MYANMAR COMMUNITY RESILIENCE PROJECT

STAKEHOLDER ENGAGEMENT PLAN

WFP

World Food Programme

SAVING
LIVES
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WORLD FOOD PROGRAMME
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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 Rakhine State 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 Human Capital

Component 2. Improve Nutrition of Vulnerable Groups

Component 3. Support Sustainable Livelihoods

Component 4. Ensure Access to Basic Services

WFP will be implementing Component 1 and Component 2 under the MCRP.

The objective of the WFP interventions is to ensure conflict-affected populations in Rakhine State have access to sufficient, nutritious and safe food. The two main components that will be implemented by the WFP, as named in its project document, are described in more detail below:

Component 1: Emergency Relief Assistance: Provide 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 Rakhine State 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 either directly implement Component 1 activities in Northern and Central Rakhine State, or work with and 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).

Explicitly for the activities to be supported under this Project, WFP held consultations from August 31 to September 6, 2022 through 12 focus group discussions, including with members of food management committees and beneficiary representatives in central Rakhine, northern Shan and Kachin States[1], including in each location a female group, male group, food management committee (FMC) group and disabilities group. The consultations focused on three key topics: (i) environment, health, safety and security; (ii) inclusion and access; and (iii) community engagement mechanism.

Table 1. Summary of Consultation Meetings

Location	Date	Men	Women	People with disabilities
Rakhine	31 August	11 total 4: 18-35 5: 36-59 2: 60+	10 total 5: 18-35 3: 36-59 2: 60+	7 total 1: under 18 3: 18-35 3: 36-59
Northern Shan	31 August and 1 September	9 total 3: 18-35 5: 36-59 1: 60+	9 total 1: under 18 3: 18-35 4: 36-59 1: 60+	6 total 1: under 18 3: 18-35 2: 36-59
Kachin	6 September	10 total 2: 18-35 8: 36-59	7 total 3: 18-35 3: 36-59 1: 60+	6 total 1 F, 18-35 1 M, 18-35 4 F, 36-59

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[1] Initially project target areas included Shan and Kachin States, therefore consultations were held in these locations. At this time, the project will only target Rakhine State; WFP programming in Shan and Kachin States will be delivered through means outside of this project.

The feedback and discussions are summarized below:

Table 2. Summary of Feedback during Consultations

Topic	Summary of Feedback
Environment	In Kachin and northern Shan, none of the groups perceived environmental risks from the programmes. In northern Shan they spoke of disposal through municipal rubbish truck collection for the blended food packages. Similarly, in central Rakhine the FMC spoke of providing guidance to IDPs on reusing empty oil bottles and rice bags, and disposing of the nutrition commodity packages. A challenge, however, is the nutrition commodities for PLWG and children because of the extra cost of firewood to cook them with. They prefer a pre-cooked food for them. The men and women identified many issues with the camp life, two of which were connected to food insecurity or food assistance: 1. They cannot afford electricity and so they are burning candle for light and charcoal for cooking dinner, both of which are environmentally hazardous plus risk of fire. Because of this risk, the women said they could only have tarpaulin shelters without thatching which is unhealthy; and 2. It is difficult to get water across the road at the monastery, particularly for women after dark. The host community do not like having IDPs staying in the monastery and getting assistance, seeing them as causing noise and damage to the environment due to drainage and toilet. It is an ongoing challenge in central Rakhine that NFI response is low, resulting in WFP assistance being used for these. WFP may provide a top-up to cover water and cooking fuel, in future programming.
Health	• There were no food safety concerns expressed in any of the locations. • Positive measures were reported in WFP distributions including COVID-19 preventative poster vinyls, handwashing stands, waste bins, and distancing, plus WFP requiring people to wear a mask (distributing masks as needed). • In Kachin, women expressed risk of COVID-19 when visiting a Wave Money shop, where less efforts are made for COVID-19 prevention.
Protection	• No issues were identified relating to SEA, child labor or forced labor. The FMC in central Rakhine referred to participation of women in scooping activities during in-kind distributions, with equal wages, and exclusion of children from this work. • Comments relating to distributions by WFP included people with disabilities in central Rakhine indicating the 'first priority' in line given to people with disabilities, and distribution being good for vulnerable people like elderly people, pregnant and lactating women. • The protection concerns expressed by participants related more to general lack of safety and security, such as fear of robbery in moving to and from a Wave Money shop. There was some preference indicated for distributions inside the displacement sites, which was done for example in central Rakhine with nutrition commodities and soap distribution and it could also be done for Wave Money if an agent went into the camp. • In Kachin the people with disabilities did not see high risk from using a proxy to receive cash assistance, saying it was difficult for them to go as it was far from the camp but would be good if there could be direct cash service in the camp.
Inclusion	• Overall there was good satisfaction with the inclusiveness of WFP assistance, including by the people with disabilities who were consulted. • In Kachin, the men referred to the prioritization practice for vulnerable people being good, and emphasized the need for regular updating, for example some child-headed households are now adults, and some families have

	fluctuating members and vulnerabilities. The people with disabilities said all of their households should receive 100% regardless of their vulnerability category. They also need more advance notice of e-cash to plan for cash out in time. • In central Rakhine there was reference to inclusion of ethnic minority groups, including language issues. The FMC spoke about people coming to the location from all different places and being a diverse mixed group but all can access the information, as they help sharing with word of mouth. The other groups spoke of inclusion of those who cannot carry heavy items receiving help, like elderly, PLWs. Also better inclusion of women through digital literacy efforts by WFP. There was good communication to affected people when the modality for distribution was changed. The people with disabilities referred to the most challenging for people are those who are illiterate, blind, deaf, and with chronic illness, but the camp committee helps with useful information. • In northern Shan the men spoke of all IDPs including ethnic minorities, and the women spoke of their inclusion in WFP assistance so that vulnerable/ethnic minorities are not left behind. They suggested to invite their participation in activity implementation, and also more participation of different age groups in meetings, including children and youth. There was also a suggestion to include staff who can speak Ta'ang language.
Community Engagement Mechanism (CEM)	• In Kachin, all groups knew about the CEM. They mentioned communication options through letter box, helpline and in person and had no issues experienced. The men prefer an in-person meeting with the responsible person. The people with disabilities felt they get a good response from WFP and the women expressed that some people who have made requests are still waiting on response from WFP. • In central Rakhine, people know about the CEM from the vinyl and on the ration card. The men said there are various ways to communicate to WFP. One said he had contacted WFP about on not receiving texts for Wave Money transfer in last month and was guided on how to delete unnecessary messages, and would receive the message the next day, which he did, and also they called to confirm he received it and was able to collect the cash, so he feels satisfied using CEM. The women spoke of the limitation with the CEM helpline being 9:00 am to 5:00 pm on weekdays and not including weekends. One referred to using the CEM when losing a mobile and got help to get assistance without gap. Another spoke of using the helpline to add her newborn baby to receive assistance and was satisfied and felt it was convenient. The people with disabilities had not used the CEM but said they could if they had an issue. • In northern Shan, although there was knowledge of the CEM there was low usage of it, as they don't have an issue. But it is important to educate more about the CEM, use more vinyls and provide CEM address cards to every household. They also like to have the help desk set up when conducting activity implementation.

In addition to community consultations, WFP presented the project environmental and social documents during the monthly Food Security Cluster coordination meetings with humanitarian and development partners on September 13, 2022. WFP Cooperating Partners and other humanitarian stakeholders participated in the regular coordination meeting.

The project background, as well as the environmental and social frameworks and plans, was presented and discussed. No issues or concerns were raised by stakeholders who were broadly supportive of continuing the proposed activities.

In addition, as activities to be funded by the project are part of ongoing WFP programming, WFP holds quarterly consultations with beneficiaries across all locations, and ad hoc consultations as new operational issues arise.

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. In the context of the project-supported activities, affected parties include beneficiaries, coordinating partners and community-based organizations.

Beneficiaries are considered affected parties because they directly benefit from the project. Beneficiaries have preferences and feedback on project activities and how they are implemented. For this project, beneficiaries are expected to be:

- Conflict-affected persons who will benefit from the project activities
- IDPs in Rakhine State
- 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)

Coordinating partners are affected parties because they participate in the implementation of project activities and are directly affected by project activities and implementation arrangements. For this project, coordinating partners are:

- Save the Children
- Plan International
- World Vision
- Action Contre La Faim
- Myanmar Health Assistant Association

Community-based organizations are considered affected parties because the project benefits, activities and implementation modalities directly affect the community members they represent. For this project, affected community-based organizations or representatives are:

- IDP Camp Management Committees
- Food Management Committees
- 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 3. 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, including persons with disabilities	- 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 - Stakeholder engagement plan and grievance mechanism - Analysis of labor risks	WFP Staff CP Staff and Volunteers Community intermediaries
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

Target Stakeholders	Information Disclosure and Engagement Methods	Topics of Engagement	Responsible Party
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: - Cluster/working group members - Other development partners, INGOs, NGOs, civil society - Organizations of Persons with Disabilities (OPDs), women's organizations - Ethnic minority organizations	- Meetings - Key informant interviews - Internet based meeting platforms - Regular e-mail updates	- Coordination/non-duplication of efforts - 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	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 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;	- Targeted and segregated small gatherings/focus group discussions - On-site help desks	- Project progress - Potential barriers to access to benefits, preferences for delivery modalities - Protection from SEA, COVID-19 risks, other	WFP Staff CP Staff and Volunteers Community intermediaries

•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	- Working with community and NGO partners who are trusted intermediaries - Post-distribution monitoring surveys - Localized helplines -Perception surveys	potential risks to community members - Grievance mechanism - Satisfaction with project assistance	
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 - Regular e-mail updates - Project pamphlets - Localized helplines	- Project progress - Protection from SEA, COVID-19 risks, other potential risks to community members - Grievance mechanism - Feedback on project impacts	WFP Staff CP Staff and Volunteers
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 Engagement 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 CEM 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 (CEMs); 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 CEM 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. CEM Implementation Arrangements
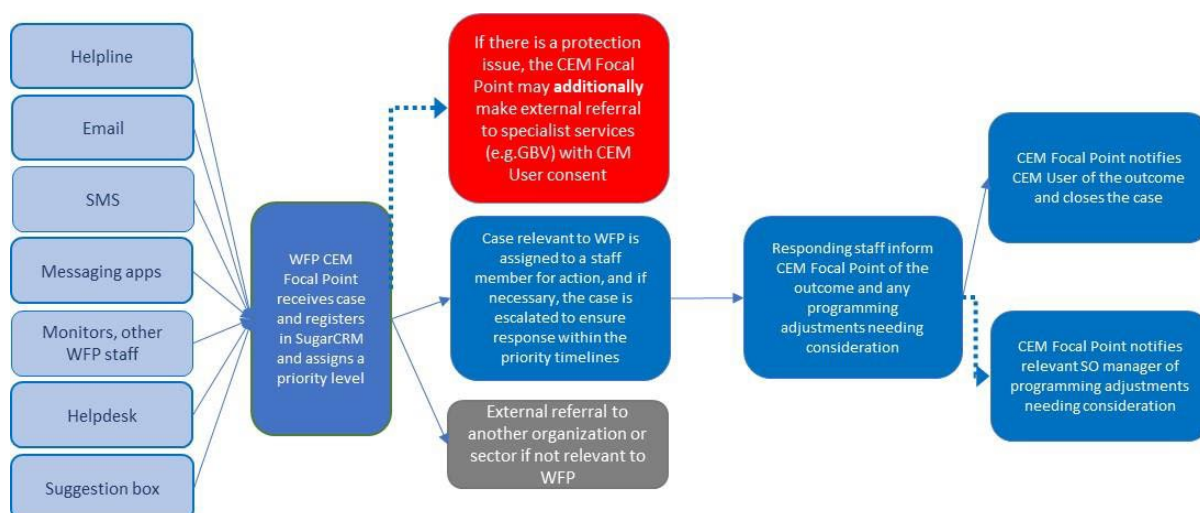
The CEM has been expanding annually which reflects its relevance and the expanding awareness and trust in it – in 2018 there were approximately 1,100 cases, in 2019 approximately 2,100 cases, in 2020 approximately 6,500 cases and in 2021 there are over 8,500 cases. For the first time in 2021 there are 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.

For activities supported under this project, WFP will use its existing CEM. WFP's CEM fulfils the key elements of the grievance mechanism described in paragraph 2, Annex A of World Bank's ESS10, as described above and summarized below:

Different ways in which users can submit grievances: Stakeholders can submit grievances through helpline phone numbers (by calling or texting), the WFP website, onsite helpdesks during distribution of assistance, suggestions boxes, or in person with field staff. Grievances can also be lodged through the community committees (food management committees, project management committees, other committees), who will then contact WFP.

A database of grievances: All cases are registered in writing and maintained in the customer relationship management database (SugarCRM). 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.

Procedures and decision making: The CEM SOP sets out the length of time stakeholders can expect to wait for response and resolution of their grievances. 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. After the case is resolved and managed, the CEM focal point 'closes the loop' with the CEM user on what action has been taken. These procedures are publicly advertised as part of the CEM communications. (See Annex 3 for an example of communications.) WFP reports publicly on the functioning of its CEM on a quarterly basis.

An appeals process (including the national judiciary): CEM Focal Points are responsible for receiving, registering and managing grievances. Depending on the content of the grievance or feedback and/or if the grievance cannot be resolved at the Focal Point level, grievances 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. Complainants always preserve their right to take their grievances to national judicial channels.

6.1. Grievances Related to Sexual Exploitation and Abuse

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 CEM 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 SEA-related complaints, WFP refers complainants to gender-based violence service providers in the local area, if the complainant consents to this arrangement. In cases where referrals are not possible or cases cannot be resolved by the local CEM and PSEA focal points, the case will be referred to Headquarters for investigation and response. All SEA-related complaints are treated as high priority, with confidentiality, and respecting the wishes of the complainant. These principles are outlined below, in the guidance for WFP PSEA focal points for responding to SEA-related complaints:

Table 4. 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. - 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.	- 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 - 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 budget for stakeholder engagement activities is not a stand-alone budget line, but is integrated into the budgets of two WFP departments: PGAAP (Protection, Gender, Accountability to Affected Populations) and RAM (Research, Assessment and Monitoring). These two departments hold a budget of about 850,000USD per year.

The project will support an extension of WFP's current programs in Rakhine State. 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 either directly implement Component 1 activities in Northern and Central Rakhine State, or work with and 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 State level, WFP has area and field offices in Rakhine 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

WFP

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 နီးစပ်ရာဂိုဒေါင် (သို့မဟုတ်) ငွေကြေး ဖြန့်ဝေသည့်နေရာ၌ အကြံပြုစာပုံးတွင်ထည့်နိုင်ပါသည်/WFP ရုံးသို့လည်းပို့ပေးနိုင်ပါသည်)

သို့
တာဝန်ခံ
လူထုပူးပေါင်းဆောင်ရွက်မှုစနစ်
ကုလသမဂ္ဂ ကမ္ဘာ့စားနပ်ရိက္ခာ အစီအစဉ်ရုံး (WFP)

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

အကြောင်းအရာ။   ။

စာပိုင်ရှင်ကို ဆက်သွယ်ရန်အချက်အလက်များ (မိမိပြော၍ အဆင်ပြေသော အချက်အလက်များကိုသာ ဖြည့်ရန်)

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

Community Engagement Mechanism (CEM)
United Nations World Food Programme (WFP), Myanmar
How to Contact WFP and Cooperating Partners

Community, Beneficiaries

- Complaints
- Questions
- Requests
- Suggestions
- Thank You

Anyone can suggest, provide feedback, request changes, complain or make queries in response to WFP and its partners' programme activities.

For any feedback or concern, kindly state the correct name and address.

✓ WFP will provide a timely response.

✓ WFP keep confidential all feedbacks received.

Feedback in 30 Days

Yangon Office	**Sittwe Field-Office**	**Maungdaw Field-Office**	**Myitkyina Field-Office**	**Lashio Area Office**
No.5, Kanbawza Street, Shwe Taung Kyar (2) Ward, Bahan, Yangon.	Nga Pin Road, Ywa Gyi Taung Ward, Sittway.	3-Mile, Maungdaw.	No.241, Northeast Tat Kone Quarter, Myitkyina.	No.1, Kantkaw Road, Quarter-1, Lashio.
Tel: **09 883 005 667**	Tel: **09 264 819 092** **09 791 888 900**	Tel: **09 264 819 093**	Tel: **09 264 819 095**	Tel: **09 264 819 197**
Nay Pyi Taw Office	**Pangkham Operation**	**Pakokku Area-Office**	**Hakha Operation**	**Hpa-an Area-Office**
UN Building, 20-25, Kyine Tone Street, Zawanna Theidi Quarter, Oattara Thiri, Nay Pyi Taw.	No.45, Huan Chen Nan Lu, Pangkham, Wa Special Region 2.	No. 357, Kan Pin Kan Kwin Junction, Myaing-Pakokku Road, Pakokku.	No.480, Myo Thit Lan Haung Street, Myothit Ward, Hakha.	No. 4/722, Zwe Ka Pin Road, Ward No. (4), Hpa-An City, Kayin State.
Tel: **09 883 005 668**	Tel: **15 891 98 2277**	Tel: **09 264 819 094** **Nagaland Operation** Tel: **09 883 005 671**	Tel: **09 883 005 670**	Tel: **09 264 819 195**

Email : myanmar.cem@wfp.org | Email for Zero Tolerance Complaints : hotline@wfp.org