

REPUBLIC OF THE GAMBIA



WA-REMP – Phase 2: REGIONAL ELECTRICITY MARKET PROGRAM (P515184)

Stakeholder Engagement Plan (SEP)

February 2026

TABLE OF CONTENTS

1.0 Country and Sector Context	1
2.STAKEHOLDER IDENTIFICATION AND ANALYSIS	3
2.1. Objective	3
2.2. Methodology	3
2.3. Affected Parties	3
2.4. Other Interested Parties.....	4
3.0. Disadvantaged/ Vulnerable Individual or Groups	6
4.0 Stakeholder Engagement Program	7
4.1 Summary of Stakeholder Engagement done during Project Preparation.....	7
4.2 Summary of Project Stakeholder needs and methods, tool and techniques for Stakeholder Engagement	8
4.3 Proposed Strategy to incorporate the views of Vulnerable Groups	10
5.0 Resources and Responsibilities for implementing stakeholder engagement.....	11
5.1 Implementation Arrangements and Resources	11
6.0 Grievance Mechanism.....	13
6.1 Description of Grievance Mechanism (GM)	13
6.3 Sensitive Complaints (involving SEA/SH and VAC)	15
7.0 Summary of Monitoring and Reporting	17
7.1 Monitoring and Reporting of SEP	17
7.2 Reporting back to Stakeholder Groups	18
8.0 Conclusions.....	18
REFERENCES	20
Annex 7: WA-REMP Phase2 – Identification Mission.....	0
Mission Agenda January 19 - 23, 2025.....	0

List of Annexes:

Annex 1 . Records of consultation meetings	21
Annex 2: Estimated SEP Budget Table.....	0
Annex 3: Monitoring and Reporting on the SEP	0
Annex 4: Map of the Administrative Regions.....	1
Annex 5: Sample formats for future stakeholder consultations and Feedback	0
Annex 6: Sample- GRIEVANCE LOG BOOK.....	0
Annex 7: Glimpses of the Workshop & Consultations & Participant List....	Error! Bookmark not defined.

List of Tables

Table 1: List of Project affected parties	3
Table 3: Possible Barriers	6

Table 4: List of meetings, venue, number of participants and key issues discussed	8
Table 5: SEP Summary Table	9
Table 6: Description of Grievance Mechanism	13

ABBREVIATIONS AND ACRONYMS

AfDB	African Development Bank
AFW	West and Central African Countries
BEST	Battery Energy Storage Technologies
CPF	Country Partnership Frameworks
CSOs	Civil Society Organizations
DPs	Development partners
EIB	European Investment Bank
ESF	Environmental and Social Framework
ECOWAS	Economic Community of West African States
ESMF	Environment and social management framework
EU	European Union
GBA	Greater Banjul Area
GBV	Gender Based Violence
GERMP	Gambia Electricity Restoration and Modernization Project
GESREP	Gambia Electricity System Rehabilitation and Extension Project
GDP	Gross Domestic Product
GHG	Greenhouse Gas
GM	Grievance Mechanism
GIP	Gambia Infrastructure Project
GRC	Grievance Redress Committee
GWASAP	Gambia Water and Sanitation Project
FG	Focus Group
IDA.	International Development Agency
IFC	International Finance Corporation
ITV	In-line Television
IPP	Independent Power Producer
IPCC	Intergovernmental Panel on Climate Change
IWRM	Integrated Water Resources Management
KII	Key Informant Interview
KPIs	Key Performance Indicators
MIGA	Multilateral Investment Guarantee Agency
MoFEA	Ministry of Finance and Economic Affairs
MoPEM	Ministry of Petroleum, Energy and Mines
MPA	Multiphase Programmatic Approach
NBR	North Bank Region
NAWEC	National Water and Electricity Company
NSHP	National Sanitation and Hygiene Policy
NCAC	National Centre for Arts and Culture
NEA	National Environment Agency
NGO	Non-Governmental Agency
NSPA	National Social Protection Agency
NRW	Non-Revenue Water
ODF	Open Defecation Free
OHS	Occupational Health and safety

PPP	Public-Private Partnerships
PURA	Public Utilities and Regulatory Agency
PBCs	Performance-Based Conditions
RERA	Regional Electricity Regulatory Authority
REAP	Regional Electricity Access Project
RSPG	Regional Solar Park Gambia
PRI	Political Risk Insurance
SCADA	Supervisory Control and Data Acquisition
SDGs.	Sustainable Development Goals
SEA	Sexual Exploitation and Abuse
SEP	Stakeholder Engagement Plan
SFD	Saudi Fund for Development
SMAB	Senegal-Mauritanian Aquifer Basin
STDs	Sexually Transmitted diseases
URR	Upper River Region
USD	United State Dollar
VAC	Violence against Children
VDC	Village Development Committee
WAPP	West Africa Power Pool
WA-REMP	West Africa Regional Electricity Market Program
WB.	World Bank

STAKEHOLDER ENGAGEMENT PLAN (SEP)

1.0 Country and Sector Context

The Gambia has made remarkable progress on increasing electricity access and is well set to achieve universal access by 2030 with support from development partners. Electricity access rate surged from 60 percent in 2018 to 74 percent in 2024 and is expected to reach 90 percent in 2026. The progress was supported by several development partners, including the World Bank, the African Development Bank (AfDB), the European Investment Bank (EIB), and the European Union (EU). The World Bank-financed Gambia Electricity Restoration and Modernization Project (GERMP, P163568, cofinanced with EU and EIB) and ECOWAS Regional Electricity Access Project (REAP, P164044) (scheduled to close on December 31, 2026) will provide together new electricity access to over 800,000 people. The recently approved Gambia Infrastructure Project GIP, P504762, will connect an additional 40,000 people in 80 communities. The AfDB-financed Gambia Electricity System Rehabilitation and Extension Project (GESREP) is expected to provide electricity access to 100,000 people by 2028. Attaining universal electricity access by 2030 will require extending electricity to 565 currently unelectrified communities, alongside densifying household connections within already connected peri-urban communities. In its 2025 National Energy Compact, the Government of the Gambia (GoG) committed to primarily extend the grid to reach unelectrified communities, construct an eastern transmission backbone to improve the quality of electricity service, and boost power supply through the development of the second phase of the Soma Solar Power Park (100MW) geared for regional export. The first phase, supported through the regional solar park project (RSPG, P504421) is expected to reach financial close in mid-2026. The GoG also committed to enhance the regulatory framework and improve the financial viability of the national power utility National Water and Electricity Company (NAWEC) including settling payment arrears, reducing losses, and applying tariff measures. Engagements are ongoing with other partners in the sector to finance the construction of the 225kV eastern transmission backbone (Soma – Bansang) which will serve as a critical anchor for ensuring sustainable access and accommodating load growth in newly electrified communities. The proposed project complements both World Bank and other development partners-financed projects. It will support the GoG to achieve universal electricity access by 2030 by financing the electrification of the remaining 565 communities and the densification of households in partially electrified areas.

1.1. Project Components

The proposed Project will help The Gambia reach universal electricity access. It will accelerate on-grid electricity access while enabling the development of regional-scale renewable energy generation and supporting reforms for sustainability. It will provide new distribution networks and electricity service, more enabling country frameworks for private sector involvement on renewable generation, and enhanced implementation capacity. Supported activities can be grouped in three components.

Component 1: On-Grid Electricity Access (US\$ 135 million) will accelerate access to on-grid electricity service through the densification of distribution networks in partially electrified communities and the extension of distribution networks in unelectrified communities. It comprises the following two subcomponents.

- (i) **Subcomponent 1.1: Distribution Network Densification (US\$ 70 million)** will finance the supply and installation of low voltage and customer connection equipment (cables, prepaid meters, and associated material) to enable the connection of mainly households close to existing low voltage distribution networks in partially electrified communities.

- (ii) **Subcomponent 1.2: Distribution Networks Expansion (US\$ 65 million)** will finance the design, supply, construction of medium and low voltage distribution networks; installation of service drops and (prepaid) meters (and ready boards); and owner's engineering services to provide electricity service to households, health centers, and schools in selected communities in The Gambia.

Component 2: Renewable Energy Generation Support (US\$ 7 million) will support the development of regional-scale renewable energy generation through a private public partnership approach to leverage private investments. It will fund technical assistance and transaction advisory services to enhance country environments, support the development of renewable generation, and facilitate reforms.

- i. **Subcomponent 2.1: Enabling Environment and Assistance for Reforms (IDA US\$ 3 million)** will help improve country frameworks to leverage private investments by providing technical assistance, including support for reforms related to sustainable electricity service provision, agreed in Country Energy Compacts as part of the M300 initiative.
- ii. **Subcomponent 2.2: Transaction Advisory and Risk Mitigation (US\$ 4 million)** will provide transaction advisory services in The Gambia for the development of regional-scale solar power plants (100MW in the Gambia) in collaboration with MIGA and IFC.

Component 3: Institutional Strengthening and Implementation Support (US\$18 million) will enhance country and regional institutional capacity and enable adequate project coordination and implementation through technical assistance, capacity strengthening, and project management resources.

- (i) **Subcomponent 3.1: Country Technical Assistance and Implementation Support (US\$ 8 million)** will assist countries in M300 delivery and fund project implementation and management costs at the country level. It will assist country energy ministries to develop a geospatial-based monitoring system to track achievement of electricity access and renewable energy targets.
- (ii) **Subcomponent 3.2: Regional Institutional and Implementation Support (US\$ 10 million)** will (i) strengthen the ECOWAS Regional Coordination Unit (RCU)'s project coordination, technical assistance, and learning functions; and (ii) enhance the capacity of the regional energy regulator (ERERA). For ECOWAS RCU, the Subcomponent will fund operating costs, follow-on access expansion project feasibility studies, and coordination activities. Additional RCU expertise will be provided to manage bundled procurements; assist and enhance the capacity of country PIUs on procurement, contract management, environmental and social risk management¹; and draw and implement lessons learned on critical aspects (efficiency of bundled procurement, well performing contract management, environmental & social risk management, and utility financial viability) through experience exchange events and follow-on support.

¹ The RCU and country PIUs will be provided with training and follow-on assistance to adequately implement the environment and social commitment plan (ESCP), including managing environmental and social risks.

2. STAKEHOLDER IDENTIFICATION AND ANALYSIS

2.1. Objective

The overall objective of this Stakeholder Engagement Plan (SEP) is to define for NAWEC a strategy for stakeholder engagement, including public information disclosure and consultation throughout the entire Regional Electricity Access and Generation Support life cycle in line with the World Bank’s ESF ESS10. The SEP outlines the ways in which, the NAWEC PIU implementing the WA-REMP, will communicate with stakeholders and include a mechanism by which people can raise concerns, provide feedback, or make complaints about the project and any related activities. The SEP highlights methods to consult and involve persons and groups considered vulnerable that may be disproportionately impacted or may not fully benefit from the Project outcomes or are at risk of being left out of project benefits.

2.2. Methodology

Stakeholders of the Regional Electricity Access and Generation Support Project have been identified and analyzed. These stakeholders include affected parties, other interested parties, and disadvantaged or vulnerable individuals or groups. The SEP targets all stakeholders of the Project without any distinction, even the interested parties which are not affected by the Project, but just have interest in seeing the project outcomes should be included in the SEP.

2.3. Affected Parties

Affected parties include community members, land and business owners which activities may be impacted, workers, children, and women from the affected communities that may be subject to direct impacts from the Project. Specifically, the following individuals and groups fall within this category: The list of affected parties is given in Table 1.

Table 1: List of Project affected parties

Stakeholder	Potential Impacts
<p>People and local communities living or doing business near sites where infrastructure of the WA-REMP, and other project sites which are yet to be determined, and at offsite locations such as quarries, lines, substations, temporary access roads.</p> <p>Vulnerable people and groups (e.g. farmers, women, youths, children, people living with disability, the elderly and illiterate persons).</p>	<p>Potentially affected by (i) temporal or permanent physical or economic displacement, loss of access or restricted access to livelihoods or means of livelihoods (ii) SEA/SA risks due to influx of workers, unlawful labor issues e.g. child labor, forced labor, and (iii) pollution, health and safety issues, and other environmental issues caused by construction activities.</p>

2.4. Other Interested Parties

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

Table 2. List of other Interested Parties

Interested Party	Interest in the Project	Level of Interest/Influence
<p>Ministries/ Agencies</p> <ul style="list-style-type: none"> • Ministry of Environment Climate Change and Natural resources • National Environmental Agency (NEA) • National Disaster Management Agency • Department of Forestry • PURA • Ministry of Lands, Regional Government and Religious Affairs • Department of Physical Planning and Housing • Department of Lands and Surveys • Department of Community Development • Ministry of Interior • Department of Immigration • The Gambia Police Force • Department of Geology • Ministry of Justice • Registrar of Businesses • National Center for Arts and Culture • Ministry of Communication and Digital Economy • Ministry of Trade, Industry, Regional Integration and Employment (MOTIE) • Department of Labor • Ministry of Health • Directorate of Health Promotion • Ministry of Gender, Children and Social Welfare • Directorate of Children Welfare Unit • Women’s Bureau • Department of Social Welfare 	<ul style="list-style-type: none"> • Regulation • Compliance Monitoring • Issuing Permits • Planning • Coordination 	<ul style="list-style-type: none"> • High
<p>Regional and Local authorities</p> <ul style="list-style-type: none"> ✓ Regional Governors offices ✓ Brikama Area Council 	<p>Planning Coordination</p>	<p>High</p>

Interested Party	Interest in the Project	Level of Interest/Influence
	Working with local communities	
Oversight Institutions	National Audit Office National Human Rights Commission Office of the Ombudsman	High
Politicians	National Assembly Members Local elected officials Political Parties	Legislators Decision makers Influence public opinion
Religious leaders, Civil society & Local institutions	<ul style="list-style-type: none"> ✓ The Gambia Supreme Islamic Council ✓ The Gambia Christian Council ✓ The Association of Non-Governmental Organizations of the Gambia ✓ Network Against Gender Based Violence ✓ Village Development Committees (VDCs) ✓ District Chiefs ✓ Sector-specific Civil Society Organizations. ✓ Women Associations ✓ Social and Environmental NGOs/CSOs ✓ Youth Associations ✓ The Gambia Workers Union ✓ Gambia Press Union 	Work closely with their members and targeted beneficiaries to address their needs on development issues that affect them. Advocacy for the rights of members and targeted beneficiaries Disseminate information to the public
Private sectors	<ul style="list-style-type: none"> ✓ Contractors for Construction Works ✓ Primary suppliers 	✓

3.0. Disadvantaged/ Vulnerable Individual or Groups

Within the Project, the vulnerable groups will include, but are not limited to, the following:

- Female headed households
- People with disabilities and people suffering from HIV/AIDS or other chronic diseases
- Women engaged in agriculture practices and other form of petty trade
- Child Vendors
- Elderly and illiterate people
- Young girls
- Families from ethnic minorities
- Migrant workers
- Youths

These individuals/ groups may require special engagement efforts to ensure their equal representation in the consultation and decision-making process associated with the project. A social inclusion approach, utilizing appropriate communication channels, will be adopted for public awareness campaigns to ensure these groups are adequately consulted and engaged throughout the project lifecycle. The Project will make sure the view and concerns of all stakeholders, including the vulnerable, women, elderly will be taken into consideration by organizing specific consultation for women led by the Gender Specialist for example.

Vulnerable groups within the communities affected by the WA-REMP will be 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.

The possible barriers that may encounter in accessing information or other project benefits to Disadvantaged/ Vulnerable Individual or Groups are as follows:

Table 2: Possible Barriers

Barriers	Descriptions
Communication	<ul style="list-style-type: none"> • Literacy Levels: Low literacy levels can prevent individuals from accessing written information or official documents, including project guidelines, application forms, or reports. • Complexity of Information: Technical or complex language in project communications can alienate vulnerable populations who may not be familiar with the jargon or details of the project. • Access to Media: Limited access to traditional or digital media (TV, radio, internet, or social media) can prevent people from receiving project updates or announcements.
Geographical and Physical	<ul style="list-style-type: none"> • Remote Locations: Vulnerable populations often reside in remote areas with limited access to infrastructure such as roads, electricity, or internet, hindering their ability to engage with project activities or access benefits.

Barriers	Descriptions
	<ul style="list-style-type: none"> • Mobility Issues: People with physical disabilities, the elderly, or those facing transportation challenges may struggle to attend project meetings, training sessions, or access service locations.
Cultural	<ul style="list-style-type: none"> • Social Norms and Gender Roles: Cultural beliefs and gender roles might prevent certain groups, especially women or children, from accessing information or participating in decision-making processes. • Discrimination or Stigma: Vulnerable individuals, such as ethnic minorities or people with disabilities, may face discrimination when trying to access benefits, leading to exclusion or reduced opportunities.
Awareness and Outreach	<ul style="list-style-type: none"> • Lack of Information Dissemination: Vulnerable populations may remain unaware of a project or its benefits due to poor outreach and community engagement strategies. • Inadequate Community Engagement: If vulnerable groups are not actively involved in the planning or implementation stages, their specific needs may be overlooked, creating barriers to accessing benefits.
Psychosocial	<ul style="list-style-type: none"> • Fear or Distrust: Vulnerable populations may distrust government or development agencies due to past negative experiences or social stigma, making them hesitant to access project benefits. • Psychosocial Stress: Vulnerable individuals, particularly those affected by conflict, trauma, or abuse, may feel overwhelmed by their circumstances, leading to disengagement from development opportunities.
Power Dynamics and Marginalization	<ul style="list-style-type: none"> • Exclusion from Decision-Making: Vulnerable groups may lack a voice in decision-making processes, resulting in limited representation in the distribution of benefits or the design of project activities. • Political and Social Exclusion: People in politically marginalized communities may be excluded from project benefits due to a lack of political power or influence.

4.0 Stakeholder Engagement Program

4.1 Summary of Stakeholder Engagement done during Project Preparation

During project preparation, the following consultation meetings were conducted by the World Bank Task Team and the NAWEC PIU, as detailed in Table 4. The consultations took place from January 19th, 2026, to 13th of February 2026 and involved discussions with Implementing Entities, national stakeholders through meetings. The key issues discussed during these consultations are as follows:

- The proposed objectives of the project
- Proposed activities for each component
- Proposed environmental and social instruments to be prepared for each phase
- Potential overall environmental and social risks and impacts of the project

- The grievance mechanism to address issues arising from the project's implementation including for SEA/SH related complaints and referral pathway

Table 3: List of meetings, venue and key issues discussed

No.	List of Meetings	Venues	Key Issues Discussed
1	Inception meeting on WA-REMP MPA Phase II: Regional Electricity Access and Generation Support	Ministry of Finance and Economic Affairs	<ul style="list-style-type: none"> • Understanding of Project key components • Planned activities • Financial agreement and disbursement
2	Discussion on WA-REMP components and activities	NAWEC Board room	<ul style="list-style-type: none"> • Overview of the project objectives and activities • Interest and concerns of stakeholders on project objectives and activities • Discussion on the project's potential E&S risk and propose mitigation measures
3	Discussion on WA-REMP activities and project preparation	NAWEC Project Implementation Unit Board room	<ul style="list-style-type: none"> • Objectives of the proposed project • Potentials risks/concerns on labor issues, health and safety, environmental and social impacts, GBV-SEA/SH issues, cultural heritage amongst others with proposed mitigation measures. • Resettlement impacts or traditional and cultural impacts • Potential risks • Strategies to mitigate risks
4	Consultation with National Environment Agency	National Environment Agency	<ul style="list-style-type: none"> • Potential Risks and Impact of the Project • Proposed Risk Management Measures • Screening of sites • New procedures and fees • Grievance Redress Mechanism • Challenges of Gender-Based Violence (GBV)
5	Consultation with Ministry of Petroleum, Energy and Mines	Ministry of Petroleum, Energy and Mines	<ul style="list-style-type: none"> • Objectives of the project • Project benefits • Valuable specific activities • Impact of project implementation on the daily lives of the people
6	Site visit in the Greater Banjul Area	Potential sites	<ul style="list-style-type: none"> • Densification • Grid Extension • Transmission Upgrades

4.2 Summary of Project Stakeholder needs and methods, tool and techniques for Stakeholder Engagement

The Stakeholder Engagement Plan given in Table 5 below outlines the engagement process, methods, including sequencing, topics of consultations and target stakeholders. The World Bank and the Government of The Gambia do not tolerate reprisals and retaliation against project stakeholders who share their views about Bank-financed projects.

Table 4: SEP Summary Table

Project stage	Target Stakeholders	Topic of Consultation/ Message	Method Used	Responsibilities	Frequency/ Timeline
Preparation Stage	<ul style="list-style-type: none"> • Other Interested Parties (OIPs), e.g. • Key Implementing Entities NAWEC • Government Ministries and Agencies • Regional Governors and Technical Advisory Committee Members • District Chiefs • Community Representatives (Beneficiaries) • Religious Leaders 	<ul style="list-style-type: none"> • Project activities • Potential roles and responsibilities of OIPs • Category of potential E&S impacts • Information on Grievance Mechanism (GM) • Discuss GBV/SEA/SH issues • General information sharing and feedback • E&S instruments 	<ul style="list-style-type: none"> • Group Meetings/Discussions • Key Informant Interviews/ Formal Meetings • Virtual Discussions or Online Surveys • One-on-One Interviews • Site Visits 	<p>NAWEC and Consultants:</p> <ul style="list-style-type: none"> • Facilitate consultations and feedback collection with stakeholders • Disseminate information on safeguards, grievance mechanisms (GM), and project risks 	<ul style="list-style-type: none"> • Initial round of consultations • Ongoing consultations throughout the project, held quarterly or as needed based on project developments.
Implementation Phase up to project closure	<ul style="list-style-type: none"> • PAPS of identified sub-project activities in each sector to be financed by the project. • Relevant OIPs • Vulnerable groups 	<ul style="list-style-type: none"> • Subproject details and activities • Sub project potential Environmental and Social Impacts, mitigation measures, monitoring details • Project GM • Subproject SEA/SH. OHS and labor related risks and mitigation measures • Livelihood impacts and resettlement 	<ul style="list-style-type: none"> • FGD, physical meetings, audio-visual presentations, flyers, GRM, radio and television programs, and other means like social media to ensure meaningful consultations on the E&S instruments and relevant subproject activity ESIA, ESMPs, RAPs, labor management requirements, WMP, as appropriate, from the identification of the project activity to 	<p>Implementing entities, such as NAWEC, PIU</p> <p>NEA</p> <p>Department of Physical Planning and Housing</p> <p>Department of Lands and Surveys</p> <p>National Social Protection Agency</p> <p>Department of Labor</p>	<p>Regular updates (quarterly or as needed)</p>

Project stage	Target Stakeholders	Topic of Consultation/ Message	Method Used	Responsibilities	Frequency/ Timeline
		impacts and compensation measures • Relevant E&S instruments	its end of life, as needed. etc.	Village Development Committees Technical Advisory Committees NCAC Civil works contractors Supervision Consultants	

4.3 Proposed Strategy to incorporate the views of Vulnerable Groups

The project aims to actively seek the views and feedback of vulnerable and disadvantaged groups, including individuals with physical disabilities, women, the elderly, migrant workers, and other marginalized populations. To ensure their voices are heard and their concerns addressed, the project will engage these groups through the following methods and strategies:

Methods of Engagement:

- **Workshops:** Organized workshops will be conducted in accessible locations where vulnerable groups can participate comfortably.
- **Meetings:** Regular, inclusive meetings will be held to gather direct input from these groups, ensuring their concerns are addressed.
- **Focus Group Discussions:** Focus groups specifically tailored to each vulnerable group (e.g., women, elderly, individuals with disabilities) will be organized to encourage open discussions.
- **Key Informant Interviews:** This will be used to engage key people who have technical knowledge that can add value to the stakeholder engagement process.
- **One-on-One Interviews:** Personalized interviews will be conducted for those who may prefer individual consultations or are unable to attend group sessions.

Measures to Remove Obstacles and Enable Full Participation:

To ensure that vulnerable groups are able to fully participate and access the necessary information, the following measures will be implemented:

- **Representation in Community Decision-Making:** Vulnerable groups will be represented in community decision-making entities, such as Village Development Committees (VDCs), local councils, and other relevant platforms to ensure their views are integrated into WA-REMP planning and implementation.

- **Targeted Engagement:** Specific, targeted engagement sessions will be organized, especially in areas with high concentrations of vulnerable groups. These sessions will be conducted directly with the groups to understand their specific needs and concerns.
- **Convenient Locations and Timing:** Engagement activities will be scheduled at times and locations that are accessible to vulnerable groups, ensuring that people with varying schedules or mobility challenges can attend. For instance, meetings will be held in local community centers or accessible public spaces.
- **Safe and Supportive Environments for Women and Girls:** Independent consultations for women and girls will be organized in safe, supportive environments to ensure they can freely express their concerns, particularly on sensitive issues such as Sexual Exploitation and Abuse (SEA) or Sexual Harassment (SH) risks. These discussions will be led by female facilitators to foster trust and ensure comfort for participants.
- **Accommodation for Individuals with Physical Disabilities:** For individuals with physical disabilities (e.g., visual, hearing impairments), the project will make the necessary accommodations, including:
 - **Transportation Assistance:** Providing transportation to the meeting venue for those who may have mobility challenges.
 - **Sign Language Interpretation:** Ensuring the availability of sign language interpreters at meetings if there are individuals with hearing impairments.
 - **Accessible Materials:** Providing project materials in alternative formats, such as braille or audio recordings, for individuals with visual impairments.
- **Utilizing Local Facilitators and Community Leaders:** Involving local leaders, such as village chiefs, local councilors, NGO for women groups or persons with disabilities, and community representatives, to help in mobilizing vulnerable groups and ensure their participation in consultations. This localized approach builds trust and facilitates the inclusion of hard-to-reach groups.

5.0 Resources and Responsibilities for implementing stakeholder engagement

5.1 Implementation Arrangements and Resources

The overall oversight and implementation arrangement of this WA-REMP is designed to follow an integrated approach. The Ministry of Petroleum, Energy and Mines through NAWEC and its PIU shall be responsible for the institutional housing of the WA-REMP Regional Electricity Access and Generation Support, fiduciary, procurement, E&S safeguard and technical activities, coordination of the project implementation activities. The PIU will closely work with other national stakeholders from different ministries as mentioned above.

In view of this multi-sectoral nature, a Project Steering Committee (PSC) shall be constituted to provide the overall strategic direction and oversight of operational matters respectively across the entire components of the project.

The PIU will receive strategic guidance from the PSC. A Project Coordinator will be managing the WA-REMP together with key specialists handling overall planning, fiduciary, technical, environmental and social safeguard management, public relations, and monitoring and evaluation.

Role of the PIU in SEP Implementation

The role of the PIU E&S specialists will be the following:

- Coordination and Management of Stakeholder Engagement Activities
- Monitoring and Reporting on Stakeholder Engagement
- Ensuring Compliance with the ESF
- Engagement with Vulnerable Groups:
- Establishing and operationalizing the Grievance Redress Mechanism and the referral pathways for SEA/SH related complaints:
- Capacity Building and Training to improve awareness on the different project risks and mitigation measures for workers and community members
- Integration of Stakeholder Feedback into Project Design and Implementation

Project Stakeholder Engagement Implementation Arrangements

Overall Responsibility and Coordination:

- **Project Implementation Unit:** The PIU, under NAWEC and the Ministry of Petroleum, Energy and Mines, will be responsible for the overall coordination of stakeholder engagement activities. This includes overseeing the execution of the Stakeholder Engagement Plan (SEP), ensuring compliance with the WB Environmental and Social Framework (ESF) ESS10, and providing guidance to the project Implementing Entities.

Entities Responsible for Carrying Out Stakeholder Engagement Activities:

- **Environmental and Social Specialists:** These specialists within the PIU will be responsible for implementing Environmental and Social Safeguard Measures per the ESF and relevant national legislation. They will work on the identification of risks, mitigation strategies, and addressing concerns raised by stakeholders, particularly regarding environmental and social issues.
- The Social Safeguards Specialist at the PIU will be responsible for coordinating the implementation of the GM and will also be responsible for overseeing the implementation of activities relating to the SEA/SH Prevention and Response Action Plan to be developed before the starting of activities implementation.
- **Gender Expert:** These experts will support the inclusion of gender-specific considerations in consultations and ensure that vulnerable groups, especially women and girls, are properly engaged in discussions, particularly those related to Gender-Based Violence (GBV), Sexual Exploitation and Abuse (SEA), and Sexual Harassment (SH).
- **Communication Specialist:** The communications Specialist will help develop the communication plan and support its implementation and shall liaise closely with the media.
- **Media:** The media (both print and electronic as well as private or public) in close collaboration with the communication Specialist and Monitoring and Evaluation Specialist will carry information about the project to the wider public.
- **Community-Based Organizations (CBOs) or NGOs:** These organizations, especially those focused on women's rights, disability inclusion, and GBV prevention, will be engaged to help facilitate consultations and provide trusted, culturally sensitive engagement with local communities.

The stakeholder engagement activities will be documented through:

- Activity reports
- Monthly/quarterly reports
- NAWEC website, press releases, social media, radio and TV

6.0 Grievance Mechanism

The SEP document defines a Grievance Mechanism as a process for receiving, evaluating, and addressing project-related complaints from citizens and affected communities at the level of the project, and also considers that terms ‘grievance’ and ‘complaint’ are used interchangeably. The SEP developed by the project outlines the Grievance Mechanism designed with the objective of resolving disputes at the earliest possible time before they escalate.

6.1 Description of Grievance Mechanism (GM)

Grievance Mechanism is a system that allows not only grievances, but also queries, suggestions, positive feedback, and concerns of project-affected parties related to the environmental and social performance of a project to be submitted and responded to in a timely manner. Description of Grievance Mechanism is given in Table 6.

Table 5: Description of Grievance Mechanism

Step	Description of process	Timeframe	Responsibility
GM implementation structure	<p>The Grievance Mechanism institutional framework will be as per the national policy and is intended to provide a description of the various committees that will be set up to achieve the objectives assigned by the project. It involves all stakeholders in the project implementation process.</p> <p>This Grievance Mechanism consists of two (2) levels:</p> <ul style="list-style-type: none"> <p>Level 1: Project Grievance Mechanism Committee which is already existing entity at the level of the PIU. The Committee at this level will be chaired by the Project Coordinator. This committee will serve as a project level committee.</p> <p>This will be inter-operated within the National Grievance Redress Mechanism housed at the National Social Protection Agency (NSPA).</p> <p>Level 2: In line with Project’ institutional arrangement, this level will compose of the PSC and will comprise of members as prescribed in the PSC of the</p> 	Project Planning Stage	PIU

Step	Description of process	Timeframe	Responsibility
	<p>already existing GM process under the PIU of NAWEC. This committee will serve as the national level committee in relation to GM matters. This Committee at this level will be chaired by the Permanent Secretary of MOPEM.</p>		
Grievance uptake	<p>Grievances can be submitted via the following channels:</p> <ul style="list-style-type: none"> • Regional Grievance Committees • Community Grievance Committees • Hotline calls/ Short Message Service (SMS) to the National Grievance Toll-free line (1229) and PIU Toll Free Line (1266) • Email to PIU • Walk-ins may register a complaint in a grievance logbook at the PIU office at Emporium III building at Fajara, Kanifing. 	Whenever arise	Local Grievance focal point NAWEC, PIU, GM focal point
Sorting, processing	<p>All complaints will be forwarded to the Grievance Redress Committee at the PIU; logged in Grievance Logbook; categorized according to the complaint types and urgency or seriousness; and its linkage to the project.</p>	Upon receipt of complaint	Local grievance focal points PIU GM focal point
Acknowledgement and follow-up	<p>Receipt of the grievance is acknowledged to the complainant by acknowledge receipt and complaint reference number.</p>	Within 2 days of receipt	Local grievance focal points PIU GM focal point
Verification, investigation, action	<p>Investigation of the complaint is led by the Grievance Redress Committee</p> <p>A proposed resolution is formulated by GRC and communicated to the complainant in writing or by any other means, in a language understandable.</p>	Within 10 working days	Complaint Committee composed of PIU members, Community Liaison Officers, and relevant stakeholders

Step	Description of process	Timeframe	Responsibility
Monitoring and evaluation	Data on complaints are collected in GRC logbook and reported the PIU Coordinator	Regular	PIU GM
Provision of feedback	Feedback from complainants regarding their satisfaction with complaint resolution is collected through call, SMS, in writing and all the other way in complainants is comfortable.	After closure of complaint/ Post resolution	Community and regional grievance Committee NSPA
Training	Training needs for staff/consultants in the PIU, Contractors and Supervision Consultants and the key stakeholders are to be organized	Regular Intervals	PIU/ Contractor/NSPA
Appeals process	If all attempts at resolution are not acceptable to the complainant, the latter may resort to Alternative Dispute Resolution (ADR) or mainstream judicial court system. All measures must be taken to promote the amicable settlement of complaints (except for complaints relating to GBV/SEA/SH) through the mechanism set up for this purpose, but complainants are free to opt for a judicial procedure if they wish. Thus, complainants must be informed of their freedom to have recourse to the judicial system. Legal costs or costs related to legal recourse will be borne by the complainant.	As needed	PIU

6.3 Sensitive Complaints (involving SEA/SH and VAC)

For complaints regarding Sexual Exploitation and Abuse (SEA), Sexual Harassment (SH), and Violence Against Children (VAC), a distinct procedure will be followed, separate from general grievance processes. These complaints will be handled with sensitivity and a survivor-centered approach, ensuring confidentiality and that no actions are taken without the survivor's informed consent. The security and well-being of all parties will be prioritized, with a commitment to preventing retaliation or breaches of confidentiality. A SEA/SH Compliance Team will manage these cases. This team will include:

- **Social Safeguards Specialist with GBV expertise**, responsible for guiding the team on SEA/SH and VAC cases.
- **Occupational Health and Safety Manager** or senior staff from the contractor, trained to address SEA/SH and VAC.

- **Local Service Provider Representative** experienced in handling GBV and VAC, providing critical support and care for survivors such as Network Against Gender Based Violence (NGBV)
- The Gender Department of the Ministry of Gender Children and Social Welfare
- Ministry of Communications and Digital Economy (MoCDE) Representative, trained by the GBV specialist to assist with case management and community needs.

These team members will be trained in survivor care, data management, and confidentiality principles. With the survivor's consent, a service provider representative will advocate for the survivor throughout the process, ensuring adherence to survivor care standards.

The procedure will ensure that survivors have access to support services, while maintaining confidentiality, respect, and non-traumatization. Below are the procedures for managing the grievance mechanism for SEA/SH-related incidents.

Procedures for the Management of SEA/SH-Related Complaints

Step 1: Uptake

A complainant wishing to file an SEA/SH-related grievance can use any secure and accessible channel provided by the project, such as anonymous complaint boxes, grievance forms, telephone, or community structures per the uptake channels indicated in Table 6 above. If filed through the contractor's grievance process, the complaint must be referred to the project's SEA/SH GM operator for verification.

Once the complaint is received, the appropriate actor will complete a complaint intake form with the survivor's written consent. If the survivor hasn't been referred to for services, the actor will confirm whether they wish to receive support, and, with consent, will connect them to relevant services like medical, psychosocial, and legal aid. Community-based actors must be trained in survivor care principles, active listening, and confidential intake procedures.

If the survivor chooses not to file a formal complaint but only seeks services, their wishes must be respected. Service providers can request consent to share minimal information to track cases that don't access the grievance mechanism. Any survivor's information collected will be confidential, with limited access and securely stored.

Step 2: Sort and Process

Once the complaint is formally received by the dedicated WA-REMP GM Focal Points/Program Associate GM operator for sensitive complaints, and with the survivor's informed consent, the GM focal point for SEA/SH complaints will verify that the complainant has been offered services. If not, the survivors will be referred to for necessary services with their informed consent.

. The GM focal point will also inform the Social Safeguards or GBV specialist at the PIU, who will notify the World Bank Task Team Leader within 24 hours of the complaint's receipt. Only the nature of the case, age and sex of the complainant (if known), project link (if known), and service referral status will be shared. No identifying information about the survivor or alleged perpetrator will be disclosed to either the PIU or World Bank focal points.

Step 3: Acknowledge receipt

The GM focal point should ensure that the complainant receives a document acknowledging formal receipt of the SEA/SH grievance within three days of the complaint being filed. Delivery of the acknowledgement to the complainant will depend upon how the complaint was initially received; if,

ideally through a service provider, then all communication with the survivor can be done through the service provider.

Step 4: Verification Process

The verification process for a SEA/SH grievance will be managed by the SEA/SH Compliance Team (SSCT). Once convened by the SSCT coordinator, the team will review all available information regarding the SEA/SH claim, the nature of the claim, and its potential link to the project. The SSCT will also make recommendations to the alleged perpetrator's employer or manager regarding appropriate disciplinary actions, based on the project's code of conduct, the type of incident, and relevant labor laws and regulations. Possible disciplinary sanctions may include warnings, loss of salary, suspension, or termination of employment.

The SSCT will complete the verification process and render its decision within 10 days of receiving the complaint. It is important to note that the verification process's purpose is to determine whether there is a connection between the incident and the project, and to ensure accountability by recommending suitable disciplinary actions. The SSCT does not determine the guilt or innocence of the alleged perpetrator, as this is the responsibility of the judicial system if the survivor agrees to that. All final decisions on disciplinary actions will be made by the employer or manager of the alleged perpetrator, with the SSCT providing only recommendations.

Step 5: Monitor and evaluate

Monitoring SEA/SH complaints will be important to ensure that all complainants are offered appropriate service referrals, that informed consent is obtained in all cases for both filing of grievances and service referrals, and that all grievances are handled safely and confidentially, and in a timely manner. Any information shared by the GM operator with the PIU or World Bank will be limited as noted above under Step 2. The project GM operator should establish information-sharing protocols with service providers in order to ensure safe and confidential sharing of case data as well as appropriate closures of SEA/SH cases.

Step 6: Feedback to parties involved

Once the verification process has been concluded, the result of the process shall be communicated first to the survivor within fourteen days, ideally through the service provider, to allow the survivor and relevant advocates the appropriate amount of time to ensure adequate safety planning as needed. Once the survivor has been informed, the alleged perpetrator can be informed of the result as well. If either party disagrees with the result, s/he can appeal the SSCT decision via the GM appeals process and must file an appeal within fourteen days of receipt of the verification result. This appeal will be filed to the Permanent Secretary, who will set up a committee composing Project Coordinator PIU.

7.0 Summary of Monitoring and Reporting

A team of experts consisting of environmental and social specialists, GBV experts, communication and M&E specialists will be responsible for monitoring the implementation of the SEP.

7.1 Monitoring and Reporting of SEP

The SEP will be monitored based on both qualitative reporting (based on progress reports) and quantitative reporting linked to results indicators on stakeholder engagement and grievance performance.

SEP reporting will include the following:

- (i) Progress reporting on the ESS10-Stakeholder Engagement commitments under the Environmental and Social Commitment Plan (ESCP)
- (ii) Cumulative qualitative reporting on stakeholder feedback received through SEP activities, summarizing key issues, concerns, and suggestions raised by different stakeholder groups, and describing how such feedback has been considered and, where relevant, integrated into project design, implementation arrangements, mitigation measures, or environmental and social instruments
- (iii) Quantitative reporting based on the indicators included in the SEP. An illustrative set of indicators for monitoring and reporting is included in **Annex 3**.

7.2 Reporting back to Stakeholder Groups

The WA-REMP PIU will document all program activities, with consolidated reports made available to stakeholders and relevant authorities. The Stakeholder Engagement Plan (SEP) will be periodically reviewed and updated as needed to ensure that the information is current and that the methods of engagement remain relevant and effective throughout the WA-REMP's phases. Any major changes to project activities or schedules will be reflected in the SEP.

Monthly summaries and internal reports on public grievances, inquiries, and related incidents, along with the status of implementation of corrective or preventative actions, will be compiled by responsible staff and submitted to senior management. These monthly summaries will provide a mechanism for evaluating the number and nature of complaints and requests for information, assessing the project's ability to address them in a timely and effective manner per the indicators included in Annex 3 of this report. Specific mechanisms to report back to the stakeholders include the following:

- Community meetings and focus group discussions
- Project newsletters and bulletins
- Local radio broadcasts and public announcements
- Dedicated project website or social media platforms
- Stakeholder workshops and consultation sessions
- One-on-one follow-up meetings with key stakeholders

This reporting back to the stakeholders will be conducted on a quarterly basis per the ESCP, ensuring that stakeholders are consistently informed about project progress, outcomes, and any changes that may affect them per the plan of engagement specified in this SEP.

8.0 Conclusions

This Stakeholder Engagement Plan (SEP) is developed through a participatory development process, articulating the guiding principles, consultation methodologies, and comprehensive stakeholder participation strategy. It provides a detailed framework for stakeholder identification and analysis, consultation planning, information dissemination, consultation execution, the establishment of a grievance mechanism, and the implementation of effective feedback strategies.

The project will implement the SEP to ensure consistent stakeholder communication throughout all project stages as detailed above, employing a range of engagement tools including interviews, public meetings, workshops, and group discussions. As an operational and dynamic document, the SEP will undergo periodic revisions to reflect evolving stakeholder engagement needs as needed and to optimize stakeholder contributions towards the achievement of project objectives.

REFERENCES

- ESS10 Guidance Notes, The World Bank, 2017
- Gambia Country Partnership Framework for the period FY18-21
- World Bank Template for ESS10: Stakeholder Engagement and Information Disclosure Stakeholder Engagement Plan and Stakeholder Engagement Framework. Environmental and Social Framework for IPF Operations. ESS10: Stakeholder Engagement and Information Disclosure.
- World Bank. 2018b. Guidance Note for Borrowers. Environmental and Social Framework for IPF Operations. ESS10: Stakeholder Engagement and Information Disclosure.
- WA-REMP Project Concept Note

ANNEXES

Annex 1 . Records of consultation meetings

Stakeholder (Group or Individual)	Summary of Feedback	Response of Project Implementation Team	Follow-up Action/Next Steps
National Stakeholder Consultation meeting			
Stakeholder Groups one: <ul style="list-style-type: none"> • MOPEM • NAWEC • PIU 	•	•	
Stakeholder Groups two: <ul style="list-style-type: none"> • Government Offices • Area Council • NEA • GSM operators • WDC/VDC • Community • NYC • Financial Institutions • WB, DCD • Water Resources • MoH, WASH • DLS 	•		•
Stakeholder Groups three: <ul style="list-style-type: none"> • Government institutions: NEA, NSPA, NDMA, DPPH, DLS, NCCC, MoJ, Ministry of Gender, Local Authorities, Ministry of Environment 			

Stakeholder (Group or Individual)	Summary of Feedback	Response of Project Implementation Team	Follow-up Action/Next Steps
<ul style="list-style-type: none"> • Private sector: CSO/NGOS, local contractors • Local Communities 			
<ul style="list-style-type: none"> • GPF • Gambia Bureau of Statistics • Department of Labor • National Social Protection Agency 	<ul style="list-style-type: none"> • 		<ul style="list-style-type: none"> •
<p>Stakeholder Groups Four:</p> <ul style="list-style-type: none"> • Gambia Federation of the Disable 			<ul style="list-style-type: none"> •
<p>Stakeholder Group Four:</p> <ul style="list-style-type: none"> • VDC • Alkalo • Village youths • Villages elders 	<ul style="list-style-type: none"> • 		<ul style="list-style-type: none"> •
<p>Stakeholder Group Five:</p>			<ul style="list-style-type: none"> •
<p>Stakeholder Group Six:</p>			

Annex 2: Estimated SEP Budget Table

Budget categories	Quantity	Unit costs (USD)	Times/ Years	Total costs (USD)	Remarks
1. Estimated Staff salaries and related expenses					
1a. <i>Communications consultant</i>	02	15000	5	150000	15000/ year for each consultant
1b. <i>Travel costs for staff</i>	Lump sum	2000	5	10000	On average once a month for 6 years
1c. <i>Estimated salaries for Community Liaison Officers</i>	05	5000	5	125000	5000/ year for each officer
2. Consultations/ Participatory Planning, Decision-Making Meetings					
2a. <i>Project launch meetings</i>	05	5000	1	25000	One meeting at each of the 5 regions of The Gambia (West Coast Region, North Bank Region, Lower River Region, Central River Region, Upper River Region) and the Greater Banjul Area
2b. <i>Organization of focus group</i>	12	1000	1	10000	Twice a year for 06 years
3. Communication campaigns					
3a. <i>Posters, flyers</i>	Lump sum	5000	5	25000	For 5 years
3b. <i>Social media campaign</i>	Lump sum	-	5	10000	For 5 years
4. Trainings					
4a. <i>Training on social/environmental issues for PIU and contractor staff</i>	6	12000	1	72000	Once a year for 5 years
4b. <i>Training on Gender-Based Violence (GBV) for PIU and contractor staff</i>	6	8000	1	48000	Once a year for 5 years
5. Beneficiary surveys					
5a. <i>Mid-project perception survey</i>	Lump sum	2000	1	2000	-
5b. <i>End-of-project perception survey</i>	Lump sum	5000	1	5000	-
6. Grievance Mechanism					
6a. <i>Training of GM committees</i>	5	5000	1	25000	Once a year for 05 years
6b. <i>Suggestion boxes in villages</i>	Lump sum	10000	-	10000	As and where needed
6c. <i>GM communication materials</i>	Lump sum	12000	-	10000	2000 for a year

<i>6d. Grievance investigations/site visits</i>	Lump sum	12000	-	12000	-
<i>6e. GM Information System (setting up or maintenance)</i>	5	2000	-	10000	One in each region
<i>6f. Other GM Logistical Costs</i>	Lump sum	7500	-	7500	-
7. Other expenses					
Miscellaneous	Lump sum	18000	-	18000	3000/ year for 5 years
TOTAL STAKEHOLDER ENGAGEMENT BUDGET:				574,500 USD	

Annex 3: Monitoring and Reporting on the SEP

Key evaluation questions	Specific Evaluation questions	Potential Indicators	Data Collection Methods
<p>GM. To what extent have project-affected parties been provided with accessible and inclusive means to raise issues and grievances? Has the implementing agency responded to and managed such grievances?</p>	<ul style="list-style-type: none"> • Are project-affected parties raising issues and grievances? • How quickly/effectively are the grievances resolved? 	<ul style="list-style-type: none"> • Usage of GM and/or feedback mechanisms • Requests for information from relevant agencies. • Use of suggestion boxes placed in the villages/project communities. • Number of grievances raised by workers, disaggregated by gender of workers and worksite, resolved within a specified time frame. • Number of Sexual Exploitation, and Abuse/Sexual Harassment (SEA/SH) cases reported in the project areas, which were referred for health, social, legal and security support according to the referral process in place. (if applicable) • Number of grievances that have been (i) opened, (ii) opened for more than 30 days, (iii) resolved, (iv) closed, and (v) number of responses that satisfied the complainants, during the reporting period disaggregated by category of grievance, gender, age, and location of complainant. 	<p>Records from the implementing agency and other relevant agencies</p>

Key evaluation questions	Specific Evaluation questions	Potential Indicators	Data Collection Methods
<p>Stakeholder engagement impacts project design and implementation. How have engagement activities made a difference in project design and implementation?</p>	<ul style="list-style-type: none"> • Were there interest and support for the project? • Were there any adjustments made during project design and implementation based on the feedback received? • Was priority information disclosed to relevant parties throughout the project cycle? 	<ul style="list-style-type: none"> • Active participation of stakeholders in activities • Number of actions taken in a timely manner in response to feedback received during consultation sessions with project affected parties. • Number of consultation meetings and public discussions where the feedback and recommendation received is reflected in project design and implementation. • Number of disaggregated engagement sessions held, focused on at-risk groups in the project. 	<p>Stakeholder Consultation Attendance Sheets/Minutes</p> <p>Evaluation forms</p> <p>Structured surveys</p> <p>Social media/traditional media entries on the project results</p>
<p>Implementation effectiveness. Were stakeholder engagement activities effective in implementation?</p>	<ul style="list-style-type: none"> • Were the activities implemented as planned? Why or why not? • Was the stakeholder engagement approach inclusive of disaggregated groups? Why or why not? 	<ul style="list-style-type: none"> • Percentage of SEP activities implemented. • Key barriers to participation identified with stakeholder representatives. • Number of adjustments made in the stakeholder engagement approach to improve projects' outreach, inclusion and effectiveness. 	<p>Communication Strategy (Consultation Schedule)</p> <p>Periodic Focus Group Discussions</p> <p>Face-to-face meetings and/or Focus Group discussions with Vulnerable Groups or their representatives</p>

Annex 4: Sample formats for future stakeholder consultations and Feedback

1. Sample Form for recording consultations with stakeholders

Date			
Venue			
Topic			
Stakeholders Present	Name & Designation	Organization/ Community	Contact Details
Points Discussed			
Recommendations			

2. Sample of a Feedback form

Address of PIU	Date	Venue
Name & Designation of Stakeholder	Address	Email & Phone No.
Issue Raised		
Have we left out any point or issue of concern or discussion that was raised earlier?		
Have we left out any important information?		
What interests you most in the project?		
What information would you like the project to share with you? Through which channels? Do you have limitations in accessing information such as lack of access to mobile phones (including access to SMS, calling), lack of access to the internet and computers, require assistance to read/write, mobility issues (i.e. lack of access to transportation), disabilities, other? Do you use social media such as Facebook, other?		
What are your suggestions and recommendations to improve this project? What are your concerns about the project?		

Annex 6: Sample- GRIEVANCE LOGBOOK

Case number	Date Claim Received	Name of Person Receiving Complaint	Where/how the complaint was received	Name & contact details of complainant (if known)	Content of the claim (include all grievances, suggestions, inquiries)	Was Receipt of Complaint Acknowledged to the Complainant? (Y/N – if yes, include date, method of communication and by whom)	Expected Decision Date	Outcome Decision (Include names of participants and date of decision)	Was Decision communicated to complainant? Y/N If yes, state when and via what method of communication	Was the complainant satisfied with the decision? Y/N If no, explain why and if known, will pursue appeals procedure	Any follow up action?
1.											
2.											
3.											
4.											
5.											

Annex 7: WA-REMP Phase2 – Identification Mission

Mission Agenda | January 19 - 23, 2025

Time	Meeting	Location	Objectives	Participants
Monday - 19th January 2026				
9:00 – 10:30am	Internal with CMU	WB Office	<ul style="list-style-type: none"> Review Mission objectives Sector Developments 	<ul style="list-style-type: none"> Franklin WB Mission Team
11:30am – 1:00pm	NAWEC Management	NAWEC Board Room	<ul style="list-style-type: none"> Mission objectives Key timelines Eastern Backbone discussions with IsDB 	MD, DMD, Group Directors, Haddy, M. Sarr, etc., WB
1:00 – 2:15pm	Lunch			
2:15pm – 4:00pm	Project components	PIU	<ul style="list-style-type: none"> Project components and timelines 	WB, NAWEC/PIU, RCU, IRAF
Tuesday - 20th January 2026				
9:00am-11:00am	Project Scope	PIU	<ul style="list-style-type: none"> Project scope 	WB, NAWEC/PIU, RCU, IRAF
11.15am – 1:00pm	M&E	PIU	<ul style="list-style-type: none"> Review of existing datasets Unelectrified communities Status of existing projects 	WB, NAWEC/PIU, RCU, IRAF
1:00pm – 2:00pm	Lunch			
2:30am – 4:00pm	Project Scope	NAWEC Board Room	<ul style="list-style-type: none"> Review of agreed scope with NAWEC 	NAWEC/PIU, RCU, MD, Pateh, Ngoneh
Wednesday - 21st January 2026				
9:00am – 12:00pm	Technical Discussions	PIU	<ul style="list-style-type: none"> Detailed review of expected deliverables MV and transformer requirements for the densifications LV estimated electrical quantities MV estimated electrical quantities 	WB, NAWEC/PIU, RCU, IRAF
1:00pm – 2:00pm	Lunch			
2:30pm – 4.00pm	Safeguard Discussions	PIU	<ul style="list-style-type: none"> Instruments required Safeguard requirements for both densifications and new communities Existing studies (GIP related) 	WB, NAWEC/PIU, RCU, IRAF
Thursday – 22nd January 2026				
9.00am – 4.00pm	Site Visit	Selected unelectrified communities	<ul style="list-style-type: none"> Densification Grid Extension Transmission Upgrades 	WB, NAWEC/PIU, RCU, IRAF
Friday 23rd January 2026				
9.00am – 1.00pm	Mission Report	WB Team	<ul style="list-style-type: none"> Drafting of Agreed Action Items 	WB, NAWEC/PIU, RCU, IRAF