

REPUBLIC OF THE GAMBIA



National Water and Electricity Company Ltd

The Gambia Water And Sanitation Project (P513113)

Stakeholder Engagement Plan (SEP)

May 2026

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ABBREVIATIONS AND ACRONYMS

Acronyme	Signification
AFD	Agence Française de Développement (French Development Agency)
CCTV	Closed-Circuit Television
CLTS	Community-Led Total Sanitation
CRR	Central River Region
CSOs	Civil Society Organizations
DPs	Development Partners
EIB	European Investment Bank
ESF	Environmental and Social Framework
ESMF	Environmental and Social Management Framework
EU	European Union
GBA	Greater Banjul Area
GBV	Gender-Based Violence
GERMP	Gambia Electricity Restoration and Modernization Project
GHG	Greenhouse Gas
GIRAV	Gambia Inclusive and Resilient Agricultural Value Chain Development Project
GM	Grievance Mechanism
GRC	Grievance Redress Committee
GWASAP	Gambia Water and Sanitation Project
IDA	International Development Association
IFC	International Finance Corporation
ITV	In-line Television
IWRM	Integrated Water Resources Management
KII	Key Informant Interview
KPIs	Key Performance Indicators
MoFEA	Ministry of Finance and Economic Affairs
MoPEM	Ministry of Petroleum, Energy and Mines
NAWEC	National Water and Electricity Company
NBR	North Bank Region
NCAC	National Centre for Arts and Culture
NEA	National Environment Agency
NGO	Non-Governmental Organization
NRW	Non-Revenue Water

Acronyme	Signification
NSHP	National Sanitation and Hygiene Policy
NSPA	National Social Protection Agency
ODF	Open Defecation Free
OHS	Occupational Health and Safety
PBCs	Performance-Based Conditions
PPP	Public–Private Partnerships
PURA	Public Utilities and Regulatory Agency
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 States Dollar
VAC	Violence Against Children
VDC	Village Development Committee
WASH	Water, Sanitation, Hygiene and Irrigation
WB	World Bank

1.0 Country and Sector Context

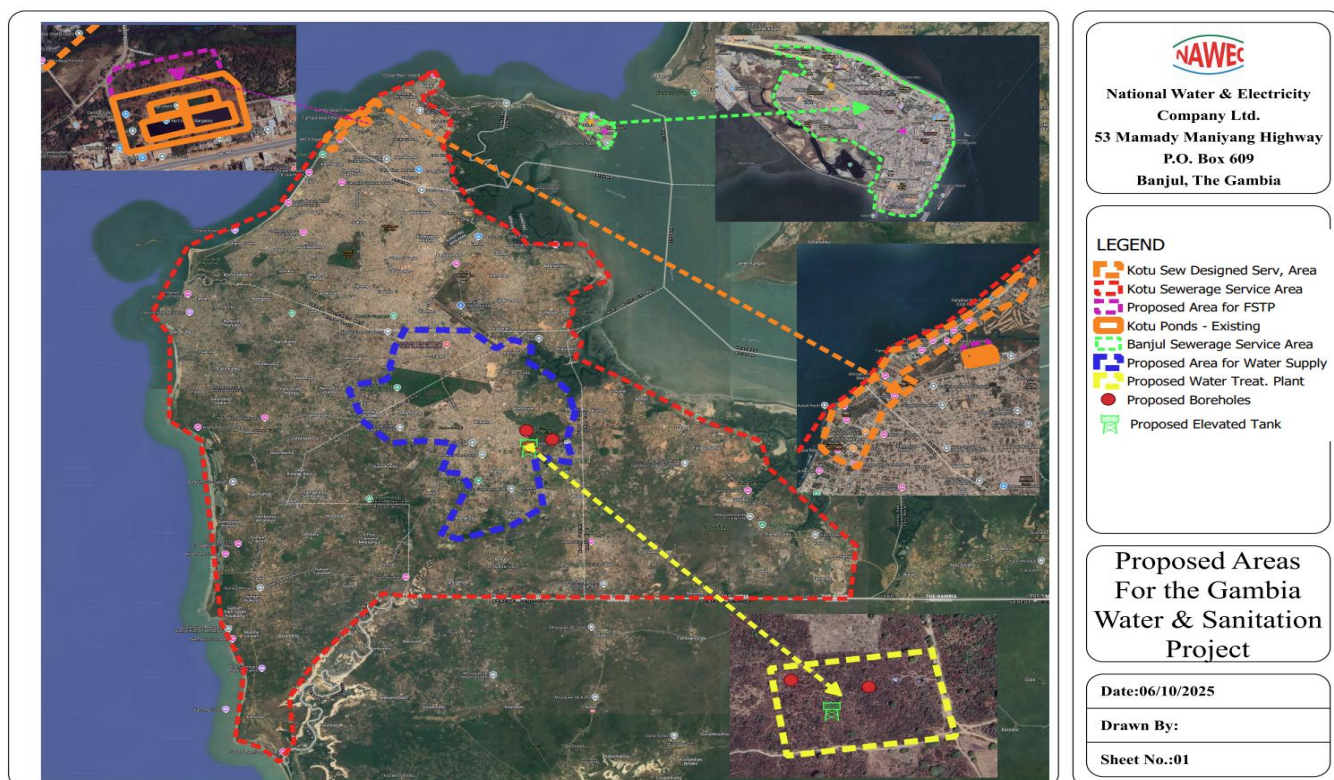
1.1 Objective

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 Gambia Water and Sanitation Project life cycle. The SEP outlines the ways in which the NAWEC PIU implementing the GWSP, 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.

1.2 Country and Sector Context

The Gambia Water and Sanitation Project (GWASAP) aims to address the deficit in water and sanitation services in the Greater Banjul Area and surrounding towns. NAWEC currently has a water production capacity of 147,000 cubic meters (m³) per day, while the peak daily demand is approximately 252,000 m³, resulting in a daily deficit of 105,000 m³ that may worsen due to droughts exacerbated by climate change and increasing future demand. In addition, an estimated 45% non-revenue water (NRW) rate aggravates the deficit through leaks in the distribution system and commercial losses. The Government and NAWEC are working to reduce the deficit through projects funded by the World Bank (WB), European Investment Bank (EIB), French Development Agency (AFD), Saudi Fund for Development (SFD), and the European Union (EU) to increase water production capacity, improve transmission and distribution, and develop a master plan for urban water and sanitation (2030–2050). Ongoing efforts include the IDA-funded Additional Financing of the Gambia Electricity Restoration and Modernization Project (GERMP - P173161) with short-term investments in selected GBA areas (NRW reduction plan, new household water connections, and rehabilitating/constructing water storage tanks) and the Additional Financing for the Gambia Inclusive and Resilient Agricultural Value Chain Development Project (GIRAV - P180656), including a US\$23 million WASH component to provide water for irrigated agriculture, expand water supply in five provincial centers and surrounding areas, improve sanitation services in selected schools and health centers in rural areas, and support NRW management. Total production capacity is estimated to reach approximately 213,740 m³ per day by 2027, yet projected water demand for 2030 is around 300,000 m³ per day, requiring NAWEC to gradually improve its service levels and efficiency amid uncertain supply due to increased drought incidence. Current projects also fund critical studies and capacity building on groundwater resources and strategic sector studies (energy efficiency, hydraulic modeling, wastewater and groundwater management and monitoring plans) incorporating climate change considerations and resilience measures, while additional investments are needed to expand the distribution network, rehabilitate pipes and connections, and establish Pilot District Metered Areas. GWASAP will support selected recommendations, including developing new and sustainable water sources by tapping the deep transboundary aquifer with its management mechanism, developing a water treatment plant in Brikama East (24,000 m³ per day) with a 1,500 m³ storage reservoir, and financing sanitation activities in the Greater Banjul Area and rural regions (rehabilitating/upgrading wastewater infrastructure for Banjul and Kotu, constructing a fecal sludge treatment plant in Kotu, climate-resilient latrines to eradicate open defecation, and a nationwide onsite sanitation and rural water master plan).

Figure 1. Overview of Project Area and Sites for Planned Water and Sanitation Investments in GBA



1.3 Project Components

- **Component 1: Water Resources Monitoring and Conservation (US\$3M)** – Strengthens transboundary cooperation on the Senegal-Mauritanian Aquifer Basin (SMAB), enhances water resources monitoring (monitoring boreholes, automated devices and real-time telemetry for selected surface water stations), and establishes a centralized Water Quality Laboratory.
- **Component 2: Improving Access to Sanitation Services (US\$8M)** – Improves urban sanitation infrastructure in the Greater Banjul Area (including rehabilitation/upgrading of wastewater assets and fecal sludge management) and supports rural sanitation development through flood-resilient household latrines, CLTS activities, hygiene promotion, GIS-enabled monitoring, and planning tools.
- **Component 3: Improving Access to Urban Drinking Water Services (US\$15M)** – Develops water supply infrastructure (boreholes, treatment plant in Brikama East, transmission/distribution mains, storage and new household connections) and supports private sector participation in NRW management through a performance-based contract to reduce losses and improve service delivery.
- **Component 4: Support to Sector Reform, Water Utility Capacity Building and Project Management (US\$4M)** – Supports institutional reforms linked to the unbundling of NAWEC and the creation of a new National Water Company (including monitoring of Performance-Based Conditions), and finances project management, fiduciary functions, E&S risk management, monitoring and evaluation, and citizen engagement.
- **Component 5: Contingent Emergency Response Component (CERC), \$0** – A zero-funded mechanism that allows the Government to quickly reallocate IDA proceeds to emergency response and recovery in the event of an eligible crisis or disaster, under streamlined procedures.

2.0 Stakeholder Identification and Analysis

2.1 Methodology

Stakeholders for the Gambia Water and Sanitation Project have been identified and analyzed. These stakeholders include affected parties, other interested parties, and disadvantaged or vulnerable individuals or groups.

Stakeholder identification and analysis methodology. The stakeholder mapping for the Gambia Water and Sanitation Project (GWASAP) will be undertaken as an iterative process and updated throughout implementation. It will combine: (i) desk review of available project information (project components and locations, /ESIA, IEA, ESMP, RAP/land needs, Labor Management Procedures, SEA/SH Action Plan, ESCP commitments); (ii) review of institutional mandates and service delivery responsibilities (national ministries/agencies, local authorities, utilities, regulators); (iii) consultation records from project preparation (Annexes) and targeted Key Informant Interviews (KIIs) and Focus Group Discussions (FGDs) in the project areas; and (iv) field verification with community structures (Alkalo/VDC/WDC), service providers and civil society organizations. Stakeholders will be categorized into (a) Project Affected Parties (PAPs), (b) Other Interested Parties (OIPs), and (c) Disadvantaged/Vulnerable Individuals or Groups, and further segmented by geography (sites and corridors of impact), role (beneficiaries, workers, local businesses, service providers), and influence/interest. Particular attention will be given to groups that may face barriers to participation (women, persons with disabilities, elderly, youth, illiterate persons, migrant workers, and others), using separate engagement approaches where needed. The stakeholder list and engagement approaches will be validated with the PIU and relevant local authorities at project launch and reviewed at least annually, and whenever new sites, contractors or significant design changes occur.

2.2 Affected Parties

Affected parties include local communities, community members and other parties that may be subject to direct impacts from the Project. Specifically, the following individuals and groups fall within this category: The list of affected parties is given in Table 1.

Table 1: List of Project affected parties

Stakeholder	Potential Impacts
People and local communities living or doing business near sites where infrastructure of the GWSP, and other project sites, and at offsite locations such as quarries, construction camps, temporary access roads. Vulnerable people and groups (e.g. farmers, women, youths, children, people living with disability, the elderly and illiterate persons).	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.
Direct project workers Contractor workers Primary supplier workers	Contractual disputes with employers

2.3 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	Interest & Influence
Ministries/ Agencies <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 • Ministry of Fisheries and Water Resources • Department of Water Resources • Ministry of Tourism • Gambia Tourism Board • 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

Interested Party		Interest in the Project	Interest & Influence
Regional and Local authorities	<ul style="list-style-type: none"> Regional Governors offices (WCR) Banjul City Council Kanifing Municipal Council Brikama Area Council 	<ul style="list-style-type: none"> Planning Coordination Working with local communities 	<ul style="list-style-type: none"> High
Oversight Institutions	<ul style="list-style-type: none"> Sub-committees of the National Assembly National Audit Office National Human Rights Commission Office of the Ombudsman 	<ul style="list-style-type: none"> Provide constitutionally mandate oversight role. 	<ul style="list-style-type: none"> High
Politicians	<ul style="list-style-type: none"> National Assembly Members Local elected officials Political Parties 	<ul style="list-style-type: none"> Legislators Decision makers Influence public opinion 	<ul style="list-style-type: none"> High
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 Youth Associations The Gambia Workers Union Gambia Press Union 	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> Moderate to low
Private sectors	<ul style="list-style-type: none"> Contractors for water and sanitation Construction Works Primary suppliers 		<ul style="list-style-type: none">

2.4 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.

Vulnerable groups within the communities affected by the GWSP 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 3: 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. • 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.

Barriers	Descriptions
	<ul style="list-style-type: none"> • 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.

3.0 Stakeholder Engagement Program

3.1 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, and the summary of the consultation with key stakeholders is presented in Table 5. The consultations took place from November 3rd, 2025, to 2nd of February 2026 and involved discussions with Implementing Entities and 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
- Potential labor risks associated with project implementation
- Potential community health and safety concerns
- Potential risks and impacts related to land acquisition, land use restrictions, and involuntary resettlement
- The grievance mechanism to address issues arising from the project's implementation
- The special case of vulnerable and disadvantaged groups who may be disproportionately affected by the project
- Challenges related to GBV, SEA/SH, and VAC
- Communication needs of stakeholders and their preferred communication mediums.

Table 4: List of meetings, venue and key issues discussed

No.	List of Meetings	Venues	Key Issues Discussed
1	Inception meeting on the Gambia Water and Sanitation Project	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 GWSP 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 GWSP 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 detailed through completed group works. • Resettlement impacts or traditional and cultural impacts • Potential risks • Strategies to mitigate risks
4	Consultation with key stakeholders	Department of Water Resources	<ul style="list-style-type: none"> • Objectives of the project • Project benefits • Activities and components • Capacity building
5	Consultation with key stakeholders	Ministry of Health WASH Coordination Unit	<ul style="list-style-type: none"> • Objectives of the project • Project benefits • Activities and components • Capacity building
6	Consultation with key stakeholders	Ministry of Tourism	<ul style="list-style-type: none"> • Objectives of the project • Project benefits • Activities and components • Land needs at Kotu

No.	List of Meetings	Venues	Key Issues Discussed
7	Consultation with key stakeholders	National Environment Agency	<ul style="list-style-type: none"> • Potential Risks and Impact of the Project • Proposed Risk Management Measures <ul style="list-style-type: none"> • Screening of sites • New procedures and fees • Grievance Redress Mechanism • Challenges of Gender-Based Violence (GBV)
8	Consultation with key stakeholders	Ministry of Petroleum, Energy and Mines	<ul style="list-style-type: none"> • Objectives of the project <ul style="list-style-type: none"> • Project benefits • Valuable specific activities • Impact of project implementation on the daily lives of the people

3.2 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 5: SEP Summary of the consultation with key stakeholders

Project stage	Target Stakeholders	Topic of Consultation/ Message	Method Used	Responsibilities	Frequency/ Timeline
Preparation Stage	<ul style="list-style-type: none"> • OIPs, e.g. • Key Implementing Entities • Government Ministries and Agencies • Regional Governors and 	<ul style="list-style-type: none"> • Project activities • Potential roles and responsibilities of OIPs • Category of potential impacts • Information on Grievance Mechanism (GM) 	<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 	<ul style="list-style-type: none"> • Initial round of consultations • Ongoing consultations throughout the project, held quarterly

Project stage	Target Stakeholders	Topic of Consultation/ Message	Method Used	Responsibilities	Frequency/ Timeline
	Technical Advisory Committee Members <ul style="list-style-type: none"> • District Chiefs • Community Representatives (Beneficiaries) • Religious Leaders 	<ul style="list-style-type: none"> • Discuss GBV/SEA/SH issues • General information sharing and feedback • E&S instruments 		<ul style="list-style-type: none"> • Disseminate information on safeguards, grievance mechanisms (GM), and project risks 	or as needed based on project developments.
Implementation Phase	<ul style="list-style-type: none"> • PAPS of identified sub-project activities in each sector to be financed by the project. • Relevant OIPs 	<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 • 	<ul style="list-style-type: none"> • FGD, physical meetings, audio-visual presentations, flyers, radio and television programs, and other means to ensure meaningful consultations on the E&S instruments and relevant subproject activity ESIA, ESMPs, RAPs, LMPs, WMP, BMP, as appropriate, from the identification of the project activity to its end of life, as needed. 	Implementing entities, such as NAWEC, PIU NEA Department of Physical Planning and Housing Department of Lands and Surveys Civil works contractors Supervision Consultants	Regular updates (quarterly or as needed)

Table 6: Zone-based Stakeholder Engagement Plan (implementation phase)

Zone / area	Key works / activities likely to affect communities	Priority stakeholder groups	Engagement methods	Timing / frequency	Responsibility
Greater Banjul Area (GBA) (Banjul City Council; Kanifing Municipal Council)	Rehabilitation/upgrading of wastewater infrastructure (Banjul and Kotu), traffic management, temporary access restrictions, nuisance (noise/dust), OHS and community health and safety.	Nearby residents and businesses; tenants/market vendors; transport unions; KMC/BCC; NEA; MoH; utilities/services; CSOs; vulnerable groups (women, youth, PwDs, elderly).	Community meetings (ward/community level); focused FGDs for women/youth/PwDs; door to door/outreach by CLOs; worksite notice boards; radio announcements; hotline/SMS and GM focal points.	Before mobilization and prior to major works; monthly local updates during civil works; quarterly public reporting.	PIU (Social /Comms); CLOs; Contractors (site HSE); Local authorities.
Brikama East (water treatment plant and reservoir area; transmission/distribution corridors)	Construction of WTP (24,000 m ³ /day) and 1,500 m ³ reservoir; laying mains; connections; potential land access restrictions and safety risks along corridors.	Host communities and PAPs along corridors; landowners/users; Brikama Area Council; Alkalo/VDC/WDC; local service providers; schools/health centers; vulnerable groups.	Disclosure of site ESIA/ESMP and RAP (if applicable); community meetings at Alkalo/VDC level; transect walks/site visits; grievance uptake points; targeted sessions for land users and women's groups.	Prior to land entry and before RAP/ESMP finalization; bi-weekly site briefings during peak works; monthly updates.	PIU (E&S); CLOs; Contractors; Local authorities.

Zone / area	Key works / activities likely to affect communities	Priority stakeholder groups	Engagement methods	Timing / frequency	Responsibility
Kotu (fecal sludge treatment plant and wastewater assets)	FSTP construction; rehabilitation/upgrading of wastewater infrastructure; truck movements; odors; occupational and community health and safety; land needs (if any).	Nearby residents; desludging operators/private sector; KMC; MoH/WASH unit; NEA; tourism sector stakeholders; workers; vulnerable groups.	Stakeholder workshops with operators and KMC; community meetings; SEA/SH awareness sessions (separate safe sessions for women/girls); site grievance focal point; environmental disclosure (odor/traffic mitigation).	Before construction; monthly during construction; quarterly during operation start-up.	PIU; CLOs; Contractors /Operators; MoH/KMC.
Rural target communities (latrines/CLTS; rural water master planning)	Climate resilient household latrines; CLTS triggering and follow up; hygiene promotion; community monitoring; planning consultations for onsite sanitation and rural water master plan.	Households; traditional leaders; women's groups; youth; schools/health facilities; vulnerable households (female headed, PwDs, elderly, illiterate); local NGOs/CBOs; regional/local authorities.	CLTS community sessions; separate FGDs for women and vulnerable households; participatory mapping; radio programs in local languages; outreach via community health workers; suggestion boxes/GM focal points.	At start of CLTS cycle; follow ups at key verification milestones; quarterly program updates.	PIU; MoH/WASH; NGOs/CBOs; CLOs; Local authorities.

3.3 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.
- **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 can 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 GWSP 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, 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.

3.4 Information Disclosure Plan

Purpose. To ensure that ESS10 disclosure requirements are met, the Project will disclose information in a timely, accessible, and culturally appropriate manner to enable meaningful participation and informed feedback throughout the project life cycle.

What will be disclosed. The key instruments to be disclosed include (as applicable): SEP and updates; ESMF and site-specific ESIA, IEAs, /ESMPs; RAPs and RAP implementation updates; Labor Management Procedures and contractor Codes of Conduct; SEA/SH Prevention and Response Action Plan; Waste/Water Management Plans and other E&S instruments prepared for subprojects; and summaries of key project decisions that affect communities (works schedule, traffic management, temporary service interruptions, land access restrictions, and safety measures).

When and how disclosure will occur. Draft instruments will be disclosed prior to consultation meetings, with sufficient time for stakeholders to review and comment, and final instruments will be disclosed after clearance/approval by NAWEC and the World Bank. Disclosure will use a mix of channels to reach different groups, including: (i) NAWEC website and social media for full documents and updates; (ii) radio announcements and programs in local languages (Wolof, Mandinka, Fula, Jola) to communicate key messages; (iii) printed summaries, posters and flyers placed at accessible public locations in project areas (e.g., Regional/Area Councils, community centers, health centers, markets, mosques/churches, and on/near work sites); and (iv) community meetings and focus group discussions facilitated by Community Liaison Officers (CLOs) and local leaders. All materials will be provided in English, and key messages will be translated and communicated in relevant local languages; simplified, non-technical summaries will be prepared for non-literate audiences using audio and visual formats.

Recording feedback and reporting back. Comments and questions received during disclosure and consultations will be recorded in meeting minutes, attendance sheets, and consultation logs, and summarized in periodic SEP monitoring reports. The PIU will communicate back to stakeholders on how feedback has been considered (e.g., design adjustments, additional mitigation measures, changes to implementation arrangements), using community meetings, local radio announcements, posters at public locations, and online updates. Where feedback cannot be accommodated, the reasons will be explained (technical, legal/jurisdictional, safety, or cost constraints).

4.0 Resources and Responsibilities for implementing stakeholder engagement

4.1 Implementation Arrangements and Resources

The overall oversight and implementation arrangement of this GWSP 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 GWSP, fiduciary, procurement, E&S safeguard and technical activities, coordination of the project implementation activities. Other key stakeholders like the Ministry of Health and the Department of Water Resources will also oversee some activities of the different components of the GWSP.

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 GWSP 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

- Coordination and Management of Stakeholder Engagement Activities
- Monitoring and Reporting on Stakeholder Engagement
- Ensuring Compliance with Safeguard Policies
- Engagement with Vulnerable Groups:
- Facilitating Grievance Redress:
- Capacity Building and Training:
- 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 Environmental and Social Framework (ESF), 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. 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
- In Wolof, Mandinka, Fula, and Jola

4.2. Budget

Table 7: 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
2b. <i>Organization of focus groups</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 CPCU and contractor staff</i>	6	12000	1	72000	Once a year for 5 years

Budget categories	Quantity	Unit costs (USD)	Times/ Years	Total costs (USD)	Remarks
4b. Training on Gender-Based Violence (GBV) for CPCU and contractor staff	6	8000	1	48000	Once a year for 5 years
5. Beneficiary surveys					
5a. Mid-project perception survey	Lump sum	2000	1	2000	-
5b. End-of-project perception survey	Lump sum	5000	1	5000	-
6. Grievance Mechanism					
6a. Training of GM committees	5	5000	1	25000	Once a year for 05 years
6b. Suggestion boxes in villages	Lump sum	10000	-	10000	As and where needed
6c. GM communication materials	Lump sum	12000	-	10000	2000 for a year
6d. Grievance investigations/site visits	Lump sum	12000	-	12000	-
6e. GM Information System (setting up or maintenance)	5	2000	-	10000	One in each region
6f. Other GM Logistical Costs	Lump sum	7500	-	7500	-
7. Other expenses					
Miscellaneous	Lump sum	18000	-	18000	3000/ year for 5 years
TOTAL STAKEHOLDER ENGAGEMENT BUDGET:				574,500 USD	

5.0 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.

5.1 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.

GM Contact Points and Channels (to be confirmed by NAWEC/PIU). To operationalize the grievance uptake channels described in this SEP, the PIU will maintain and publicly disclose an up-to-date list of GM focal points and contact details for each project area and for the PIU office. The list will be displayed at PIU offices and at public locations in project communities and announced through local radio. The table below provides a template to be completed and updated at least quarterly.

Location/Area	GM focal point (name/title)	Phone/SMS	Email	Physical address (office/site)
PIU (NAWEC)	[Insert]	[Insert]	[Insert]	[Insert]
Region/Project Area 1	[Insert]	[Insert]	[Insert]	[Insert]
Region/Project Area 2	[Insert]	[Insert]	[Insert]	[Insert]
Region/Project Area 3	[Insert]	[Insert]	[Insert]	[Insert]

Hotline/SMS and accessibility. The project will confirm and disclose the operating arrangements for the toll-free hotline/SMS (including service provider, languages supported, hours of operation, and procedures for call logging and referral). The GM will accept anonymous grievances, will be free of charge for complainants, and will include specific guidance on confidential handling of SEA/SH and VAC allegations in line with the procedures described in this SEP.

Table 8: Description of Grievance Mechanism

Step	Description of process	Timeframe	Responsibility
GM implementation structure	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	Project Planning Stage	PIU

Step	Description of process	Timeframe	Responsibility
	<p>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"> • 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. • 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 already existing GM process under the PIU of NAWEC. This committee will serve as the national level committee in relation to GM matters. 		
Grievance uptake	<p>Grievances can be submitted via the following channels:</p> <ul style="list-style-type: none"> • Regional Social Welfare Officers • Toll-free telephone hotline/Short Message Service (SMS) line (1266) • Email • Letter to Grievance focal points at local facilities • Walk-ins may register a complaint in a grievance logbook at the PIU office 	Whenever arise	Local Grievance focal point NAWEC, PIU, GM focal point
Sorting, processing	Any complaint received is forwarded to the Grievance Redress Committee; logged in Grievance Logbook; categorized according to the complaint types its urgency or seriousness and its link to the project.	Upon receipt of complaint	Local grievance focal points PIU GM focal point
Acknowledgement and follow-up	Receipt of the grievance is acknowledged to the complainant by acknowledge receipt and complaint reference number.	Within 2 days of receipt	Local grievance focal points PIU GM focal point
Verification, investigation, action	Investigation of the complaint is led by the Grievance Redress Committee A proposed resolution is formulated by GRC and communicated to the complainant in writing or by any other means, in a language understandable.	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	Local grievance focal points
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
Appeals process	If all attempts at an amicable resolution are not acceptable to the complainant, the latter may resort to the judicial 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

5.2 Labor Grievance Mechanism (Labor GM)

The Labor Grievance Mechanism (Labor GM) will be established to provide a clear and accessible process for addressing labor-related issues and disputes that may arise during the project's implementation. This mechanism will specifically focus on concerns related to working conditions, wages, harassment, discrimination, and any violations of labor rights within the project. The Labor GM will be designed to be confidential, non-retaliatory, and easy to access for all workers, including those employed directly by the project or by contractors and subcontractors. Additionally, the Labor GM will ensure that workers, including vulnerable groups, are informed about their rights and the processes for filing grievances. It will be monitored regularly to ensure its effectiveness and to provide timely resolutions to any labor-related concerns.

5.3 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.
- **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. 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 GWSP 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 complaint will then be processed as a SEA/SH complaint, and the coordinator of the verification structure will be notified for review. 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. 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.

6.0 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.

6.1 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 the feedback received during SEP activities, in particular
 - (a) issues that have been raised that can be addressed through changes in project scope and design, and reflected in the basic documentation such as the Project Appraisal Document, Environmental and Social Assessment, Resettlement Plan, or SEA/SH Action Plan, if needed;
 - (b) issues that have been raised and can be addressed during project implementation;
 - (c) issues that have been raised that are beyond the scope of the project and are better addressed through alternative projects, programs or initiatives; and
 - (d) issues that cannot be addressed by the project due to technical, jurisdictional or excessive cost-associated reasons. Minutes of meetings summarizing the views of the attendees can also be annexed to the monitoring reports.
- (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**.

6.2 Reporting back to Stakeholder Groups

The GWSP 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 to ensure that the information is current and that the methods of engagement remain relevant and effective throughout the GWSP'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. 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 or as required throughout the GWSP lifecycle, ensuring that stakeholders are consistently informed about project progress, outcomes, and any changes that may affect them.

7.0 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, 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 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
- The Gambia Resilience Inclusion Skills Equity (RISE) Project, 2023
- 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.

ANNEXES

Annex 1 . Summary of the consultation with key stakeholders

	Questionnaire for stakeholders	Ministry of Health (Lamin Fadera, WASH Coordinator)	Ministry of Fisheries & Water Resources (Landing Sanneh, Chief Hydrologist)
1	Introduce yourself and your institution	I am Lamin Fadera, the Program Coordinator for Water, Sanitation, and Hygiene (WASH) at the Ministry of Health. My role involves overseeing public health standards, ensuring sanitation infrastructure aligns with national health policies, and managing community health outcomes.	I am Landing Sanneh, the Chief Hydrologist at the Department of Water Resources. My department is responsible for the sustainable management of the nation's water assets, groundwater monitoring, and ensuring water quality standards are met across all sectors.
2	What do you know about the project and its activities?	I understand the project is structured into three core components, specifically focusing on the delivery of both rural and urban sanitation infrastructure. This includes improving household latrines and managing the broader sanitation value chain to reduce disease vectors.	I am aware of the three project components, with a specific focus on the water resource monitoring aspect and the establishment of a specialized water quality laboratory. This infrastructure is critical for the scientific assessment of our water tables.
3	Which role would you and your institution play in the Project during implementation?	The Ministry will provide technical oversight and policy alignment for the sanitation components. I will act as the technical lead to ensure that the infrastructure built, such as sludge treatment plants, adheres to health and safety regulations.	I will serve as the technical focal point for all water-related infrastructure. We will oversee the operationalization of the water quality lab to ensure it meets international calibration standards.
4	What are the different measures should the Project be put in place for the smooth implementation of the Project?	We must establish a Project Steering Committee (PSC) and a Technical Working Group to ensure inter-ministerial synergy. Maintaining	We advocate for the creation of a Steering and Technical committee to provide high-level guidance. Clear communication protocols are essential to prevent technical

	Questionnaire for stakeholders	Ministry of Health (Lamin Fadera, WASH Coordinator)	Ministry of Fisheries & Water Resources (Landing Sanneh, Chief Hydrologist)
		transparent, real-time communication channels between the PIU and our technical staff is non-negotiable for success.	bottlenecks during the construction of the monitoring sites and laboratories.
5	What are your needs in terms of capacity building in order to play your role during Project implementation?	As the sole WASH expert in the Ministry, I require advanced training in Environmental and Social Safeguards, M&E, and Gender mainstreaming. We specifically need tools to build "climate-resilient" sanitation systems that can withstand flooding.	We require specialized training for our laboratory technicians in modern water testing methodologies. Additionally, capacity building in E&S Management Plans and M&E is vital to track the environmental impacts of the new monitoring sites.
6	What are the foreseen challenges and opportunities of this Project	<p>Challenges: Securing land without social conflict and ensuring the long-term management of fecal sludge plants. We also face the risk of "open defecation" habits persisting despite new latrines.</p> <p>Opportunities: This project could make The Gambia a regional leader in achieving Zero Open Defecation (ZOD) status.</p>	<p>Challenges: We face a gap in technical capacity for station-qualified officers at all new monitoring sites.</p> <p>Opportunities: Significant improvements in national water quality data and the modernization of monitoring networks for better resource management.</p>
7	What is your knowledge about environmental and social management?	Currently, I possess only a fundamental, basic understanding of Environmental and Social management frameworks. I will require more technical depth to monitor compliance on the ground.	My current knowledge of E&S management is basic. I understand the concepts of "do no harm," but need training on the specific World Bank/Donor safeguard instruments.
8	How should coordination between your institution and the PIU be structured for E&S matters?	Coordination should be formalized through monthly progress meetings and a shared digital reporting system for email exchanges to	We suggest a dual approach: regular face-to-face coordination meetings to solve technical issues and consistent email exchanges

	Questionnaire for stakeholders	Ministry of Health (Lamin Fadera, WASH Coordinator)	Ministry of Fisheries & Water Resources (Landing Sanneh, Chief Hydrologist)
		ensure a paper trail for all E&S approvals.	for formal documentation of project milestones.
9	Who should be the primary E&S contact person in your institution?	Lamin Fadera will serve as the primary point of contact for all health and sanitation-related E&S matters.	Landing Bojang has been designated as the primary contact for E&S matters within the Department of Water Resources.

Annex 2: 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>
<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, 	<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>

Key evaluation questions	Specific questions	Evaluation	Potential Indicators	Data Collection Methods
			focused on at-risk groups in the project.	
Implementation effectiveness. Were stakeholder engagement activities effective in implementation?	<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. 	Communication Strategy (Consultation Schedule) Periodic Focus Group Discussions Face-to-face meetings and/or Focus Group discussions with Vulnerable Groups or their representatives	

Annex 3: 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 for improving this project? What are your concerns about the project?		

Annex 5: Sample- GRIEVANCE LOGBOOK

Case number	Date Claim Received	Name of Person Receiving Complaint	Where/how the complaint was received	Name & 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.											

