Myanmar Community Resilience Project

Stakeholder Engagement Plan

DRAFT FOR CONSULTATIONS

1. Introduction

Under the **Myanmar Community Resilience Project (MCRP)**, the World Bank will be supporting World Food Programme's (WFP's) proposed interventions within the scope of its **life-saving food and nutrition assistance to conflict-affected populations in Chin, Rakhine, Kachin and Shan states in Myanmar**. The objective of the MCRP is to maintain and build resilience of vulnerable populations to enable their future development. . This Stakeholder Engagement Plan (SEP) has been prepared to comply with the World Bank Environmental and Social Standard 10 on Stakeholder Engagement and covers the interventions supported by the Project that will be implemented by WFP. During the prepartion of activites under the MCRP, WFP has and will provide stakeholders with timely, relevant, understandable and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination and intimidation. The SEP outlines the ways in which the WFP has and will continue to communicate with project stakeholders and includes the description of the grievance mechanism/community feedback mechanism used by WFP for people to raise concerns, provide feedback, or make complaints about any activities related to the project. This mechanism is essential to the success of the project to ensure smooth collaboration between the WFP and local communities, as well as to minimize and mitigate environmental and social risks related to the proposed activities.

2. Project Description

As described in the MCRP Project Appraisal Document, the overall project has four components:

Component 1. Protect and Promote Human Capital

Component 2. Improving Nutrition of Vulnerable Groups

Component 3. Supporting Sustainable Livelihoods

Component 4. Ensuring Access to Basic Services and Infrastructure

WFP will be implementing Component 1.2 and Component 2 under the MCRP.

The objective of the WFP interventions is to ensure conflict-affected populations in Chin, Rakhine, Kachin and Shan States have access to sufficient, nutritious and safe food. The two main components that will be implemented by the WFP are described in more detail below:

Component 1.2: Emergency Relief Assistance: Provide unconditional food transfers and/or cash-based transfers (CBTs) to populations affected by crisis

The World Bank supported activities will target internally displace people (IDPs) and other vulnerable persons in Chin, Rakhine, Kachin and Shan States with cash transfers and/or a basic food basket consisting of rice, pulses, cooking oil and salt. Most of these vulnerable, food-insecure women, men, girls, boys, the elderly and persons with disabilities are reliant on WFP's life-saving assistance given the lack of livelihood opportunities, movement restrictions and security concerns. Exact locations will be decided closer to implementation to ensure the most vulnerable are targeted.

Component 2: Nutrition: Provide specialized nutritious foods for prevention of acute malnutrition among pregnant and lactating women and adolescent girls (PLW/Gs), and children under 5

The World Bank supported activities will provide at-risk children under five and PLW/Gs with specialized nutritious foods (SNFs) to prevent acute malnutrition in Rakhine state. SNFs are Fortified Blended Foods to ensure that the nutritional status of girls, boys and women is protected and improved, contributing to the reduction of morbidity, mortality and nutritional vulnerability among the most at-risk groups.

WFP nutrition interventions are undertaken in collaboration with UNICEF's prevention and treatment of acute malnutrition wherever possible. To complement the provision of SNFs, WFP will also provide cooperating partners with technical support that promotes optimal Infant and Young Child Feeding (IYCF) practices through nutrition promotion sessions and counselling to caregivers (with children 6-59 months) and PLW/Gs. Exact locations will be decided closer to implementation to ensure the most vulnerable are targeted.

WFP will directly implement Component 1 activities in Northern and Central Rakhine State, and in Kyaukme and Hsipaw townships in Shan State. All other geographic areas to be covered under Component 1 will be implemented through cooperating partners (CPs) such as Save the Children, Plan International, World Vision, and others. Component 2 will be implemented through CPs such as Save the Children, Action Contre La Faim, and the Myanmar Health Assistant Association.

3. Summary of Previous and Ongoing Stakeholder Engagement Activities

WFP is the largest operational humanitarian organization in Myanmar, providing life-saving food assistance and livelihoods support to over 2.5 million displaced and other vulnerable populations in conflict-affected areas in Myanmar in 2021, based on its Country Strategic Plan (2018–2022). With more than 290 staff, WFP currently operates from its Country Office in the capital Nay Pyi Taw, a support office in Yangon, and eight field offices strategically located across the country. WFP co-leads the Food Security Cluster, the Cash Working Group, Co-Chairs the Accountability to Affected Populations/Community Engagement Working Group, and actively participates in protection, gender and other coordination fora.

WFP's commitments on accountability to affected people are mainstreamed across its ongoing operation and there is a system of focal points from each office to implement its community engagement mechanism (CEM), which encompasses information provision to beneficiaries, beneficiary engagement and participation, and feedback and complaints. The communities targeted under the World Bank supported project are communities that WFP has already been providing support to, engaging with and assessing the needs of through participatory assessments.

The activities to be supported by the World Bank are part of the WFP programming under its Myanmar Country Strategic Plan, last updated in November 2021, based on extensive consultations with a range of stakeholders, including government counterparts, development partners, national and local NGOs, communities and other relevant stakeholders. Programming is also based on multi-agency and inter-sectoral needs assessments such as the Myanmar Humanitarian Needs Overview 2022, led by United Nations Office for the Coordination of Humanitarian Affairs (OCHA).

4. Stakeholders Identification and Analysis

For the purposes of effective and tailored engagement, stakeholders of the proposed project(s) can be divided into the following core categories:

- **Affected Parties** – persons, groups and other entities within the Project Area of Influence that are directly influenced (actually or potentially) by the Project and/or have been identified as most susceptible to change associated with it, and who need to be closely engaged in identifying impacts and their significance, as well as in decision-making on mitigation and management measures;
- **Other Interested Parties** – individuals/groups/entities that 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 its implementation in some way; and
- **Disadvantaged and vulnerable** – persons who may be disproportionately impacted or further disadvantaged by the Project as compared with any other groups due to their vulnerable status, and that may require special engagement efforts to ensure their equal representation in consultation and decision-making process.

4.1 Affected Parties

Affected Parties include local communities, community members and other parties that may be subject to direct impacts from the Project. Specifically, the following individuals and groups fall within this category:

- Conflict-affected persons who will benefit from the project activities
- IDPs in Chin, Rakhine, Kachin and Shan States
- At-risk children under five who will be provided with specialized nutritious foods
- Caregivers for children 6-59 months
- PLW/Gs who will be provided with specialized nutritious foods
- Resident (host) communities where IDPs have settled
- Returnees (people who have returned to their communities following displacement)
- IDP Camp Management Committees
- Food Management Committees
- WFP Staff implementing project activities
- Coordinating Partners (CPs) / Staff: Save the Children, Plan International, World Vision, Action Contre La Faim, the Myanmar Health Assistant Association
- Community / religious leaders

4.2 Other Interested Parties

The projects' stakeholders also include parties other than the directly affected communities, including:

- Other WFP staff (Management, Programme, RAM, Logistics, Security)
- Cluster/working group members (especially Protection and Food Security)
- Humanitarian Coordinator (HC)/Resident Coordinator's (RC) Office
- UN agencies, including OHCHR, UNHCR, UNICEF, OCHA, UN Women, UNFPA
- ICRC, Myanmar Red Cross Society (MRCS), IFRC, INGOs and local NGOs
- Development actors including UNDP, INGOs and local NGOs
- Community-based organisations, including local women's organisations and disabilities organizations; and
- Civil society

- Local and international media

4.3 Disadvantaged and Vulnerable Groups

The project identifies vulnerable groups as any persons or groups who may be disproportionately impacted or further disadvantaged by the project due to their vulnerable status, and who may require special engagement efforts to ensure their equal representation in project consultation, decision-making and access to assistance processes.

Age, sex, gender, sexuality, dis/ability, religion, literacy, economic status and other factors can limit peoples' access to assistance. When considering people's access to food assistance programmes, a number of additional factors should be considered including:

- **Physical barriers**: Long distances, the presence of rivers, thick bush, weather or other obstacles can make it more difficult for people to reach programme sites.
- **Displacement**: People who are newly displaced or affected by multiple displacements might have difficulties accessing assistance if this does not follow them as they move.
- **Lack of identification documents**: Lack or loss of ID may prevent people from being registered and/or collecting food.
- **Lack of awareness**: Illiteracy, levels of exposure to information about the programme, or misinformation by vested stakeholders may all impact access.
- **Insecurity**: Threats to safety for those travelling to the programme site as well as for those remaining alone at home, is a critical factor affecting people's decision to access programmes.
- Protection factors causing or exacerbating food insecurity may include:
- Socio-cultural norms limiting access to income generation for specific groups or individuals such as widows or young women;
- Discrimination and marginalization of individuals or groups based on gender, sexuality, ethnicity, social status, chronic illness or disability; and
- Insecurity affecting specific groups such as violence directed at ethnic or religious minorities, or women;
- Intense levels of conflict;
- Restrictions on freedom of movement.

Groups particularly at risk of being exposed to protection risks related to food insecurity may include:

- Child-headed households;
- Elderly-headed households;
- Households with high dependency rates and no or limited income generating opportunities;
- Women-headed households; and
- Households headed by the chronically ill, including persons with disabilities.

4.4 Ethnic Minorities

Myanmar is one of the most ethnically diverse countries in Asia. The 2008 Constitution recognizes 135 distinct ethnic groups as "national races" in which there are eight major ethnic groups: Kachin, Kayar, Kayin, Chin,

Bamar, Mon, Rakhine and Shan. These 135 groups are legalized based on the origin of 135 languages and races by British Colonial Census 1931. The largest national race is the Bamar that makes up approximately two-thirds of the Myanmar population. Other national races or ethnic groups/minorities account for approximately one third of the population. Ethnic groups, who satisfy the criteria under World Bank's ESS7 on Indigenous People's, reside in the states and region that will be targeted by project activities. Based on ESS7, free, prior and informed consent (FPIC) will not be required under the project as there will be no (a) adverse impacts on land and natural resources subject to traditional ownership or under customary use or occupation; (b) relocation of members of ethnic minority groups required or (c) significant impacts to cultural heritage that is material to the identity and/or cultural, ceremonial, or spiritual aspects of the affected people. While FPIC is not required, WFP will aim to hold culturally appropriate and gender sensitive free, prior and informed consultations with ethnic minorities.

Ethnic groups are considered under the disadvantaged and vulnerable groups, because some of the criteria listed above, such as lack of identification documents, exposure to conflict and displacement, restrictions of movement or inability to travel due to safety concerns, may apply to them at disproportional rates compared to the majority Bamar population. In addition, they may face discrimination or intimidation. Some ethnic minority communities may speak exclusively their own ethnic language, or may understand spoken Bamar language but may be illiterate in the written form. For these reasons, and to ensure compliance with the World Bank's ESS7, additional stakeholder engagement measures are included below to ensure free, prior and informed consultation with ethnic minority communities to ensure that there is broad community support from them for project activities.

Based on the WFP Protection and Accountability Policy, in line with the requirements under the World Bank ESS7, and based on WFP's existing operational practices, WFP will conduct stakeholder engagement with ethnic groups based on the following principles:

- In identifying subproject activities and beneficiaries, WFP conducts inclusive, accessible, culturally appropriate and gender-sensitive consultations with ethnic communities, as well as with NGOs, religious and community leaders, and community-based organizations representing ethnic minorities. These consultations take into account the specific obstacles that may be faced by ethnic minorities such as, access challenges, language barriers, discrimination, intimidation, and travel restrictions.

- These consultations enable ethnic groups to provide input to the design of project activities and priorities, as well as provide feedback on implementation of project activities, benefits and risks to ethnic group communities, with the objective of obtaining broad community support for project activities.

- WFP provides transparent information on project activities, benefits, eligibility criteria to ethnic minority communities, through accessible and culturally appropriate channels, trusted intermediaries, in relevant ethnic languages.

- WFP proactively identifies, consults with and reaches out to ethnic minority groups (through surveys, consultations or other means as appropriate), and includes specific culturally appropriate measures to address the potential obstacles to access for them in delivery of food and cash assistance.

- WFP ensures that its grievance mechanism (GM)/community feedback mechanism (CFM) is accessible to ethnic groups and culturally appropriate for them to bring forward grievances, through raising awareness among these groups in relevant ethnic languages, providing different intake channels etc.

- WFP and CPs employ staff and volunteers from among the ethnic groups and who speak relevant ethnic languages, as needed and feasible. For CP staff and volunteers who are from outside the ethnic communities, provide awareness raising on culturally appropriate behaviour, issues related to ethnicity, religion and marginalization.

5. Stakeholder Engagement Program

WFP's commitments on accountability to affected people are mainstreamed across the operation and there is a system of focal points from each office to implement its Community Engagement Mechanism (CEM), which encompasses information provision to beneficiaries, beneficiary engagement and participation, and feedback and complaints. To sensitize beneficiaries about the CEM and information about WFP's programmes, various communication tools are used including banners, loudspeakers with recorded audio messages in local languages, on-site help desks, decentralized helplines to ensure the use of local languages, and other avenues such as SMS, messaging apps, email and suggestion boxes.

Given that many different ethnic languages are spoken in Myanmar, WFP strives to make messages available in ethnic languages, often through hiring local staff and volunteers who can speak in these languages.

WFP Myanmar's CEM operates based on the Standard Operating Procedures (SOP) issued by WFP Myanmar, and last updated in 2021. It covers:

- Initial assessment activities in the project cycle, such as communication, information and language needs for information disclosure,
- Communication channels and outreach strategy
- Staffing, WFP focal points, CP staff mapping for CEM implementation
- Roles and responsibilities for implementation
- Need for training
- Community Feedback Mechanism (CFM) procedures for intake, case management, referral and closure
- Monitoring, evaluation and information sharing

The CEM includes assessing how people communicate (who uses what medium, what languages, levels of literacy, mobile phone coverage, trusted sources of information) and involves analyzing primary and secondary data including gender related data. There is also risk analysis, protection analysis, and a privacy impact assessment which assesses the way the CEM may impact on beneficiary rights to privacy and personal data protection, so it looks at how WFP collects, records, uses, stores and deletes beneficiary personal data and handle it confidentially. Lastly there is a mapping of stakeholders including how CPs are implementing the CEM and whether they have their own mechanisms and if so, how they link in with WFP's CEM to ensure that there is cross-referral of cases for appropriate action.

At the planning stage, WFP decides on the scope of the CEM, the key purpose and exit plan for the specific activities. The design takes into account safety, dignity and integrity of beneficiaries, gender inequality, and age factors (seeing people of different ages access information and prefer to complain by different channels).

While WFP is steadfast in its commitment to following the principles and management cycle outlined in this SEP as rigorously as possible, it should be acknowledged that there may be barriers to doing so, many of them specific to the volatile situation in Myanmar. In cases where the political context, the security situation

and/or access opportunities deteriorate, WFP may vary the engagement activities listed in the table below to avoid putting beneficiaries, its workers and its volunteers at risk.

Based on WFP's implementation experience of its CEM and CFM, the table below outlines the stakeholder engagement plan for this project and its activities.

Table 1. Stakeholder Engagement Plan

Design and Planning Stage			
Target Stakeholders	**Information Disclosure and Engagement Methods**	**Topics of Engagement**	**Responsible Party**
Location: Community level			
Affected parties: - Potential beneficiaries - Host communities - IDP Camp Management Committees - WFP and CP staff implementing activities - Community / religious leaders	- Community meetings - Small gatherings/focus group discussions - Protection analysis/vulnerability assessments/surveys - Banners - Loudspeakers with messages in local languages - On-site help desks	- Project activities, eligibility criteria, project processes, timing, implementation arrangements - Protection from SEA, COVID-19 risks, other potential risks to community members - Stakeholder engagement plan and grievance mechanism - Analysis of labor risks	WFP Staff CP Staff and Volunteers
Affected parties: - Disadvantaged and vulnerable groups, such as: •Child-headed households; •Elderly-headed households; •Households with high dependency rates and no or limited income generating opportunities; •Women-headed households •Households headed by the chronically ill,	- Targeted and segregated small gatherings/focus group discussions - Protection analysis/vulnerability assessments/surveys - Working with community and NGO partners who are trusted intermediaries - Banners - Loudspeakers with messages in local languages - On-site help desks	- Project activities, eligibility criteria, project processes, timing, implementation arrangements - Potential barriers to access to consultations/access to benefits, preferences for consultation and delivery modalities - Protection from SEA, COVID-19 risks, other potential risks to community members	WFP Staff CP Staff and Volunteers Community intermediaries

including persons with disabilities		- Stakeholder engagement plan and grievance mechanism - Analysis of labor risks	
Affected parties: Ethnic minorities	- Targeted and segregated small gatherings/focus group discussions - Protection analysis/vulnerability assessments/surveys - Working with ethnic group organizations who are trusted intermediaries - Banners - Loudspeakers with messages in local ethnic languages - On-site help desks *Consultations will be done in a culturally appropriate and gender-sensitive manner, in relevant ethnic minority languages, and preferably by staff and volunteers hired from within the ethnic groups.*	- Project activities, eligibility criteria, project processes, timing, implementation arrangements - Potential barriers to access to consultations/access to benefits, preferences for consultation and delivery modalities - Protection from SEA, COVID-19 risks, other potential risks to community members - Stakeholder engagement plan and grievance mechanism - Analysis of labor risks	WFP Staff CP Staff and Volunteers Community intermediaries
Interested parties: - Civil society	- Focus group discussions - Key informant interviews - Internet based meeting platforms - Regular e-mail updates - Project pamphlets - On-site help desks	- Project activities, eligibility criteria, project processes, timing, implementation arrangements - Protection from SEA, COVID-19 risks, other potential risks to community members - Stakeholder engagement plan and grievance mechanism	WFP Staff CP Staff and Volunteers
Location: State/region level			
Interested parties:	- Meetings	- Coordination/non-duplication of efforts	WFP Staff

- Cluster/working group members - Other development partners, INGOs, NGOs, civil society - Organizations of Persons with Disabilities (OPDs), women's organizations - Ethnic minority organizations	- Key informant interviews - Internet based meeting platforms - Regular e-mail updates	- Project activities, eligibility criteria, project processes, timing, implementation arrangements - Protection from SEA, COVID-19 risks, other potential risks to community members - Stakeholder engagement plan and grievance mechanism - Risks to project workers, safety, security	
Location: National level			
Interested parties: - Cluster/working group members - Other development partners, INGOs, NGOs, civil society	- Meetings - Internet based meeting platforms - Regular e-mail updates	- Coordination/non-duplication of efforts - Project activities, eligibility criteria, project processes, timing, implementation arrangements - Stakeholder engagement plan and grievance mechanism - Risks to project workers, safety, security	WFP Staff
Implementation and Monitoring Phase			
Target Stakeholders	**Information Disclosure and Engagement Methods**	**Topics of Engagement**	**Responsible Party**
Location: Community level			
Affected parties: - Potential beneficiaries - Host communities - IDP Camp Management Committees - WFP and CP staff implementing activities - Community / religious leaders	- Community meetings - Banners - Loudspeakers with messages in local languages - On-site help desks - Post-distribution monitoring surveys - Localized helplines - Perception surveys	- Project progress - Protection from SEA, COVID-19 risks, other potential risks to community members - Grievance mechanism - Satisfaction with project assistance	WFP Staff CP Staff and Volunteers

Affected parties: - Disadvantaged and vulnerable groups, such as: •Child-headed households; •Elderly-headed households; •Households with high dependency rates and no or limited income generating opportunities; •Women-headed households •Households headed by the chronically ill, including persons with disabilities	- Targeted and segregated small gatherings/focus group discussions - On-site help desks - Working with community and NGO partners who are trusted intermediaries - Post-distribution monitoring surveys - Localized helplines -Perception surveys	- Project progress - Potential barriers to access to benefits, preferences for delivery modalities - Protection from SEA, COVID-19 risks, other potential risks to community members - Grievance mechanism - Satisfaction with project assistance	WFP Staff CP Staff and Volunteers Community intermediaries
Affected parties: Ethnic minorities	- Community meetings - On-site help desks - Working with ethnic group organizations who are trusted intermediaries - Post-distribution monitoring surveys - Localized helplines -Perception surveys *Consultations will be done in a culturally appropriate and gender-sensitive manner, in relevant ethnic minority languages, and preferably by staff and volunteers hired from within the ethnic groups.*	- Project progress - Potential barriers to access to benefits, preferences for delivery modalities - Protection from SEA, COVID-19 risks, other potential risks to community members - Grievance mechanism - Satisfaction with project assistance	WFP Staff CP Staff and Volunteers Community intermediaries
Interested parties: - Civil society	- Focus group discussions - Key informant interviews - Internet based meeting platforms	- Project progress - Protection from SEA, COVID-19 risks, other potential risks to community members - Grievance mechanism	WFP Staff CP Staff and Volunteers

	- Regular e-mail updates - Project pamphlets - Localized helplines	- Feedback on project impacts	
Location: State/region level			
Interested parties: - Cluster/working group members - Other development partners, INGOs, NGOs, civil society - Ethnic minority organizations	- Meetings - Key informant interviews - Internet based meeting platforms - Regular e-mail updates	- Coordination/non-duplication of efforts - Project progress - Protection from SEA, COVID-19 risks, other potential risks to community members - Grievance mechanism - Risks to project workers, safety, security - Feedback on project impacts	WFP Staff
Location: National level			
Interested parties: - Cluster/working group members - Other development partners, INGOs, NGOs, civil society	- Meetings - Internet based meeting platforms - Regular e-mail updates	- Coordination/non-duplication of efforts - Project progress - Risks to project workers, safety, security - Feedback on project impacts	WFP Staff

6. Grievance Mechanism / Community Feedback Mechanism

The project grievance mechanism, which is titled as "Community Engagement Mechanism" (CEM) under the WFP Myanmar operations, seeks to resolve complaints and grievances in a timely, effective, and efficient manner that satisfies all parties involved. It provides a transparent and credible process for fair, effective, and lasting outcomes. It also builds trust and cooperation as an integral component of broader community consultation that facilitates corrective actions.

Operationally, WFP's global CFM commitment is put into practice by providing two-way communication avenues that allow:

1. Communities to express concerns, lodge complaints, ask questions, and provide feedback on WFP programmes through formalised complaints and feedback mechanisms (CFMs); and,
2. WFP to close the loop on feedback and complaints and to achieve a high first-case resolution (FCR) through the CFM.

WFP globally outlines the principles and pre-requisites for a grievance mechanism to be functional as:

- Be supported by senior leadership and staff,
- Be designed, implemented and evaluated in consultation with affected people, and other stakeholders,
- Be accessible, known and trusted, with the aim of closing the feedback loop on all actionable cases,
- Have a defined purpose, be sustainable and include an exit plan,
- Ensure confidentiality and data protection policies are applied and understood, conducting a Privacy Impact Assessment as part of this process,
- Have an information management system in place to support the functioning of the Customer Relationship Management tool(s),
- Tap into existing or – in their absence, establish – referral pathways (both internally within WFP and externally with partners), including for the management of high priority cases,
- Have a dedicated and appropriate staffing structure,
- Enable documented informed decision-making and programme adjustments, and avoid conflict of interest,
- Ensure functionality of the CFM is regulated by SOPs, including monitoring, quality assurance and consistency.

In Myanmar, the CEM is also governed by the CEM SOP, updated in 2021. The key components include a helpline (with different numbers for each office), email (myanmar.cem@wfp.org), SMS (to the same numbers as the helplines), messaging apps (such as Viber), onsite helpdesks, suggestion boxes, and face-to-face with monitoring assistants and other field staff. More detailed information on helplines and e-mails are included in the Annex.

Community committees (food management committees, project management committees, other committees) are also a key source but their inputs come through one of the other channels (such as they tell field staff, or they call the helpline).

Case management involves all cases being entered into a customer relationship management database (SugarCRM) by the CEM focal points, assigned in each field office. In some cases, particularly in field locations without reliable internet, there is initial collection via WFP's Mobile Operational Data Acquisition (MoDA) tool and KOBO tool and then uploading to SugarCRM. The Standard Complaint Form and the CEM Intake Form are included in the Annexes. First, the CEM focal points assign a priority category to the grievance or feedback. High priority cases require action within 24 hours, medium priority cases require action in 3 days, and normal priority cases require action within 1 week. Depending on the content of the grievance or feedback, these may be referred to various WFP staff for action (there is a detailed matrix of which types of complaints are referred to which staff, and provision for escalation in case of inaction). After the case is resolved and managed, the CEM focal point 'closes the loop' with the CEM User on what action has been taken. There is quarterly reporting on the CEM to WFP donors and partners. Figure 1 illustrates how the CEM takes in grievances and feedback and processes these.

Figure 1. CFM Implementation Arrangements
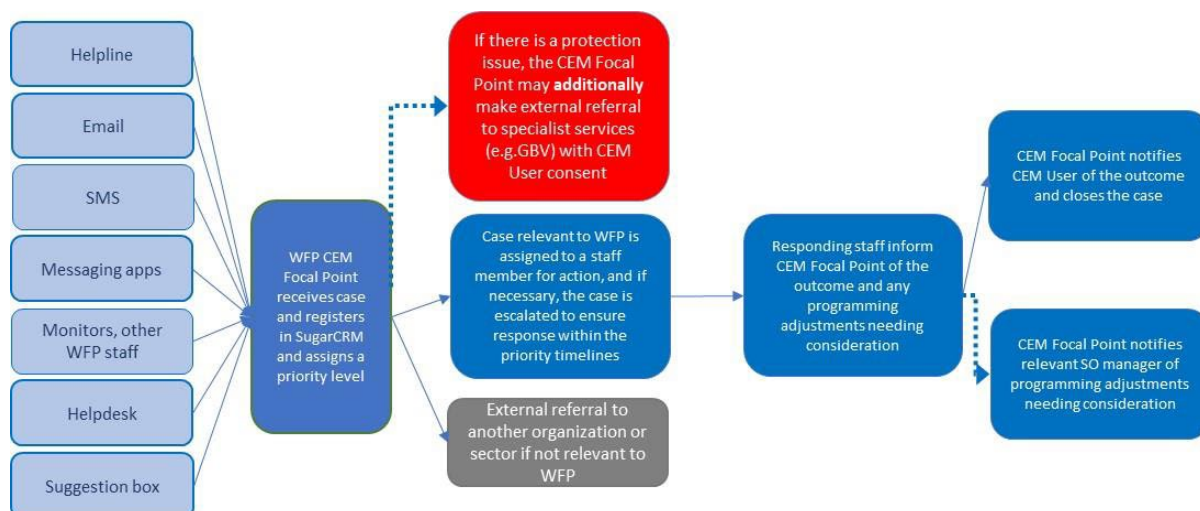
The CFM has been expanding annually which reflects its relevance and the expanding awareness and trust in it – in 2018 there were approximately 1,100 cases, in 2019 approximately 2,100 cases, in 2020 approximately 6,500 cases and in 2021 there are over 8,500 cases. For the first time in 2021 there are more women than men raising cases. The CFM is an important tool to identify programming adjustments and improvements and to disseminate messages to beneficiaries on WFP's programmatic shifts, including changes in ration size and distribution cycles, messages on protection from sexual exploitation and abuse (PSEA) and helpline services.

WFP has a team of focal points for protection from sexual exploitation and abuse (PSEA) in each office and a Standard Operating Procedure on PSEA which includes risk analysis, awareness raising for staff, partners, contractors and beneficiaries, participation in interagency meetings on PSEA, complaints handling and survivor assistance. WFP has mandatory online training in PSEA and provides annual staff refresher sessions and training of focal points. The CFM is able to be used as the vehicle for SEA complaints, with CEM focal points being trained in handling sensitive cases including protection referrals where appropriate, assignment of high priority status and referral to Headquarters for investigation and response.

When faced with a SEA-related complaints, the guidance for WFP PSEA focal points are as follows:

Table 2. Do's and Don'ts when Addressing SEA Incidents

PSEA focal points **should:**	PSEA focal points **should not:**
- Ensure your own safety and that of other staff and Cooperating Partners. - Ask if affected person(s) are safe at present so as to assess any immediate or medium term risk.	- Investigate the incident or try to verify if the abuse is true - Interview the affected person(s) - Interview witnesses or others implicated in the incident

- Alert medical services if assistance is required. - Be supportive and show empathy. - Inform your WFP manager and a trusted protection actor by appropriate means as soon as possible. - Provide accurate information about where to receive assistance, e.g. address, phone number - If immediate assistance is necessary (e.g. medical care), facilitate by requesting others to find transport or making phone calls on their behalf. - Maintain confidentiality.	- Provide counselling to the affected person(s) - Cut off or send away the person(s) seeking to share their experience - Document, monitor, or otherwise record details of the incident - Encourage the affected person(s) to report the abuse to the authorities - Encourage the person to return to the source of abuse e.g. family member - Do anything against the survivor's wishes or without his/her consent (unless others' lives are endangered).

7. Resources and Responsibilities

The WFP CEM Manager and CEM Advisory Team in Myanmar will be in charge of stakeholder engagement activities for this project. The budget for the SEP is an integral part of the project and the WFP Myanmar wider activities as supported by other partners.

The project will support an extension of WFP's current programs in Rakhine, Kachin, Chin, and Shan states. WFP will both implement directly and work closely with and through a strong pool of local and international NGOs in implementing and monitoring its program. WFP will directly implement Component 1 activities in Northern and Central Rakhine State, and in Kyaukme and Hsipaw townships in Shan State. All other geographic areas to be covered under Component 1 will be implemented through CPs such as Save the Children, Plan International, World Vision, and others. Component 2 will be implemented through cooperating partners such as Save the Children, Action Contre La Faim, and the Myanmar Health Assistant Association.

At **WFP**, the project will be overseen by the Deputy Country Director (Programme) and will be directly managed by the Head of Programme (both based in Nay Pyi Daw). At the national level, the Head of Research, Assessment and Monitoring will be responsible for monitoring and evaluation; and the Head of Protection, Gender and Accountability to Affected People will be responsible for community engagement, grievances and feedback management. There is also a CEM Manager and a CEM Advisory Team at this level. At the States and Region level, WFP has area and field offices in Rakhine, Kachin, Shan and Magway (responsible for Chin State) from which the specific activities under the project will be managed. These field offices already have assigned CEM focal points and PSEA focal points. These focal points will be responsible for the implementation of the stakeholder engagement plan.

WFP conducts due diligence and capacity assessment for CPs who will be implementing some of the activities under the project. CPs are identified through an expression of interest and selected after a capacity assessment and evaluation process that ensures due diligence in the process. The assessment considers a range of capacities including gender, protection, accountability to affected populations, and protection from SEA.

CPs have deep knowledge of the country's socio-cultural landscape and immediacy of interfacing with its communities. CPs' networks allow them access to hard-to-reach areas in a timely fashion that makes it possible for WFP to be one of the first responders to large-scale humanitarian needs in the country. The CPs will be mobilized to support WFP in assessing, distributing, and monitoring activities of the project. WFP

retains responsibility and technical oversight of CPs work. CP staff and volunteers will be trained by WFP staff to ensure that they understand and follow the relevant measures under the Project. CPs will follow the WFP CEM in receiving, responding to and managing grievances. Grievances and feedback received by the CPs will be reported to the WFP CEM Focal Point, registered in the Sugar CRM system and assigned a priority level, and will be managed in the same manner as grievances and feedback received through other channels.

8. Monitoring and Reporting

The SEP will be periodically revised and updated as necessary during project implementation by the CEM focal points to ensure that the information presented is consistent and reflects the evolving nature of information required at different stages of the project, and that the identified methods of engagement remain appropriate and effective in relation to the project context and contextual developments. Any major changes to project related activities or schedule will be reflected in the SEP.

Quarterly summaries and internal reports on grievances, enquiries, and related incidents, together with the status of implementation of associated corrective/preventative actions, will be collated by WFP and shared with the World Bank. Quarterly summaries will provide a mechanism for assessing both the number and the nature of complaints and requests for information, along with the project's ability to address those in a timely and effective manner.

Annex 1. CFM Standard Complaint Form

Standard Complaint Form to WFP

(Please send this letter to the nearest suggestion box or WFP office)

To

In Charge

Community Engagement Mechanism

World Food Programme

Date: DD MM YYYY

Subject/Description

To contact back for the Complaints (Please complete as much information as you feel comfortable.)

		Gender (Please tick)	Age (Please tick)
Name	: _____	☐ Male	☐ 0-17
Father's Name	: _____	☐ Female	☐ 18-59
ID Card No. (NRC/Scope/ Ration Card/Other)	: _____	☐ Other	☐ 60+
Household Size	: _____	☐ Group	☐ Don't want to say
Room No./Shelter No. or House No./Street	: _____	☐ Don't want to say	
Camp/Ward/Village	: _____		
Village Tract or Town	: _____		
Township	: _____		
Contact Ph No	: _____		

Keep this complaint confidential? ☐ Yes ☐ No (Please tick)

This is a free form distributed by WFP. It is accessed freely at distribution points and can be taken from the activity committee members.

_____

Signature

Office: *to add your office*   **Number:** *Office CEM Helpline*

Email: myanmar.cem@wfp.org   **Website:** www.wfp.org/countries/myanmar

ကုလသမဂ္ဂ ကမ္ဘာ့စားနပ်ရိက္ခာ အစီအစဉ် - မြန်မာ

WFP သို့ ပေးစာ

(ဤစာကို နီးစပ်ရာကိုဒေါင် (သို့မဟုတ်) ငွေကြေး ဖြန့်ဝေသည့်နေရာ၌ အကြုံပြုစာပုံးတွင်ထည့်နိုင်ပါသည်/WFP ရုံးသို့လည်းပို့ပေးနိုင်ပါသည်)

သို့
တာဝန်ခံ
လူထုပူးပေါင်းဆောင်ရွက်မှုစနစ်
ကုလသမဂ္ဂ ကမ္ဘာ့စားနပ်ရိက္ခာ အစီအစဉ်ရုံး (WFP)

ရက်စွဲ။   (   ) ရက်၊ (   ) လ၊ ၂၀   ခုနှစ်

အကြောင်းအရာ။   ။

စာပိုင်ရှင်ကို ဆက်သွယ်ရန်အချက်အလက်များ (မိမိပြော၍ အဆင်ပြေသော အချက်အလက်များကိုသာ ဖြည့်ရန်)

		ကျား/မ (အမှန်ခြစ်ပါ)	အသက် (အမှန်ခြစ်ပါ)
အမည်	: _____		
အဖအမည်	: _____	☐ ကျား	☐ ၀ - ၁၇
မှတ်ပုံတင်အမှတ်/Scope/		☐ မ	☐ ၁၈ - ၅၉
ရိက္ခာကဒ်အမှတ်/အခြား)	: _____		
မိသားစုဝင် အရေအတွက်	: _____	☐ အခြား	☐ ၆၀ အထက်
အခန်းအမှတ်/Shelter အမှတ်		☐ အုပ်စု	☐ မပြောချင်ပါ
(သို့) အိမ်အမှတ်/လမ်း	: _____	☐ မပြောချင်ပါ	
Camp/ရက်ကွက်/ရွာအမည်	: _____		
ကျေးရွာအုပ်စု (သို့) မြို့အမည်	: _____		
မြို့နယ်အမည်	: _____		
ဆက်သွယ်ရန်ဖုန်းနံပါတ်	: _____		

ဤစာပါအကြောင်းအရာများကို လျှို့ဝှက်ထားရန်   ☐ လိုပါသည် ☐ မလိုပါ   (အမှန်ခြစ်ပါ)

ဤပုံစံကို WFP မှ အခမဲ့ဖြန့်ဝေပါသည်။ နီးစပ်ရာ ကော်မီတီဝင် (သို့မဟုတ်) ဖြန့်ဝေသည့်နေရာ/ ဂိုဒေါင်မှာ ရနိုင်ပါသည်။

_____
လက်မှတ်

Annex 2. CFM Intake Form

Subject*			
Case description*			
Consent*			
Consent: Registration/collection of personal information	Yes	No	
Consent: Sharing personal data with relevant partners or WFP relevant units/persons to take the case forward (third party)	Yes	No	
CEM user information			
Type of CEM User*			
Name			
Father's Name			
Contact No			
Alternative Contact Number			
Location (current)			
Location (Original)			
Gender*			
Age*			
Status of CEM user/caller*			
WFP Programme (Transfer Modality and Programme activities)			
Cooperating Partner*			
Transfer Modality*			
WFP Programmes (activities)*			
WFP Programmes Sub-category*			
Case Category*			
Case Sub-Category*			
Additional info			
Preferred method of follow-up			
Preferred time of contact			
Communication channel used to submit feedback*			
How did you learn about the CEM?			
Additional info (2)			
Any identify number			
Household Size			
Person with disability (if expressed)			
Timeline (Case)*			
Case status*			
Resolution*			
Brief explanation on resolution			

Annex 3. CFM Helplines and E-mails

Annex 4. Summary of Consultations held on the SEP

Consultations were held on DATE on the project E&S documents. The project background, Environmental and Social Management Framework (ESMF) and Stakeholder Engagement Plan (SEP) were presented and discussed.

Participants included representatives from xxxxx.

The agenda of the consultation, as well as the key issues raised are summarized below:

Agenda and Key Issues Raised during Consultations

Agenda Items	Discussion	Resolution/Comments
Opening		
1. Welcome Remarks		

2. **Reviewing Environmental and Social Management Framework (ESMF)**		
3. **Reviewing Stakeholder Engagement Plan.**		
Any other business.		