



**ACCELERATING IMPACTS OF CGIAR CLIMATE RESEARCH FOR AFRICA (AICCRA)  
(P173398)**

**STAKEHOLDER ENGAGEMENT PLAN (SEP)**

*FOR*

**AICCRA EASTERN AND SOUTHERN AFRICA CLUSTER ACTIVITIES**

*PREPARED BY*

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## ACRONYMS

ACPC	African Climate Policy Centre
AICCRA	Accelerating Impact of CGIAR Climate Research for Africa
AICCRA ESAA	AICCRA East and Southern Africa
ASARECA	Association for Strengthening Agricultural Research in Eastern and Central Africa
CCAFS	CGIAR Climate Change, Agriculture and Food Security
CCARDESA	Center for Coordination of Agricultural Research and Development for Southern Africa
CIAT	Center for International Tropical Agriculture
CIS	Climate-Informed Services
CSA	Climate smart agriculture
E&S	Environment and Social
ESA	Eastern and Southern Africa
ESF	Environmental and Social Framework
ESS	Environmental and Social Standard
GBV	Gender Based Violence
GC	Grievance committee
GM	Grievance mechanism
GRC	Grievance Resolution Committee
ICPAC	Intergovernmental Authority for Development Climate Prediction and Applications Center
IDA	International Development Association
ILRI	International Livestock Research Institute
ISC	Independent Steering Committee
IWMI	International Water Management Institute
M&E	Monitoring and Evaluation
MoA	Ministry of Agriculture
NFCS	National Frameworks for Climate Services
NHMSs	National Hydrometer and Meteorological Services
NGOs	Non-Governmental Organizations
PAI	Project Area of Influence
PDO	Project Development Objective
PMU	Program Management Unit
POWB	Plan of Work and Budget
RUFORUM	Regional Universities Forum for Capacity Building in Agriculture
SADC-DMC	Southern African Development Community – Drought Monitoring Center
SEA/SH	Sexual Exploitation and Abuse/ Sexual Harassment
SEP	Stakeholder Engagement Plan
SFP	Safeguard Focal Person
WB	World Bank
WMO	World Meteorological Organization

## 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, association, 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.

**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.

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

**Vulnerable Groups**- Individuals and groups, who by virtue of gender, ethnicity, age, physical or mental disability, economic disadvantage, sexual orientation and gender identity, or social status may be more adversely affected by a Project than others and who may be limited in their ability to claim or take advantage of development benefits.

## **1.0 INTRODUCTION/PROJECT DESCRIPTION**

### **1.1 Introduction**

This Stakeholder Engagement Plan (SEP) has been prepared to identify the key stakeholders of the Accelerating Impact of CGIAR Climate Research for Africa- East & South Africa (AICCRA-ESA) Cluster, define information disclosure and stakeholder engagement measures, and design a grievance mechanism (GM). The SEP outlines how, when, and ways in which the project team will inform, communicate and consult with stakeholders and a mechanism by which people can raise concerns, provide feedback, or make complaints about 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) and the overall Accelerating Impact of CGIAR Climate Research for Africa (AICCRA) SEP prepared by Center for International Tropical Agriculture (CIAT). It will cover the whole life of the Project.

The overall objectives of the SEP as stated in the ESS-10 are to:

- Identify all stakeholders and ensure their participation in all stages of the project cycle;
- Establish a systematic approach to stakeholder 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 The Project and its Components**

The World Bank-funded project AICCRA supports CGIAR Climate Change, Agriculture and Food Security (CAAFS) programs and activities that are targeted specifically to Africa and aims to help taking to scale the most strategic and impactful CCAFS-Africa programs, promoting resilience to climate change and improved food security in target countries. The Project Development Objective is to strengthen the capacity of participating CCAFS partners and stakeholders, and to enhance access to climate information services and validated climate-smart agriculture technologies in the World Bank's International Development Association (IDA)-eligible countries in Africa. AICCRA will fill a critical gap by making cutting-edge CGIAR research and innovation available to National Agricultural Research Systems (NARS) and other key stakeholders in Africa. It will support knowledge creation and capacity building activities to enable regional and national-level stakeholders to take Climate-smart Agriculture (CSA) innovations to scale. It will achieve that by fostering

partnerships between CGIAR and local research institutes, universities, civil society organizations, farmer organizations, and private firms. AICCRA will facilitate the development of climate-informed services (CIS) and promote the adoption of CSA solutions across sub-regions within Africa that are extremely vulnerable to climate change. The project will also support on-the-ground activities in selected countries where CGIAR science has the greatest chance of success in delivering catalytic results, which can be adopted by other countries in the region.

The **Project Development Objective** is to strengthen the technical, institutional, and human capacity needed to enhance transfer of climate-relevant information, decision-making tools, and technologies in support of scaling efforts in IDA-eligible countries in Africa. Based on this overall objective the project is structured into four components:

**Component 1. Knowledge generation and sharing:** Supporting generation and sharing of knowledge products and tools designed to address critical gaps in the design and provision of agricultural climate services, enable climate-informed investment planning, and contribute to the design of policies to promote uptake of CSA practices at the regional, sub-regional and national levels.

**Component 2. Strengthen partnership for delivery:** Strengthening the capacities of key regional and national institutions in Sub-Saharan Africa along the research-to-development continuum for anticipating climate effects and accelerating identification, prioritization, and uptake of best-bet adaptive measures.

**Component 3. Validating Climate-Smart Agriculture Innovations through Piloting:** Supporting testing and validation (including gender and social inclusion) of CSA technologies in research stations and in farmers' fields; linking of validated CSA technology packages to technology transfer systems; and improving access by farmers and other value chain actors to climate-informed agricultural advisory services to inform decision-making about choice of technology and enterprise management.

**Component 4. Project Management:** Supporting day to day implementation, coordination, supervision and overall communication and management (including, procurement, financial management, monitoring, and evaluation, carrying out of audits and reporting) of Project activities and results, all through the provision of goods, consulting services, non-consulting services, Training and Workshops, Operating Costs, and payment of Staff Salaries for the purpose.

### **1.3 AICCRA ESA Cluster Activities**

Agriculture remains central to the livelihoods, income, and food security of millions of people in Eastern and Southern Africa (ESA), including women and youth. Recent slowdowns in productivity growth, combined with frequent food production failures, point to the need to significantly increase agricultural production capacity and strengthening the resilience of rural households in the region. Agricultural production in ESA is mainly rain-fed, with pockets of irrigated agriculture, and highly vulnerable to and severely impacted by climate change. The livelihoods of farmers and livestock keepers are being impacted by climate variability and change, posing serious threats to crop and livestock productivity. Worsening food insecurity in the region. Many agriculture-dependent households in ESA remain food insecure.

This project implements the regional component of AICCRA in ESA and aims to enhance the resilience of agriculture in the face of climate change by supporting:



- i) Generation and sharing of knowledge and tools to address critical gaps in the provision of agricultural climate services and policies to promote uptake of CSA practices including through South-South learnings;
- ii) Building partnerships and networks to strengthen the capacity of key regional and national institutions along the research-to-development continuum to anticipate climate effects and accelerate identification, prioritization, and uptake of best-bet adaptive measures; and
- iii) Initiatives to validate CIS and CSA technologies at scale through collaboration with regional and national organizations, linking validated CIS and CSA packages to transfer systems; and improving farmers' access to climate-informed ag-advisories for decisions on choice of technology and ag-enterprise management under changing climate. It will also generate training products and set up agritech innovation platforms for sustained regional promotion of climate services and climate-smart agriculture.

The project will also support countries to achieve their expected outcomes. Almost all planned activities of AICCRA-ESA involve working with various stakeholders across scales. The project will support engagement with a wide variety of partners in SSA, with a focus on ESA. The Regional component of AICCRA ESA will not involve field research or on-farm activities. The main activities of the cluster are:

- 1.3.1 Development of ag-data hubs and decision support systems;
- 1.3.2 Strengthening digital climate advisory services in ESA;
- 2.3.1 Support strengthening of national meteorological real-time services;
- 2.3.2 Enhance the capacity of public institutions and private firms to provide climate service delivery models;
- 2.3.3 Build capacity in three focus countries of public and private sector next users to support implementation of CSA technology packages;
- 3.3.1 Identify climate- and gender and social inclusion-smartness of CSA packages;
- 2.3.4 Develop existing or strengthen new National Frameworks for Climate Services (NFCS).

## **2.0 BRIEF SUMMARY OF PREVIOUS STAKEHOLDER ENGAGEMENT ACTIVITIES**

When CCAFS' program was being developed, there was extensive engagement with a wide variety of partners and other stakeholders at global, regional and national levels through workshops, formal and informal meetings, and via CCAFS' website, emails, etc. Each of the participating CGIAR Centers engage continuously in consultations with partners and other stakeholders. Further, the annual Plan of Work and Budget (POWB) that defines the planned activities, outputs and milestones as well as budget allocations for each calendar year involves considerable consultation with stakeholders. AICCRA is designed largely to cover financial shortfalls in CCAFS' overall program in Africa and scale out work that had been envisioned from the beginning, and not necessarily to launch new activities.

CCAFS has held detailed discussions with ESA partners and other stakeholders at regional and national levels as part of the process of designing AICCRA's specific activities. In addition to informal discussions with multiple stakeholders, the following table summarizes the key virtual consultations that have been held and were aimed specifically at the design of AICCRA-ESA Cluster.

*Table 1: Summary of Previous Stakeholder Engagements activities*

<b>Dates</b>	<b>Key participants (indicative list)</b>	<b>Method of Consultation</b>	<b>Main purpose</b>
6 August 2020	United Nations Economic Commission for Africa Climate Policy Center (UNECA), African Union Commission (AUC), CCAFS Eastern Africa (EA) United Nations University Institute for Natural Resources in Africa (as members of the Multi-Stakeholder Advisory Group [MSAG] for Delivering Climate Resilient	Virtual Meeting	CCAFS briefed the members of MSAG on the proposed goals and vision of AICCRA. The members were very appreciative and fully supportive.
16-17 Sept 2020	Eastern and Southern Africa, Southern Africa Development Community (SADC), Zambia Meteorological Department, MoAs for Ethiopia and Kenya (Crops, Livestock), Ethiopian Institute of Agricultural Research (EIAR), Kenya Agricultural and Livestock Research Organization (KALRO)	Virtual Meeting	To discuss broad agricultural resilience issues, extension demonstration activities and context, agricultural inputs, pollution and health, machinery use, animals and safety, gender poverty and inclusion, gender harassment and child protection and Covid-19 and perceived impacts
15 July 2021	Association for Strengthening Agricultural Research in Eastern and Central Africa (ASARECA), Intergovernmental Authority for Development Climate Prediction and Applications Center (ICPAC), World Meteorological Organization WMO Regional office for Africa, UN agencies - country representatives, national meteorological services (NMS), Ministries of	Virtual Meeting	To discuss AICCRA activities in the region with a special focus on Ethiopia, Kenya
5 June 2021	Zambia Meteorological Department, MoA, Ministry of Water and Environmental Protection, Zambia Water Resources Management Authority (WARMA), the Zambezi Watercourse Commission (ZAMCOM), Great Limpopo Transfrontier Conservation Area, World Resources Institute USAID, CCAFS, IWMI	Virtual Meeting	To discuss key water and food security challenges and opportunities, national priorities in increasing climate change resilience, roles of 2DI and AICCRA in addressing these challenges

### 3.0 STAKEHOLDER IDENTIFICATION AND ANALYSIS

The impacts of climate change are threatening many sectors in every part of sub-Saharan Africa. But agriculture faces the most daunting challenges: just as many countries were beginning to see signs of increasing production of staples as well as cash crops for local and international markets, changes in temperature and rainfall are threatening to reverse those gains. Therefore, in a sense, all residents of Africa are important stakeholders. Project stakeholders are defined as individuals, groups, or other entities who:

- (i) are impacted or likely to be impacted directly or indirectly, positively or adversely, by the Project (also known as ‘affected parties’); and

- (ii) may have an interest in the Project ('interested parties'). They include individuals or groups whose interests may be affected by the Project and who have the potential to influence the Project outcomes in any way.

For the purposes of effective and tailored engagement, stakeholders of the proposed project can be divided into the following core categories: affected parties, interested parties, and disadvantaged/vulnerable individuals or groups.

### **3.1 Affected Parties**

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. It is very unlikely that any party will be adversely affected by AICCRA-ESA cluster activities. No field research or on-farm activities will be undertaken in the ESA cluster. The CSA technologies and management practices and CIS tools developed by CCAFS and its partners by themselves have no known negative impacts. However, there could be a possible risk of excluding vulnerable or disadvantaged groups from accessing and benefiting from the CSA innovations.

All partners and collaborators as well as clients and end users will be positively affected in some way. Partners and collaborators will have opportunities to enhance their knowledge and skills, making them more effective in their respective roles. Institutional capacities will be strengthened. Private firms will have greater opportunities to benefit either from sales of equipment and inputs or from more and higher quality produce reaching the market. End users (farmers) will potentially have higher and more stable production and incomes, while consumers will have a more reliable food supply. Governments will benefit from more rapid and predictable agricultural growth, fewer people facing hunger and destitution because of crop failures, and lower levels of migration and conflict over resource use.

The stakeholders that are expected to directly benefit from the AICCRA-ESA project include:

- International Livestock Research Institute (ILRI);
- Intergovernmental Authority for Development Climate Prediction and Applications Center (ICPAC);
- Association for Strengthening Agricultural Research in Eastern and Central Africa (ASARECA);
- Regional Universities Forum for Capacity Building in Agriculture (RUFORUM);
- Southern African Development Community-Drought Monitoring Center SADC-DMC;
- Center for Coordination of Agricultural Research and Development for Southern Africa (CCARDESA);
- International Water Management Institute (IWMI);
- African Climate Policy Centre (ACPC);
- World Meteorological Organization (WMO).

### **3.2 Other Interested Parties**

Interested Parties include stakeholders who may not experience direct impacts from the project but who 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. Some outputs produced by the project will be of interest to

agencies and professionals involved in international development or climate change adaptation initiatives. As all outputs are peer-reviewed, these “global public goods” will have no negative effects; on the contrary, they are likely to positively influence global debates, narratives and initiatives.

This category of stakeholders will include the following individuals and groups:

- Ministry of Agriculture (MoA);
- National Metrological agencies;
- Non-Governmental Organizations (NGOs) NGOs interested in agricultural productivity, food security and climate adaptations and those working with women, youth, persons with disabilities, etc.;
- National Agricultural and Research Extension (NARES);
- National Universities;
- Regional Economic Community organizations (Southern Africa Development Commission (SADC), SADC Ground Water Institute, SADC Climate Service Center, Waternet etc);
- Several CGIAR partners.

### **3.3 Disadvantaged/Vulnerable Individuals or Groups**

Disadvantaged or vulnerable individuals or groups refers to those who may experience disproportional adverse impacts or exclusion, who often do not have voice to express their concerns or understand and benefit from this project at the same level as others, thus exacerbating social and economic inequality. This group may include women, youth, due to existing inequality gap on access to information on climate change and agricultural innovations. In this regard, the regional program, AICCRA-ESA, will coordinate and support AICCRA country projects joint effort with regional agricultural research networks (e.g. ASARECA, CARRDESSA) and national public and private sector partners in the three focus countries to identify and assess climate- and gender and social inclusion-smartness, biophysical and socio-economic feasibility, innovative finance modalities for end users, business models and inclusiveness of innovative CSA options, especially for women and youth.

### **3.4 Summary of Stakeholder Needs at the Cluster Level**

Essentially, because AICCRA is a multi-institutional partnership, the assessment of stakeholder needs was based on the institutional and stakeholder chain on AICCRA. We distinguished the needs of: 1) direct partners, i.e. those institutions that will receive funds directly from the project implementing agency (CIAT); 2) collaborating partners, i.e. those institutions receiving technical support, training opportunities, and workshop invitations but not directly funded by AICCRA; 3) clients, i.e. those institutions that will be responsible for making AICCRA solutions and technologies available to 4) end users, i.e. farmers WA-wide institutions (e.g. ECOWAS, ROPPA, CILSS), Africa-wide institutions, especially those focused on agricultural development (e.g. Alliance for a Green Revolution in Africa (AGRA), AU-NEPAD), African governments; and their international financing partners (e.g. IFIs, bilateral donors, etc.) or more generally, the international community.

The engagement needs of stakeholders are summarized in the table below.

*Table 2: Stakeholder Needs*

Stakeholder group	Key characteristics	Financing	Language needs	Preferred means of communication & notification	Specific Needs
Direct partners including Regional institutions e.g., ASARECA, ICPAC, IRLI, REFORUM,	Institutions that will receive funds directly from the project implementing agency (CIAT) Institutions receiving technical support, training opportunities, and workshop invitations but not directly funded by AICCRA	Yes	English,	Emails, online meetings, virtual and face -to-face workshops, periodic reports	Financial support to enable engagement with stakeholders
Collaborators MoA, NARES, National Met agencies, ACPC		Yes	English	Emails, online meetings, virtual and face-to-face workshops	Financial support to enable consultations with stakeholders
Clients and end users Africa-wide institutions African governments International community (with a focus on IGAD and SADC member states)	institutions that will be responsible for making AICCRA solutions and technologies available. Parties who may not experience direct impacts from the project but who consider or perceive their interests as being affected by the project and/or who could affect the project and the process of its implementation	No	English & French	Emails, online meetings, virtual and face -to-face workshops	Sensitization on AICCRA project and its output products including CSA innovations
		No	None	Emails, online meetings, virtual and face -to-face workshops	Sensitization on AICCRA project and its output products including CSA innovations

#### 4.0 STAKEHOLDER ENGAGEMENT PROGRAM

The stakeholder engagement process during the project preparation phase was mainly done through virtual meetings and a few in-person consultations with government and other regional collaborators. AICCRA-ESA will use this same strategy for many of the consultations with implementing partners and collaborators. CGIAR centers use a wide variety of media to share its results. These include but are not limited to refereed journal articles, books, technical reports, technical and policy briefs, websites, dashboards, mobile applications, electronic newsletters, workshops, and training manuals. The Core-Team of AICCRA has a dedicated website through which all communication materials will be posted. The Coordinator of AICCRA-ESA and the Monitoring and Evaluation (M&E) specialist will make sure any relevant material is posted to the website. Given the risk of COVID-19 transmission during in-person meetings, protocol to minimize such transmission is provided at annex 1. The table below provides a summary of techniques that will be used for stakeholder consultations and information disclosure.

*Table 3: Methods of Stakeholder Engagements and Consultations*

Engagement Technique	Ways technique will be used
Correspondence (Phone, Emails)	<ul style="list-style-type: none"> <li>• Invite stakeholders to meetings and follow up</li> <li>• Distribute information to implementing partners, government officials, academic, and national research institutions</li> </ul>
One-on-One meetings	<ul style="list-style-type: none"> <li>• Seeking views and opinions</li> <li>• Enable stakeholders to discuss confidential and tailored conversation on project outputs especially with government and other national institutions</li> <li>• Record meeting discussions</li> </ul>
Virtual meetings	<ul style="list-style-type: none"> <li>• Explore for public meetings in light of COVID-19 related restrictions on public meetings.</li> <li>• Present project information to larger group of stakeholders</li> <li>• Build relationships with stakeholders</li> <li>• Allow stakeholders to share their views and provide feedback</li> <li>• Record discussions, comments, and questions.</li> </ul>
Periodic reports, blogs, newsletters, flyers, technical briefs	<ul style="list-style-type: none"> <li>• Present project information and progress updates including results</li> <li>• Keep stakeholders informed of climate smart agriculture innovations, models, and technologies</li> </ul>
Project website	<ul style="list-style-type: none"> <li>• Present project information and progress updates</li> <li>• Disclose SEP, grievance resolution mechanism and other relevant project documentation</li> <li>• Seeking feedback, information request and complaints</li> </ul>
Workshops and Conferences	<ul style="list-style-type: none"> <li>• Disseminate key project outputs including CSA innovations</li> <li>• Provide space for stakeholders to interact and learn more on project outputs</li> </ul>

#### 4.1 Proposed Strategy for Information Disclosure

All relevant documents of the project, including the SEP, LMP, ESA cluster activities, CSA knowledge products and innovations among others, produced by the AICCRA-ESA Cluster will be disclosed and made accessible to all stakeholders. The information will be disclosed through all possible means, including face-to-face and virtual consultations with the project stakeholders, Soft copies of reports through emails and website, posters, leaflets and brochures, through social media, project website and local media so that the documents are accessible to all project beneficiaries of the project, including those in remote areas. The table below provides the information disclosure plan of AICCRA-ESA.

*Table 4: Information Disclosure Plan*

Project stage	List of information to be disclosed	Methods proposed	Timetable: Locations/ dates	Target stakeholders	Percentage reached	Responsibilities
<b>Project Preparation</b>	Summary of Project PAD and AICCRA-ESA Cluster Activities.  Project SEP including	AICCRA Emails, virtual meetings, face to face meetings	September – December 2021	Implementing Partners, collaborators, clients	Emails, virtual and face to face meetings will reach 100% of implementing partners,	AICCRA-ESA Regional Project Lead

Project stage	List of information to be disclosed	Methods proposed	Timetable: Locations/ dates	Target stakeholders	Percentage reached	Responsibilities
	Grievance Mechanism (and SEA/SH complaints handling)				collaborators, and key clients Website will reach other indirect stakeholders - NGOs, CSOs and research institutions	
<b>Project Implementation</b>	Biannual and Annual reports	Soft copies of reports through emails	Once every 6 months	Implementing partners	100% reach through emails to collaborators and indirect partners	AICCRA-ESA Regional Project Lead
	Policy briefs, Discussion papers, journal articles	Virtual meetings, one-on-one meetings, soft copies published through website, emails, and journal websites	Throughout implementation	Collaborators, clients, and other NGOs	100% through one-one meeting and emails to collaborators and clients.	AICCRA-ESA Regional Project Lead
	CSA innovations and information services	Soft copies of reports through emails, workshops and conferences	Throughout implementation	Implementing Partners, collaborators, clients	100% reach through emails and face to face meetings with collaborators and indirect partners	AICCRA-ESA Regional Project Lead
<b>Project Closure</b>	Project achievements, lessons learnt, recommendations.	Websites, emails, virtual or in-person meetings	July/August 2023	Collaborators, clients, and other NGOs	100% through meetings and emails to collaborators and clients.	AICCRA-ESA Regional Project Lead

#### 4.1 Proposed Strategy for Consultations

The design of AICCRA-ESA cluster activities involves considerable number of planned consultations to facilitate implementations. The table below provides a summary of all planned consultations with stakeholders. During face-to-face consultations, a precautionary approach will be taken to mitigate risk of COVID-19. Detail protocol consistent with national requirements is provided at annex I.

Table 5: Stakeholder Consultation Plan

Center leading activity	Stakeholder name	Stakeholder type	Method of consultation	Date of consultation	Purpose of consultation <sup>1</sup>
CCAFS-ESA/ILRI	ICPAC and SADC-CSC	Direct partners / Regional organization	Emails, online meetings, virtual and face -to-face workshops, periodic reports	Starting 2021-2022	Build partnerships with climate relevant institutions that are actively involved in provision and dissemination of CIS, and NFCS to enhance decision making, and streamlining CIS and governance.
Alliance Bioversity International and CIAT	Ministry of Agriculture (Ethiopia, Kenya)	Collaborator/ African government	Meetings and stakeholder workshop  Online meetings and emails	November, 2021	Inception workshop for developing CSA Investment Plan in each country
Alliance Bioversity International and CIAT	Rockefeller Foundation	Collaborator/ International organization	Online meetings	November 2021	Syndicated financing and pipeline origination
Alliance Bioversity International and CIAT	Findev	Collaborator / International private sector players	Online meetings	November 2021	Syndicated financing and pipeline origination
ICRAF	African governments in WA and ESA regions	Client/ African government	Online meeting	October - November 2021	To share insights and lessons from the review of adaptation indicators in NAPs and NDCs (and to co-develop a roadmap for how the reference system can help to improve national adaptation M&E.
Alliance Bioversity International and CIAT	Financial Access	Client/ International private sector players	Online Meetings	November – December 2021	To share insights in various markets (Due diligence)

<sup>1</sup> Short narrative on the relation between the activity and the cluster objectives and targets



Center leading activity	Stakeholder name	Stakeholder type	Method of consultation	Date of consultation	Purpose of consultation <sup>1</sup>
Alliance Bioversity International and CIAT	AGRITERRA, Nourishing Africa	Client/ Regional private sector player	Online and in-person meetings	November – December 2021	Pipeline development and matchmaking Pipeline origination
ICRAF	African governments in WA and ESA regions	Client/ African government	Online meeting	09/10 2021	To share insights and lessons from the review of adaptation indicators in NAPs and NDCs (and to co-develop a roadmap for how the reference system can help to improve national adaptation M&E.
CCAFS-ESA/ILRI	RUFORUM	Direct Partner/ Regional organization	Emails, online meetings, virtual and face -to-face workshops, periodic reports	November 2021- March 2022	Support development of training products and appropriate modules for climate action, inclusive CIS delivery models, best bet CSA innovations and approaches working in collaboration with the national universities.
CCAFS-ESA/ILRI	ASARECA and CCARDESA	Direct Partner/ Regional Organizations	Emails, hybrid meetings, virtual and face -to-face workshops, periodic reports	October - November 2021	Facilitate partnerships for CSA and CIS awareness, exchanges, and learning, cross-country and regional spillover in ESA, as well as South-South learning.
Columbia University	ICPAC,	Collaborators / Regional research institutions	Online meetings and emails, in person when possible	September 2021 – June 2022	Build partnerships with climate relevant institutions that are actively involved in provision of CIS  Provide trainings on tools and approaches supporting production and use of climate information services
Columbia University, ICRISAT, ILRI	NMHs	Collaborators/national met agencies	Online meetings, emails, short surveys, in person	November 2021	Provide trainings on tools and approaches supporting production and use of climate information services
IFPRI	ACRE Africa, KALRO, iShamba, other providers of CIS	Indirect partners and/or collaborators	Online meetings, emails, in-person consultations where possible	November – December 2021	Analyses of CIS models with respect to their costs and benefits in different contexts.

Center leading activity	Stakeholder name	Stakeholder type	Method of consultation	Date of consultation	Purpose of consultation <sup>1</sup>
Columbia University, ILRI, ICRISAT Alliance Bioversity CIAT	COMESA, CCARDESA, ASARECA, RUFORUM, NMHS	Indirect partners collaborators, regional and national institutions	Online meetings, emails, in-person consultations where possible	November 2021 – February 2022	Consultations regarding CIS models with respect to their costs and benefits in different contexts.
Columbia University	ICPAC, NMHSs	Collaborators/ Regional research institutions, National Hydrometer and Meteorological Services (NHMSs)	Online meetings, emails, short surveys, in person when possible	October – November 2021	Assess CIS/CSA curriculum priorities.
CCAFS-ESA/ILRI	NARES, National Met agencies	Indirect partners	Emails, online meetings, virtual and face -to-face workshops, periodic reports	2021 -2022	Ongoing collaboration on CSA and CIS for co-developing long-term climate resilient pathway for agri-food systems resilience in ESA.
CCAFS-ESA/ILRI	NARES, National Met agencies	Indirect partners	Training and workshops	2022	To share CSA and CIS insights, lessons, innovations, technologies, and tools. Create awareness, facilitate scaling, and get feedback.
CCAFS-ESA/ILRI	Farmers (male and female)	Indirect partners	Face-to-Face, workshops	Sep 2021 – March 2022	Engagements through both direct and indirect regional partners on CSA and CIS, and feedbacks on performance and validations of findings.
CCAFS-ESA/ILRI	Africa-wide institutions	Indirect partners	Emails, online meetings, virtual and face -to-face workshops	2021-2022	Build partnerships, strengthening linkages with continental organizations for CSA and CIS awareness, exchanges, and learnings, member-country and regional spillover in SSA countries, as well as South-South learnings including on NFCS.
ICRAF	Governments of Zambia, Ethiopia, Kenya (in discussions, TBC	Collaborators	Online meetings, emails	2021-2023	To refine the list of information needs (1 <sup>st</sup> stage), test the decision support tool prototype (2nd stage) and build capacity for tool use (3 <sup>rd</sup> stage)

Center leading activity	Stakeholder name	Stakeholder type	Method of consultation	Date of consultation	Purpose of consultation <sup>1</sup>
ILRI	CCARDESA	Collaborator	Virtual training	January 2022	Tailored foresight training to agriculture and climate change stakeholders in the region
ILRI	Africa Union Commission	Collaborator	Online meetings, virtual training, emails	August 2021 - 2022	Support to Africa Wide Climate Change Strategy
ILRI	Ministry of Agriculture Nigeria	Collaborator	Online meetings, virtual training, emails	2021-2022	Assisting with integration of CSA into national agriculture policy and extension
ILRI	AUDA-NEPAD	Clients	Online meetings, emails	June 2021- Sept 2022	Support to UNFSS process and post summit food system transformation planning at continental level
CCAFS-ESA/ILRI	African governments (with a focus on IGAD and SADC member states)	Indirect partners	Emails, online meetings, virtual and face -to-face workshops	Sep 2021 – Sept 2022	CSA, CIS, NFCS awareness creation, joint workshops for sharing insights and lessons, capacity building trainings, South-South learnings, policy dialogues including on gender and climate actions with IGAD and SADC member states and other SSA counties for building resilience and adaptive capacity in agri-food systems.
CCAFS-ESA/ILRI	International community	Indirect partners	Emails, online meetings, virtual and face -to-face workshops	2022-2023	Sharing CIS and CSA insights and lessons, convene regional workshops/ round tables / knowledge sharing events, capacity building trainings in ESA countries, regional level CSA policy dialogues, linkages with other initiatives and big-thicket projects for facilitation of broad-based scaling and resource mobilization in IGAD and SADC member countries, South-South learnings.

### **1.1 Proposed Strategy to incorporate Views of Vulnerable Groups**

Young women's and men's differential abilities and capacities to adapt to climate change will be investigated in mixed crop and livestock and drylands contexts in Kenya and Ethiopia. Findings from the study will provide insights about vulnerabilities and resilience among different social groups in these countries. Findings will inform project design to strategically engage and support vulnerable youth. Women and youth groups will be invited to dissemination events organized at the regional level to disseminate information on CIS and CSAs.

### **4.2 Timelines**

Stakeholder engagement for the ESA cluster has been a continuous process from the project design and preparatory stage until present. As per table 4 and 5, AICCRA-ESA Regional Project Lead and other implementing partners will continue to engage all relevant stakeholders throughout the project implementation process until the project closure in 2023.

### **4.3 Review of Comments**

AICCRA-ESA Regional Project Lead and other implementing partners recognize feedback from stakeholders as important inputs needed for the successful implementation of the overall project. During engagements, all written and oral comments from stakeholders will be gathered, reviewed, and used to improve content of documents, design of key project manuals and climate smart models. A summary of how comments are considered will be shared with stakeholder when reporting back with final products.

### **4.4 Future Phase of Project**

This is a three-year project. Although the CGIAR will continue to work on increasing resilience of agriculture to climate change impacts, there is currently no plan for extending AICCRA. During the project period AICCRA-ESA will follow established CGIAR protocols for annual planning in collaboration with partners, annual reporting of results to all stakeholders, and holding workshops and other forms of consultations to obtain inputs for planning implementation.

The SEP will be periodically revised and updated as necessary during project implementation to ensure that the information presented herein is consistent and up to date, and that the identified methods of engagement remain appropriate and effective in relation to the project context. Any major changes to the project related activities and to its schedule will be duly reflected in the SEP and communicated to stakeholders.

Information on public engagement activities undertaken by the project during a project year will be conveyed to the stakeholders during biannual progress updates sessions with stakeholders. Information that will be shared include type of engagement opportunities given to project stakeholders, nature of participation in terms of gender and involvement of disadvantage groups, the extent to which stakeholders views were considered, and updates on project grievances.

## **5.0 RESOURCES AND RESPONSIBILITIES**

### **5.1 Resources**

Costs related to implementation of this plan include expenses for in-person meetings, transport, logistics, as well as staff cost related to communication and grievance management. The budget for the SEP is included in the project implementation budget. AICCRA through implementing partners will allocate funds for stakeholder engagement activities.

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

*Table 6: Stakeholder Engagement Plan - Estimated Budget*

<b>Stakeholder Engagement Plan – Estimated Budget</b>	
<b>Activities</b>	<b>Total Cost (USD)</b>
Sensitization	3000
Design of flyers	1000
Disclosure of SEP	500
GM's channels mainstreaming cost, including cost of printing materials	2000
Contingency (10%)	650
<b>Total</b>	<b>7150</b>

## 5.2 Management Functions and Responsibilities

The summary of key institutions concerned about the implementation of this SEP and responsibilities cast are as follows.

*Table 7: Responsibility Table*

<b>Institution /Lead Person</b>	<b>Responsibility</b>
<i>Implementation Steering Committee</i>	<ul style="list-style-type: none"> <li>• Oversight responsibility for entire project implementation</li> </ul>
<i>AICCRA Project Management Unit</i>	<ul style="list-style-type: none"> <li>• Provide technical support for the preparation and implementation of this SEP and resolution of grievances</li> </ul>
<i>AICCRA-ESA Regional Project Lead</i>	<ul style="list-style-type: none"> <li>• Overall coordination of AICCRA-ESA cluster activities and implementation of this SEP.</li> <li>• Document the performance of SEP implementation Initiate and coordinate stakeholder engagement activities</li> <li>• Ensure the involvement of other implementing partners in the monitoring of SEP activities.</li> </ul>
<i>AICCRA Communication Team</i>	<ul style="list-style-type: none"> <li>• Ensure wide distribution of discussion papers and journal articles from the project</li> </ul>

## 5.3 Name and Contact Details of Person Responsible

For any comment, question of feedback on the stakeholder engagement process, the following person can be contacted. (1) Coordinator of AICCRA-ESA cluster Dawit Solomon (PhD.), Regional Program Leader, East and Southern Africa, CGIAR Research Program on Climate Change, Agriculture and Food Security (CCAFS),

## **6.0 GRIEVANCE MECHANISM**

AICCRA-ESA will not be operating directly at field level and will not be implementing any activities that could potentially have adverse effects. Nonetheless, AICCRA-ESA will establish and maintain a functional grievance mechanism (GM) to guide the receipt, assessment and resolution of complaints and questions from stakeholders including cases linked to Sexual Exploitation and Abuse/ Sexual Harassment (SEA/SH). There could also be the need for stakeholders to seek clarity on concerns, and request for information on the project, which this GM also proposes a protocol for handling such situations.

### **6.1 Objectives**

The GM is intended to;

- Provide avenues for stakeholders to seek information and ask questions on AICCRA project;
- Provide methods for lodging concerns, complaints and resolving a dispute arising from project activities;
- Ensure that appropriate and mutually acceptable resolution actions are identified and implemented to the satisfaction of complainants;
- Provide avenue for victims of SEA/SH to have equal access to grievance resolution process and support.

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

### **6.2 Principles of the GM**

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

- An accessible, inclusive, and free 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;
- 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 Types of Information Request and Grievances Anticipated**

Drawing from past related projects, the grievances anticipated on this project could fall into the following categories.

- Request for information on how to:
  - access project grant;
  - access climate smart information and innovations;
  - collaborate with implementing agencies; and
  - participate in project activities and meetings;
- Sexual Exploitation and Abuse/ Sexual Harassment (SEA/SH).

### **6.4 Internal Management of the GM**

The overall management of the GM will reside with the AICCRA Environmental and Social (E&S) Safeguard Specialist. The Safeguard specialist will work closely with the regional cluster lead to ensure:

- 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 AICCRA PMU.
- Referring survivors of SEA/SH cases to Gender Based Violence (GBV) service providers.
- Monitoring and producing biannual performance report on the GM.

### **6.5 Points for Lodging Grievances and Information Request**

Complaints and information request can be made via multiple communication channels. The following compliant lodging points would be available for stakeholders on AICCRA-ESA activities.

#### ***AICCRA Project Level***

- Via a web submission form (Annex II) accessible via the AICCRA website, when it is fully developed;
- Via email to the AICCRA project ([aiccra@cgiar.org](mailto:aiccra@cgiar.org)), or AICCRA Senior Safeguard Specialist (Adams Kwaw, [AKwaw@cgiar.org](mailto:AKwaw@cgiar.org)) or Coordinator of AICCRA-ESA cluster Dawit Solomon (PhD.), Regional Program Leader, East and Southern Africa, CGIAR Research Program on Climate Change, Agriculture and Food Security (CCAFS), Email: [d.solomon@cgiar.org](mailto:d.solomon@cgiar.org)
- Via the following phone numbers (Adams Kwaw, AICCRA Senior Safeguard Specialist +233245132714), (WhatsApp number only; +223 20 7957282) or Dawit Solomon (PhD.), Coordinator of AICCRA-ESA cluster. Phone: Office: +251 11 617 2194 | Mobile: +251 939 574 958,

#### ***Alliance Bioversity-CIAT's Legal Office***

- In person via Head of CIAT's Legal Office - Edgar Mauricio Munoz.
- Phone: +57 (2) 4450000 Ext. 3509.
- Email address: [munoz@cgiar.org](mailto:munoz@cgiar.org).

- Mailing address: Legal Office; Centro Internacional de Agricultura Tropical (CIAT); Kilometer 17, Road Cali-Palmira, COLOMBIA. 7.5.

The other mechanism is through an independent service specialized in handling reports of wrong doing: Lighthouse Anonymous Reporting, which has a dedicated CIAT website and a dedicated email address: [reports@lighthouse-services.com](mailto:reports@lighthouse-services.com). This service protects the identity of the person bringing a grievance in cases where the person wishes to remain anonymous. Reports may be submitted in multiple languages.

## 6.6 Grievance Resolution Structures

Complaints received on AICCRA-ESA cluster activities will be managed through the existing project implementation structures. In so doing, three tier bottoms up grievance resolution levels will be followed. This will involve a Regional grievance committee, Project Management grievance committee, and Independent Steering Committee.

*Figure 1 Grievance Resolution Structure*



### 1.1.1 AICCRA-ESA Grievance Committee

The AICCRA-ESA Grievance Committee will comprise of a three-members made up of AICCRA-WA Regional Project Lead, AICCRA E&S Specialist, and a representative from project implementing partners. For cases involving technicalities and/or conflict of interest with a GC member, the committee may also choose to include one or more project staff or reputable and independent third parties on the committee deliberations. The regional level grievance committee (GC) is expected to handle all grievance on AICCRA-ESA activities.

The GC through the Safeguard Focal Person will notify the AICCRA E&S Safeguard Specialists on all cases relating to major incidents and accidents within 48 hours, and SEA/SH cases within 24 hours. Such cases would require the active involvement of AICCRA Safeguard Specialist in the resolution process and reporting to the World Bank. In addition, the regional level GC will escalate project related grievances that remain unresolved at the Regional level within the stipulated period to the Project Management GC for resolution.

### 1.1.2 Project Management Grievance Committee

The Project Management GC will be hosted by AICCRA PMU and will comprise of the Project Director, AICCRA E&S Safeguard Specialists, Regional Project Leads and Project Gender and Social Inclusion Specialist. This



committee shall mediate all unresolved complaints from the regional level as well as complaints from activities of regional partners and other complaints that may be received directly at the PMU level through CIAT complaint lodging points. For cases involving technicalities and/or conflict of interest with a GC member, the committee may choose to include one or more project staff or reputable and independent third parties on the Panel. Where the Project Management GC determines a complaint to be highly significant, such cases shall be referred to the Independent Steering committee for advice.

### **1.1.3 Independent Steering Committee**

Another high-level grievance resolution panel that will assist in the resolution of complaints on AICCRA would be the Independent Steering Committee (ISC). The ISC is the key governance body for the project. It consists of seven members who are all independent of the project. It is responsible for oversight of AICCRA program of work, budget, and evaluations. The ISC takes all grievances seriously and will investigate all cases referred to it. All grievances referred will be recorded and discussed in ISC meetings, bearing in mind requests for confidentiality. The ISC will require the AICCRA project management to prepare a proposed response to each grievance, which after discussion and approval, will be implemented. At subsequent ISC meetings, AICCRA management will report on the progress of implementation. Where ISC deems the grievance as highly significant, the Alliance CIAT Director General and Alliance-CIAT Board of Trustees will also be informed about their discussion and actions.

## **6.7 The Grievance Resolution Process**

The general steps of the grievance process comprise:

- Registration/receipt of complaints;
- Acknowledging the complaints;
- Investigate and determine solution to the complaint;
- Implement the Resolution Action;
- Verifying the Resolution Action;
- Recourse or alternatives.

### **1.1.4 Registration/Receipts/Acknowledging of complaints**

AICCRA-WA will establish a register of all grievances received through the lodging points at section 6.5 to aid monitoring of complaint resolution status and reporting on GM performance. Grievance lodging templates provided at Annex VII will be used to maintain an electronic and manual database of all grievances received. Complaints can be submitted in any language applicable to the project locations either verbally or in writing to all designated lodging points.

The complainant may ask for confidentiality in the handling of the request, in which case the project shall preserve confidentiality on aspects of the complaint where confidentiality is required. However, there could be situations where it will not be possible to resolve the complaint without revealing identity (for example, when evidence needs to be presented in court). In this case, the Project will discuss with the complainant whether and how best to proceed.

Complaints can also be raised anonymously and in such cases, complainants may be required to provide sufficient facts and data to enable the GC to investigate the matter without assistance. The GC will make

every effort to evaluate anonymous complaints; however, anonymity may make it more difficult to investigate, protect the position of the complainant, offer, and implement resolution, and give feedback. All complainants who raise complaints outside the grievance lodging points to project implementing staff would be directed and advised to use the lodging points to officially register their complaint to the project.

The E&S Specialist shall officially register all complaints received using the proposed complaint registration form at Annex II, and further inform the GC at the regional level within 24 hours of any complaint lodged. The grievance submission should be dated and signed by the complainant or the representative, except when the complaint was made verbally through phone calls from a distant location or required to be anonymous. Complaints escalated to the AICCRA project management level will be recorded and the Project Management GC will be notified within 24 hours after lodging any unresolved complaint escalated from the AICCRA -WA cluster.

The project will acknowledge receipt of the complaint by letter within 3 working days of receipt. Sample acknowledgement letter is provided at Annex IV. The acknowledgement letter will specify a contact person within the project and a description of what complainant can expect next including a timeline. All SEA/SH cases shall be received with the guideline provided at section 6.9.

For each submission, the complainant is expected to at least include the following:

- Detail explanation of the complaint or information requested relating to AICCRA;
- Location related to the submission;
- Whether the complainant lives in the project area;
- Whether a similar submission has been previously filed to AICCRA;
- If known, the operational procedures that have been violated by AICCRA;
- Whether the submission concerns an individual submission or on behalf of a community;
- Whether the submission is requested to be kept confidential;
- Contact details of the complainant;
- A signature of the complainant.

#### **1.1.5 Determining and implementing the resolution action**

When a grievance is recorded as per the above-mentioned registration procedures, the Grievance Committee will be called into action to investigate the case and further hold mediation meetings with interested parties to resolve the issue. Minutes of meetings will be recorded.

The GC will first investigate the foundation of the grievance and then determine the resolution action in consultation with the complainant and concerned parties if necessary. This is expected to be completed within 7 working days after receipt/registration of the grievance. Any resolution action considered after the mediation process will also be implemented within 10 working days of receipt of complaints. The Project will implement the resolution either directly or through a third party, which will be done in consultation with the complainant. The complainant will be informed of decisions taken and notified by the committee members.

#### **1.1.6 Verifying the resolution action**

The Project will review complaints regularly to ensure progress is being made towards resolution. The AICCRA-ESA GC will get in touch with the complainant to confirm that the resolution action is carried out. If

the complainant is satisfied with the resolution implemented, the Safeguard Focal Person will close the case and require the complainant to sign a statement to acknowledge satisfaction using the form provided at Annex VI. However, signing the statement does not preclude the complainant from raising the issue again, or seeking other avenues for resolution should the resolution not result in a permanent fix, or the issue recurs. The Project may re-open the complaint if the complainant provides new information and may also contact the complainant after closure to ensure no other problems have arisen.

Verification would be completed within 7 days of execution of the resolution action. If the complainant is dissatisfied with the outcome of the resolution proposal or action, additional steps may be taken to resolve the issues or the AICCRA-ESA GC may decide to escalate the complaint to Project Management GC. The committee may decide to refuse an appeal if they feel the complaint has not been presented in good faith. The decision to refuse an appeal must be reviewed and signed off by the AICCRA E&S Specialist.

Alternatively, if the complainant is not satisfied with the resolution offered, the complainant may choose to appeal the decision through the Safeguard Focal Person or seek other recourse.

#### **1.1.7 Recourse or Alternatives**

Two alternative or recourse actions are considered, amicable mediation and settlement or appeal to court.

##### ***2<sup>nd</sup> Tier Amicable Mediation and Settlement***

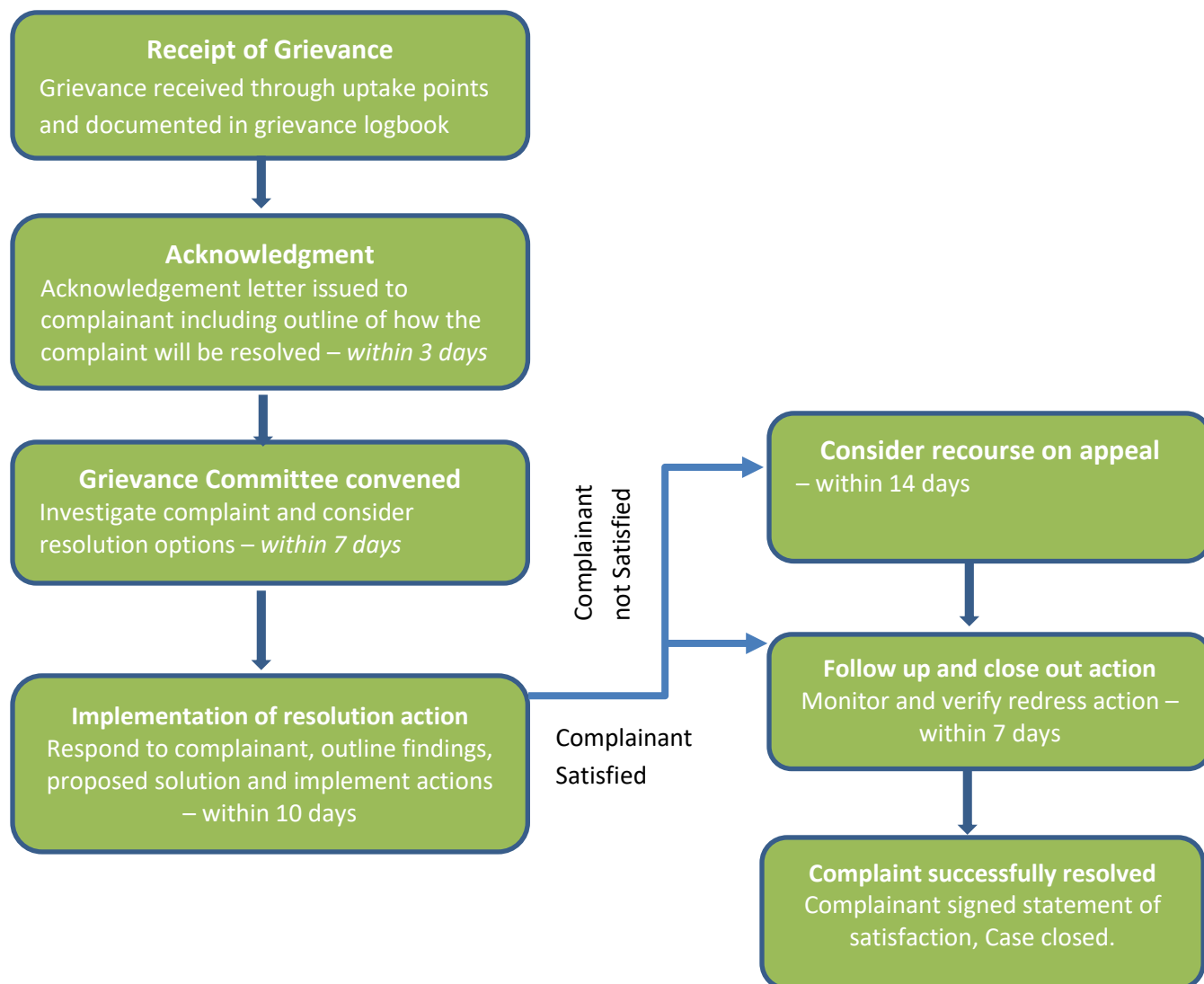
If the complainant is not satisfied with the decision of the AICCRA-ESA GC, he/she can bring it to the attention of the E&S Specialist. The AICCRA-ESA GC may remediate on the case or forward it to the Project Management GC for further action. In case of interest conflicts, the AICCRA-ESA GC may decide to appoint an individual mediator or Independent Appeals Panel that is neutral and independent of the Project. The selection of the mediator or individuals comprising the Independent Appeals Panel will be conducted in consultation with the complainant and other key stakeholders to ensure trustworthiness of the process.

For cases escalated to the Project Management GC, the GC may also decide to resolve the complaint or set up an appropriate mediation team to resolve the issue in consultation with the Regional Lead Person and the complainant. The Project Management GC will be required to resolve the issue within 2 weeks of the date of receipt of such a deferred case. If such a timeline is not possible, the AICCRA E&S Safeguard Specialist would inform the complainant through the regional Safeguard Focal Person by giving reasons and possible new date. When new resolution measures are considered, the implementation and verification process outlined above shall be followed to close the case or determine the next line of action.

##### ***Appeal to Court***

If the complainant remains dissatisfied with the mediation effort of the project grievance committee, the complainant has the option to pursue appropriate recourse via judicial process of choice. The AICCRA project will allow any aggrieved person the right of access to Court of law. Courts of law will be a “last resort” option, in view of the above mechanism.

Figure 2: AICCRA-WA Grievance Procedure



## 6.8 Grievance Mechanism for Handling SEA/SH Cases

The ESA Cluster led by ILRI will follow the following procedure in handling SEA/SH related complaints.

**Uptake of SEA/SH cases:** All grievance lodging points outlined at section 6.5 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 are the list of elements that will be recorded on complaint forms of SEA/SH survivors. Sample SEA/SH intake form is provided at Annex III.

- 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 GBV service provider.

Where the complainant is not the survivor, the Safeguard Focal person will encourage the complainant to reach out to the survivor and explain the potential benefit of coming forward alone or with the person reporting the case. All SEA/SH cases will be reported to the World Bank within 24 hours through the AICCRA E&S Safeguard Specialist and recorded in the grievance logbook at Annex VIII.

**Referral of SEA/SH Survivors:** The Safeguard focal person will examine the case and seek the consent of the survivor to refer the case to AICCRA-ESA GC or depending on the case, refer to any of the external GBV service providers identified by country Clusters. In the case of children and people with intellectual disability, this will be done with full consent of the survivor's guardian. Depending on the case reported, the support services may include one or two of the following services.

- Health – examination or treatment, collection of forensic evidence, provision of post-exposure prophylaxis/ abortion services;
- Legal/Justice – Legal advice/support to survivors and witnesses to understand benefits/barriers of taking care through legal process; support to ensure that prosecution and case closure happens with few or no delays;
- Psychosocial Support – Emotional support/crisis counseling; Social/community reintegration;
- Safety/Security – protection of survivors and witnesses, investigation of the case, arrest of alleged perpetrator.

These service providers will be:

- Provided with financial support to cater for expenses in the mediation process and essential services provided to the survivors. The GBV service providers will not be paid any basic fee for their services. Payment will be based on case by case, where the Project will seek the World Bank advice and approval on the maximum expense cost that can be absorbed by the project for the survivor of each case;
- Required to use their respective GBV case management procedures;
- Required to maintain confidentiality, safety, and security of survivors in accordance with best practices, in particular ensuring survivor centeredness through the processes and seeking the consent of the survivor when personal data must be shared;
- Required to inform the Safeguard Focal person when a case is resolved so it is recorded in the grievance logbook.

**Acknowledgment and Follow-up:** After registering the case, the E&S Safeguard Specialist will inform the AICCRA-ESA GC and the AICCRA E&S Safeguard Specialist within 24 hours of receipt and send an acknowledgment letter to the complainant or survivor within 3 working days of receipt. A sample acknowledgement letter is provided at Annex IV.

**Fact Analysis:** After receiving the case, the AICCRA-ESA GC will analyze the facts of the allegation by determining whether (i) the allegation falls within the definition of SEA/SH; and (ii) the alleged perpetrator is an individual associated the AICCRA project. If the GC confirms these two elements, it shall proceed to handle the case or otherwise discontinue the case and write to inform the survivor or complainant. Only SEA/SH

complaints allegedly committed by any individual associated with the AICCRA project may be considered by the project after referring to GBV service providers.

In the event that the survivor does not wish to pursue disciplinary action against the alleged perpetrator the case may be closed after providing referral assistance. The Safeguard Focal person shall record the survivor's preference and indicate that in the acknowledgement letter as well. However, irrespective of the survivor's choice, if the alleged perpetrator is a staff of AICCRA implementing partner, the AICCRA GC will address the case according to the implementing partner's code of conduct, sanction regime, and national legislations.

**Determine recourse action:** The AICCRA-ESA GC will review all cases referred to it to determine and agree upon course of action for handling and resolving the case. The appropriate institution that employs the perpetrator takes the agreed disciplinary action in accordance with the employer's code of conduct and national legislation. Disciplinary actions may include informal warning; formal warning; additional training, loss of salary, suspension, or termination of employment. A survivor may continue to receive support from the appropriate GBV service providers while the case is being handled by the AICCRA-ESA GC.

As and when necessary, a representative of the survivor or an independent reputable third party may be invited to serve on the resolution panel. To avoid conflict of interest, the composition of the GC may also change depending on the nature and source of the allegation. The Safeguard Focal Person shall write to inform the survivor about the course of action and disciplinary action taken against the perpetrator.

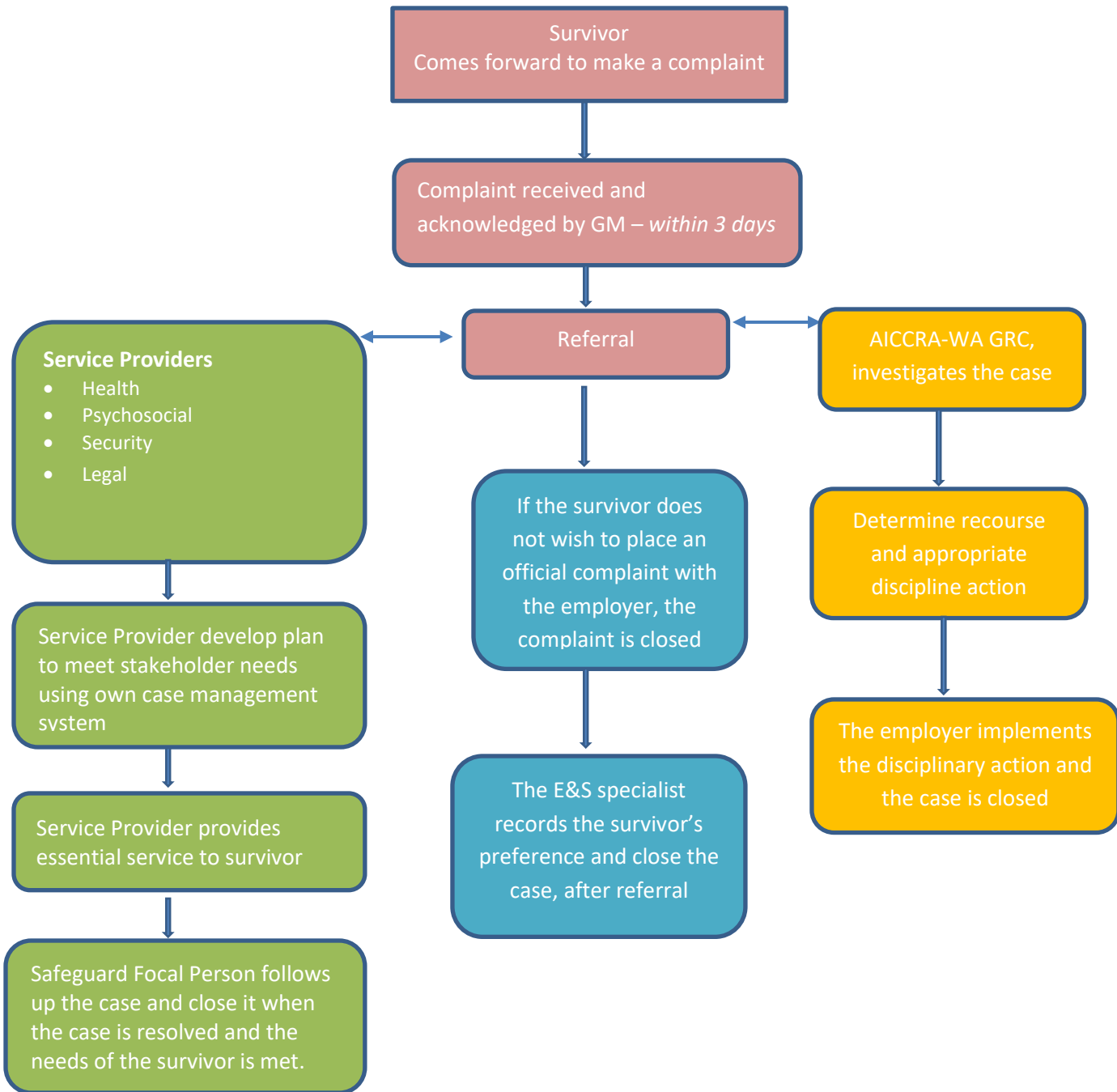
Instances where the case is being handled by a service provider, the Service Provider will work with the survivor or guardian to develop a comprehensive plan that identifies what the survivor needs and how these needs may be met. The survivor may be referred to connect with a range of service providers which correspond to their needs. The Safeguard Focal Person shall continue to track, monitor, and collaborate with service providers on all such cases until they are resolved.

**Closing SEA/SH cases:** Closing of SEA/SH cases will occur at these instances

- If the survivor does not wish to place an official complain with employer;
- If after investigation, the GC determines that the allegation does not fall within the definition of SEA/SH and the alleged perpetrator is not associated with the project;
- If when the case is pursued, and the GC confirms that the disciplinary action taken is appropriate and has been implemented conclusively;
- If a Service Provider follows its internal procedure to meet the needs of the survivor on the case.

In all these instances, the Safeguard Focal Person may require the survivor or its representative to sign a statement to acknowledge satisfaction using the form provided at Annex VII.

Figure 3: Case Management Procedure for SEA/SH cases



### 6.9 Procedure for Making and Handling Information Request

This section set out the procedure AICCRA-ESA will follow to receive and handle information request from stakeholders on the AICCRA project. The basic steps are as follows:

**Filling an information access request:** All stakeholders willing to request information on AICCRA project can do so through information request points outlined at section 6.5. Requests can be made in written or verbally,

and in any language applicable to the project locations. The E&S Specialist will open a file to keep records of all information requested. Stakeholders who request information directly from staff of project implementing agencies should be advised and assisted to officially make their request through the information request points at section 6.5.

**Acknowledgement of receipt:** Upon receipt, an acknowledge letter will be sent to the requester, whilst the request is being referred to the appropriate project lead. All information requests shall be referred to the Regional Lead.

**Determination of response:** The Regional Leads or the Project Director will review the request to determine its applicability to the project, the appropriate response needed, and the right person to be consulted whilst considering the appropriate response to the request made. Where applicable, such requests may be escalated from regional level to PMU level for advice and determination of response.

**Preparation and release of information requested:** After the Project Director or the Regional Lead reviews the request and determines the appropriate response, the Safeguard Focal Person will prepare and transmit the approved response to the requester. The transmission will be done in a language and in a manner (verbally, written, in-person, email, phone etc.) suitable to the context of the requester. Irrespective of the medium of transmission, a written record shall be kept on all information released. Where applicable, the response may indicate why the information requested or aspects of it cannot be provided or released.

**Deadlines and extension:** After receipt of information request, the Safeguard Focal Person will relay the information to the appropriate project lead within a maximum 24 hours. The Regional Lead or the Project Director will be required to decide whether to disclose information within 30 consecutive days. The 30-day period begins to run on the date the Regional Lead or the Director receives the written information request. The Director or the Regional Lead may in appropriate circumstances extend the 30-day deadline and shall notify the requester in writing of such extension through the Safeguard Focal Person and by stating the reasons for extension and the new deadline.

#### **Other considerations**

- Information requests will be free, and no fees will be charged for the processing of information to be provided to the requester;
- The Regional Lead may deny access to requests which in the Leads view may constitute frivolous or vexatious. In such cases, the requester shall be given a written notification on the reason for which the information requested is considered frivolous or vexatious;
- The Project Director or the Regional Lead may ask for clarification on the identity of the third party requesting for information if not clear;
- If the scope of information requested is not sufficiently clear or is so broad in scope that it makes it difficult to generate, the Project Director or the Regional Lead may write to the requester seeking clarification before taking further steps. The requester shall have 30 consecutive days from the date of such letter to clarify the request made. If there is no response, the request will be considered abandoned, and the case closed.



### **6.10 Disclosure and Sensitization on the GM**

The Regional Safeguard Focal Person will proactively work with regional project partners to introduce and create the awareness of project stakeholders about the GM. The information that will be shared will include the procedure to make a complain (where, when, and how), the investigation process, the time framework for responding to complaints, the principle of confidentiality, right to make anonymous complaints and the right to seek further redress at the Court. The awareness creation will also focus on protocol for reporting and managing SEA/SH cases. An electronic brochure with the above salient information will be designed to aid the dissemination effort.

Prior to the initiation of the grievance redress process, all key project staff that will be involved in grievance management will be trained in all aspects of this GM. New staff will receive training during the on-boarding process. The training will include all aspects of the GM set out in this document. The orientation will strongly emphasize on the principle of accountability to the complainant and the shift from informal complaint resolution to formal resolution and documentation.

### **6.11 Reporting on the GM Performance**

The Safeguard Focal Persons shall be responsible for reporting on project-related grievance and complaints to the grievance committee. Biannual grievance report will be generated and shared with the PMU. At the minimum, the report will include the following indicators:

- i. Number of open cases at the beginning of the reporting period;
- ii. Number of new cases during the period;
- iii. Number of resolved cases by the end of the reporting period;
- iv. Open cases by the end of the reporting period;
- v. Grievances by category of complaints;
- vi. Average response time from the lodging of complaint to the agreement on solutions with complainant;
- vii. Average response time from the lodging of complaint to the implementation of the agreed solution
- viii. % of true and false claims;
- ix. Number of grievances resolved by order of mechanisms.

## **7.0 MONITORING AND REPORTING**

### **7.1 Involvement of Stakeholders**

AICCRA will use a robust monitoring, evaluation and learning system that supports evidence-based decision-making, strengthens the culture of results-based project monitoring and evaluation (M&E), and encourages social learning. To further strengthen existing capacity and avoid duplication of effort, AICCRA M&E activities will, as much as possible, take advantage of and build on the CCAFS M&E system that is already in place. CCAFS currently has an online M&E system that is linked to the overall CCAFS Management Information System (MIS). AICCRA M&E activities will take advantage of the CCAFS MIS. “Stakeholders” in AICCRA include the Alliance-CIAT and its employees, other CGIAR Centers, regional and national partner institutions, and all legally contracted entities.

As part of the performance indicator framework, at least one of the indicators for each of the three project components involves stakeholder feedback on the performance of the project. They are:

IPI 1.3: Satisfaction with the quality and usefulness of climate–relevant knowledge products, decision-making tools and services received under AICCRA expressed by surveyed partners and stakeholders (Percentage);

IPI 2.4: Satisfaction with the effectiveness of the partnerships under AICCRA expressed by surveyed partners and stakeholders (Percentage);

IPI 3.3: Use or adaptation of AICCRA-funded climate-relevant knowledge products, decision-making tools and services stated and confirmed by surveyed partners and stakeholders (Percentage).

## **7.2 Reporting back to Stakeholders**

Information on public engagement activities undertaken by the project during a project year will be conveyed to the stakeholders during biannual progress updates sessions with stakeholders. These reports will rely on the same sources of communication that were used earlier to notify stakeholders. Stakeholders will also always be reminded of the availability of the grievance mechanism. 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 and reported to AICCRA Program Management Unit and included in regular reporting summaries.

## 8.0 ANNEX

### **Annex I: COVID-19 Response Protocols for In-person Consultations**

AICCRA-ESA has considered the following precautionary protocols that must be observed to mitigate the risk of COVID-19 transmission during face-to-face consultations for the AICCRA-ESA Cluster.

#### **A. Before coming to In-person Consultations**

- AICCRA-ESA cluster and other partners' representatives must present proof of any vaccine recognized by ECOWAS or negative polymerase chain reaction (PCR) test taken within the previous 72 hours before participating in-person training, conferences and workshops

#### **B. On site COVID-19 measures**

- Face masks will be required at all times. AICCRA-ESA will provide face masks to attendees if they don't have one.
- Social distancing regulations of at least 2 meters between people will be applied.
- In person consultations will be held in ventilated room or in open air with respect of barrier measures.
- All venues and common areas will be regularly cleaned and sanitized.
- Hand sanitizer stations will be positioned in site.
- Appropriate facilities will be available to manage any potential medical issues.

#### **C. Actions to be undertaken when dealing with a sick person:**

- People who fall ill during the in-person consultations would be isolated.
- If travelers exhibit symptoms suggesting acute respiratory illness before, during or after travel, they would be encouraged to seek medical attention and communicate their travel history to the healthcare provider in their home country.
- Organizers would forecast the likelihood of people falling ill with fever and other symptoms typical of COVID-19 infection during the in-person consultations and based on that create isolation room.
- Obtain person's details (name / organization / contact person / immediate family member details including a phone number).
- Inform the person that they will be separated / isolated due to symptoms.
- Isolate the symptomatic person in a dedicated and ventilated room by immediately applying barrier gestures, keep a reasonable distance from them (at least one meter) while wearing a surgical mask.
- People who are sick may be fitted with a mask to help contain respiratory droplets generated by coughing and sneezing.
- In addition, medical personnel caring for sick people should wear a mask, remove it immediately after coming into contact with a sick person, and wash their hands thoroughly afterwards.
- If the COVID-19 case is confirmed, the identification and handling of contacts will be organized by the actors.

**Annex II: Sample complaint form for Non-SEA/SH**

<b>AICCRA GRIEVANCE/COMPLAINT FORM</b>	
<b>Section 1: Complaint</b>	
1.	What harm do you believe AICCRA 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 AICCRA 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 AICCRA.
6.	Do you expect any form of retaliation or threats for filing this complaint to the AICCRA?
<b>Section 2: contact information</b>	
7.	Are you filing an individual submission or representing a community? Individual: <input type="checkbox"/> Representing a community: <input type="checkbox"/>
8.	Would you like your name and contact details to be kept confidential? ( <i>AICCRA will not disclose your identities to anyone without your prior consent.</i> ) Yes <input type="checkbox"/> No <input type="checkbox"/>
9.	Submitter's Name & contact information:  Name: Address: Email: Phone:
Preferred Method of Contact:	

10. I, the undersigned, request the AICCRA Independent Steering Committee 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 III: SEA/SH Intake Form

1- Administrative Information		
Case ID No:	Survivor Code:	
Date of Interview:	Date of Incident	
<input type="checkbox"/> Reported by the survivor or by survivor's escort and survivor is present at reporting		
<input type="checkbox"/> Reported by someone other than the survivor and survivor is not present at reporting		
2- Survivor's Details		
Date of Birth (approximate if necessary)	Sex <input type="checkbox"/> Female <input type="checkbox"/> Male	Location
Current civil/marital status <input type="checkbox"/> Single <input type="checkbox"/> Divorced/Separated <input type="checkbox"/> Married/Cohabiting <input type="checkbox"/> Widowed		
Is the survivor a Person with Disability? <input type="checkbox"/> No <input type="checkbox"/> Widowed <input type="checkbox"/> Mental Disability		
Is the survivor a Child? <input type="checkbox"/> Yes <input type="checkbox"/> No		
3 –Details of the Incident		
Account of the incident/description of the incident (Summarize the details of the incident in client's own words)		
<b>Type of Incident</b> <input type="checkbox"/> Defilement: sexual intercourse with children (as defined by the country laws), whether with or without consent. <input type="checkbox"/> Rape: Sexual penetration against a person without their consent. <input type="checkbox"/> Physical Assault (includes hitting, slapping, kicking, shoving, etc. that are not sexual in nature) <input type="checkbox"/> Denial of Resources, Opportunities or Services <input type="checkbox"/> Psychological/Emotional Abuse <input type="checkbox"/> Non-GBV (specify)		
Were project benefits, goods, money and/or services exchanged in relation to this incident? <input type="checkbox"/> Yes <input type="checkbox"/> No		

Has the Survivor reported this incident anywhere else? (If yes, select the type of service provider and write the name of the provider where the client reported; select all that apply)

- ☐ NO
- ☐ Health/Medical Services \_\_\_\_\_
- ☐ Psychosocial/Counselling Services \_\_\_\_\_
- ☐ Police/Other Security Actor \_\_\_\_\_
- ☐ Legal Assistance Service \_\_\_\_\_
- ☐ Other (specify) \_\_\_\_\_

#### **Annex IV: Sample Complaint Acknowledgement Letter (Non-SEA/SH)**

[Your contact information here]

[Date]

[Complainant's name or the name of the organization submitting the complaint if the complainant wishes to remain anonymous]

[Complainant's address or "No physical address"]

Submitted \_\_\_\_\_ [in person or by mail/e-mail/telephone]

Dear Mr./Mrs./Ms. [family name of complainant]:

Re: Complaint regarding [describe briefly]

The AICCRA Project acknowledges that we received your complaint dated \_\_\_\_\_ [date]. The Project takes stakeholders concerns seriously, and we thank you for submitting your complaint. We will make every effort to ensure that your complaint is considered quickly and fairly.

The Project has a grievance mechanism process that we follow to consider and resolve complaints. Attached is a description of the process, so you can learn more about it. In accordance with our grievance mechanism procedures, we will determine whether your complaint is eligible for our grievance resolution process and consider next steps, as relevant. We will contact you during this period should we need more information.

You can expect to hear from us within [xx] business days from the date of this letter.

Please refer to the attached grievance mechanism procedures for more information on what you can expect as we address your complaint, including timeframes, responsibilities, and your rights throughout the process.

Sincerely,

[Name of Safeguard Focal Person]

[Research Institution]

Enclosure: (The relevant procedures on submitting grievances)



## Annex V: Complaint Acknowledgement Letter for SEA/SH

[Your contact information here]

[Date]

Submitted \_\_\_\_\_ [in person or by mail/e-mail/telephone]

Re: Complaint regarding [describe briefly]

The AICCRA Project acknowledges that we received your complaint dated \_\_\_\_\_ [date]. The Project takes stakeholders' concerns seriously, and we thank you for submitting your complaint. We will make every effort to ensure that your complaint is considered quickly and fairly.

The information provided to us will be handled confidentially, it will only be revealed to immediate staff involved in the handling of your case. Care will be taken to ensure that unauthorized individuals do not overhear any discussion of your case, and access documents containing confidential information on your case.

Regarding the referrals made, you have every right to refuse or access the support or services recommended. Refusal to access them will not in any way affect your right to request or access that services at some time in the future.

The Project has a grievance mechanism process that we follow to consider and resolve complaints. Attached is a description of the process, so you can learn more about it. In accordance with our grievance mechanism procedures, we will determine whether your complaint is eligible for our grievance resolution process and consider the next steps, as relevant. We will contact you during this period should we need more information. Please refer to the attached grievance mechanism procedures for more information on what you can expect as we address your complaint, including timeframes, responsibilities, and your rights throughout the process.

You can expect to hear from us within [xx] business days from the date of this letter.

Sincerely,

[Name of Safeguard Focal Person]

[Research Institution]

**Annex VI: Complainant Satisfaction Form**

Grievance ID Number:	Date Received:
Recorded by:	Place/Method Grievance was Received
Proposed Action (s)	
The claimant has ACCEPTED/SATISFIED the proposed action? YES/NO	
Further Action Required? YES/NO	
Complainant Acknowledgement	
I, the undersigned, hereby confirms my satisfaction/acceptance of resolution actions implemented to address my complaint.	
Signature/Thumbprint	
Name:	Date

**Annex VII: Grievance Log (for non-SEA/SH complaints)**

Case no.	Date Claim Received	Name of Person Receiving Complaint	Where/how the complaint was received	Name & contact details of complainant (if known)	Type of Claim  Add content of the claim (include all grievances, suggestions, inquiries)	Was Receipt of Complaint Acknowledged to the Complainant ? (Y/N – if yes, include date, method of communication & by whom)	Expected Decision Date	Decision Outcome (include names of participants and date of decision)	Was Decision communicated to complainant ? Y/N If yes, state when, by whom and via what method of communication	Was the complainant satisfied with the decision? Y/N  State the decision. If no, explain why and if known, will pursue	Any follow up action (and by whom, by what date) ?

**Annex VIII: Grievance log for SEA/SH cases**

Case N°.	Date Claim Received	Name of Person Receiving Complaint	Where/how the complaint was received	Ref number of the complainant	Type of Incident	Was Receipt of Complaint Acknowledged to the Complainant? (Y/N – if yes, include date, method of communication & by whom)	Referral(s) provided	Did the survivor give consent to share their non-identifiable information?	Expected Decision Date	Decision Outcome (by GBV services providers and relevant services)	Was Decision communicated to complainant? Y/N If yes, state when, by whom and via what method of	Was the complainant satisfied with the decision? Y/N  State the decision. If no, explain why and if	Any follow up action (and by whom, by what date)?

## Annex IX: GBV Service providers

### GBV Service Providers in Ethiopia

#### List of GBV One Stop Centers Currently operational

1. Adama General Hospital, Oromia Region
2. Melka Odda General Hospital, Oromia Region
3. Fiche General Hospital, Oromia Region
4. Ambo General Hospital, Oromia Region
5. Yekatit General Hospital, Addis Ababa
6. Tirunesh Beijing General Hospital, Addis Ababa
7. Minilik II General Hospital, Addis Ababa
8. Gandi General Hospital, Addis Ababa
9. Powelos Medical Millennium College, Addis Ababa
10. Jagul General Hospital, Harari Region
11. Dil Chora Hospital, Dire Dawa Administration

#### List of shelters for survivors of GBV/SEA

Source: Ms. Bethlehem Kebede, Program Specialist: Gender & Human Rights, United Nations Population Fund, Addis Ababa, Ethiopia, Tel : +251 115 444082, Fax: +251 115 515311, Website: <http://ethiopia.unfpa.org>

Name of Organization	Contact detail	Location of Shelters	Location	Remark
Association for Women's Sanctuary and Development (AWSAD)	Maria Munire Email: <a href="mailto:Mariamunire2005@yahoo.com">Mariamu 2005@yahoo.com</a> Tel: 0911768052	AWSAD - Addis Ababa	Addis Ababa	Supported by UNFPA
		AWSAD - Oromia	Adama	
		AWSAD - Adama	Adama	
		AWSAD - Dessie	Dessie	Fully Supported by UNFPA
		AWSAD - SNNPR	Hawassa	Fully Supported by UNFPA
Agar Ethiopia Charitable Society	Abera Abeba Email: <a href="mailto:aberaadeba@yahoo.com">aberaadeba@yahoo.com</a> Tel: 0930098695	Agar safe house Amhara region	Bahir Dar	Works with women and female survivors of violence and trafficking

Name of Organization	Contact detail	Location of Shelters	Location	Remark
		Agar shelter Addis Ababa	Addis Ababa	Works with Returnees
		Agar training center - Dukem	Dukem	Training center for survivors and staff working in the shelters
Organization for Prevention, Rehabilitation and Integration of Female Street Children (OPRIFS)	Mahelet Hile Mariam Email: <a href="mailto:hmmak_690@yahoo.com">hmmak_690@yahoo.com</a> Tel: 0911690188	OPRIFS -Addis Ababa	Addis Ababa	Working on female children trafficked and survivors of violence
		OPRIFS – Bahir Dar	Bahir Dar	
Good Samaritan Association	Tiruberhan Tel: 0911629377 Hirut Tel: 0911407419	Good Samaritan – Addis Ababa	Addis Ababa	
		Good Samaritan -	Gonder	
		Good Samaritan Clinic – Addis Ababa	Addis Ababa Entoto	Not shelter only giving health service to poor women
Integrated Family Service Organization (IFSO)	Mekdes Tel: 0911249551 Temesgen Tadele Email: <a href="mailto:temesgentadele@gmail.com">temesgentadele@gmail.com</a> Tel: 0911166845	IFSO girls’ shelter Addis Ababa	Addis Ababa	
		IFSO Boys GBV survivors Addis Ababa	Addis Ababa	Will be Supported by UNFPA (After July 2019)
		IFSO girls’ hostel	South Wollo, Wuchale Zone Ambasel Woreda	for economically challenged girls who cannot afford education
Mother and Child Rehabilitation Center (MCRC)	Rahel Email: <a href="mailto:e.mcrc.et@gmail.com">e.mcrc.et@gmail.com</a> Tel: 0929134230	MCRC – Addis Ababa	Addis Ababa	Shelter accommodates boys and girls up to age 12, only girls if above the age 12
		MCRC – training center	Addis Ababa	Not sheltering but providing training for poor and vulnerable women and women how have survived violence

Name of Organization	Contact detail	Location of Shelters	Location	Remark
MujejeguwaLoka Women Development Association (MLW)	Tirhas Mezgebe Email: <a href="mailto:tirhas_mezgebe@yahoo.com">tirhas_mezgebe@yahoo.com</a> Tel: 0911508564	MLWDA Benshangul	Metekel Zone, Gilgel Beles city	Fully Supported by UNFPA
		MLWDA Assossa	Assossa	Fully Supported by UNFPA and handed over to the city BoWCA
Tigray Women's Association/ Mekele Bureau of Women and Children Affairs	Leta (Safe House Coordinator)	Mekele-Shelter	Mekele	Fully Supported by UNFPA
Dire Dawa Bureau of Women and Children Affairs	Fetum Yordanos:	Dire Dawa Safe House	Dire Dawa	Government run safe house by BOWCY
Gambella region Women and Children Affairs	Okelo 0925851489	Gambella Safe House		One stop center and shelter are together. Very low quality of service provision
Addis Ababa Women's Association shelter	Addis Ababa Women's Association Chair- person: Hluagerish Tell: 0918710639	Addis Ababa Safe House Two locations: one at Addis Ketema sub city and one at Kolfe Sub-city	Addis Ababa	
Tigray Women's Association/ Mekele Bureau of Women and Children Affairs	Leta (Safe House Coordinator)	Mekele-Shelter	Mekele	Fully Supported by UNFPA
Dire Dawa Bureau of Women and Children Affairs	Fetum Yordanos:	Dire Dawa Safe House	Dire Dawa	Government run safe house by BOWCY
Gambella region Women and Children Affairs	Okelo 0925851489	Gambella Safe House		One stop center and shelter are together. Very low quality of service provision
Addis Ababa Women's Association shelter	Addis Ababa Women's Association Chair- person: Hluagerish Tell: 0918710639	Addis Ababa Safe House Two locations: one at Addis Ketema	Addis Ababa	

Name of Organization	Contact detail	Location of Shelters	Location	Remark
		sub city and one at Kolfe Sub-city		

#### GBV Service Providers in Zambia

Health Care Service Providers	
<b>1. Planned Parenthood Association of Zambia (PPAG) Family Health Clinic</b>	<b>2. Zambia Health Services</b>
<b>Type of Organization:</b> NGO <b>Primary Service:</b> Sexual and Productive Health Care <b>Geographical coverage:</b> has a presence in all the provinces of Zambia through its 38 volunteer branches. <b>Contact Number:</b> +260 211 256182 <b>Working Hours:</b> 8am - 5pm <b>Other Services:</b> Referral system, Shelter, Childcare/Child Protection, social and economic reintegration, Legal, Psychosocial support.	<b>Type of Organization:</b> Government Agency <b>Primary Service:</b> Health Care <b>Geographical Coverage:</b> Operates 9,293 health care facilities across the country <b>Contact Number:</b> <b>Working hours:</b> 24 hours <b>Other Services:</b> Referral system, Monitoring (Follow-ups).
<b>3. Mary Begg Community Clinic</b>	<b>4. Chelstone Clinic</b>
<b>Type of Organization:</b> NGO <b>Primary Service:</b> Health Care <b>Geographical coverage:</b> Ndola, Solwezi, and Kalumbila <b>Contact Number:</b> +260 212 628000 <b>Working hours:</b> 24 hours <b>Other Services:</b> Community health; Voluntary Counselling and Testing	<b>Type of Organization:</b> Government Agency <b>Primary Service:</b> Health Care <b>Geographical Coverage:</b> Lusaka <b>Contact Number:</b> +260211282136 <b>Working hours:</b> 24 hours <b>Other Services:</b> Referral system, Community health
Psychosocial Service Providers	
<b>5. One Stop Center</b>	<b>6. Young Women's Christian Association (YWCA)</b>



<p><b>Type of Organization:</b> Government Agency  <b>Primary Service:</b> Legal and Health Care  <b>Contact Person:</b> Gillies Chashi Kasongo  <b>Phone:</b> +260-211-238864  <b>Working Hours:</b> 24 hours  <b>Geographic Scope:</b> 28 fully established centers across Zambia  <b>Other Services:</b> referrals to shelters, legal services, HIV testing, HIV post-exposure prophylaxis, and linkage to HIV treatment. Legal, Health, Psychosocial Support, Social and Economic reintegration, Shelter, Childcare/Child protection; Monitoring (follow ups), coordination, Referral's system,</p>	<p><b>Type of Organization:</b> NGO  <b>Primary Service:</b> Psychosocial  <b>Contact Person:</b> Patricia Ndлуvo, Executive Director  <b>Phone:</b> +26011 254751/+0977843099  <b>Email:</b> <a href="mailto:ywca@zamnet.zm">ywca@zamnet.zm</a>  <b>Geographical Scope:</b> Global movement with a presence in Lusaka, Kitwe, and other parts of the country  <b>Other Services:</b> Community/Customary Land Rights, Criminal Justice, Family, Gender-based violence, Generalist Legal Services, Labor &amp; Employment, Livelihoods, Other, Peacebuilding &amp; Transitional Justice, Traditional / Customary Justice Shelter, Judicial, Social and Economic Integration, Psychosocial Support, Referral's system, Monitoring (follow ups), coordination, Referral's system,</p>
<b>Legal/Justice Service Providers</b>	
<b>7. Victim Support Unit, Zambia Police Service</b>	<b>8. Women in Law and Development in Zambia</b>
<p><b>Type of Organization:</b> Government Agency  <b>Primary Service:</b> Legal/Justice  <b>Contact Person:</b> Esther Katongo  <b>Geographic Scope:</b>  <b>Helpline:</b>  <b>Working Hours:</b> 24 hours  <b>Website:</b>  <b>Other Services:</b> Legal, Health, Psychosocial Support, Social and Economic reintegration, Shelter, Childcare/Child protection; Monitoring (follow ups), coordination, Referral's system, Law enforcement mechanisms,</p>	<p><b>Type of Organization:</b> NGO  <b>Primary Service:</b> Legal and Social Justice  <b>Contact Person:</b> Namuchana Mushabati  <b>Phone:</b> +260 211 251491/7  <b>Email:</b> <a href="mailto:wildaf@microlink.zm">wildaf@microlink.zm</a>  <b>Website:</b> <a href="http://www.wildafzambia.org">www.wildafzambia.org</a>  <b>Working hours:</b> 8am – 5pm  <b>Geographical Scope:</b> Pan-African Country, with a presence across Zambia  <b>Other Services:</b> Advocacy, Community mobilization, Legal Reform, Media, Policy/Advocacy, Prevention and Response/ Service Delivery  Judicial, Social and Economic Integration, Psychosocial Support, Referral's system</p>
<b>9. National Legal Aid Clinic for Women (NLACW)</b>	
<p><b>Type of Organization:</b> NGO  <b>Primary Service:</b> Legal and Health Care  <b>Contact Person:</b> Mandy Manda, Executive Director  <b>Tel:</b> +260 211220595/0976081569  <b>Working hours:</b> 8am-5pm  <b>Geographic Scope:</b> Based in Lusaka with provincial offices in Livingstone and Ndola  <b>Working Hours:</b> 8am-5pm  <b>Other Services:</b> Legal information, Social Justice, Legal education; outreach campaigns in various communities</p>	
<b>10. Legal Resources Foundation Zambia</b>	
<p><b>Type of Organization:</b> NGO  <b>Primary Service:</b> Legal</p>	

**Geographical Coverage:** Based in Lusaka with eight other provincial offices in Kitwe, Livingstone, Kabwe, Kasama, Chipata, Mansa, Solwezi and Mongu.  
**Contact person:** Androphinah Bubala  
**Working hours:** 24 hours  
**Website:** <https://lrf.org.zm/about/>  
**Other Services:** Legal information on intimate partner violence and sexual violence, Advocacy, Community Mobilization, Legal Reform, Media, Policy/Advocacy, Prevention and Response/ Service Delivery

#### 11. World Vision Zambia

**Type of Organization:** NGO  
**Primary Service:** Health and Social Justice  
**Geographical Coverage:** Work in 31 districts of Zambia's 10 provinces through 39 large-scale community-based Area Programme (APs).  
**Tel:** +260 211 221 955  
**Working hours:** Weekday: 8am-5:30 pm  
**Website:** <https://www.wvi.org/zambia>  
**Other Services:** Literacy, Maternal and Child Health, child protection and spiritual nature, resilient Livelihood, and Water, Sanitation and Hygiene.

#### Information about Gender-Based Violence for People with Disabilities. Places to get help in Zambia

Free helplines you can call at any time in the day or night		
Name	What it does	Number
CHAMP Hot-Line	They can give you information and support about your health.	Hotline: 999
Lifeline	They help adults. They can help you if someone is hurting you or doing bad things to you.	Hotline: 933
CHILD-LINE	They help children who need any kind of help. They can help you quickly if you need it.	Hotline: 116
Groups that help with the law		
Name	What it does	Address, Number
Legal Aid Board Zambia	They can give you free information and support with the law.	1st Floor, New Kent, Building, Haile Selassie Ave, P.O Box 32761 Lusaka, Zambia <b>Telephone:</b> +260 211 256 453 +260 211 256 454
National Legal Aid Clinic for Women	They give information and support to women and children.	Musonda Ngosa Road, 110A/150 Villa Elizabetha, Lusaka <b>Telephone:</b> +260 211 220 595
Legal Resources Foundation	They can help you with paying for things like going to court.	Woodgate House, Cairo Road, Lusaka
Groups that help people with disabilities		
Name	What they do	Address, Number, Website

Zambia Federation of Disability Organizations (ZAFOD)	They help people with disabilities.	Plot 6867, off Katima, Mulilo Road along, Chainama Road Olympia, Lusaka, Zambia <b>Telephone:</b> +260 211 295 831 +260 978 960 412 <b>Website:</b> <a href="http://www.zafod.org.zm">http://www.zafod.org.zm</a>
Zambia Agency for Persons with Disabilities	They are part of the government. They help people with disabilities.	Plot No, 488 /7B Leopards Hill Road Kabulonga, Lusaka
Zambia National Federation of the Blind	They help people who cannot see.	Plot No. 4225, Along, Chilumbulu Road, Chilenje, Lusaka <b>Telephone:</b> +260 211 253 180
Zambia HIV/Disability Human Rights Programme (ZAMDHARP)	They help people with disabilities and HIV.	<b>Telephone:</b> +260 977 566 763
Zambia Deaf Youth and Women	They support people who cannot hear.	New Nakadoli Market, Copperbelt Province, Kitwe <a href="mailto:zambiadeafyw@zambia.co.zm">zambiadeafyw@zambia.co.zm</a> <b>SMS on:</b> +260 977 866 459
Mental Health Users Network of Zambia (MHUNZA)	They help people with mental health difficulties.	Plot 47/D Mansa Road, Emmasdale, Lusaka <b>Telephone:</b> +260 978 818 600
<b>Women's groups and other groups</b>		
<b>Name</b>	<b>What they do</b>	<b>Address, Number, Website</b>
Women and Law in Southern Africa – Zambia (WLSA Zambia)	They help people with things like paying for court and women's health	Joseph Mwila Road, Rhodes Park Lusaka. <b>Telephone:</b> +260 211 294 989 <b>Website:</b> <a href="http://www.wlsazambia.org">www.wlsazambia.org</a>
Women in Law and Development in Africa (WILDAF)	They give women and girls information about the law. They work to stop violence.	No. 26, Nalubutu Rd. Long Acres Lusaka, Zambia <b>Telephone:</b> +260 211 251 491 +260 211 251 497
Young Women's Christian Association of Zambia (YWCA Zambia)	They help women and girls who are being hurt or who may be in danger. They give people a safe place to stay.	Along Nationalist Road, opposite University Teaching Hospital, Lusaka. <b>Telephone:</b> +260 211 255 204 +260 211 254 751
World Vision Zambia	They work to stop violence. They help women and girls who are being hurt.	<b>Telephone:</b> +260 211 221 955 <b>Website:</b> <a href="http://www.wvi.org/zambia">http://www.wvi.org/zambia</a>

Population Council	They work to stop violence.	<b>Telephone:</b> +260 211 295 925 <b>Website:</b> <a href="http://www.popcouncil.org/research/zambia">http://www.popcouncil.org/research/zambia</a>
<b>One Stop Centres. These are places to get help with your health, the law and other support</b>		
<b>Province</b>	<b>One Stop Centre</b>	<b>Phone number</b>
Western Province	Mongu Urban Clinic	+260 977 429 530
Lusaka	Chongwe Hospital	+260 950 420 091. +260 966 981 472. +260 977 848 487
Lusaka	University Teaching Hospital Centre of Excellence	+260 979 495 095
Lusaka	Ng'ombe Health Centre (Lusaka)	+260 977 864 098
Lusaka	Kafue District Hospital	+260 977 465 240
Lusaka	Mutendere Clinic (Lusaka)	+260 97 962 3318
Lusaka	Chawama Clinic (Lusaka)	+260 978 129 614
Muchinga	Nakonde Urban Clinic	+260 967 608 727. +260 967 710 785
Muchinga	Mpika Urban Clinic	+260 977 815 464
Southern	Choma Urban Clinic	+260 978 904 949. +260 964 414 402. +260 964 414 400. +260 955 988 203
Southern	Kalomo Hospital	+260 971 252 324
Southern	Monze District	+260 979 952 520
Southern	Livingstone General Hospital	+260 977 828 128
Southern	Mazabuka District Hospital	+260 978 875 005
Central	Kapiri Mposhi Urban Clinic	+260 977 713 575
Central	Mumbwa Urban Clinic	+260 977 939 484
Central	Chiboko Clinic	+260 966 100 870
Eastern	Nyimba District Hospital	+260 977 876 943. +260 955 923 677. +260 965 923 677
Eastern	St. Francis Hospital (Katete)	+260 963 572 260. +260 977 440 994
Eastern	Chipata General Hospital	+260 964 441 751
Copperbelt	Kabundi Clinic (Chingola)	+260 979 272 519
Copperbelt	Thomson Hospital (Luanshya)	+260 966 826 939
Copperbelt	Ndola General Hospital	+260 966 905 200
Copperbelt	Buchi Clinic	+260 977 997 725
Copperbelt	Kabwe Hospital	+260 977 498 353

#### GBV Service Providers in Kenya

Health Care Service Providers	
<b>1. Women's Empowerment Link</b>	<b>2. Engender Health</b>
Type of Organization: NGO	Type of Organization: NGO

<b>Primary Service:</b> Reproductive health, GBV <b>Geographical coverage:</b> National <b>Contact Number:</b> +254 203864482 <b>Working Hours:</b> 8am - 5pm <b>Other Services:</b> Women's economic empowerment and leadership training.	<b>Primary Service:</b> Health care training <b>Geographical Coverage:</b> National <b>Contact Number:</b> +254 722353777 <b>Working hours:</b> 8am – 5pm <b>Other Services:</b> Technical assistance in women's health, gender advocacy, GBV prevention training
<b>Psychosocial Service Providers</b>	
<b>3. GOAL Kenya</b>	<b>4. Friends of Nomads International</b>
<b>Type of Organization:</b> NGO <b>Primary Service:</b> Psychosocial <b>Phone:</b> +254 202721999 <b>Working Hours:</b> 8am - 5pm <b>Geographic Scope:</b> National with sub offices in Marsabit, Nairobi, Nakuru <b>Other Services:</b> Emergency response, child protection, Health and HIV	<b>Type of Organization:</b> NGO <b>Primary Service:</b> Psychosocial <b>Phone:</b> +254 721226556 <b>Geographical Scope:</b> Isiolo, Marsabit, Moyale <b>Other Services:</b> Conflict prevention and management, Awareness raising, advocacy, training,
<b>Legal/Justice Service Providers</b>	
<b>5. Centre for Rights Education and Awareness</b>	<b>6. Centre for legal information and communication in Kenya (CLICK)</b>
<b>Type of Organization:</b> NGO <b>Primary Service:</b> Legal/Justice counseling <b>Geographic Scope:</b> National <b>Helpline:</b> +254 203861016 <b>Working Hours:</b> 8am – 5pm <b>Website:</b> www.creawkenya.org <b>Other Services:</b> Community education, advocacy, training, and capacity building	<b>Type of Organization:</b> NGO <b>Primary Service:</b> Legal advocacy <b>Phone:</b> +254 020 38666073 <b>Email:</b> info@click-kenya.org <b>Working hours:</b> 8am – 5pm <b>Geographical Scope:</b> National <b>Other Services:</b> Policy analysis, human rights advocacy
<b>7. Security: Kenya Police Services</b>	
<b>Type of Organization:</b> Government Agency <b>Primary Service:</b> Security <b>Geographical Coverage:</b> National, with offices across the country <b>Helpline:</b> 911 <b>Working hours:</b> 24 hours <b>Other Services:</b> Legal, and referral support system.	