution. For the purpose of this GRM, real and perceived impacts are treated equally and given the same due process. The term grievance and complaint are used interchangeably in this document.

Sexual exploitation: any actual or attempted abuse of a position of vulnerability, differential power, or trust for sexual purposes, including, but not limited to, profiting monetarily, socially, or politically from the sexual exploitation of another. In World Bank financed operations, sexual exploitation occurs when access to or benefit from Bank-financed goods, works, non consulting services or consulting services is used to extract sexual gain.

Sexual abuse - actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions

Sexual harassment - Any unwelcome sexual advances, request for sexual favors, verbal or physical conduct or gesture of a sexual nature, or any other behavior of a sexual nature that might be reasonably expected or perceived to cause offense or humiliation to another when

such conduct interferes with work; is made a condition of employment; or creates an intimidating, hostile, or offensive work environment.

Sexual exploitation and abuse (SEA) versus sexual harassment (SH): SEA occurs against a beneficiary or member of the community. SH occurs between personnel/staff and involves any unwelcome sexual advance or unwanted verbal or physical conduct of a sexual nature. The distinction between the two is important so that agency policies and staff trainings can include specific instruction on the procedures to report each

Survivor - A survivor is a person who has experienced the SEA/SH incident in the context of this GM.

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1. Introduction/Project Description

1.1 Introduction

This Stakeholder Engagement Plan (SEP) has been prepared to identify the key stakeholders of the Zambia Devolution Support Program (ZDSP), define information disclosure and establish stakeholder engagement measures, and provide a grievance mechanism (GM). The SEP outlines how, when, and ways in which the project team will inform, communicate and consult with stakeholders including vulnerable groups and a mechanism by which people can raise concerns, provide feedback, or make complaints about the project and any activities related to the project. The SEP has been prepared according to Environmental and Social Standard 10 (ESS-10) on Stakeholder Engagement and Information Disclosure of the World Bank's Environmental and Social Framework (ESF). It will cover the whole life of the Project. This SEP is a living document and can be updated anytime during project implementation to capture issues that could arise due to address changing circumstances and uncertainties.

The overall objectives of SEP as stated in ESS10 are to:

- Identify all stakeholders and ensure their participation in all stages of the project cycle.
- Establish a systematic approach to stakeholder and citizen engagements that will help to identify stakeholders and build and maintain a constructive relationship with them, in particular project-affected parties.
- Assess the level of stakeholder interest and support for the project and to enable stakeholders' views to be considered in project design and environmental and social performance.
- Promote and provide means for effective and inclusive engagement with project-affected parties throughout the project cycle on issues that could potentially affect them.
- Ensure that appropriate project information on environmental and social risks and impacts is disclosed to stakeholders, especially to the vulnerable individual and groups, in a timely, understandable, accessible, and appropriate manner and format taking special consideration for the disadvantaged or vulnerable groups and address their concerns and feedback during subproject activities implementation.
- Provide project-affected parties, including the vulnerable persons, with accessible and inclusive means to raise issues and grievances and allow the Project Implementing Entity and its Project Implementation Unit to respond to

and manage such grievances, especially those coming from vulnerable persons and groups.

1.2 Project Description

The Zambia Devolution Support Program is a US$ 210 million project which aims to support the Government of the Republic of Zambia in strengthening the financing, institutional performance and accountability of rural local authorities in Zambia.The program will assist the Government in achieving a set of key results under the Government Decentralization Implementation Plan (DIP) (2022-2026). It will do this through financing specific results at the national and local government levels, and thereby leveraging other devolution capacity building resources provided by Government and Cooperating partners.

The ZDSP will use a combination of the PforR and IPF instruments with the project financing outlays for the PforR component being $200 million and for the IPF component being $10 million. While the PforR will focus on the Key Result Areas of the Program, input based Capacity Building support will be provided through an IPF based component. The hybrid approach is necessitated by two reasons; viz (1) the variance in the capacity of local governments as well as the weak institutional systems for capacity building requires that an input-based capacity building component will enable the World Bank to provide quality assurance and stringent monitoring of the implementation of the Capacity Building activities; and (2) since the PforR instrument is very new to Zambia, having a hybrid approach will be operationally more feasible as it enables the World Bank task team to support the Government more effectively in the management of the Capacity Building activities.

The project will offer support to selected local authorities across the country. This process will entail strengthening the financing, institutional performance and accountability of rural local governments in Zambia. The ZDSP will be implemented in all 10 provinces of Zambia which include, Copperbelt, Central, Lusaka, Muchinga, Northern, Luapula, Western, North Western, Eastern and Southern provinces. The project will select local authorities categorized as Town Councils.

See figure 1 below illustrates the provinces of Zambia:

Figure 1: Zambia's 10 Provinces

1.3 Project Components

The project will be implemented through a combination of the PforR and Investment Project Financing (IPF) instruments. The SEP will be applied to the IPF component which consists of two sub-components as follows:

Sub-component 2.1: Capacity Building Support (US$7 million).
This sub-component will in the first two years of the Program support structured targeted training focusing on all core functional areas of local governance such as planning, budgeting, procurement, financial management, citizen engagement and environmental and social safeguards, all of which will be assessed through the APA. Support will also be provided to strengthen both the institutional systems relating to these areas as well as to enhance staff skills and competencies. In addition to formal training courses delivered through the Local Government Training Institute, Chalimbana, the "mentorship" program will be introduced hands-on technical assistance and capacity building support will be delivered to the weaker LGs. The input-based capacity support will taper towards the mid-term of the project. The DLIs will be applied to measure these intended capacity building results.

Sub-component 2.2. Program Management (US$3 million).
This sub-component will provide program management support to the MLGRD for implementation of the project. The sub-component will also support the hiring of the

Independent Verification Agent (IVA) as well as any results monitoring. Support will also provide for the design and implementation of a set of information, education and communication (IEC) activities about the Program for all key stakeholders.

2.0 Summary of Previous Stakeholder Engagement Activities

In preparation for ZSDP implementation, MoFNP, MLGRD and other implementing partners have held several engagements with stakeholders in Zambia. The table below summarizes the key engagements held up to date.

Table 1 Summary of Previous key Stakeholder Engagement

Stakeholder Name	Method of consultation	Date of consultation	Purpose of consultation	Total number pf participants
MoFNP MLGRD Decentralization Secretariat Local Government Service Commission Zambia's Public Procurement Authority Chalimbana Local Government Institute USAID GIZ	Virtual	07-21 February 2021	To discuss the project scope and project development objectives; identify priority areas for support; and agree on the preparation steps and overall processing timeline.	61
Local Authorities (34 out for 96 participating LA were randomly selected)	Virtual	09 March 2022	Environmental and Social Systems Assessment	34
Rufunsa, Nyimba and Luangwa Local authorities	In-person	20-23 March 2022	Evaluate the acceptability of a Local authorities system for managing the Program's Environmental and Social Risks	27
Ward Development Committees in Rufunsa, Nyimba and Luangwa districts	In-person	20-23 March 2022	Engagement with key local communities at proposed projects to understand the environmental and social risk	10

			management at the community level	

See Annex A List of Mission Participants for ZDSP of Government of Zambia and World Bank

3.0 Stakeholder Identification and Analysis

3.1 Project stakeholders

Project stakeholders are defined as individuals, groups or other entities who are interested in the project at different levels. The ZDSP has identified project stakeholders who will be informed and consulted about the project in the implementation of the project. Project stakeholders are categorized into two main groups as described below.

Affected Parties: persons, groups, local communities and other entities within the Project Area of Influence (PAI) that may be adversely affected by the project directly or indirectly, positively or negatively. The project will focus particularly on those directly and adversely affected by project activities. Specifically, the stakeholders that are expected to be directly affected by the project include:

- MLGRD
- Decentralization Secretariat
- Local Government Service Commission
- Zambia's Public Procurement Authority
- Chalimbana Local Government Institute
- USAID
- GIZ
- Local Authorities
- Ward Development Committees

During project implementation, the MLGRD will identify and include other stakeholders who may need to be brought on board.

Other Interested Parties (OIP): constitute individuals/groups/entities who may be interested in the project because of its location, its proximity to natural or other resources or parties involved in the project. OIP may be affected by the project and have the potential to influence project outcomes. They may not experience direct impacts from the Project but they may consider or perceive their interests as being

affected by the project and/or who could affect the project and the process of its implementation in some way. Such stakeholders include NGOs, local government officials, community leaders, and civil society organizations, particularly those who work with the affected communities. These stakeholders can help play a role in identifying risks, potential impacts and opportunities for the borrower to consider and address in the assessment process. These stakeholders include Universities that might have an interest in the project, entities currently collaborating with the LAs on the devolution projects (such as USAID and GIZ), media, development partners, among others.

3.2 Approaches to Stakeholder Engagement

Main principles: In order to implement best practice approaches that are in line with the provisions of ESS10, the project will apply the following principles for stakeholder engagement:

a. *Openness and lifecycle approach*: consultations and other stakeholder engagement for the project will be undertaken during the whole lifecycle, carried out in an open manner, free of external manipulation, interference, coercion or intimidation;

b. *Informed participation and feedback*: information will be provided to and widely distributed among all stakeholders in a meaningful, sensitive and appropriate format, and ongoing and regular opportunities will be provided to respond to stakeholders' feedback;

c. *Inclusivity and sensitivity*: stakeholder identification will be undertaken to support robust, sensitive and meaningful communication and build effective relationships. The participation process for the project and sub-projects will be inclusive. All stakeholders at all times will be encouraged to get involved in the consultation process; and

d. *Sensitivity to stakeholders' needs:* this will be necessary to ensure that the consultation processes adopt acceptable and accessible norms of engagement. In addition, measures will be put in place to protect all people engaged in the project from COVID-19 by making use of technology such as holding meetings on Webex, Zoom and Teams and meeting small groups of people while observing protocols such as wearing masks, no handshaking and sanitizing (as further explained in section 4.5 of this SEP).

3.3 Summary of project stakeholder needs

The assessment of stakeholder needs was based on the institutional and stakeholder chain for the implementation of the ZSDP project in Zambia. The list will be reviewed and updated on the basis of consultations held during project implementation with the various stakeholders.

Table 2: Summary of Stakeholder Needs

Stakeholder group	Key characteristics	Language needs	Preferred notification means (e-mail, phone, radio, letter)	Specific needs
Direct Partners: MoFNP MoLGRD LAs Decentralisation Secretariat	Institutions that will receive funds directly from the project	English	Emails, Meetings, phone calls	None
Collaborators: Ministries of Labor and Community Development, Ward Development Committees, Zambia Environmental Agency, Academic institutions both public and private (e.g. Chalimbana Local Government training institute)	Institutions receiving technical support, training opportunities, and workshop invitations	English	Meetings; policy briefs, reports, emails	Sensitization on ZDSP project key activities and areas of collaboration.
Development partners	Institutions that will be collaborating and coordinate with the government institutions on service provision on devolution	English	Emails, Workshops, reports	Sensitization on ZDSP project key activities and areas of collaboration.
Private sector partners	Institutions that will be Collaborating with the government institutions on service provision on devolution	English	Emails, Workshops, reports	Sensitization on ZSDP project and its output products
Vulnerable and Disadvantaged Groups	Smallholder farmers, especially women, youth and PWD, resource poor communities, local market women association.	Local language	Community radio, face to face meetings	Sensitization on ZSDP project and its output products

Stakeholder group	Key characteristics	Language needs	Preferred notification means (e-mail, phone, radio, letter)	Specific needs
				Adjusting meeting arrangements to local culture
NGOs	Organisaton that will be collaborating and coordinate with the government institutions on service provision on devolution	English	Emails, Workshops, reports	Sensitization on ZDSP project key activities and areas of collaboration.
Community Associations	Local community based organizations and associations	English, Local language	Workshops, Community radio, face to face meetings	Sensitization on ZSDP project and its output products
Community Leaders	Local community leaders such as chief, village head, and councilors	Local language	Community radio, face to face meetings	Sensitization on ZSDP project and its output products

Affected Parties refers to persons, groups, and other entities within the Project Area of Influence (PAI) that are directly influenced (actually or potentially) by the project and/or have been identified as most susceptible to change associated with the project. Affected parties need to be closely engaged to identify impacts and assess their significance, as well as participate in decision-making on mitigation and management measures.

4.0 Stakeholder Engagement Program

4.1 Purpose and timing of stakeholder engagement

The stakeholder engagement process will build on the existing preparatory work supported by the World Bank. The SEP will specifically complement the ongoing stakeholder engagement that has brought together key national stakeholders. The SEP will be updated as new partners and information emerges. The project will continue to ensure compliance with national law, policies and protocol requirements as well as WHO and World Bank (WB)

guidance regarding the COVID-19 situation in relation to consultations and related activities as highlighted in section 4.2 below.

4.2 Proposed Strategy for information disclosure

To ensure that the project maintains information disclosure, continuous and effective interaction with stakeholders, a number of methods will be used, including:

- Early notification for consultation sessions and preferably sending out invitations to the stakeholders with a clear agenda for discussion;
- Providing adequate time for preparation prior to consultative sessions;
- Sharing information for public consumption well in advance and providing opportunity for feedback and comments;
- Choosing appropriate methods of communication especially for remotely located stakeholders during roll-out in districts such as the use of local radio, television, distribution of printed materials, visual presentations, notice boards, internet, or telephone, etc.;
- Ensuring concise documentation of all stakeholder engagement sessions with a record of minutes, lists of attendance (signed) and photographs for the consultative process;
- Establishing a well-designed GRM that will enhance the efficiency and effectiveness of the project; and
- Using technology for meetings and consultations such as Webex, Zoom and Teams, and meeting small groups of people while observing COVID-19 protocols including wearing masks, no handshaking and sanitizing.

Table 3 presents the key methods/tools to be used for ensuring effective stakeholder consultation and participation. The responsibility for execution will lie solely with the MLGRD. All the meetings and consultations will be taken while ensuring an observation of national and World Bank guidance on social distancing, handwashing and wearing of masks as outlined in section 4.5.

Table 3 Indicative strategy and phased approach for disclosure of information of the project.

Project stage	Target stakeholders	List of information to be disclosed	Methods	Responsible Institution	Time frame
Project initiation	Development partners, Relevant line ministries and agencies,	Project SEP including the GRM, Policy	Press releases in the local and community media.	MLGRD	Prior to start of project activities

Project stage	Target stakeholders	List of information to be disclosed	Methods	Responsible Institution	Time frame
	CSO & CBOs Media	briefs, discussion papers Draft ESCP	Consultation/Awarenes s meetings. Virtual meetings MoFNP and MLGRD website		
Project Implement -ation	CSO & CBOs Media Relevant line ministries and agencies Affected person groups Other interested Parties	Bi-annual and Annual Reports, Policy briefs, discussion papers	Information leaflets (both English and applicable local languages), posters and brochures; audio-visual materials, MoFNP and MLGRD websites, social media; Public notices; consultation with disadvantaged/ vulnerable groups by FDGs, community meeting,	MLGRD	Throughout implement-ation
Project closure	Development partners Relevant line ministries and agencies CSO & CBOs Media Affected persons Other interested Parties	Dissemination of final project reports. Project exit strategy	Website, emails, virtual, in person Face to face community meetings, focus group discussions	MLGRD	Within 30 days after project closure

4.3 Proposed strategy for consultation

The design of ZDSP involves considerable number of planned consultations to facilitate implementations. The table below provides a summary of all planned consultations with stakeholders.

Table 4: Strategy for Consultation

Stakeholder name	Stakeholder type	Method of consultation	Date of consultation	Purpose of consultation
MLGRD	Government agency	In-person meeting / Virtual meeting	June 2022	Establish synergies and modalities of collaboration
Decentralisation Secretariat	Government agency	In-person meeting /	July 2022	Establish synergies and modalities of collaboration

Stakeholder name	Stakeholder type	Method of consultation	Date of consultation	Purpose of consultation
		Virtual meeting		
Local Council	Local authorities	In-person meeting / Virtual meeting	Quarterly	To discuss sector issues including requirements for technical and financial support
Various partners engaged in the implementation of the devolution activities	Development partners, private mobile companies, research institutions, ministries	In-person meeting / Virtual meeting	Biannually	To sensitise them on the project Establish synergies and modalities of collaboration
Community and local associations	Community based organisations	In-person meeting / Virtual meeting	Biannually	To sensitise them on the project

4.4 Proposed strategy to incorporate the views of vulnerable groups

The project will take special measures to ensure that members of disadvantaged and vulnerable groups have equal opportunity to provide feedback on the mechanism during its preparation and during implementation to incorporate communities' views, voices and needs. Meeting venues will be considered taking into view the access needs of persons with disabilities while information dissemination will also consider communicating with persons with disabilities (e.g. ensuring there is sign language translation during meetings). The documents produced and shared will be translated into local languages if there is a need to do.

4.5 Protection against COVID-19

Protection against possible risks as provided for the national laws in view of COVID-19 infection risk, will be managed through several means. These will include:

i. Provision and maintenance of procedures of work that are safe and without risks to health (including social distancing and access to handwashing facilities);
ii. Arrangements for ensuring safety and absence of risks to COVID-19 in connection with the use, handling, storage and transportation of project materials;
iii. Provision of such information, instructions, training and supervision as is necessary on COVID-19 to ensure the safety and health at work of every person engaged in project activities;
iv. Informing all persons engaged in project activities of imminent risk and appropriate recourse measures;

v. Ensuring that every person engaged in project activities participates in the application and review of safety and health measures;
vi. Ensuring that all workers have adequate and updated information on COVID-19; and
vii. Establishing measures and a referral pathway if any worker is infected with COVID-19 including establishing linkages with the Ministry of Health (MoH).

5.0 Resources and Responsibilities for implementing stakeholder engagement activities

5.1 Resources

There will be the need to cater for the cost of meetings, transport, logistics, as well as staff costs related to communication and grievance management. The budget for the SEP is included in the project implementation budget. ZDSP will allocate funds for stakeholder engagement activities.

The table below gives the approximate budget for the SEP activities.

Table 5: Estimated Budget

S/N	Item Description	Quantity/ Frequency	Unit Cost	Total
1	Develop/adapt of communication materials	1	7,500	7,500
2	Translate information/communication materials into local languages	3 (2 times during implementation and 1 time at completion)	2,500	7,500
3	Printing of Communications materials (GRM pamphlets, posters)	10	500	5000
4	Radio vox pop (production and airing)	1 production cost 3 airings x 10 stations	8,000 500	8,000 15,000
5	Training of GRM committees at municipality-	3 sessions 3 sessions	2,000 500	6,000 15,000
6	Focus Group Discussion with vulnerable groups	2 groups per province x 15 provinces	250	5,000
7	Consultation/awareness meeting with development	3 meetings x 15 provinces	45	2,025

	partners and ministries agencies			
8	Project Closure restitution meeting	2 groups	9,162.50	18,325
9	Monitoring	10	100	10,000
			Grand total	**US$ 100,000**

5.2 Management functions and responsibilities

The summary of key institutions involved in the implementation of this SEP and their responsibilities are as follows:

Table 6: Roles and Responsibilities

Institution /Lead Person	RESPONSIBILITY
Project Steering Committee	• Oversight responsibility for entire project implementation
Project Technical Committee	• Technical support of the preparation implementation of this SEP and resolution of grievances
MLGRD	• Overall coordination of project activities and implementation of this SEP. • Ensure effective implementation of GRM • Document the performance of SEP implementation • Initiate and coordinate stakeholder engagement activities • Assign staff to keep written records on stakeholder engagement activities and on grievances. • Ensure the involvement of other implementing partners in the monitoring of SEP activities.

5.3 Name and Contact Details of Responsible Person

For any comment, question of feedback on the stakeholder engagement process, the following persons can be contacted.

- **Emails to: mumba.chanda@mof.gov.zm , Director, Local Government Finance and Projects**
- **Phone**/WhatsApp: +[260] 968 486 661; and
- **Emails to: Henry.change@mof.gov.zm , Principal Accountant** Phone/WhatsApp: +[260] 967 784 463

6.0 Grievance Mechanism

The Grievance redress Mechanism (GRM) will guide the receipt, and mediation of complaints and response to questions from project stakeholders and project affected persons including cases linked to sexual exploitation and abuse (SEA) and sexual harassment (SH).

The project grievance mechanism is currently in draft form but will be finalized before project approval.

6.1 Objectives

The GM is intended to:

- Provide avenues for stakeholders to seek information and ask questions on the Zambia Devolution Support Project.
- Provide project affected people with avenues for lodging concerns, complaints and resolving a dispute arising from project activities (see Annex B).
- Ensure that appropriate and mutually acceptable redress actions are identified and implemented to the satisfaction of complainants.
- Provide avenue for vulnerable groups and victims of SEA/SH to have equal access to grievance redress process and support.
- Avoid project-community conflicts and improve community support for the project activities.

Although project affected parties have the right to seek redress in court, the project recognizes that court cases are known to be cumbersome and time consuming. Therefore, the project, through this GRM intends to propose an alternative simple but functional first point procedure for aggrieved project affected persons to amicably seek redress to their complaints. Nonetheless, aggrieved persons would remain free to access the court system without any hindrance or retribution from the project as provided by the laws of Zambia.

6.2 Principles of the GM

The operationalization of this GM shall be guided by the following principles.

- An accessible, inclusive, and free grievance mechanism (GM), broadly disclosed, which facilitates the resolution of concerns and grievances in a safe, confidential, and timely manner.
- A grievance mechanism that allows stakeholders to file complaints by various means (face-to-face, mail, email, phone, text, website, and in person) and when necessary, in an anonymous manner.
- A grievance mechanism that provides a clear, impartial, and objective procedures for handling and responding to complaints, including timelines for acknowledgement, decisions, and appeals.

- A grievance process free of retaliation, abuse, or discrimination.
- A grievance mechanism that provides an avenue for lodging SEA/SH cases in a safe, confidential, and non-stigmatizing manner and with a referral pathway for such cases.

6.3 Internal Management of the GM

The overall management of the GM will reside with the designated Environmental and Safeguard Focal Person/personnel. The Safeguard Focal Person/personnel will specifically be responsible for:

- The disclosure of the GM to project stakeholders.
- Sensitization of implementing partners and staff on the GM.
- Keeping records of all complaints received, updating, and closing complaints.
- Pre-empting and facilitating activities of Grievance Committees (GC).
- Checking if all grievances have been addressed and follow-up actions have been taken.
- Escalating cases to PMU
- Referring survivors of SEA/SH cases to Gender Based Violence (GBV) service providers
- Monitoring and producing biannual performance report on the GM.

6.4 Description of GM

The project specific GRM will be established and become operational 30 days after project effectiveness. The GRM will include the following steps:

I. **Step 1: Submission of grievances either orally or in writing**: Submission of grievances will either be orally or in writing to a GRM officer in the PIU, a toll-free phone line and email will be established. Walk-ins may register a complaint on a grievance logbook at any local authority offices. To ensure the GRM is accessible to all stakeholders, particularly in rural areas and those that are vulnerable, specific measures will be explored during consultations and reflected in the updated SEP. The GRM will also allow anonymous grievances to be raised and addressed.

II. **Step 2: Recording of grievances within 24 hours**: Grievances will be recorded and classified based on the typology of complaints and the complainants to provide more efficient response and providing the initial response within 24 hours by the GRM officer. The typology will be based on the characteristics of the complainant (e.g., vulnerable groups, persons with disabilities, people with language barriers, etc.) and the nature of the complaint.

III. **Step 3: Investigating the grievance and Communication of the Response** within 7 days.

IV. **Step 4: Complainant Response**: Either grievance closure or taking further steps if the grievance remains open. If grievance remains open, complainant will be given opportunity to appeal to Grievance committee that will be set up.

V. **Step 5**: **Monitoring and evaluation**: Grievances will be monitored based on whether the resolution was efficient and if there were any lessons learnt. At the end of each month an analysis of complaints will be provided and will include a breakdown of cases received, resolved, pending, actions taken, data by gender and types of complaints. This will be part of the quarterly and annual reporting.

Legal Recourse

Once all possible redress has been proposed and if the complainant is still not satisfied then they should be advised of their right to legal recourse.

Uptake of SEA/SH cases: All grievance lodging points will be opened for uptake of SEA/SH complaints. When a survivor comes forward to report a case of SEA/SH, the recipient will record the survivors' account of the incident. This is expected to be conducted in a private setting and ensure that any specific vulnerabilities are taken into consideration. To maintain confidentiality and minimize stigmatization, below is the list of elements that will be recorded on complaint forms of SEA/SH survivors.

- Age and sex of survivor;
- Type of alleged incident (as reported);
- Whether the alleged perpetrator relates to the project, as indicated by the survivor;
- Whether the survivor was referred to a service provider.

7 Monitoring and Reporting

7.1 Involvement of Stakeholders in Monitoring Activities

The Programme Management Coordination Unit will monitor the SEP in accordance with the requirements of the Legal Agreement and the Environmental and Social Commitment Plan (ESCP) including changes resulting from changes in the design of the project or project circumstances.

The following monitoring actions will be undertaken regarding stakeholder interests in line with the environmental and social performance of the ZDSP, which will include:

- Conducting stakeholder engagement in an ongoing manner, in accordance with the SEP and build upon the channels of communication and engagement as established with stakeholders.
- Collection of feedback from stakeholders on performance of the project, and on the implementation of the mitigation measures outlined in the ESCP on a bi-annual basis.
- Periodic reviews of compliance with requirements of the legal agreement, including the ESCP.
- Where appropriate, and as will be set out in the SEP, engaging stakeholders and third parties such as independent experts, local communities or Civil Society Organizations (CSOs), to complement or verify projects stakeholder monitoring information;
- Where other agencies or third parties would be responsible for managing specific risks and impacts and implementing mitigation measures, the Government would collaborate with such agencies and third parties to establish and monitor such mitigation measures.

7.2 Reporting back to stakeholder groups

Information on public engagement activities undertaken by the project during the year will be conveyed to the stakeholders during biannual progress update sessions with stakeholders. Any necessary changes made in this SEP in course of implementation will be communicated to stakeholders. Biannual summaries and internal reports on public grievances, and enquiries together with the status of implementation will be collated included in regular reporting summaries.

Ministry of Local Government and Ministry of Finance

Annex A: List of Mission Participants for ZDSP of Government of Zambia and World Bank

No.	Name	Designation	Institution
		MoFNP	
1.	Mr. Mukuli Chikuba	Permanent Secretary – Budget and Economic Affairs	MoFNP
2.	Desmond Banda	Assistant Director – Budget Office	MoFNP
3.	Trevor Mwaba	Principal Economist Budget Office	MoFNP
4.	Nolianga Imasiku	Principal Economist IDM	MoFNP
5.	Sivan Kaunda	Senior Economist Budget Office	MoFNP
6.	Joel Phiri	Principal Economist	MoFNP
7.	Kennedy Nkhoma	Senior Budget Analyst	MoFNP
8.	Mumba Chanda	Director- LGP & PFMR Coordinator	MoFNP
9.	Kennedy Musonda	Accountant General	MoFNP
10.	Henry Change	Principal Accountant - Projects & PFMR	MoNFP
11.	Chrispin Shapompola	Principal Accountant - Projects & PFMR	MoFNP
12.	Monde Chimbinde	Accountant - LGP & PFMR	MoFNP
13.	Caiphas Phiri	Principal Accountant - Local Government Finance	MoFNP
14.	Stephen Nyanga	Senior Accountant - Local Government Finance	MoFNP
		MLGRD	
15.	Wisdom Mulenga	Permanent Secretary - Technical	MLGRD
16.	Margaret Kapanda	Director – Local Government	MLGRD
17.	Ngoza Munthali	Director Planning	MLGRD
18.	Andrew Mwiinga	Assistant Director Local Government -Finance	MoFNP
		Auditor General	
19.	Francis Mbewe	Deputy Auditor General – Audits	AG

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No.	Name	Designation	Institution
20.	Obed J. Mwale	Director-Local Authorities Audit Directorate (LAAD)	AG
21.	Chishimba Mwewa	Assistant Director- LAAD- Lusaka Province	AG
22.	Cynthia C. Matimba	Principal Auditor – Technical Cooperation & Projects	AG
23.	Ellen Chikale	Public Relations Officer (PRO)	AG
24.	Lubinda Sinyani	Assistant to PRO	AG
Decentralization Secretariate			
25.	Jere Mwila	Director – Decentralisation Secretariat	DS
26.	Elizabeth Choseni	Assistant Director - Financial Reforms and Resource Mobilisation	DS
27.	Movens Nswana	Assistant Director -Capacity Building & Change Management	DS
28.	Vivian Chikoti	Assistant Director – Communication & Advocacy	DS
29.	Venus Seti	Assistant Director -Human Resource Management	DS
30.	Priscilla M. Chitundu	Assistant Director Planning & Budgeting	DS
31.	Chimanga Msoka	Assistant Director Sector Devolution	DS
32.	Iven Sikanyiti	Assistant Director, Programme Management	DS
Local Government Service Commission			
33.	Ackson Sejani	Commission Chairperson	LGSC
34.	Lazarous Mulenda	Commission Secretary	LGSC
Chalimbana Institute			
35.	James Paipi	Principal	CI
36.	Pondani Daka	SSTO	CI
ZPPA			

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No.	Name	Designation	Institution
37.	Idah C. Chella	Director General	ZPPA
38.	Ethel Nunkwe	Manager -eGP	ZPPA
39.	Vida M. Kamanya	Director Compliance Monitoring	ZPPA
40.	Justin Matimuna	Director – Research & Capacity Development	ZPPA
41.	Edwin Bwalya	Manager –g Procurement	ZPPA
		GIZ	
42.	Wolff-Christian Peters	Manager	GIZ
43.	Basil Mweempwa	Governance Advisor	GIZ
		USAID	
44.	Dr. Nina Bowen	Director	USAID
45.	Jacqueline Muthee	Decentralization Specialist	USAID
		World Bank Team	
46.	Sahr Kpundeh	Country Manager	WB
47.	Helen Mbao	Senior Operations Officer	WB
48.	Rama Krishnan Venkateswaran	Lead Governance Specialist	WB
49.	Ishtiak Siddique	Senior Procurement Specialist & Hub Coordinator	WB
50.	Saidu Goje	Senior Financial Management Specialist	WB
51.	Manvinder Mamak	Senior Financial Management Specialist	
52.	Baison Banda	Financial Management Specialist ET Consultant	WB
53.	Serena Cocciolo	Economist	WB
54.	Kudakwashe Dube	Social Development Specialist	WB

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No.	Name	Designation	Institution
55.	Christopher Mark Ingoe	Senior Environmental Engineer	WB
56.	Angela Porto	Governance Analyst	WB
57.	Eliot Kalinda	ET Consultant	WB
58.	Francis Zulu	Financial Management Consultant	WB
59.	Eric Chivunga	Short Term Temporary	WB
60.	Renjit Cheroor Sukumaran	Consultant	
61.	Kutemba Kambole	Program Assistant	WB

Annex B: Sample complaint lodgment form

Zambia Devolution Support Project, GRIEVANCE/COMPLAINT FORM
Section 1: Complaint
1. What harm do you believe the Zambia Devolution Support Project caused or is likely to cause to you or your community? Please describe in as much detail as possible.
2. What location is concerned with your submission? (Please include country/county name)
3. Do you live in the project area?
4. Have you previously reported your concerns to Zambia Devolution Support Project management? If yes, please provide the details about those communications and explain why you are not satisfied with the action in response.

5. If known, please list the operational procedures you believe have been violated by the Zambia Devolution Support Project.
6. Do you expect any form of retaliation or threats for filing this complaint to the Zambia Devolution Support Project?
Section 2: contact information
7. Are you filing an individual submission or representing a community? Individual: ☐ Representing a community: ☐
8. Would you like your name and contact details to be kept confidential? *(*Zambia Devolution Support Project) *will not disclose your identities to anyone without your prior consent.)* Yes ☐ No ☐
9. Submitter's Name & contact information: **Name:** **Address:** **Email:** **Phone:**
Preferred Method of Contact: 10. I, the undersigned, request the Zambia Devolution Support Project to investigate the issues described above.

11. Signature/Thumbprint Name: Date NOTES: • Please attach supporting documents, if available.
Section 3: Office Use Only Grievance ID Number Recorded by: Date Place/Method grievance was received

Annex C

LIST OF PARTICIPANTS: NYIMBA TOWN COUNCIL, 21/03/2022

No.	NAME	DEPARTMENT/POSITION
1.	Clezo Tabeth Mambwe	Director of Works
2.	Chileshe Mwila	Senior Health Inspector (Works Department)
3.	Wallace Mshoka	Environmental Planner (Planning Department
4.	Hastings Chafwakale	Planner (MLGRD)
5.	Chansa Blessings	District Planning Officer (Planning Department)
6.	Lingson Mwanza	WDC- Chairperson
7.	Mark Ndlovu	WDC-Secretary
8.	Keembela Godfrey	Planner
9.	Harriet Nguni	Senior Agriculture Supervisor (Agriculture Department)
10.	Alibert Sakala	Assistant Community Development Officer
11.	Joan Kapesa	Community Development Officer
12.	Yotam Chundu	District AIDS Coordination Advisor
13.	Mbita Stephen	Deputy Council Secretary
14	Kudakwashe Dube	Social Development Specialist
15	Baison Banda	Financial Management Specialist ET Consultant
No.	**NAME**	**DEPARTMENT/POSITION**
1.	Mutale Michael	EHT
2.	Thokozela Kapembwa	Environmental Planner
3.	Leonard Phiri	WDC

4.	Mutinta Siansuma	District Planning Officer
5.	Florence Sitimela	WDC Rufunsa
6.	Dorothy Mwanza	WDC Mwanduba
7.	Rachel Chako	Public Relations Officer
8	Charlotte Mvula	DCDA
9.	Hastings Chafwakale	Planner (MLGRD)
10	Kudakwashe Dube	Social Development Specialist
11	Baison Banda	Financial Management Specialist ET Consultant

LIST OF PARTICIPANTS: LUANGWA TOWN COUNCIL, 22/03/2022

No.	**NAME**	**DEPARTMENT/POSITION**
1.	Chileshe Chizalila	Environmental Health Officer
2.	Emmanual Nyoni	D.P.O
3.	Grace Lungu	Secretary- WDC
4.	Mutale Muma	Chairperson- WDC
5.	Mainda Mudenda	Director of Works
6.	Maureen. K. Phiri	Chief HRO
7.	Beauty Phiri	Health Inspector
8.	Kamanga Charles	Secretary
9.	Makina Tembo	Chairperson
10.	Dominic Phiri	Secretary

11.	Chrispine Tembo	Chairperson
12.	Watson Tembo	Chairperson
13.	Siphiwe Mlauzi	CDO
14.	Ngosa Faith Kunda	SEP
15.	Hastings Chafwakale	Planner (MLGRD)
16	Kudakwashe Dube	Social Development Specialist
17	Baison Banda	Financial Management Specialist ET Consultant