



Additional Financing II West Bank and Gaza SPJ COVID-19 Emergency Response Project (P181573)

Stakeholder Engagement Plan (SEP)

November 18, 2023

1. Introduction/Project Description

Additional Financing II West Bank and Gaza SPJ COVID-19 Emergency Response project builds on the ongoing West Bank and Gaza Emergency Social Protection COVID-19 Response Project (ESPRP) and aims to provide in-kind and/or cash support to vulnerable households in Gaza to aid relief and recovery as well as build resilience from economic shocks. Activities to be supported under the second AF pertain to component one, particularly sub-component 1.1 and component 3 only, as per the description below.

Component 1: Emergency Cash Transfers to the West Bank and Gaza. The second AF will finance only sub-component: (1.1) Emergency Cash or in-kind Transfers to Households Vulnerable to Poverty in West Bank and Gaza.

Component 3: Capacity Building Project Management, Monitoring and Evaluation.

For further details please refer to the Project Information Document (PID) publicly available at: <https://documents1.worldbank.org/curated/en/>

AF II West Bank and Gaza SPJ COVID-19 Emergency Response project has been prepared under the World Bank's Environment and Social Framework (ESF). Per Environmental and Social Standard ESS10 on Stakeholder Engagement and Information Disclosure, the implementing agencies should 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, or intimidation.

2. Objective/Description of SEP

The overall objective of this SEP is to define a program for stakeholder engagement, including public information disclosure and consultation throughout the entire project cycle. The SEP outlines the ways in which the project team will communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, or make complaints about project activities or any activities related to the project.

3. Stakeholder identification and analysis

3.1 Methodology

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

- Openness and life-cycle approach: When the security situation allows, public consultations for the project will be arranged during the whole life cycle, carried out in an open manner, free of external manipulation, interference, coercion, or intimidation.
- Informed participation and feedback: Information will be provided to and widely distributed among all stakeholders in an appropriate format; opportunities are provided for communicating stakeholder feedback, and for analyzing and addressing comments and concerns.
- Inclusiveness and sensitivity: Stakeholder identification is undertaken to support better communication and build effective relationships. The participation process for the projects is inclusive. All stakeholders, at all times, are encouraged to be involved in the consultation process. Equal access to information is provided to all stakeholders. Sensitivity to stakeholders' needs is the key principle underlying the selection of engagement methods. Special attention is given to vulnerable groups that may be at risk of being left out of project benefits, particularly women, the elderly, persons with disabilities, displaced persons, and migrant workers and communities, and the cultural sensitivities of diverse ethnic groups. As necessary, the implementing agencies will organize separate meetings and focus group discussions for males and females when the situation allows, engage facilitators of the same gender as the participants, and provide additional support to facilitate access of

facilitators. Sensitivity to the conflict in Gaza and humanitarian principles of neutrality and impartiality will be maintained.

- Flexibility: The ongoing conflict in Gaza currently inhibits traditional forms of face-to-face engagement, and such challenges will remain for some time after a ceasefire. Hence, other forms of engagement, including primarily phone-based communication (e.g. SMS and calls to the available WFP hotline), will be used until more traditional forms of engagement are possible.

3.2. Affected parties and other interested 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: new poor households and CTP wait listed applicants in the MoSD CTP database that were vulnerable to poverty prior to the pandemic and workers who have lost their income due to the pandemic and current Gaza war but will also extend to CTP beneficiaries due to the substantial need for support. It is expected that over 375,000 beneficiaries (75,000 families) will directly benefit from the AF II project.

The projects' stakeholders also include parties other than the directly affected communities, including institutional actors such as Ministry of Finance (MoF) and Ministry of Social Development (MoSD), UN agencies such as UNRWA, the private sector including shops partnered with WFP (around 200 shops across Gaza) and potentially new identified shops and supermarkets that will acting as in-kind distribution points, Community Based Organizations (CBOs) and youth networks such as NGO Development Center (NDC), International NGOs such as ACTED and Global Communities and local media.

3.3. Disadvantaged/vulnerable individuals or groups

The project will target disadvantaged, vulnerable and food insecure individuals and groups including, but not limited to, the following:

#	Vulnerable or disadvantaged groups	Barriers to accessing information and/or Project Benefits	Representative Organizations in Stakeholder Engagement
1	Poor households and households vulnerable to poverty.	<ol style="list-style-type: none"> 1. Deteriorating and fragile political and socio-economic contexts in Gaza, resulting in reduced access to information on assistance and support. 2. The use of SMS to communicate with beneficiaries. Limitations in that form of communication occur at times of communication blackouts. Absence of suitable communication mechanisms such as direct contact with local leaders 3. Lack of internet services and infrastructure 	Palestinian Ministry of Social Development, WFP staff, Civil Society Organizations and International organization working in Gaza such as Global Communities and ACTED.
2	Unemployed and poor community members who lost their source of living due to the conflict (i.e. displaced persons,	<ol style="list-style-type: none"> 1. Deteriorating and fragile political and socio-economic contexts in Gaza, resulting in reduced access to information on assistance and support. 2. The use of SMS to communicate with beneficiaries. Limitations in that form of 	Ministry of Social Development, UNRWA, and related civil society organizations such as Global Communities etc

	refugees, Bedouin communities).	communication occur at times of communication blackouts. Absence of suitable communication mechanisms such as direct contact with local leaders 3. Lack of internet services and infrastructure	
3	People injured in the conflict, people who lost their homes and live in shelters and/or who lost their breadwinner due to the current conflict including women, youth, children, elderly, people with pre-existing medical conditions and persons with disabilities.	1. Deteriorating and fragile political and socio-economic contexts in Gaza, resulting in reduced access to information on assistance and support. 2. The use of SMS to communicate with beneficiaries. Limitations in that form of communication occur at times of communication blackouts. Absence of suitable communication mechanisms such as direct contact with local leaders. 3. Lack of internet services and infrastructure.	Civil Society Organizations and International organization working in Gaza such as Global Communities. Relevant women's associations such as Sawa. Relevant organizations working with disabled persons such as the Palestinian Association for Empowerment and Local Development REFORM
4	People living in remote and rural locations, and people living in Access Reduced Areas (ARAs)	1. deteriorating and fragile political and socio-economic contexts in Gaza, resulting in reduced access to information on assistance and support. 2. The use of SMS to communicate with beneficiaries. Limitations in that form of communication occur at times of communication blackouts Absence of suitable communication mechanisms such as direct contact with local leaders 3. Lack of internet services and infrastructure.	Palestinian Ministry of Social Development. WFP through its local staff and through local and international partners such as ACTED and Global Communities.

Vulnerable groups within the communities affected by the Project may be added, further confirmed, and consulted through dedicated means, as appropriate. Description of the methods of engagement that will be undertaken by the project is provided in the following sections.

4. Stakeholder Engagement Program

4.1. Summary of stakeholder engagement done during project preparation

As part of the project preparation of the proposed second AF, consultations were held with the PA and development partners. Consultations were held with development partners and the World Food Programme (WFP). The following public consultation meetings were conducted:

1. Group meeting: A virtual consultation meeting (Via Zoom) was conducted on November 07, 2023 that included various CSOs, NGOs, and INGOs responding to the emergency situation and operating in social protection. The participants included 23 attendees from different organizations. The consultation meeting focused on introducing the SPJ AFII and its proposed interventions, its implementation arrangements, identified E&S risks as well as mitigation measures. Additionally, the consultation provided an overview of the SEP, the consultation methods, the identified PAPs, OIPs, and Vulnerable groups, and reviewed the applicable national

laws and ESF ESSs. The SEP program was discussed, the GM (public and workers) and the GRS were introduced. At the end of the meeting, feedback was obtained from the participants. For further details please refer to Annex 1, Table 1.

2. Individual bi-lateral phone consultation meetings (one on one interviews) were held on November 06, 2023 with representatives of NGOs, CBOs, and INGOs that are currently having interventions related to the emergency situation in Gaza, particularly in social protection. These included CARE international, ANERA, and War Child, the Palestinian Red Crescent, and Palestinian Medical Relief Society, ACAD, in addition to SAWA organization who are active in GBV response and PSEA. During these bi-lateral consultations, the project and its PDO were introduced including its proposed intervention and a brief on the history of the Parent project and First AF. The discussion included the applicable ESF ESSs and EHSs, the potential E&S risks and their relevant mitigation measures, the project's E&S category, the SEP update, SEP program, the identified PAPs, OIPs and vulnerable groups. In addition, the GM and project implementation arrangements as well as the GRS were discussed. At the end of each meeting, feedback and concerns of participants were noted. For further details please refer to Annex 1, Table 1.
3. A virtual meeting was conducted between the MoF, Implementing Agency (WFP) and the World Bank on November 08, 2023. The meeting aimed to discuss the E&S implementation arrangements, existing capacity, and to coordinate the preparation and development of the relevant project E&S instruments in line with the ESF applicable ESSs.

Additional E&S documents will be available December 2023 onwards. The key summary of the feedback received is provided below and will be addressed, as relevant, in the detailed design of activities, during project implementation. A summary of the main recommendations received and integrated into the Stakeholder Engagement Plan is provided in Annex 1, Table 1.

Summary of key points raised during consultations:

During the stakeholder engagement, participants primarily focused on technical aspects and practical concerns related to aid distribution in Gaza. They highlighted their recent ground activities, including in-kind assistance and food parcel distribution efforts in shelters. Social tensions and resource shortages in Gaza were identified as significant risks. Stakeholders emphasized the need for equity in aid distribution through the development of vulnerability criteria and effective stakeholder and beneficiary engagement programs. Additionally, considerations were raised for people outside shelters, such as "Family-hosts" hosting displaced individuals, and the challenges of accessing databases for beneficiary selection. Questions and concerns were also voiced regarding implementation arrangements, geographic disparities, and the importance of follow-up engagement meetings to track project development and ensure support reaches those in need while addressing security and social tension issues. For further details please refer to Annex 1, Table 1.

4.2. Summary of project stakeholder needs and methods, tools, and techniques for stakeholder engagement

The Project will ensure a wide range of consultation workshops are conducted with all relevant stakeholders prior to launching any activity allowing for inputs and necessary adjustments to implementation, as and when the situation allows. Different engagement methods are proposed and cover different stakeholder needs as stated below: General information sharing group meetings/consultations (virtual or face to face) will include all project stakeholders, for project announcements and program launch events to share information regarding project activities, timeline and announcements of planned activities, and to allow participants to provide their views and feedback. Group meetings with structured agendas (virtual or face to face) will be held with directly affected

parties. These will discuss specific project activities and related issues, E&S issues, and the grievance mechanism. One on one interviews will be held with representative organizations of the identified vulnerable groups about Project specific activities and plans, design solutions and impact mitigation/management measures that require in-depth discussion, to register feedback and concerns. Formal meetings with institutional actors such as Ministry of Social Development (MoSD), local media, Community Based Organizations (CBOs) and youth networks will be conducted to distribute information about the project to government officials, NGOs, and private sector, and to conduct follow-up meetings. These consultations will consider the needs of vulnerable groups and be set up in an inclusive manner. Furthermore, in addition to provision of necessary transparent information to beneficiaries regarding temporary nature of the program and eligibility criteria.

The Project will also provide clear guidance on complaints handling through the grievance mechanism (GM), safety of usage of this mechanism, as well as avenues to resolve queries regarding project processes and ways to provide any other feedback. Further mechanisms for beneficiary feedback will be designed and implemented, as appropriate and possible given the challenging context, during implementation.

4.3. Stakeholder engagement plan

Table 2: Stakeholder Engagement Plan

Project Stage	Estimated Date/Time Period	Topic of Consultation/ Message	Method Used	Target Stakeholders	Responsibilities
Preparation Stage	Information to be disclosed before project appraisal date.	Project activities, timeline and announcements of planned activities, GM associated E&S risks and mitigation measures	Virtual group and one to one meetings, as the situation allows. Correspondence (Phone /SMS, Emails, official letters)	Project Beneficiaries Institutional actors such as Ministry of Finance, Ministry of Social Development, UN agencies such as UNRWA, local and international NGOs and CBOs such as SAWA, ACTED	WFP Environmental and Social Specialist in Jerusalem (ESS)/ESS in the Gaza Strip
	Information to be disclosed before project appraisal date.	Project activities, timeline and announcements of planned activities GM tools for filing complaints and providing feedback, Codes of Conduct, associated E&S risks	One to one Meetings (virtual or face to face) as the situation allows. Correspondence (Phone / SMS or traditional means)	Vulnerable groups: poor households, women and youth affected by the conflict, people living in remote and rural locations, the poor persons with disabilities.	WFP ESS in Jerusalem/ESS in the Gaza Strip

Project Stage	Estimated Date/Time Period	Topic of Consultation/ Message	Method Used	Target Stakeholders	Responsibilities
		<p>and mitigation measures.</p> <p>In-depth discussion, to register feedback and concerns.</p>	<p>For disadvantaged and vulnerable groups suitable and customized tools shall be used such as dissemination information through community leaders and volunteers and organizations working with vulnerable groups, Local radios and TV stations, designated phone numbers for inquiry calls, social media and outreach activities,</p>		
Implementation Stage	Throughout the project's implementation period	<p>Project status and progress</p> <p>Eligibility criteria and distribution mechanisms (in-kind distribution points such as shops, mechanisms, cash distribution mechanism such as PalPay ..etc) .</p> <p>GM including channels for accepting GBV and Sexual Harassment complaints anonymously</p>	<p>Public meetings, focus groups (virtual or face to face), as the situation allows.</p> <p>Formal meetings with high impact and influence stakeholders.</p> <p>Local press releases for major announcements</p> <p>Correspondences (Phone, SMS)</p>	Government and Development partners such as MoF, MoSD, UNRWA, Global Communities, MAAN	WFP ESS in Jerusalem/ESS in the Gaza Strip

Project Stage	Estimated Date/Time Period	Topic of Consultation/ Message	Method Used	Target Stakeholders	Responsibilities
			Reports to be publicized on WFP website.		
	Throughout the project's implementation period	<p>Project status and progress</p> <p>Information about different locations and timing of distribution (withing twenty-four hours)</p> <p>Information about gender inclusion activities</p> <p>Associated E&S risks and mitigation measures.</p> <p>GM including channels for accepting GBV and Sexual Harassment</p>	<p>SMS text messages</p> <p>For disadvantaged and vulnerable groups suitable and customized tools shall be used such as dissemination information through community leaders and volunteers and representative organizations, Local radios and TV stations, designated phone number for inquiry calls and SMS, social media and outreach activities, as the situation allows.</p>	Project Beneficiaries Including vulnerable groups (as stated above)	WFP ESS in Jerusalem/ESS in the Gaza Strip
Supervision & Monitoring	Throughout the project implementation period -1 month after project completion	Project overall progress and major achievements and outputs, Challenges, lessons learnt, GM system.	<p>Third party monitoring (bi-weekly) through on-site monitoring and beneficiary interviews.</p> <p>Formal meetings Press releases</p>	Project Beneficiaries Private Sector Government and Development agencies Local Media	WFP ESS in Jerusalem/ESS in the Gaza Strip / Third Party Monitor (AWRAD)/

This SEP (both in Arabic and English languages) and the Environmental and Social Commitment Plan (ESCP) for AF II will be publicly disclosed on Ministry of Finance website and WFP website <https://www.wfp.org/countries/palestine> and on the Bank’s system. Project documents including updates and details about the project Grievance Mechanism will also be posted on the WFP website. Printed material (manuals, brochures, posters, etc.) will be prepared and used based on identified needs. English and Arabic languages will be used to disclose information on project website.

4.4. Reporting back to stakeholders

Stakeholders will be kept informed as the project develops, including reporting on project environmental and social performance and implementation of the stakeholder engagement plan and Grievance Mechanism, and on the project’s overall implementation progress.

WFP will prepare and share reports with MOF on the implementation of the SEP and reporting back to stakeholders.

5. Resources and Responsibilities for implementing stakeholder engagement activities

5.1. Resources

The project implementing agency, WFP, will be in charge of the implementation of the stakeholder engagement activities. The WFP will hire or assign an ESS in Jerusalem who will implement and review this plan every six months to determine if any changes to stakeholder categories or engagement activities are required. The ESS in Jerusalem office will be supported by an Environment and Social specialist in Gaza who will be hired or assigned once the situation allows. The budget will be revised accordingly.

The budget for the SEP is \$11,000 for the entire project duration allocated for Components 1.1 of the project.

Table 3: Estimated budget for stakeholder engagement activities for the project duration of SEP implementation

Budget Category	Quantity	Unit Costs (USD)	Times/Years	Total Costs (USD)
1. Events				
1a. Project Launch event	0	0	0	0
1b. PAPs meetings (virtual)	0	0	0	0
1c. In person Engagement information sessions to be conducted when the security situation on the ground allows it	3	1000	3	3000
2. Communication campaigns				
2a. Communications materials (posters, pamphlets, flyers... including design) when the security situation on the ground allows it	LS	LS	LS	2000
2b. Information disclosure including media	LS	LS	LS	1500
2c. Survey (to be conducted by the TPM firm)	1		1	3000
3. Trainings				
3a. E.g., training on compliance with Bank’s requirements including gender-based violence	3	500	3	1500

(GBV) when the security situation on the ground allows it				
TOTAL STAKEHOLDER ENGAGEMENT BUDGET:				11,000

5.2. Management functions and responsibilities

The proposed AF will rely on the existing implementation arrangements under the parent project. The WFP will be responsible for carrying out stakeholder engagement activities. These activities will be implemented through the management structure established by WFP, and specifically by the ESS in Jerusalem and the assigned ESS to Gaza once the situation allows. The PCU/ESO at MoF will be responsible for M&E and submitting E&S progress reports. The project coordination function would therefore rely on MoF's proven capacity in managing and implementing World Bank-financed projects.

The stakeholder engagement activities will be documented as part of the Project progress reporting requirements, and as indicated in the project ESCP.

6. Grievance Mechanism

The main objective of a GM is to assist to resolve complaints and grievances in a timely, effective, and efficient manner that satisfies all parties involved. AF II will use the GM developed for WFP operations, known as the Complaint Feedback Mechanism (CFM).

6.1. Description of GM

Table 4: Details of project GM

Step	Description of Process	Time Frame	Responsibility
GM implementation structure	<p>WFP Country Office in Palestine has established different channels for grievances and beneficiaries' feedback as follows:</p> <p>1- A help desk established at the cooperating partners of WFP available on distribution sites.</p> <p>2- A hotline number that is accessible for all Palestinians (beneficiaries and non-beneficiaries) from 8 AM to 8 PM. Currently WFP is also sharing all the calls categorized as requests for food assistance, for health assistance, for shelter assistance, for cash assistance etc....with the relevant sectors/clusters for their action and/or follow up.</p> <p>WFP GM system is also designed to accept complaints related to GBV including Sexual Exploitation and Abuse (SEA) and</p>	Throughout project life cycle	ESS/WFP

Step	Description of Process	Time Frame	Responsibility
	<p>Sexual Harassment (SH), with special referral pathways. In case SH/SEA/GBV related complaint is received, the WFP the PSEA network will be involved as well as the SAWA foundation that provides support, protection, social counselling to GBV and SEA survivors.</p>		
<p>Grievance uptake</p>	<p>Grievances can be submitted via the following channels:</p> <ul style="list-style-type: none"> • In person: the complainant files a complaint at any of the help desks established at the cooperating partners of WFP. • Verbally by calling the hotline: the complainant can call the following number 1800124126 to file a complaint. 	<p>Throughout project life cycle</p>	
<p>Sorting, processing</p>	<p>The complaints and feedback received via the help desk channel are managed directly by the cooperating partners and complaints that need to be escalated are shared with ESS/WFP for information and action. The ESS is able to close on the spot most of the complaints.</p> <p>The complaints and feedback received via the hotline are handled by a call centre based in Ramallah. The calls are categorized, and sub categorized to ensure the immediate closure of standard calls and the escalation of others that were categorized as non-standard. The system in place allows the operator of the call centre to have the information on the caller (if he is a beneficiary) through an API.</p>	<p>Upon receipt of complaint</p>	<p>Local grievance focal points at the help desks/ESS/WFP</p> <p>ESS/WFP</p>

Step	Description of Process	Time Frame	Responsibility
	Any complaint received is examined by the ESS and forwarded to the Project Manager; logged in the complaints log sheet]; and categorized according to the following complaint types: administrative, including Request, complaint, enquiry or report or GBV/SEA/SH (kept confidentially and separately). The ESS will provide a summary of complaints received in the progress reports submitted to MoF.		
Acknowledgment and follow-up	Receipt of the grievance is acknowledged to the complainant by the Complaints Focal Point at the help Desk and/or ESO	Within 3 days of receipt	ESS/WFP
Verification, investigation, action	<p>For the complaints received by the ESS, the ESS is responsible for addressing the complaint on the spot if possible directly with the complainant.</p> <p>If the complaint is received through the hotline, the call centre operator can address the complaint directly where feasible (where she/he is has the relevant information in the FAQ provided and she/he is in direct contact with WFP Programme team for advice if needed).</p> <p>If the complaint received either through the ESS or through the hotline cannot be closed on the spot, it is escalated to the relevant unit in WFP who will verify and take action accordingly.</p> <p>If the complaint is of a sensitive nature, it is escalated by WFP to the Inspector General and Oversight Office for direct investigation</p>	Within 10 working days and can last for 30 days if the complaint is not resolved	Complaint Committee composed of project manager, ESS and relevant departments.
Monitoring and evaluation	Data on complaints are collected in a complaint log and reported to the MoF/PCU on bi-monthly basis. The PCU at the MoF will report on grievances received to the World Bank as part of the progress reports.	Bi-monthly	ESS/WFP
Provision of feedback	Feedback from complainants regarding their satisfaction with complaint resolution is collected by call to ensure satisfaction	Upon closing of complaint	SDS/WFP

The GM provides an appeal process if the complainant is not satisfied with the proposed resolution of the complaint. Once all possible means to resolve the complaint have been proposed and if the complainant is still not satisfied, then they are advised of their right to legal recourse.

The project will have other measures in place to handle sensitive and confidential complaints, including those related to SEA/SH in line with the World Bank ESF Good Practice Note on SEA/SH. If the complaint is about GBV, the ESS will refer to WFP Project Manager to ensure fair and independent investigation of any concerns or complaints. The GM system shall include special referral pathways for the GBV complaints and grievances including grievances on sexual harassment and sexual exploitation and abuse. Information about the existence of the GBV grievance mechanism will be communicated to all stakeholders through different methods as relevant to the situation (i.e. public consultations, posters and leaflets, local radios and social media, SMS). Training will also be provided by a GBV expert for the ESS on detection of cases of gender-based violence and handling of inquiries, complaints and grievances related to GBV. The GM for the Parent Project, Restructuring and Additional Financing 1 (through different mechanism) has received and resolved 536 complaints since the start of the project. No complaints regarding SEA/SH have been received. In addition, since 7 October 2023, WFP hotline received 30,306 calls, of which 75% asked for food/CBT assistance and 1,420 requested shelter. (WFP Palestine Emergency Response Internal Situation Report 8, 7 Nov 2023)

The WFP will also provide any additional requisite labor management measures as the situation allows and will be in the updated Labor Management Procedures (LMP) for the parent project. The updated LMP will be cleared and disclosed within one month of project effectiveness date. These measures will also include a Labor Grievance Mechanism. The labor GM shall also be available at the level of all WFP partners (e.g. NGOs, CBOs), who will be required to develop and establish labor GMs for their workers. The WFP shall provide clear and detailed information on the GM to workers who will be employed or engaged in connection with the Project during implementation. Briefly, the WFP call centre/hotline will also receive complaints from workers. Standard WFP processes will apply through WFP's wellness focal points, HR, Ombudsman, and ultimately through the WFP Inspector General and Oversight Office. This grievance mechanism also addresses child labor, GBV and sexual harassment related grievances. As a result, it develops features to accept and respond to the anonymous complaints. WFP shall inform the workers about the available tools to lodge grievances such as telephone number and email. A staff will be assigned to receive and handle complaints and will be responsible for managing and sorting complaints and for recording and tracking resolution of grievances in the complaints log. The GM staff will report to the project's ESS on the received and handled complaints on monthly basis. The project's ESS will monitor the compliance of NGOs/CBOs (e.g. ACTED and Global Communities) regarding the implementation of the GM procedures and shall regularly evaluate the effectiveness of the existing complaints mechanism. The workers grievance mechanism will be described in staff induction trainings, which will be provided to all project workers. Information about the existence of the grievance mechanism will be readily available to all project workers (direct and contracted) through notice boards, the presence of "suggestion/complaint boxes", and other means as needed as the situation allows.

Workers engaged for AF II will use the GM developed at WFP, the details of which are outlined in full detail in Table 4. Additionally, partners can use WFP's global investigations channels and lodge an online complaint (see: <https://secure.ethicspoint.eu/domain/media/en/gui/106255/index.html>) that is overseen by WFP's investigations unit, the Office of the Inspector General (OIG), working with WFP's Ethics Office. As part of the UN system-wide approach to PSEA, WFP shares data on allegations with the UN Secretariat. Complaints are reviewed within 10 working days and can take up to 30 days if the complaint is not resolved.

Any stakeholder related to the project (individuals or communities) can also use the PCU-MOF complaint system if the WFP complaint system doesn't solve their complaints.

The World Bank, the client and the WFP do not tolerate reprisals and retaliation against project stakeholders who share their views about Bank-financed projects.

7. Monitoring and Reporting

7.1. Summary of how SEP implementation will be monitored and reported

Monitoring reports documenting the implementation of the SEP, and other E&S measures and requirements, will be prepared by the ESS for submission to PIA and to the MoF. These reports will also include a section regarding management of grievances.

During the Project implementation phase, the ESS will prepare quarterly reports on management of E&S issues for WFP management; these reports will include an update on implementation of the stakeholder engagement activities and include indicators in Table 5. Quarterly reports will be used to develop the annual reports reviewed by WFP director/project manager. Quarterly and annual reports will be shared with the World Bank.

Table 5: Stakeholder Engagement indicators to be documented in progress reports

Engagement with PAPs
Number and location of different meetings with PAPs conducted if and when the situation allows
Number of men and women that attended each of the meetings above
Minutes of meetings will be annexed to the reports. Summarizing the views and comments of attendees.
Engagement with other stakeholders
Number and nature of engagement activities with other stakeholders, disaggregated by category of stakeholder (Governmental departments, private sector, UN agencies, CBOs)
Issues raised by stakeholders, actions agreed with them and status of those actions
Minutes of meetings will be annexed to the six-monthly report
Grievance Redress Mechanism
Number of grievances received from affected people, external stakeholders
Number of grievances that have been (i) filed, (ii) resolved, (iii) closed, and (iv) number of responses that satisfied the complainants, during the reporting period disaggregated by category of grievance, gender, age and location of complainant.
Average time of complaint's resolution process, disaggregated by gender of complainants and categories of complaints.

7.2. Reporting back to stakeholder groups

The SEP will be periodically revised and updated as necessary in the course of project implementation. Bi-monthly report summaries and internal reports on public grievances, enquiries, and related incidents, together with the status of implementation of associated corrective/preventive actions, will be collated by responsible staff and referred to the senior management of the project. The bi-monthly report summaries will provide a mechanism for assessing both the number and nature of complaints and requests for information, along with the Project's ability to address those in a timely and effective manner. Information on public engagement activities undertaken by the Project during the year may be conveyed to the stakeholders in various ways: face-to face and virtual meetings with individuals if and when the situation allows; consultation events as the situation allows; updates on the project website and social media pages; as appropriate through electronic and print media etc. Feedback received through the GM will be responded to in writing and verbally, to the extent possible. Phone calls will also be used to respond to stakeholders whose telephone numbers are available.

Annex 1

Table 1. Template to Capture Consultation Minutes

Stakeholder (Group or Individual)	Dates of Consultations	Summary of Feedback	Response of Project Implementation Team	Follow-up Action(s)/Next Steps	Timeline to Complete Follow-up Action(s)
Bi-Lateral Phone consultation meetings (International NGOs, local CSOs; NGOs and CBOs)	November 06, 2023	<ul style="list-style-type: none"> All the feedback was concerning technical considerations, stakeholders highlighted their recent activities in the ground in terms of in-kind assistance, food parcels, and their distribution efforts of basic needs in shelters. Stakeholders highlighted that there are some social tensions arising which is a risk to account for. They highlighted the acute shortage of resources on the ground and in Gaza which they relied on as there is a slow and little flow of aid from outside Gaza at the moment. Stakeholders stressed the need to develop vulnerability criteria to ensure equity in aid distribution. Stakeholders stressed the importance of having effective stakeholder and beneficiary outreach and engagement programs. Some stakeholders highlighted the need to account for people outside shelters including “Family-hosts” who are hosting DIPs in their houses, who need support to compensate for the burdens they undertook. (e.g., some families are hosting 100+ people). No additional feedback was captured regarding the E&S risks or mitigation measures. 	<ul style="list-style-type: none"> The project and implementing agency will take this feedback into consideration during the detailed project design. 	<p>These points are to be raised to the project team and implementing agency and to study their applicability and inclusion in the project design.</p>	<ul style="list-style-type: none"> Feedback to be shared by prior to project appraisal date.

Stakeholder (Group or Individual)	Dates of Consultations	Summary of Feedback	Response of Project Implementation Team	Follow-up Action(s)/Next Steps	Timeline to Complete Follow-up Action(s)
<p>Virtual Workshop meeting with NGOs, CBOs, and INGOs. And the MoF. (CARE, ACTED, MoF, PRCS, War Child, UNFPA, ANERA, SAWA, MAP)</p>	<p>November 07, 2023</p>	<ul style="list-style-type: none"> • Discussion and questions included technical information on the engagement mechanisms with the beneficiaries, which instruments for monitoring and outreach will be added under the AF, the selection and eligibility criteria of beneficiaries. • Remarks raised included the availability of MoL and MoSD databases of vulnerable individuals for beneficiary selection. This was elaborated further by MoF that there are difficulties faced due to the situation for assessing and conduct field-assessments of new cases and potential beneficiaries. Where MoL database was for the parent project relating to jobs. • Additional clarifications were related to the implementation arrangements and the engagement of the implementing agency. • Questions raised included the expected timeframe for project effectiveness. • Remarks raised were due to potential exclusion due to geographic locations of people due to the situation on the ground (i.e., North and South Gaza). • Stakeholders have raised that they are interested in follow up engagement meetings for updates on the project development. • Concerns raised included security and social 	<ul style="list-style-type: none"> • The remarks will be communicated to the project team and implementing agency to assess during the project preparation and design. • The raised social risks are accounted for in the SEP and will be reviewed to ensure comprehensiveness in designing the mitigation measures in a proportionate manner given the situation on the ground. • The SEP will be disclosed and shared with the stakeholders, and they will be included in the subsequent engagement and consultation programs. 	<p>These points are to be raised to the project team and implementing agency and to study their applicability and inclusion in the project design.</p> <p>Stakeholders will be informed of the disclosure of the SEP.</p> <p>- Stakeholders will be contacted for further engagement throughout the project implementation</p>	<p>These points are to be raised to the project team and implementing agency and to study their applicability and inclusion in the project design.</p> <p>Disclosure to be conducted prior to December 2023.</p> <p>Engagement to be continuous in accordance with the SEP.</p>

Stakeholder (Group or Individual)	Dates of Consultations	Summary of Feedback	Response of Project Implementation Team	Follow-up Action(s)/Next Steps	Timeline to Complete Follow-up Action(s)
		<p>tension during food parcels distribution.</p> <ul style="list-style-type: none"> Final remarks included ensuring that the support is well designed to reach the populations who need it. 			
Virtual meeting with World Food Program (WFP)	November 08, 2023	<ul style="list-style-type: none"> The meeting aimed to discuss the implementing agency E&S arrangements. No feedback was captured. 	This helped the team to understand the existing arrangements and capacity for the management and implementation of the E&S instruments and plans.	This will influence the implementation arrangements of the E&S mitigation measures and will be included in the E&S instruments and ESCP.	Feedback to be shared by prior to project appraisal date.

LIST OF PARTICIPANTS IN VIRTUAL CONSULTATION ON 07 NOVEMBER 2023

- Organization
- ACTED
- CARE
- MoF
- MoF
- Palestine Red Crescent
- CARE Palestine
- CARE Palestine
- CARE Palestine
- Episcopal Church Jerusalem
- World Bank
- World Bank
- War Child
- UNFPA
- ANERA
- SAWA
- Medical Aid for Palestinians (MAP)
- Gender in Emergency Specialist - CARE
- War Child
- UNFPA
- UNFPA
- Palestinian Red Crescent Society

Annex 2

Sample of In-Person Grievance Submission Form (if required)

(complaints received by the WFP call centre don't require details in writing and are logged in the system)

Date:/...../.....

Complaint Number: _____

Part 1: Complainant Information

A- Individual Applicant (Anonymous applications are also accepted)

- Name of complainant:
- ID Number:
- Gender: Male, Female
- Date of Birth:
- Phone Number:
- Email address:

B- Firm Complainant:

- Name of the firm
- Phone Number
- Email Address:
- Telephone:
- Email

Part 2: Description of the Complaint

.....

The entity against which the complaint is filed:

.....

Have you filed a similar complaint in the past? Yes No

The entity against which the previous complaint was filed:.....

Date of filing:...../...../.....

Have you received a response to the previous complaint? Yes No

Date of the response:/...../.....

Facts and grounds of the complaint:

.....

Part 3: Attachments and documents of the complaint

I, the complainant, do hereby assert and confirm that the aforementioned information, data and attachments are genuine, legitimate and accurate, and I undertake to bear full legal liability if they were found to be otherwise at any point of time, or if the complaint was found to be filed maliciously or with ill-intention.

Signature: