

FEDERAL REPUBLIC OF SOMALIA



MINISTRY OF FINANCE (MOF)

PROJECT: SOMALIA RECURRENT COST & REFORM FINANCING
PROJECT - PHASE 3 AF (P181407)

ADDITIONAL FINANCING 3 STAKEHOLDER ENGAGEMENT PLAN (SEP)

Final and Updated, April 2026

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1. INTRODUCTION

1.1 Background Information

The Recurrent Cost and Reform Finance (RCRF) Project phase 1 became effective in 2014 and closed after a year. RCRF II became effective in July 2015 and closed in June 2022. The third phase (RCRF III) became effective in December 2020 and was expected to close in December 2023. Subsequently an additional financing (AF) was approved for the RCRF III with a closing date of December 31, 2025. The proposed third Additional Financing (AF) will support a one-year extension of RCRF III to December 31, 2027. Among the three phases of the project, the first two were implemented under the Operational Policies on environmental and social (E&S) safeguards and only RCRF III was implemented under the World Bank's new Environmental and Social framework (ESF).

The Project Development Objective (PDO) is **to support the Federal Government of Somalia and Eligible Federal Member States to strengthen resource management systems, the inter-governmental fiscal framework, and service delivery systems in health and education.** The initial RCRF project focused on Benadir, and Puntland States. RCRF 2 expanded to Galmudug, Jubbaland, Hirshabelle and Southwest states and RCRF 3 has continued expanding to other regions and districts of Somalia. In addition to system strengthening and capacity building the focus has been on bringing the existing cadre of health and education workers onto the government payroll, initially in high density urban areas. This AF is requested to help the Federal Government of Somalia (FGS) and Federal Member States (FMS) prepare for a transition after reaching Heavily Indebted and Poor Countries (HIPC) completion point and phasing out of the recurrent cost financing. In addition, the AF will extend the project closing date by 12 months until December 2027 to enable the full implementation of the reform agenda supported by performance-based conditions (PBCs).

The project is run out of the Ministry of Finance and will finance dedicated staff to cover project coordination and management, administration, monitoring and evaluation, financial management, procurement, social safeguards, GBV prevention and communications. It will be implemented in coordination with the Ministries of Health and Education who will have dedicated social and environmental specialists at the federal and state levels funded by other World Bank Projects. Somalia's National Development Plan (2020 – 2024) highlights a commitment to environmental and social safeguards as a cross-cutting issue, with a special focus on ensuring gender and social equity.¹

This Stakeholder Engagement Plan (SEP) is an update of the parent SEP, incorporating additional stakeholder consultations conducted at both Federal Government of Somalia (FGS) and Federal Member States (FMS) levels during the Additional Financing 2 (AF2). These engagements included virtual consultation at FGS level with approximately 50 participants as well as in-person consultation across Jubbaland, Hirshabelle, South West state

¹ See Somalia's NDP (2020-2024) at <https://mop.gov.so/wp-content/uploads/2022/07/Somali-National-Development-Plan-9-2020-2024.pdf>

and Galmudug, involving over 150 participants from government institutions, civil society, private sector, and vulnerable and marginalized groups.

The purpose of these stakeholder engagement activities was to (i) inform stakeholders on the Additional Financing 2 and key project components; (ii) present and validate the environmental and social instruments including the ESMF, SEP, LMP and GRM; (iii) gather feedback and recommendations to improve stakeholder engagement approaches, grievance mechanisms, and GBV/SEAH prevention and response measures; and (iv) strengthen coordination between government institutions, service providers, and communities.

The parent SEP was implemented as planned, with some delays in conducting the stakeholder engagements at FMS and FGS levels; however, all planned consultations were ultimately completed. Continued efforts are required to strengthen outreach to vulnerable and marginalized groups and representatives including CSOs and communities. The grievance mechanism has now been incorporated into the citizen engagement call center as part of component 4, providing accessible channels for communities and project stakeholders to submit complaints and feedback on service delivery. The call center conducts quarterly satisfaction surveys to capture beneficiary experience, awareness of grievance mechanisms and responsiveness of services. As of December 2025, the citizen engagement system had reached over 28,000 beneficiaries, with 12,993 unique individuals engaged in 2025 alone. Of those who provided feedback, 67 percent received responses from government focal points, demonstrating an active feedback loop. Soliciting feedback on services through the call center has elicited nearly 80% response rate from female health workers and is being expanded to community representatives.

The SEP outlines how different stakeholders continue to be engaged throughout the project cycle and provides mechanisms for their feedback to be used to improve the project implementation. It also outlines what information will be collected from and provided to different groups to facilitate their meaningful engagement in identifying, monitoring and mitigating social and environmental risks associated with project implementation and described how the Grievance Mechanisms can be made more accessible and trusted by communities.

The SEP is an iterative strategy that is reviewed and updated periodically as a result of the feedback and information gleaned from the regular engagements. After each engagement, the government will summarize key feedback and share with relevant project staff. Stakeholders will be notified of the responses to the feedback and/or grievances. The PIU will keep updated documentation on the engagements and the actions put forward as a result of the feedback.

The diagram below shows the SEP cycle for the RCRF:



STAKEHOLDER ENGAGEMENT PLAN CYCLE

MINISTRY OF FINANCE – FEDERAL GOVERNMENT OF SOMALIA



1.2 SEP objectives

This Stakeholder Engagement Plan (SEP), which is a key requirement of the World Bank's Environment and Social Framework (ESF) is aimed at:

- i. Identifying and analyzing different stakeholders at different levels.
- ii. Planning engagement modalities through effective communication, consultations, and disclosure.
- iii. Outlining platforms for stakeholders to influence decisions regarding the project.
- iv. Defining roles and responsibilities for the implementation of the SEP.
- v. Defining reporting and monitoring measures to ensure the effectiveness of the SEP and periodic reviews of the SEP based on monitoring findings.
- vi. Elaborating the grievance redress mechanism (GM) for the project.
- vii. Outlining the dissemination of relevant project materials, including explanations of intended project benefits and, where appropriate, the setup of a project website; and
- viii. Documenting stakeholder consultations on proposed project design, environmental and social risks and impacts, mitigation measures, the proposed SEP, and draft environmental and social risk management instruments.

1.3 World Bank requirements for stakeholder engagement

This project is being prepared and implemented under the World Bank's ESF. As per the Environmental and Social Standard (ESS) 10 on Stakeholder Engagement and Information Disclosure, the implementing agencies are required to provide stakeholders with timely, relevant, understandable and accessible information, and consult

with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination and intimidation. Effective stakeholder engagement can improve the environmental and social sustainability of projects, enhance project acceptance, and make a significant contribution to successful project design and implementation.

Stakeholder engagement is an inclusive process conducted throughout the project lifecycle. Where properly designed and implemented, the SEP supports the development of strong, constructive, and responsive relationships that are important for successful management of a project's environmental and social risks. Stakeholder engagement is most effective when initiated at an early stage of the project development process and is an integral part of early project decisions and the assessment, management, and monitoring of the project's environmental and social risks and impacts.

The ESS10 defines the requirements for stakeholder engagement as follows:

- a. Establish a systematic approach to stakeholder engagement that helps Borrowers identify stakeholders and maintain a constructive relationship with them.
- b. Assess stakeholder interests and support for the project and enable stakeholders' views to be taken into account in project design;
- c. promotes and provide means for effective and inclusive engagement with project-affected parties throughout the project life cycle; and ensure that appropriate project information is disclosed to stakeholders in a timely, understandable, accessible and appropriate manner.

2. PROJECT DESCRIPTION

2.1 Project Development Objectives

To support the Federal Government of Somalia and Eligible Federal Member States to strengthen resource management systems, the inter-governmental fiscal framework, and service delivery systems in health and education.

2.2 Project Components

The project supports Somalia's efforts toward a more resilient, inclusive and stable socio-economic environment. The project's benchmarks/Performance Based Conditions will incentivize the Federal Government of Somalia and the Federal Member States to sustain momentum in helping the FGS and FMS transition after reaching the Heavily Indebted and Poor Countries (HIPC) completion point by the end of 2024 and phasing out of the recurrent cost financing. The project will help scale up inter-governmental fiscal relations, and build state institutions, in support of the delivery of basic services in health and education. It will also support building a real-time feedback loop from the citizens who are intended to benefit from the investments and extend the project life to December 2026.

The proposed AF 3 will support a one year extension of RCRF III to December 31, 2027, alongside a targeted project restructuring. The AF is designed to address implementation bottlenecks, refocus reforms on feasible and high impact areas, and strengthen Federal Member State (FMS) payroll and service delivery systems during a period of heightened political uncertainty. The AF primarily reallocates undisbursed funds from federal level Performance-Based Conditions (PBCs) that are no longer achievable to a new set of FMS focused, results based reforms, with an emphasis on payroll processing, domestic revenue mobilization, and health and education service delivery systems.

2.3 Project Components

Component 1: Recurrent cost finance to reform resource management systems

This component will continue to finance FGS civil service salaries through input-based advance replenishment model ("baseline" financing) on a declining scale and performance-based financing through PBCs.

The AF will finance only the performance-based portion of the FGS civil service payroll while the government share of the "baseline" FGS civil service salaries financing will reach 100% starting January 2026. Performance-based financing of FGS civil service will comprise around 15 percent of FGS civil service salaries by the end of CY2026. Selected PBCs benchmarks are revised, and new benchmarks are added with the following considerations: (i) the cost of several benchmarks was increased to add more value to the reform and provide greater incentives; (ii) additional benchmarks were added in 2025-2026 to incentivize sustained implementation beyond the adoption of respective policies and regulations; (iii) the target days for selected reforms were extended while intermediate benchmarks added to reflect realistic timelines and allow for reform sequencing. Annex 2 details the proposed changes. PBCs will continue complementing DPO series and SERP by incentivizing reform implementation and their sustainability.

Subcomponent 1.1 will continue to provide a decreasing “baseline” level of input-based financing of the FGS non-security sector civil service wage bill. As of December 2021, RCRF finances around 20 percent of the FGS civil service wage bill through the advance-replenishment model. AF target will be to decrease the RCRF share of financing to 10 percent by 2025. The spotlight will be on responding to the weaknesses in the RCRF-supported payrolls, such as input controls, inconsistent digitization, weak adjustments, and exceptions handling, as well as broader issues with HRM and accountability, including time and attendance.

Fiscal pressures of the wage bill will be addressed through several measures. These include linkages to the IMF Extended Credit Facility (ECF), enhanced management and transparency of the non-formal civil service wage bill, support of internal control measures through SERP, and the use of PBCs to incentivize domestic revenue mobilization. With expected increases in revenues during project implementation and a better controlled public wage bill, the need for recurrent cost finance will reduce over the years.

Subcomponent 1.2. Financing eligible civil service salaries in FGS: reform benchmarks (PBCs). PBC financing currently enables the FGS to access up to US\$6.3 million in 2022–2023 through reimbursement against eligible expenditures. These PBCs center on five key areas: (a) customs, (b) payment processes, (c) intergovernmental fiscal relations, (d) fiscal transfers to FMS, and (f) public administration. The AF aims to expand the scope of PBCs. The key areas will remain, but with a longer time horizon available. Additional intermediate benchmarks aimed at helping the FGS to avoid slipping off the reforms road map and longer-term benchmarks aimed at medium-term reform results are being added. New benchmarks will incentivize continued reform efforts in revenue administration, payroll management, fiscal federalism, fiscal sustainability of the civil service wage bill, enhanced roles for women in civil service. Furthermore, a new PBC on wage bill management is proposed to continue efforts, started under RCRF II 2021 restructuring, to increase transparency and fiscal sustainability of the non-formal wage bill. New benchmarks align closely with the SERP and other development partner activities in Somalia.

Component 2: Strengthen intergovernmental fiscal relations.

This component will scale up the support to the intergovernmental platforms with the objective of strengthening fiscal federalism structures and contribute to the operationalization of intergovernmental agreements following the intensification of the federalism dialogue at the national level. Furthermore, the FMS level PBCs will be expanded to test the viability of performance-based financing of the FMS civil service payroll and introducing the declining scale of “baseline” financing (see Annex 2 for the list of PBCs). The FMS PBCs will need to balance the ambition of the reform with its viability to ensure predictable and uninterrupted financing of FMS level civil service salaries. Therefore, the verification processes will be refined and detailed in the Project Operations Manual (POM) to allow for timely and predictable disbursements in January-February each year. The Eligible Expenditure Program will include both FGS and FMS civil service wage bill. Intergovernmental transfers from FMS to selected local governments will continue to be piloted with the primary goal of strengthening PFM systems and building capacity for participatory and accountable local government transfers for service delivery and climate change mitigation and adaptation.

Subcomponent 2.1. Supporting Intergovernmental Fiscal Forums and Secretariat. The AF will intensify support to the fiscal federalism agenda and federal entities. The intergovernmental dialogue will continue through support of the Intergovernmental Fiscal Forum (IGFF) and Secretariat as well as sectoral (health, education)

intergovernmental forums. Stronger analytical output and technical assistance will be provided in the areas of fiscal transfers, a revenue sharing formula, use of the new harmonized chart of accounts in budget preparation and execution, functional decentralization in service delivery, and local governance structures within selected FMSs. As SERP provides technical assistance on the harmonization of PFM and DRM systems between FGS and FMSs, a key priority for the RCRF will be to reinforce communication and coordination between the FGS and FMSs for strengthened intergovernmental fiscal relations. Support to the intergovernmental dialogue platform on civil service reforms initiated under the RCRF will be taken up by SERP to avoid duplication of activities and ensure stronger technical assistance support to the harmonization agenda.

Subcomponent 2.2. Reform benchmarks for improved governance and service delivery at the FMS level (PBCs). FMS-level reform benchmarks will be continued and expanded. The first round of PBCs targeted at FMSs was disbursed in August 2021 and, despite some initial delays, have served as an effective instrument for channelling intergovernmental transfers to frontline service delivery units. However, several lessons learned need to be taken into account in designing a new set of FMS PBCs. First, FMSs still have limited capacities and understanding of PBC-based financing mechanism. The existing service delivery PBCs are cumbersome and require a long list of documentation, which at times is duplicative and does not bring any value added to the reform's agenda. Second, launching new initiatives (such as performance-based school grants program) through PBC financing without project allocations to support design, piloting, and expansion have proved challenging; the approach will be revisited. Finally, additional benchmarks to increase accountability and transparency of PBC-based financing are required and should be aligned with SERP support.

Subcomponent 2.3. Strengthening resource management systems. Subcomponent 2.3 will continue financing investments in the MoF and Office of the Accountant General (OAG) (notably External Assistance Fiduciary Sections (EAFS)), and contract management capability in the ministries of education and health, and social safeguards. This activity will be closely coordinated with the SERP, and the Public Resource Management in Somalia (PREMIS) phase two project funded by the UK Foreign, Commonwealth, and Development Office (FCDO). Support to OAG will include developing OAGs in FMSs, assessing needs for professionalization and training for the government's accounting cadres, developing a three-year strategic plan, and maintaining strategic regional partnerships. FMS social/gender-based violence (GBV) specialist positions and their travel, community mobilization, and monitoring activities will be financed from this subcomponent. Subcomponent will also support building up expertise and sharing experiences across the World Bank's new operations in the health and education sectors in Somalia. Other Bank projects are also likely to leverage this support, especially during the early phases of implementation.

Subcomponent 2.4. Supporting local governance within FMSs. The World Bank team held several discussions with FMSs and development partners to gauge the demand for a new subcomponent to support the local governance agenda within FMSs. Districts, old and newly created, are at various stages of administrative and political development depending on the FMS, local political dynamics, conflict status, population, and urbanization. Local governments (districts/municipalities), especially the few urban, populous ones, need immediate support to regulate and complement the existing private and civic actor service delivery. Support will be needed to strengthen local government capabilities in basic administrative skills, as well as in the technical elements of strictly public services. While further engagement with the FGS and FMSs will be required, preliminary areas of

support include (i) fostering intra-FMS dialogue with and capacity building of municipal/district governments in FMS capitals and interim capitals on functional and fiscal decentralization; (ii) funding technical assistance on urban property surveys, property registers, and property tax revenue sharing with these urban centers in selected FMS, (iii) building capacity of fit-for-purpose PFM and payroll systems in the capital districts (and Bosaso); (iv) promoting citizen engagement at all levels of government per demand; and (v) advising on mechanisms to enable emergency financing in response to climate-related and other disasters. This subcomponent will be carried out in close coordination with the United Nations' JPLG Program. The FMS MoF will sign a grants manual agreement on the fiscal transfers with the FGS MoF and sign a service delivery agreement with the districts to specify *inter alia* eligible activities, selection criteria, accountability, reporting, inclusivity, and community engagement and grievance mechanism requirements. The grants manual will include E&S screening and instrument preparation requirements noting that the following exclusion criteria will apply: no physical construction activities other than minor rehabilitation; no activities in highly insecure areas.

Component 3 will introduce a declining scale for the “baseline” (input-based) recurrent financing for FMS with the target of at least 40 percent of FMS civil service salaries financed from FMS own revenue and reimbursed through PBCs. Non-salary recurrent costs will continue to be financed from advance replenishment to ensure the adherence to the agreed reform roadmap and compliance to the PFM regulations through third-party monitoring. AF will scale up financing to the Marwo Caafimaad (Female Health Worker) program with the focus on the newly liberated areas in close coordination and labor division with the Improving Healthcare Services in Somalia Project (“Damal Caafimaad”, P172031). Input-based support to education sector is expected to scale down after the RCRF financed teachers have transitioned to Government-financed teacher cadre. At the same time, FGS and FMS level earmarked PBCs in the education sector will provide the financing cushion during the transitional period between the phase out from the recurrent cost support to post-HIPC financing terms.

Component 4 will have a strengthened focus on citizen engagement, open budget, accountability, transparency, and inclusivity. As initial activities laid the foundations for citizen engagement by improving transparency and collecting citizen feedback, the new activities will focus on closing the feedback loop, citizen participation and trust building, and encouraging government accountability. The AF will consolidate around successful pilots and incrementally expand them with the above objectives in mind. For the call center, this will entail personalization of messaging, integration of social media, and promoting open data. For the mass media, behavior change, and feedback campaign, this will entail rolling out the pilot to a wider geographic scope with a greater focus on collecting actionable feedback and showing how it is used. Finally, on budget transparency, this will entail strengthening and institutionalizing pilot budget hearings held by parliament and budget consultations held by the MoF along with publication of feedback received and government response. Activities will be closely coordinated with SERP, with the AF taking the lead at the FGS and SERP leading in the FMS.

Component 5 will continue providing support to project management and coordination. The component will also procure the services of an Independent Verification Agent or consultants to validate FGS and FMS level PBC achievements.

2.4 Environmental and social risk of the project

The overall risk rating for the project is High, with four risks: political and governance, macroeconomic, fiduciary, and other (mainly comprising security risks). Risks include the broad geographic and technical scope of project activities. While many benefits exist to taking an all of Somalia and comprehensive governance reform approach, it also comes with risks related to the dynamics between FGS, FMS.

The environment risk rating is Moderate. This is mainly due to the waste generated from the medical kits to be supplied to female health workers and the associated occupational health and safety risks. The absence of medical waste management procedures may cause uncontrolled outbreaks of contagious diseases and is a threat to public health. In addition, all FHWs have been provided with tablets, mobile phone devices and solar charging systems to support service delivery and reporting, which introduces potential electronic waste (e-waste) challenges.

The social risk rating is rated Substantial taking into account the following key social risks and impacts: (i) potential nepotism and exclusion of disadvantaged and vulnerable groups in recruitment and service provision; and (ii) labor risks including OHS and security risks especially in newly liberated areas, (iii) sexual exploitation and abuse, sexual harassment, and other forms of gender-based violence (GBV) that may occur in recruitment, or retention and/or dismissal of skilled or unskilled female workers and the delivery of both health and education services; (iv) potential risks of increased social tension in the community (for example, on how services are delivered, or siting of services); (v) contextual risks of operating in a conflict zone and complex social context where effective and inclusive community consultations, monitoring, and developing effective and trusted grievance redress mechanisms are challenging.

In addition, the rollout of payroll management reforms at the FMS level introduces specific operational and governance-related risks associated with the transition to integrated payroll systems. These include potential risks of exclusion or inclusion errors during validation of the reform population, temporary delays or disruptions in salary payments during the migration process, and perceptions of inequity in the application of eligibility criteria. There is also a risk of institutional misalignment across implementing entities in managing the transition. These risks will be managed through strengthened institutional coordination, clear definition of roles and responsibilities, and the application of established grievance redress mechanisms.

All social and environmental risk mitigation measures have and continue to be detailed in the appropriate ESF instruments, including the Environmental Social Management Framework (ESMF), the GBV/SEA/SH prevention and responsive action plan, the Stakeholder Engagement Plan (SEP) and Labour Management Plan (LMP).

3. STAKEHOLDER IDENTIFICATION AND ANALYSIS

The project engages a large and diverse array of stakeholders during implementation. The FGS and the participating FMS are responsible for project implementation and management. Non-state stakeholders such as community leadership, citizens who benefit from the services provided, teachers and health workers, members of disadvantaged groups e.g. Internally Displaced Persons (IDPs), minority groups, women, youth, and people living with disabilities are involved regularly through the life of the project. Other groups such as teacher training institutes, private sector health and education providers, civil society, will similarly be engaged as appropriate. Relationships with existing non-government actors, including UN agencies, NGOs and private sector organizations, have been established to ensure the project leverages their activities within the health, education and civic engagement space.

Careful consideration is taken to ensure that women, youth, the elderly, persons with disabilities, IDPs and minority groups are represented amongst the stakeholder groups engaged. Various other stakeholders such as religious or clan elders—who may influence the perception and uptake of education and health services and involvement of women and vulnerable groups in the project continue to be engaged.

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

- a. **Affected Parties:** persons, groups and other entities within the Project Area of Influence (PAI) that are directly influenced (actual or potential) by the project and/or have been identified as most susceptible to change associated with the project, and who need to be closely engaged in identifying impacts and their significance, as well as in decision-making on mitigation, sharing of project benefits, and management measures.
- b. **Other Interested Parties:** individuals/groups/entities who may not experience direct impacts from the project but who consider or perceive their interests as being affected by the project and/or who could affect the project and the process of its implementation in some way; and
- c. **Vulnerable Groups:** persons who may be disproportionately impacted or further disadvantaged by the project as compared with other groups due to their vulnerable status and that may require special engagement efforts to ensure their equal and effective representation and participation in the consultation and decision-making processes, including in taking advantage of project benefits, associated with the project. Members of disadvantaged groups can be affected parties or other interested parties, depending on the circumstances.

3.1 Affected Parties

The affected stakeholder groups and their relevance and needs can be classified as follows:

Table 1: Different Stakeholders and their relevance and needs.

Project stakeholders	Relevance to the project	Needs
The FGS and line ministries, departments, and government agencies directly supported by the project.	The government ministries, departments and agencies are integral to the overall success of the project at all stages. They are crucial to the establishment of the physical, technical, legal and regulatory framework of the project as well as providing the human resources. Inter-and intra-agency collaboration will be essential for the implementation of the project activities. The main government ministries to be engaged will be ministries of education and health and FMS line ministries, as well as others involved in ESF implementation such as the Ministry of Labour and Social Affairs and Civil Service Commission and others that will benefit from improved citizen engagement and feedback and other WB supported project that may have good practice and experience to share.	To be informed and identify potential social and environmental risks, grievances in order to address and mitigate and monitor implementation.
People who will benefit from project-related employment e.g. social service workers (i.e. teachers and health workers in FGS, FMS administrations)	Successful implementation of the Project will increase the legitimacy and functionality of the State and bring benefits to the public. The payment of salaries and support of expenditures in the social sectors, particularly health and education, is an essential precondition for the restoration of public confidence in the legitimacy of state structures and could support peace, with security dividends resulting from the improved fiscal position of recipient governments. Genuine citizen engagement and responsive complaints mechanisms also have the potential to build trust and cohesion. Those directly engaged as workers are able to provide insights on whether the activities are expanding access to improved social services and enabling government functionality. They are also able to inform project management of any issues (whether fiduciary or programmatic) that may emerge during implementation. The project will generate employment or business opportunities for the community through engagement of firms and consultants and hiring of field staff and enumerators for data collection.	To share their feedback on project implementation and whether social and environmental risks are adequately being addressed/mitigated.
FMS and local government (Municipality Departments, Municipal	Local government institutions protect the rights of inhabitants in the project area and represent the local communities. Through the project, state and local capacities will be augmented to provide improved service delivery. These constituencies will also benefit from improved citizen engagement in government budgeting and feedback on services.	To be informed of potential social and environmental risks, grievances - in order to address and mitigate, as possible.

Project stakeholders	Relevance to the project	Needs
Councils, and District offices)		
Communities where project activities are implemented.	Communities will benefit from the improved quality and continuity of services provided by health, education and other workers supported through the project as well as improved government budgeting and service provision through citizen engagement and feedback mechanisms. There already exist local structures which the project can engage with such as health committees and community education committees, as well as traditional local leadership, including clan heads/chiefs and religious leaders.	To share their feedback on project implementation, including the sharing of project benefits, and whether social and environmental risks are being adequately addressed/mitigated.

3.2 Other interested parties

Project stakeholders	Relevance to the project	Needs
International NGOs and bilateral donor agencies	Development partners will be able to provide technical advice and financial assistance and performance standards for service provision in the education, health and civic engagement sectors. Engagement with these groups can improve coordination and leverage investments.	To learn about the project's activities, share information, lessons learned, and explore opportunities to maximize synergies and impact with similar projects.
Civil society organizations (i.e. women and youth, and persons with disabilities groups) and direct and indirect representatives of the poor and excluded	Civil society organizations especially those which work closely with vulnerable and marginalized groups are often able to articulate issues and amplify the voices of those who may be otherwise hard to reach or not sufficiently empowered to raise issues.	To learn about the project's activities and to have a platform to advise on social risks management and mitigation.

1.1.Disadvantaged/vulnerable individuals or groups

Project stakeholders	Relevance to the project	Needs
The poorest communities, IDPs, persons with disabilities, and minority groups and their representatives.	These vulnerable or marginalized groups have the most to benefit from accessing the health and education services under this project.	To learn about the project and its benefits and provide their feedback and concerns regarding project implementation and sharing of project benefits, through an easily accessible mechanism.

4. STAKEHOLDER ENGAGEMENT

The government will continue to ensure genuine stakeholder engagement to build mutual trust, foster transparent communication with both the project beneficiaries and other stakeholders, and ensure social and environment risks and impacts are identified and mitigated. In Somalia, consistent and meaningful dialogue with stakeholders is critical to maximize opportunities for the project's success, enhance project acceptance and ownership and to improve the social contract between the government and its citizens. The SEP and the citizen engagement component will be implemented in such a way as to promote monitoring of social and environmental risks while also setting mutual expectations, clarifying the extent of the government's commitments and resources, and obtaining feedback on activities. Lastly, the SEP will include a grievance mechanism (GM) to allow the government to act upon complaints and suggestions for improvements in a timely fashion.

4.1 Stakeholder Engagement Principles

Stakeholder analysis generates information on the perceptions, interests, needs, and influence of actors on the project. Identifying the appropriate consultation approach for each stakeholder throughout the project lifecycle is necessary. In order to meet best practice approaches, the project continues to apply the following principles for stakeholder engagement.

- i. **Openness and life-cycle approach:** public consultations for the project will continue during the whole project lifecycle from preparation through implementation to closure. Stakeholder engagement will be free of manipulation, interference, coercion, and intimidation.
- ii. **Informed participation and feedback:** information will be provided and widely distributed among all stakeholders in an appropriate format; conducted based on timely, relevant, understandable and accessible information related to the project; opportunities provided to raise concerns and ensure that stakeholder feedback is taken into consideration during decision making.
- iii. **Inclusivity and sensitivity:** stakeholder identification will be undertaken to support better communication and building effective relationships. The participation process for the project will be inclusive. All stakeholders will be encouraged to be involved in the consultation processes. Equal access to information will be provided to all stakeholders. Sensitivity to stakeholders' needs is the key principle underlying the selection of engagement methods. Special attention will be given to vulnerable groups, particularly civil servants in low grades, female workers, minority groups and those with disabilities.

Given the fragile state context of Somalia, the social risk rating is substantial. The rating takes into account the weak governance institutions, continued insecurity, and conflictual socio-political dynamics that contribute to a myriad of social and environmental risks. The following risks have been identified through the various consultation processes:

Equity

- The selection criteria for districts on component 2.4 should be clear and transparent;

- Hiring decisions may not reflect transparent and fair processes and instead is influenced by nepotism or clannism. Minority clans and groups including minority groups, IDPs, and persons with disabilities, and women are particularly at risk of discrimination.
- Dismissal / termination of some project workers mainly FHWs and teachers may not be done in a transparent manner and may involve favoritism and discrimination, particularly in relation to: persons from minority clans, IDPs, persons with disabilities.
- Some recruited health and education staff may fail to provide services without discrimination, including to disadvantaged groups.
- The plan to tie support for schools to performance based on test scores or other qualitative measures may marginalize poorer communities where students do not have the socio-economic conditions, access to tutoring services or other methods of improving learning outcomes.

Occupational Health and Safety (OHS)

- Workers may be directly targeted by violent non-state actors for their affiliation with the government. This is a particular threat for those working near areas outside of government control, areas where people congregate, e.g., health centers and schools may also be a target.
- Physical structures from which workers provide services to the community may not cater to females (e.g. separate toilets) and persons with disabilities (access).
- Female health workers may be exposed to COVID-19, and other infectious diseases because of a lack of personal protective equipment (PPE).

Gender Based Violence (GBV)

- FHWs often travel alone and by foot to homes to provide services. As a result, they are particularly vulnerable to GBV.
- Limited trainings for key personnel (health and education) providing services to GBV survivors as well as lack of information on who provides what, can increase harm, violence, and death.
- The need to strengthen referral pathways.
- Due to limited understanding of survivor-centered approaches, reinforcement of community conflict resolution in some cases may cause harm to women and girls including revictimization, stigma and marriage to the perpetrator.

Sexual Exploitation Abuse and/or Harassment (SEA/SH)

- Female workers (whether civil servants, FHW or teachers) may be subject to GBV/SEA/SH in the recruitment or retention process given men dominate the hiring and management in most if not all government offices.
- Lack of integrated policies providing protective environment free from GBV/SEA/SH and services for survivors.

Other gender issues

- While official government policy is to allow for female employees to take maternity leave and have access to time off for breastfeeding, women are vulnerable to losing their jobs after pregnancy since these policies are rarely adhered to in practice.
- The lack of female representation in school management may serve to limit the ability of communities to increase the number of female teachers – a critical component in providing a welcoming environment for female students and other female teachers.

Lack of trust in stakeholder feedback and grievance mechanisms

- Stakeholders may fear providing honest feedback or reporting grievances due to lack of trust in whistleblower protection and that the information will be dealt with confidentially and appropriately.
- The need to integrate grievance mechanisms and citizen engagement platforms and collaborate with district council members in each district was proposed to enable efficient feedback and handling of complaints.

Other potential risks

- The focus of support exclusively to FHWs may marginalize traditional birth attendants who are the primary providers of pre and post pregnancy care in rural areas.
- The need to consider climate mitigation activities and ensure the sustainability of these activities beyond World Bank support, including the need for long-term strategies and plans for a well-designed exit strategy well before the project closure timeline.
- The need to streamline security support for the World Bank funded projects by developing a single approach across projects.

The discussions with the stakeholders provided an understanding of the potential social risks identified. Below are some of the key issues:

- Challenges using smart phones/ODK/taking photos/security.
- Conflict over perceived overlap of roles between FHWs & Traditional Birth Attendants.
- Complaints – delays in salaries, safety and security, storing kits,
- Lack of attention to areas with marginalized groups

Mitigation measures for the social risks outlined above will be provided in the updated Environmental and Social Management Framework (ESMF). The updated Labor Management Procedures (LMP) will outline fair treatment, non-discrimination and equal opportunity of project workers and define separate worker grievance procedures. A GBV/SEA/SH prevention and response action plan will be updated and will detail the necessary operational measures to be put in place to prevent GBV/SEA/SH among staff, students and community members and ensure a separate, survivor-centric, and confidential grievance mechanisms and procedures for dealing with cases and provision of services for survivors. The Grievance Mechanism will be strengthened, and trust building measures enhanced.

4.2 Summary of stakeholder engagement done during project preparation and implementation.

Stakeholder engagement for the project has been conducted at both FGS and FMS levels during project preparation and implementation of AF2. These consultations formed part of the update of the Stakeholder Engagement Plan (SEP) and built on engagement activities under the parent project. Between December 2023 and August 2024, the Project Implementation Units (PIUs) engaged a broad range of stakeholders, including government institutions, development partners, civil society organizations, non-governmental organisations, private sector actors, and representatives of vulnerable and marginalized groups.

The engagements focused on informing stakeholders about the Additional Financing 2, key project components, and associated environmental and social instruments, while also providing a platform to gather feedback, concerns, and recommendations. Consultations were undertaken through virtual and in-person meetings and followed a structured format comprising presentations and open discussions. Stakeholder inputs contributed to strengthening approaches to grievance redress, inclusion, labour management, gender-based violence (GBV) risk mitigation, and ongoing stakeholder engagement arrangements.

Stakeholder engagement will continue throughout project implementation, with the SEP serving as a living document to be updated based on feedback and evolving project needs. A summary of the stakeholder consultations conducted at FGS and FMS levels is presented in Table 2, with detailed meeting minutes provided in the annexes. The consultations were held between 2023–2024 which informed the update of the SEP and associated environmental and social instruments.

Table 2: Stakeholder consultations conducted at FGS and FMS levels under Additional Financing 2 (AF2)

Date	Location	Venue	Participant	Discussion Points
27 December 2023	FGS, virtual consultation	Virtual	Around 50 participants including community members, UN representatives, government officials from MOF, MOH and MOE, NGOs, youth groups, and social safeguards personnel	The meeting introduced the Additional Financing 2 and presented key environmental and social instruments (ESMF, LMP, SEP, GRM). Stakeholders provided inputs on strengthening stakeholder engagement, improving accessibility and integration of grievance mechanisms, translating key documents into Somali, and enhancing coordination with district councils and citizen engagement platforms. Participants also raised the need for stronger referral pathways, alignment across World Bank projects, and early planning for sustainability and exit strategies.
6 February 2024	Jubbaland	Hotel Mamus	58 participants from non-state and civil	The consultation focused on project overview and environmental and social

Date	Location	Venue	Participant	Discussion Points
			society organizations, marginalized groups, education, health and finance stakeholders, including local and international organizations	instruments, including GBV risk mitigation, GRM, and labour procedures. Stakeholders emphasized the importance of transparent recruitment processes, stronger protection mechanisms for women, and improved GBV response systems. Participants also recommended continued stakeholder engagement through regular consultation forums and strengthened awareness of grievance reporting channels.
27 March 2024	Hirshabelle	Beder Venue, Jowhar	Around 40 participants including government institutions, MOH, MOE, MOF, National Civil Service Commission, vulnerable and marginalized groups, NGOs, international organizations, UN agencies, disability groups, chamber of commerce, and women organizations	The session covered project components and environmental and social instruments, followed by discussions on GBV mitigation, GRM, and stakeholder engagement. Participants highlighted the need to include community health workers in trainings, address school dropout linked to drought, and strengthen community mobilization through teachers and local leaders. Agreed actions included regular stakeholder meetings, improved GBV/SEAH reporting, and enhanced coordination among stakeholders.
8 June 2024	South West State, Baidoa	Horyal Hotel	29 participants including ministries, NGOs, school teachers, managers, female health workers, doctors, women groups, disadvantaged groups, minorities, and disability groups	Discussions focused on stakeholder engagement, grievance mechanisms, and social and labour considerations. Participants raised concerns about inclusion of marginalized groups in recruitment, highlighted challenges faced by female workers including maternity-related issues, and emphasized the need to improve public awareness and accessibility of grievance reporting channels. The session also reinforced the importance of transparent complaint handling and community-level engagement.

Date	Location	Venue	Participant	Discussion Points
17 August 2024	Galmudug	Adani Hotel and Restaurant	40 participants, mainly youth and women from underprivileged backgrounds, volunteer organizations, and representatives from associations in health, WASH, education, and government	The meeting provided an overview of project safeguards and facilitated discussions on GBV prevention, GRM, and stakeholder engagement. Participants emphasized strengthening the capacity of service providers to handle GBV cases, improving referral systems, and enhancing community awareness. Recommendations included continued stakeholder consultations, increased focus on women's empowerment, and strengthening coordination among service providers.

4.3 Summary of project stakeholder engagement tools and techniques

The government will continue to tailor its engagement according to the most effective mechanisms to reach identified stakeholders including vulnerable and disadvantaged groups. To minimize costs and maximize impact and access to stakeholders, the SEP continues to be implemented closely with the citizen engagement platform and build on and strengthen existing intra-government engagement structures for FGS and FMS dialogue. At the community-level, project coordinators in FGS, and participating FMS build a coalition of change agents and community monitors or work with existing structures by adopting various communication and participatory methods designed to inform, consult, involve, collaborate or empower. These include vulnerable and disadvantaged groups such as IDPs, minority groups, women, and remote communities including nomadic pastoralists. Due to the obstacles to participation for these vulnerable groups, the project works closely with organizations who advocate for equitable services to ensure their views are taken in consideration and their issues addressed. These engagement approaches will also be applied to support communication and feedback during the rollout of payroll management reforms at the FMS level.

To expand the audience for public information campaigns, the project utilizes strategic communications depending on the audience, for example radio, social media and TV discussions. The FGS Ministry of Finance has contracted a mass media and communication firm that develops communication and behavior change strategy, including clear messaging for each audience and segmentation, and explain and show how information is used. The firm has partnership with major media houses to deliver the message and would take the advantage of the social media platforms for reaching different stakeholders. A mass media campaign on GRM awareness has already been conducted through radio, reaching approximately 47,900 people.

Both the call center and mass media firms informs the stakeholders on the availability of the GM through SMS voice call and posting to the social sites including increased anonymity. In addition, periodic community feedback surveys are conducted to get insights on the social and environmental impacts of services provided by the project and an understanding of whether there is awareness on the GM and whether it is trusted and functioning. The

citizen engagement call center conducts beneficiary satisfaction surveys on a quarterly basis to capture feedback on service delivery and grievance mechanisms. These feedback mechanisms could include call centers and SMS texts that can expand engagement with communities where the RCRF III is to be implemented. In a country with limited literacy rates, technologies such as interactive voice response (IVR) allow beneficiaries to give direct feedback to the government in a quick and easy format. So far, the call center conducted several beneficiary engagement activities targeting the FHWs and supervisors in different locations via SMS and voice call. The call center uses Ushahidi technology platform to send and receive SMS, while call record management software has been used for the calls as 7575 short codes. There are several other campaigns planned to be conducted very soon. So far, the call center contacted more than 1200 FHWs/FHS in different locations for different campaigns with a response rate exceeding 80% average. The major challenges highlighted in the implementation process include technology difficulties to accommodate different interfaces and poor mobilization in some locations.

Meaningful stakeholder engagement depends on timely, accessible, and comprehensible information and accessible opportunities to influence the program in ways that do not present risks to those raising what can be critical and sensitive issues. This requires that the PIU ensures that relevant project-related information is available as early as possible and throughout the project life cycle in a manner, format, and language appropriate for each stakeholder group. The following table indicates the methodology for stakeholder engagement and information disclosure. Formats to provide information may include presentations, printouts, non-technical summaries, project leaflets, non-literate diagrams and posters and pamphlets, depending on stakeholder needs. Due to the COVID-19 pandemic, the project will use a mix of in person meetings and remote and virtual methodologies, as well as radio and other social media platforms. In the context of stakeholder engagement, the project ensures compliance with national law requirements as well as World Bank guidance, including World Bank “Technical Note: Public Consultations and Stakeholder Engagement in World Bank-supported operations when there are constraints on conducting public meetings,” March 20, 2020, regarding the COVID-19 situation.

For the new subcomponent 2.4. Supporting local governance within FMSs (new). The FMS MoF will sign a grants manual agreement on the fiscal transfers with the FGS MoF and sign a service delivery agreement with the districts to specify inter alia eligible activities, selection criteria, accountability, reporting, inclusivity, and community engagement and grievance mechanism requirements. The grants manual will include E&S screening and instrument preparation requirements noting that the following exclusion criteria will apply: no physical construction activities other than minor rehabilitation; no activities in highly insecure areas. Different community groups (including separate consultations with women and minority groups) will be consulted on how the local government grants will be used and potential E&S risks in the activities and mitigation measures. Site specific awareness raising will be conducted on the GM.

4.4 Proposed strategy for consultation

Table 3: Proposed Consultation Strategy

Stakeholder	Channels of Engagement	Frequency	Purpose	Who will carry out
Line ministries, departments, government agencies	High-level policy meetings at FGS-FMS level Working sessions with FGS and FMS technical ministry and local government counterparts Joint periodic surveys	At launch and regular intervals e.g. 6 months	Project reviews including social risks and how they are being managed. Seeking clearance to implement the project components. Raise awareness of key provisions to provide a protective environment free from GBV, SEA/SH Review GM monitoring processes. To promote shared responsibility and partnership. To support communication related to payroll management reforms, including payroll migration and oversight arrangements.	PIU and Social/GBV specialists at FGS and FMS level
Local organizations and interested citizens in districts with health, education and community engagement components	Public Forums Interactive FM radio programs	Before activities in each FMS	To inform public of the project's activities and goals. To share information on mechanisms for stakeholder engagement, GM and GBV/SEA/SH risks and mitigation measures. Some of the mitigation related to stakeholder engagement Includes regular meetings to share project information, risks as well as developing a strategy to identify appropriate methods to disseminate and the disclosure of information to stakeholders. Development of GBV /SEA information guide integrated into the health and education materials for outreach teams	PMT and Social/GBV specialists at FGS and FMS level
UN, international and local NGOs and bilateral donor agencies	Donor, sectoral/cluster level meetings Knowledge sharing forums for health, education and civic engagement	Every 6 months at FGS and FMS level	To solicit guidance and feedback on: Project implementation and social risk management. To strengthen collaboration and a multi-sectoral approach to services including to GBV/SEA/SH survivors	PMT and Social/GBV specialists at FGS and FMS level

Stakeholder	Channels of Engagement	Frequency	Purpose	Who will carry out
Communities, including members from vulnerable and marginalized groups, served by project-funded health and education workers. Other community service providers such as traditional birth attendants and madrassa teachers.	Public fora using approaches such as community conversations or dialogue forums and separate sessions with vulnerable groups only and differential measures of engagements including focus group discussions, women and other vulnerable groups' representatives etc.	At the launch of activities in a region and every year.	To inform communities on the project's goals, activities and mechanisms. To assess effectiveness of project services and how they can be improved. To identify social and environmental risks and how they could be managed, or their management improved. Provide dialogue opportunities where citizens have access to government representatives and other stakeholders. Collect feedback from the target communities to understand their concerns, issues and perceptions of the overall project implementation.	Social/GBV specialists at FGS and FMS level
	Billboards – with visual posters on information on support to community and GM	Throughout the life of the project in project sites.	Provide information on key project related GBV risks, as well as on reporting and response services through the identified GM procedures.	
	Annual user feedback surveys for sampled community representatives including vulnerable groups where targeted services are provided	Yearly	Provide feedback to the targeted communities on concerns, suggestions, perceptions they have raised regarding project implementation.	
	Websites – FGS and FMS websites with information on the project and contacts, process and functionality of GM	Throughout the life of the project.		
	Social media e.g. WhatsApp, Twitter etc.	Throughout the life of the project.		

Stakeholder	Channels of Engagement	Frequency	Purpose	Who will carry out
People who will benefit from project related employment (e.g. civil servants, teachers, FHWs)	Regular meetings to review progress. Surveys to assess job satisfaction. Virtual tools to report and effectiveness and challenges. WhatsApp groups to share information and suggestions	Throughout the project life.	To provide timely access to information, data, documents, and other relevant project information Learn about any issues related to social and environmental risk management and what can be improved. To increase understanding and support the effectiveness of the GM and GBV prevention.	Supervisors and social/GBV specialists at FGS and FMS level
Civil society organizations, private sector	Public forums, knowledge sharing forums. Social media	Annual	To share project information To strengthen multi-sectorial approach to services provided including to GBV survivors. To promote public-private partnerships, such as joint committees, which will help strengthen impact of project	Social/GBV specialists at FGS and FMS level

4.5 Proposed strategy for information disclosure

The Government will continue ensuring that information to be disclosed at the federal, state and local/district levels is:

- i. Accurate, up-to-date and easily accessible.
- ii. Emphasizes shared values.
- iii. Articulates the principle and rationale for the various strategies being used by the project at the different levels.
- iv. Includes an indicative timeline and phasing of the project activities (more so where construction will be done);
- v. Includes explanation of measures that will be used in the selection of workers and how the effects on the public and communities will be minimized; and
- vi. Includes information on where people can go for more information, ask questions, channel their complaints and grievances, and provide feedback (and contact persons as appropriate) and acts on their feedback appropriately and confidentially.

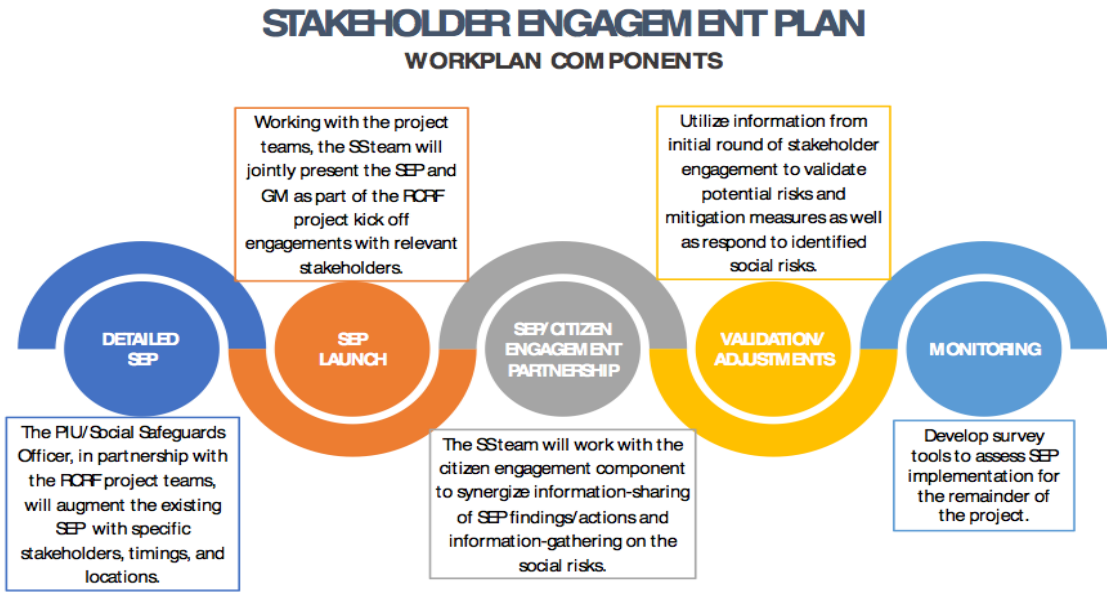
Other key considerations will include:

- i. Over time, based on feedback received through the GM and other channels, information disclosed should also answer frequently asked questions by the public and the different concerns raised by stakeholders.
- ii. During implementation, the Communication Officer will monitor social media regularly for any misinformation about the project and craft responses to be disseminated by the Social Safeguards Specialist and Communication Officer; and

If the engagement of security or military personnel is considered for any aspect of the project, ensure that a communication strategy is in place to inform stakeholders of their involvement and the possibility of raising concerns and grievances on their conduct through the GM.

4.6 SEP activity cycle

Below illustrates the key SEP activity cycles of the project after effectiveness:



4.6 Stakeholder engagement plan

The project team will prepare and disclose documents based on the schedule provided in table below. Updated versions of the various instruments will be developed as necessary and disclosed.

Table 4: Stakeholder Engagement Plan

Stakeholder Engagement Plan			
Project stage	Target stakeholders	Information to be disclosed	Methods and timing proposed
Before implementation	Directly affected ministries at the federal state levels and districts	Technical details of the project.	Public and individual meetings during the preparation of the project documents.
	MDAs and other agencies directly engaged in the delivery of some aspects of the project	The ESF instruments including the updated ESMF SEA/SH Prevention and Response Action Plan, LMP and the SEP. Awareness-raising on the GM.	Disclosure of written information - widespread Radio, TV (in parts of the country), social media, mobile phone. Brochures/flyers translated in Somali.

Stakeholder Engagement Plan			
Project stage	Target stakeholders	Information to be disclosed	Methods and timing proposed
		ESMF, LMP, SEA/SH Prevention and Response Plan and SEP disclosures.	Face-to-face meetings: separate meetings specifically to people and groups directly affected by the project or within the vulnerable groups. Grievance mechanism.
	Other interested parties including development partners, CSOs, media, etc.	Technical details of the project. Compliance with national regulations and collaboration with relevant programs.	Social Media Public and individual meetings during the preparation of the project. Disclosure of written information - Brochures, posters, flyers, websites (Social Media Communication) – translated in Somali.
	Disadvantaged and vulnerable groups including IDPs, persons with disabilities, and minority groups and their representatives.	Awareness raising about the GM SEA/SH Prevention and Response Plan, LMP and SEP. ESMF, LMP, SEP disclosures.	Meetings with group representatives and members of the groups as necessary. Separate meetings and differential methods specifically to affected disadvantaged and vulnerable groups and individuals, including separate meetings, forums and focus group discussion Grievance mechanism.
Project Implementation	Key stakeholders	Area/subproject specific ESMPs including plans for implementation of SEP, ESMF, SEA/SH Prevention and Response Plan, and LMP. Processes for providing stakeholder feedback	WB and MoF website. FMS and regional consultation meetings and community consultation meetings with all groups including disadvantaged and vulnerable group representatives. GM sensitization and awareness campaign mainly within the vulnerable groups and persons.
Annual reports	Key stakeholders and project beneficiaries at FGS and FMS level including disadvantaged and vulnerable groups.	Annual report on progress and lessons learnt, complaints resolution and feedback.	MoF website, FGS and FMS stakeholder consultation meetings.

4.7 Proposed strategy to incorporate the views of disadvantaged and vulnerable groups

The project will continue conducting targeted stakeholder engagement with vulnerable and disadvantaged groups and individuals to understand their concerns/needs in terms of accessing information, services, and any other challenges they are seeing with the project implementation. Groups working with or those representing voices of minority and disadvantaged individuals, including CSOs, CBOs and activists will continuously be consulted in the respective areas of operation. Special attention will be paid to engage with women in appropriate ways, including using female facilitators. Strategies will be adopted to effectively engage and communicate to vulnerable and disadvantaged individuals and groups during project implementation.

The participation of disadvantaged and vulnerable groups in the selection, design and implementation of project activities largely determine the success and sustainability of the project investments. Where adverse impacts are likely, the PIU and the FMS continues to undertake consultations with the likely affected civil servants and communities and those who work with and/or are knowledgeable of the local development issues and concerns. The primary objectives will be to:

- i. Understand the community structures in the respective project sites:
- ii. Identifying CSOs, community groups and activists working with the disadvantaged and vulnerable individuals and groups.
- iii. Seek input/feedback to avoid or minimize the potential adverse impacts associated with the planned interventions.
- iv. Identify socially and culturally appropriate impact mitigation measures; and
- v. Implement targeted actions to ensure inclusion of vulnerable and disadvantaged individuals and groups.

Consultations will be carried out broadly in two stages. First, prior to the commencement of any project activity, second, there will be continuous stakeholder engagement that will ensure the active involvement of the key stakeholders as part of the contractors' SEP and monitoring activities.

The implementing parties will:

- i. Facilitate broad participation of disadvantaged and vulnerable individuals and groups with adequate gender and generational representation and CBOs.
- ii. Provide the disadvantaged and vulnerable individuals and groups with all relevant information about the project including on potential adverse impacts.
- iii. Ensure communication methods are appropriate given the low level of literacy and communication challenges for PWDs.
- iv. Organize and conduct the consultations in forms that ensure free expression of their views and preferences.
- v. Document details of all consultation meetings with disadvantaged and vulnerable individuals and groups on their perceptions towards the project activities and the associated impacts, especially adverse ones.
- vi. Share any input/feedback offered by the target populations; and
- vii. Provide an account of the conditions agreed with the people consulted.

To help ensure that the process does not marginalize disadvantaged and vulnerable groups, representation for these groups continues to be included in the grievance committee (GC) tasked to resolve grievances/complaints at the local/district level. The following issues will be addressed during the implementation stage of the project:

- i. Provision of an effective mechanism for monitoring implementation of the project activities by the PIU and PMTs, social safeguards team;
- ii. Involve suitably experienced CBOs/NGOs to address the disadvantaged and vulnerable individuals and groups through developing and implementing targeted action plans that are issue focused (e.g. on recruitment of women and PWDs);
- iii. Provision of technical assistance for sustaining the activities focused on the needs of the disadvantaged and vulnerable individuals and groups.

5. RESOURCES AND RESPONSIBILITIES

5.1 Resources

The Ministry of Finance is the main implementing agency for the project and leads the implementation of project activities, including this SEP. The budget contains adequate funds for the SEP and GM and will be referenced when developing the detailed workplan. In addition to the amount allocated in the budget for the SEP, the funds allocated for the citizen engagement component will also be leveraged given the complementary activities.

5.2 Responsibilities

The FGS provides strategic direction with respect to policy and financing of the SEP, led by the Social Safeguards Specialist, supported by the social/GBV safeguards officers in each of the participating FMS. The proposed governance arrangements consist of a Project Steering Committee, a Project Implementation Unit (PIU) at FGS and FMS levels. At the FGS level, the PIU is managed from the Ministry of Finance. These structures work in close collaboration with the Project Management Teams (PMT) for the new World Bank Health and Education projects and a PFM Reform Coordination Unit, which works closely with the External Assistance Fiduciary Section (EAFS) team in the Offices of the Accountant General. The FGS has engaged a project coordinator while each participating FMS have a project manager that is responsible for implementation in their entity.

The overarching implementation and monitoring of the stakeholder engagement plan will be the responsibility of the PIU. The direct responsibility of implementation is designated to the Senior Social Safeguards/GBV Specialist assisted by the social/GBV specialist within the Ministry of Finance. He/she works with other ministry-level and state-level social/GBV safeguards officers to ensure that the objectives of the plans are met and with the appropriate allocation of the necessary resources for its implementation. An adequate budget for stakeholder engagement is allocated from the overall project cost, which includes cost for organizing meetings, workshops and training, hiring of staff, field visits, translation and printing of relevant materials and operating GMs. Some of the costs are co-shared with the citizen engagement platform. Reports on stakeholder engagement and a summary of grievances are received by the social/GBV specialist from the social safeguard's officers at the FMS level every three (3) months. The social safeguards/GBV staff at FMS level will continue to receive training from the social safeguard/GBV specialists at the FGS level and the Project Management.

6. GRIEVANCE MECHANISM

The project is classified as having a Substantial social/GBV risk, as it may have some unintended social consequences e.g. risks of further exacerbating existing exclusion patterns or tensions between groups who feel they are under/misrepresented and undermining trust between citizens and government if transparency, equity, and appropriate citizen engagement is not fostered. A GM has been developed and enables the effective redress of any grievances from the project stakeholders including from civil servants and communities where the project is being implemented. In addition to a call center with a toll-free line and outreach to communities to get feedback on the FHWs component, there is a confidential, appropriate mechanisms to deal with complaints regarding sexual harassment, exploitation, abuse, and harassment. There is a separate worker grievance mechanism for the use of all direct and contracted workers which incorporates a whistle blower protection policy to raise employment-related concerns, in line with the provisions of ESS2. The project has put measures in place to ensure that this worker grievance mechanism is easily accessible to all project workers.

Responsibilities: The Ministry of Finance has the responsibility of overseeing the resolution of all issues related to the project activities in accordance with the laws of FGS and the World Bank Environmental and Social Standards through a clearly defined GM that outlines its process and is available and accessible to all stakeholders. The entry point for all grievances is the social/GBV specialists at the FGS and FMS PIUs who receive grievances by email or via the call center through publicized toll-free mobile lines and email addresses or at both FMS and FGS levels or through community level grievance focal points. They acknowledge, log, forward, follow up grievance resolution and inform the complainant of the outcome. The head of the PIU at the FMS and FGS level ensures that a systematic and fair process is in place to resolve all complaints. The complainant has the right to remain anonymous, in which case their identifying details will not be logged. Measures have been put in place to ensure whistle-blower protection. Grievances related to the overall project are dealt with by the Ministry of Finance/PIU at FGS and FMS level, however those about health or education service provision are resolved in conjunction with the relevant ministry at the FGS and/or FMS. The FGS social/GBV specialist continue to carry out training of FMS social/GBV officers and other staff including complaints handling and reporting.

A grievance redress committee (GRC) has been established at FMS and FGS level chaired by the Project Manager, and the relevant PIU staff included as necessary depending on the complaint (procurement, finance, M&E, GBV advisor and communications officer), in addition, staff from the Ministries of Health and Education are invited as required. The Social/GBV Specialists minutes the meetings and follow up the grievance resolution process and provide feedback to the complainant. The composition of the GRC meetings will depend on the issues raised in complaints even if they are non-urgent complaints. The aim of the meetings is to review complaints, ensure that they are dealt with fairly, respectfully and confidentially, progress on complaints resolution, assess progress on the development and effectiveness of the grievance mechanism, and ensure that all staff and communities are aware of the system and the project. Immediate meetings are held in case of significant complaints to be addressed at the Ministry of Finance/PIU level. Significant complaints are outlined in the GM manual. For serious or severe complaints involving harm to people or the environment or those which may pose a risk to the project reputation,

staff social/GBV specialist should immediately inform the FGS social/GBV specialist or head of the PIU, who will inform the World Bank within 72 hours as per the Environmental and Social Incident Reporting (ESIRT) requirements.

A serious incident is one that caused or may cause significant harm to the environment, workers, communities, or natural or cultural resources, is complex or costly to reverse and may result in some level of lasting damage or injury; or failure to implement E&S measures with significant impacts or repeated non-compliance with E&S policies; or failure to remedy indicative non-compliance that may potentially cause significant impacts. Examples of serious incidents may include SEA complaints, injuries to workers that require off-site medical attention, exploitation or abuse of vulnerable groups, consistent lack of Occupational Health and Safety (OHS) plans in a civil works project, and large-scale deforestation. Serious incidents require an urgent response and could pose a significant reputational risk for the Bank.

A severe incident is one that caused or may cause great harm to individuals or the environment or present significant reputational risks that could hamper the Bank's ability to operate in a country or region. The Borrower's inability or unwillingness to remedy situations that could result in serious or severe harm would be a factor in classification. A severe incident is complex and expensive to remedy (if possible) and is likely irreversible. A fatality is automatically classified as severe, as are incidents of major environmental contamination, forced or child labor, abuses of community members by project security forces or other project workers (including GBV), violent community protests a project, kidnapping, and trafficking in endangered species.

The social/GBV specialists are responsible for noting and reporting critical trends emerging in the GM process such as an increase/decrease in types of grievances to share with the GRC, as well as tracking complaints expressed on social media and whether and how these should be addressed. Throughout the process, the social/GBV specialists will receive support from the PIU.

Types of grievance: Complaints may be raised by staff, partners, consultants, contractors, members of the community where the programme is operating or members of the general public regarding any aspect of programme implementation. Potential complaints include:

1. Fairness of contracting
2. Fraud or corruption issues
3. exclusion
4. Social and environmental impacts
5. Payment related complaints
6. Quality of service issues
7. Poor use of funds
8. Workers' rights
9. Gender Based Violence, sexual harassment or sexual exploitation and abuse.
10. Forced labour, including human trafficking and use of prison labour
11. Child labour
12. Threats to personal or communal safety

There is also a separate worker grievance mechanism for the use of all direct and contracted workers to raise employment-related concerns, in line with the provisions of ESS2. This will be included in contractors' contracts and monitored by the social/GBV specialist.

There is a separate email address to receive GBV-related complaints and the call centre and FMS specialists are being trained on handling GBV complaints to enable reporting in a safe, confidential and survivor centric manner to be developed under the key activities under the SEA/SH prevention and response action plan and to be integrated into relevant project documents, such as the Project Operations Manual.

Building Awareness on GM: The PIU continually raise awareness of all its staff, and the staff of the implementing Ministries and FMS PIUs, on the GM procedures to be used including the reporting and resolution, as well as how to handle and refer complaints if they receive them and whistleblower protection. Several public awareness campaign have been conducted to inform all communities, stakeholders and financed staff on the mechanism, as well as it's functionality and whistle blower protection procedures to promote trust so that stakeholders feel comfortable raising concerns. The call center broadcasts informational messages to all stakeholders, including FHWs, supervisors, and civil servants on the availability of the GM. A one pager has been developed providing details and a visual poster and leaflet provided in all areas where the project is implemented. Various mediums are used to raise awareness on the GM including social media and FM radio to reach remote communities, including call ins with panels including community and government representatives and information on how complaints are handled and resolved. The radio stations are carefully selected to reach communities targeted for support under the RCRF 3AF including vulnerable and marginalized groups. The GM procedure and contacts are also published on Ministry of Finance website indicating a phone number, email and address for further information. The GM is represented in simple visual material as well as Somali dialects.

The project will aim to address grievances with the following steps and indicative timelines:

Table 5 Grievances addressing steps and timelines

	Steps to address the grievance	Indicative timeline*	Responsibility
1	Receive, register and acknowledge complaint in writing. Serious complaints immediately reported to the PM who will report to the World Bank. For GBV related cases coming in, a separate guidance of managing cases of GBV/SEA/SH will be developed.	Within two days	The person receiving the complaint. Social/GBV specialist at FGS and FMS levels supported by PIU

	Steps to address the grievance	Indicative timeline*	Responsibility
2	Screen and establish the basis of the grievance. Where the complaint cannot be accepted (for example, complaints that are not related to the project), the reason for the rejection should be clearly explained to the complainant and where possible the complaint directed to the relevant department.	Within one week	Social/GBV specialist supported by PIU.
3	Program manager and social/GBV specialist to consider ways to address the complaint if required in consultation with the GRC.	Within one week	Program manager supported by PIU.
4	Implement the case resolution and feedback to the complainant.	Within 21 days	Program manager with support from GRC.
5	Document the grievance and actions taken and submit the report to PIU.	Within 21 days	Social/GBV specialist/GBV and GRC supported by PIU
6	Elevation of the case to the government judiciary system, if complainant so wishes.	Anytime	The complainant
* If this timeline cannot be met, the complainant will be informed in writing that the GRC requires additional time.			Social/GBV specialist, GRC supported by PIU

Reporting back to stakeholders

In addition to feedback to the complainant on how complaints have been resolved (mentioned above), broad feedback on common concerns will be shared during regular stakeholder consultations.

The GM process in Practice

In practice, the grievance mechanism is implemented through a centralized citizen engagement call center called Talo-wadaag platform, which serves as the primary intake point for complaints, requests, feedback, and suggestions. Cases are received through toll-free lines, email, and in-person reporting, and are logged by call center agents into a structured system. Each case is assigned to FMS Social Safeguard Officers for initial review and resolution, with oversight from FGS-level specialists. A strengthened escalation workflow has been introduced to improve accountability, whereby cases progress from FMS Social Safeguards to FGS Social Safeguards and subsequently to the PIU/Project Coordinator if not resolved. Escalation timelines have been aligned with project procedures requiring action within 48 hours.

The mechanism also incorporates dedicated protocols for handling GBV/SEA/SH-related complaints. Call center operators have been trained on a survivor-centered approach, and the platform includes a separate confidential reporting channel for GBV cases, which are managed exclusively by designated GBV focal points. Female Health Worker supervisors have been trained and assigned as focal points to facilitate safe and accessible reporting pathways at community level.

Analysis of grievance records shows that most cases received are complaints, with a smaller proportion of requests, feedback, and suggestions. The main categories of grievances relate to salary issues, including delays in payment, non-payment, deductions, and concerns about salary adequacy, particularly affecting teachers and female health workers. A significant number of cases also relate to human resource and employment matters, such as unfair dismissal, transfers, leave, and requests for inclusion in project employment opportunities. Other recurring issues include operational support gaps, including insufficient internet bundles, allowances, and logistics, as well as service delivery challenges, particularly shortages of medical supplies. In addition, some cases reflect general requests and suggestions for improved project support and working conditions. A smaller but important category of grievances relates to safety and security incidents, including robbery during travel for training, displacement due to conflict, and impacts of flooding.

Key operational challenges include varying levels of awareness of grievance channels across locations, as well as recurring complaints linked to broader systemic issues such as delays in payments. Minor gaps in response timelines have also been observed, particularly during periods of high case volumes and where coordination with relevant government institutions is required, as responses and feedback from these entities may take time. In addition, accessibility constraints in some remote areas, including network coverage, can affect the ease of reporting grievances.

To address these challenges, the project has strengthened outreach and communication through targeted campaigns, including radio messaging reaching approximately 47,900 people, alongside direct engagement with Female Health Workers to improve awareness of available grievance channels. The availability of toll-free and voice-based reporting channels has enabled inclusive access to the grievance mechanism. System enhancements have also been introduced, including strengthened escalation protocols, alignment of service-level timelines, and improved coordination between FGS and FMS institutions to support timely case handling. In addition, Grievance Redress Committees (GRCs) at FGS and FMS levels meet on a quarterly basis to review pending or unresolved cases, ensure appropriate follow-up, and support timely resolution. Efforts are also ongoing to expand the use of local language communication and reinforce confidential reporting pathways for sensitive cases.

Grievances related to Gender Based Violence (GBV):

Serious complaints of sexual exploitation and abuse, sexual harassment and other forms of gender-based violence are addressed immediately by referring the GBV survivors to support services as per the GBV Referral Pathway. GBV/SEA/SH cases can be reported through the general Project GM – identified project focal points, staff handling the call centers, or through the GM Hotline Operator. In addition, the PIU GBV

Advisor at the FMS have a dedicated telephone line and, email address (rcrfgenderunit@gmail.com) where such complaints can be raised.

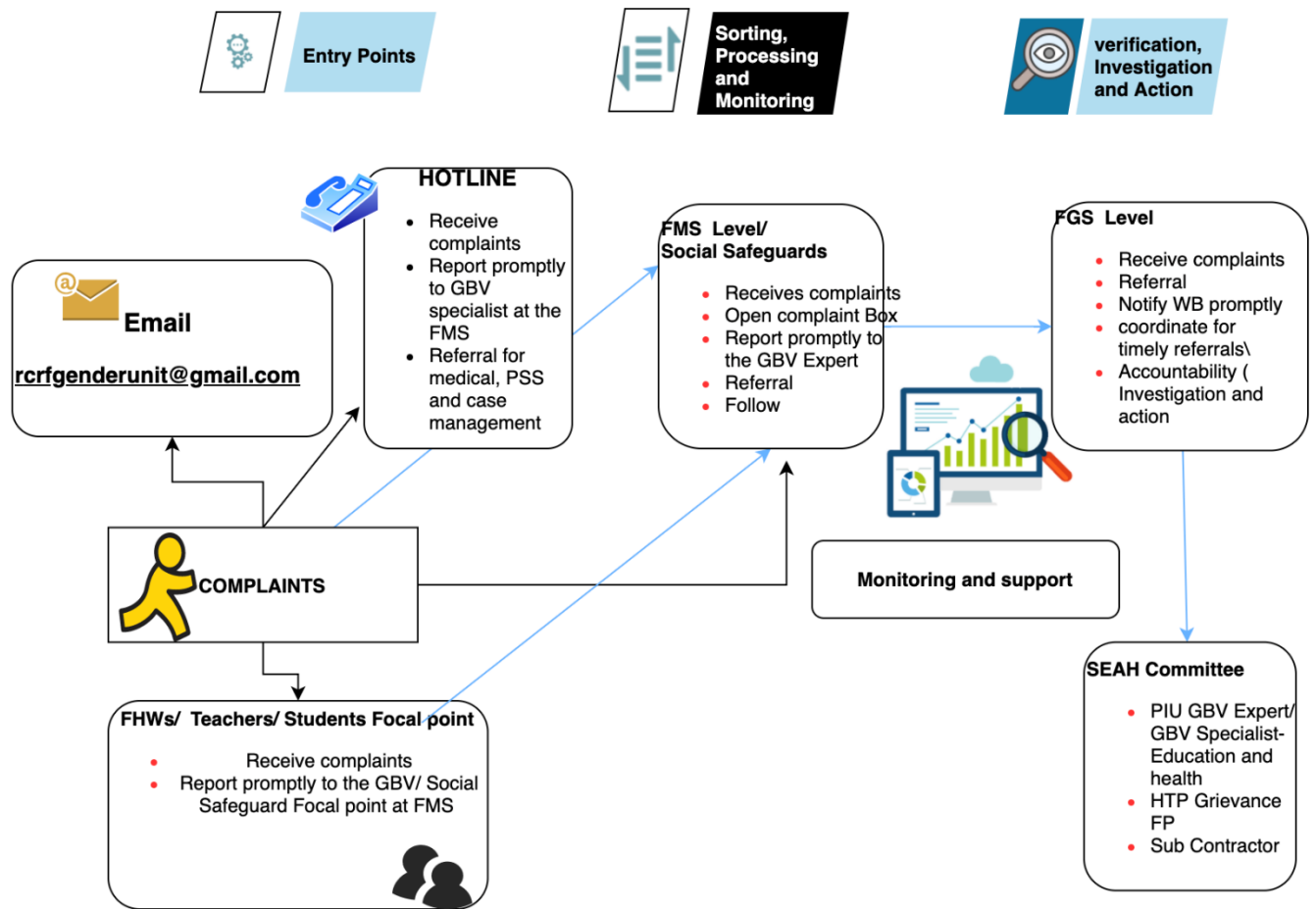
The RCRF parent project has designated the Senior social/GBV Advisor as the Focal Person at the Federal level under the Ministry of Finance. Each FMS has also identified 1 Grievance Focal Person (the social/GBV specialist) and 1 focal point from the female health workers (FHW Supervisor) and teachers in each project location. In line with the survivor-centered approach, the grievance recipient to whom an allegation is disclosed provides a safe, caring, and supportive environment. This means being non-judgmental, empathetic, and compassionate, and demonstrating emotional support to the survivor while clarifying relevant information. It also means respecting confidentiality and the wishes of the survivor.

Once a case has been taken in by a GM operator or via the identified focal points, informed consent of the survivor is obtained to proceed with the case, the case file/information is submitted to the RCRF senior social/GBV Advisor. The senior social/GBV advisor ensure that the survivor has been provided with all necessary GBV referral services and that the survivor is safe.

All reporting limits information according to the survivor's wishes regarding confidentiality. If the survivor agrees on further reporting, information is shared only on a need-to-know-base, avoiding all information that may lead to the survivor's identification of any potential risk of retribution. Data on GBV cases recorded only include the nature of the complaint (what the complainant says in her/his own words), whether the complainant believes the perpetrator was related to the project and additional demographic data, such as age and gender, will be collected and reported, with informed consent from the survivor.

Where the RCRF project worker has allegedly committed the GBV/SEA/SH grievance, the case is reported to the respective employing agency (HTP, sub-contractor, government Ministry of Education and Health). The PIU GBV Advisor follows up and determines jointly with a specially constituted "SEA/SH Committee", the GBV Specialists from the Ministry of Health and Education, Health Technical Partner (HTP) GBV focal points, and sub-contractors on the GBV/SEA/SH allegations related to the RCRF project. The GBV Advisor follows up and ensure that the Code of Conduct violation is handled appropriately according to the sanctions as indicated in the individual CoC. These sanctions may include oral, written warning, loss of salary, suspension from employment, termination of employment and report to the police if warranted.

SEAH REPORTING PROTOCOL



Project workers GM

A grievance mechanism is provided for all direct workers and contracted workers (and, where relevant, their organizations) to raise workplace concerns. The workers are informed of the grievance mechanism at the time of recruitment and the measures put in place to protect them against any reprisal for its use. The workers GM is a accessible, impartial and functional and there is an appeals process.

All contractors including the Health Technical Partner and other contractors e.g., for the citizen engagement component or monitoring and citizen feedback, have a workers GM requirement included in bidding documents and contracts. Project staff at FMS and FGS level, are encouraged to raise concerns with their immediate supervisor or the Project Coordinator (FMS) or Project Manager. However, if the concern relates to the LMP provisions they can also raise it via the social/GBV expert at FGS level who will forward to the Project Manager for resolution in conjunction with a worker's GRC consisting of the procurement officer, the project secretary and the social/GBV specialist or if it is not resolved by the Director General of MoF.

or in person with the FMS social/GBV specialist or Ministry of Health and Education focal points and in the case of the Female Health Workers the Female Health Supervisors.

The responsibility of addressing the complaints is with the project implementing agency in conjunction with the Grievance Redress Committee. If no satisfactory response is reached, affected people can contact the following to facilitate the follow up process:

World Bank Somalia: If a grievance has been raised with the NPIU, and no satisfactory response has been received, an email can be sent to somaliaalert@worldbank.org

World Bank Washington Office: If no satisfactory resolution has been received from the World Bank Country office, grievances can be raised with the World Bank Office in Washington. For more information: <http://www.worldbank.org/grs>, email: grievances@worldbank.org

Or The World Bank
Grievance Redress Service (GRS)
MSN MC 10-1018
1818 H St NW
Washington, DC 20433, USA
Email: grievances@worldbank.org
Fax: +1 – 202 – 614 – 7313

Complaints may be submitted by mail, fax, e-mail, or hand delivery to the World Bank headquarters or any World Bank country office.

World Bank's Inspection Panel: If not satisfactory solution to the complainants is reached through the GRS, project affected communities and individuals may submit their complaint to the WB's independent Inspection Panel which determines whether harm occurred, or could occur, as a result of WB non-compliance with its policies and procedures. Complaints may be submitted at any time after concerns have been brought directly to the World Bank's attention, and Bank Management has been given an opportunity to respond. www.inspectionpanel.org

7. MONITORING AND REPORTING

The overarching implementation and monitoring of the stakeholder engagement plan is the responsibility of the PIU. In conjunction with the senior social/GBV specialist, he/she ensures that the objectives of the plans are met and successful implementation of the plan by the allocation of the necessary resources for its implementation.

Ministry of Finance through the PIU collects baseline data, using both quantitative and qualitative methods and report on the following indicators:

Indicator	Means of Verification
a. Number of government agencies, civil society organizations, private sector and other stakeholder groups that have been involved in consultations on the project implementation phase by FMS on a quarterly basis.	Minutes and reports of consultations disaggregated according to FMS, sector and gender.
b. Number of engagements (e.g. meeting, workshops, consultations participants sex and age disaggregated) with stakeholders during the project implementation phase (on an annual basis).	Minutes reports and other documentation of consultations.
c. Percentage of stakeholders who are aware of the GM mechanism including the workers and GBV GMs and report that they trust the mechanism to resolve complaints satisfactorily	Stakeholder meetings and surveys by FMS, type of stakeholder and gender
d. Percentage of complaints that are satisfactorily resolved and not resolved within timelines disaggregated by FMs and gender (according to the complainants (during stakeholder surveys and evaluations)	Stakeholder meetings and surveys by FMS, type of stakeholder and gender
e. Percentage of stakeholders who rate as satisfactory the level at which their views and concerns are taken into account by the project (responsible party for measuring this indicator is MoF and this will be undertaken by the PIU to conduct the Mid-Term and Terminal Evaluation).	Impact and satisfactory assessments as part of project evaluation.

The project performance assessed through monitoring activities and adjustments made through complaints management are reported back to annual stakeholder forums at district, member state and FGS level. The lessons learned through the monitoring also contribute to the design of future subprojects.

8.DOCUMENTS DISCLOSURE OF PROJECT

The following table outlines the disclosure of project documents:

Disclosure of project documents			
Project stage	Target stakeholders	List of information to be disclosed	Methods and timing proposed
Before appraisal	Civil Service, health, and education stakeholders, the general public and GBV service providers	PAD, SEP, ESCP	WB and MOF website
Before effectiveness	All stakeholders identified above	Updated SEP, LMP, ESMF including the SEA/SH prevention and response action plan, Grievance Mechanism, and medical waste management plan	WB and MOF website
Before project activities	All stakeholders identified above	Summary in Somali of the project and GM including workers GM and GBV sensitive GM	MOF website, health centres and other public places where FHWs or the CE component is being implemented

9. INDICATIVE BUDGET, SUMMARY ACTIONS

ESMF Requirements	Budget basis and assumptions	Total Cost (US dollars)
Meetings, workshops and stakeholder engagement	For 30 persons/year * two workshops	20,000
Stakeholder Engagement at FMS and community level	One per year in each FMS	30,000
Grievance mechanism costs		Already included in citizen engagement platform and operational costs
Monitoring compliance and cost of third-party monitoring of stakeholder trust and satisfaction with the GM.	Assume quarterly monitoring activities over five days, each quarter, per year (two persons plus logistics, per diem etc.)	20,000
Monitoring compliance including assessment of medical waste management and PPE adequacy and usage by health workers	Assume quarterly monitoring activities over five days, each quarter, per year (one person plus logistics, per diem, etc.)	20,000
Stakeholder engagement training for contractors and other implementing partners on GM implementation, Monitoring, and reporting	One per year	20,000
Information Education Communication materials (leaflets, posters, brochure, banner on project and GM, GM forms, registers in Somali)	One per year	25,000
FM radio press conferences and call ins (twice per year at FGS and FMS level)	Twice a year	50,000
	TOTAL Estimated Budget	185,000
	Contingency (5%)	9,250
	Grand Total	194,250

ANNEX 1: MULTI-STAKEHOLDER VIRTUAL CONSULTATION MEETING MINUTES- FGS

Held: 27th December 2023 10:00AM- 1:00PM

The objective: to get valuable inputs and suggestion on improving the social and environmental instruments for RCRF AF such as ESMF, LMP, GRM and SEP.

Target: the stakeholder consultation meeting will ensure that various stakeholder as such as government officials, civil society organization United Nations, internal displaced people, women groups, and beneficiary communities will be informed about the comprehensive nature of these new interventions. Their valuable input will be incorporated into project documentation, ensuring a collaborative and inclusive approach to this endeavour.

Time	Session	Lead
10:00 am-10:30 am	Opening, introduction to Additional Financing of RCRF III	RCRF, PC- MOF /PIU
10:30 am-11:30 am	Environmental and Social Risks	RCRF-Social Safeguard
11:30 am-12:00 pm	GBV/SEA/SH Prevention and Response Plan	Former RCRF GBV Expert
12:00 pm-12:40 pm	Plenary discussion on social and environmental risk and mitigation measures and their relevance competence.	Participants
12:40 pm-1:00 pm	Closing Remarks	RCRF PC-MoF-PIU

The stakeholder consultation meeting for the RCRF 3 AF 2 project was held on 27th December 2023 virtually and Around 50 participants attended the Stakeholder Consultation meeting representing community members, UN representatives, and Government officials, including Ministry of Finance, Health and Education directors, NGOs, Social Safeguards, and youth groups. Participants actively contributed to the meeting discussions by sharing their opinions about the projects.

A summary of the discussion points is detailed below.

The meeting was officially opened by the Project Coordinator (PC). The PC warmly welcomed all the participants to the meeting. In his opening remarks, the coordinator provided an overview of the project and objectives for organizing such stakeholder engagement workshop with all stakeholders while stressing the need to have regular community engagement and accountability discussions. He comprehensively explained the five components of the RCRF project:

1. Recurrent cost finance to reform resources management systems.
2. Strengthen intergovernmental fiscal relations.
3. Transfer for core government functions and foundational education and health service delivery mechanisms in eligible FMS.
4. Citizen engagement and feedback
5. Project management

He further mentioned the benefits of organizing stakeholder engagement and emphasized that such platforms are always beneficial for government entities/offices that run World Bank-funded projects since wider contributions and inputs from stakeholders are confirmed. Better consultation reflects a better and well-designed project he said and has the following benefits:

1. **Enhanced Project Design and Implementation:** Stakeholder engagement allows for valuable inputs and insights from a diverse set of stakeholders, including local communities, NGOs, government officials, and experts. This involvement helps shape project implementation, ensuring it aligns with local needs, maximizes impact, and addresses potential challenges.
2. **Increased Ownership and Support:** Engaging stakeholders fosters a sense of ownership and accountability among various actors involved in the project. When stakeholders have a voice in decision-making processes, they are more likely to support and actively participate in project activities, leading to improved project outcomes.
3. **Effective Risk Identification and Management:** Engaging stakeholders enables a comprehensive understanding of local contexts, potential risks, and social and environmental impacts. This knowledge allows for early identification and management of risks, ensuring project sustainability and reducing unforeseen challenges during implementation.
4. **Knowledge Sharing and Capacity Building:** Stakeholder engagement provides a platform for knowledge exchange, sharing best practices, and building the capacity of local stakeholders. This collaborative approach enables the transfer of skills and expertise, empowering communities to become active participants in project implementation and long-term development.

The Director of Public Health of the Ministry of Health then commended the World Bank for its valuable work in Somalia. The visible support from different parts of the community and governmental assistance were acknowledged. He also praised the environmental and social team for their tireless effort in prompting the protection of the environment and safeguarding social risks for FHWs, proper medical waste management is crucial for safeguarding the environment.

Thereafter, the FGS Social Safeguard Specialist made an overview presentation of the environmental and social management framework and emphasized environmental and social standards that apply to the RCRF Project.

- 1- **ESS1:** Assessment and Management of Environmental and Social Risks and Impacts
- 2- **ESS2:** Labor and Working Conditions
- 3- **ESS3:** Resource Efficiency and Pollution Prevention and Management
- 4- **ESS4:** Community Health and Safety
- 5- **ESS10:** Stakeholder Engagement and Information Disclosure

The RCRF social safeguard specialist talked about the environmental and social risk rating of the projects, the main environmental issue for the project relates to the handling and disposal of medical kits and limiting the spread of communicable diseases (e.g., COVID-19) through health and education provision. Other project activities do not pose risks since they relate to technical assistance, capacity building, and training. He also talked about the ES risk mitigation measures and confirmed that the participants received a well a rounded understanding of handling different environmental and social risks. Moreover, the FGS

Social Safeguard emphasized the importance of the project complaint mechanism and highlighted the ministry's responsibilities for overseeing the resolution of all issues related to the project activities in accordance with the laws of FGS and the WB environmental and Social Standards. Mr. Ahmed Shared with the meeting participants about the existing channels including the hotline number 7575/334 and the FGS and FMS Emails.

The former GBV Expert of RCRF, emphasized the importance of monitoring all forms of gender-based violence, particularly against female project workers and community members during project implementation. It was emphasized that elders, local authorities, and every community member have the responsibility to report any abusive behaviors towards women and girls. The Government maintains a zero-tolerance policy against perpetrators.

Suggestions made during the Consultations.

The Project Coordinator of the Damal Caafimaad, praised the achievements of the RCRF Project and appreciated the introduction of the new sub-component of local governance as the project activities are being decentralized and bringing the service delivery closer to the population. Nevertheless, he suggested that the RCRF and DC should think of integrating the Talo Wadaag Center Facility, (A Citizen Engagement Center) to have a unified and shared call center services for cost minimization and time efficiency since RCRF has effectively and efficiently established the citizen engagement center. He further added that Security management framework documentation should also be shared across World Bank projects for cost minimization and time efficiency purposes since the context is always the same.

The PM from Galmudug, suggested that all the stakeholders and different community segments should be engaged especially the traditional elders as they are respected in the communities.

The UN representative expressed the need for translating all project documents such as ESMF, LMP, and SEP into Somali.

The social specialist from the Ministry of Water and Energy commented on the selection criteria for districts, on a discussion point related to the local governance component, highlighting that prioritizing districts with established district councils might unintentionally exclude larger cities or districts from the consideration and thus may lead to underserved population.

The GBV specialist from SCRP suggested that the project should conduct an impact assessment to see the level of impact of the project's initiative. She also recommended the social team to conduct field mentoring for safeguarding and environmental and social-related purpose.

Issues/comments raised during the meeting by other stakeholders.

- Questions were raised regarding the utilization of RCRF project funds for emergency operations, especially in Somalia, such as the recent floods that impacted numerous community members.
- Concerns were expressed about the sustainability of these activities beyond World Bank support, highlighting the need to ensure long-term strategies and plan for a well-designed exit strategy well before the project closure timeline.
- A suggestion was made to establish an integrated call center where local government systems can address issues directly.

- A referral pathway was also raised to be strengthened and enhanced within the established frameworks.
- Collaboration with district council members in each district was proposed to facilitate the work of project workers and enable efficient feedback and handling of complaints.
- One participant expressed interest in hearing documented examples of actual GRM and GBV cases.
- Damal Caafimaad to fully utilize the citizen engagement center was also underscored.
- Suggestion was made to streamline security support for the World Bank funded projects by just adopting and emulating one single document.

Lessons Learned:

Since RCRF is a flagship project for all World Bank funded projects in Somalia and is the leading project on social and environmental safeguarding instruments, engaging all community segments in various consultation meetings would build the community trust and making the GM accessible for all and upholding the transparency and the fairness of the complaint resolution process.

Conclusion:

The Project Coordinator has responded each question raised as per project guidelines and thanked everyone for their valuable input to the project implementation procedures. The meeting provided an opportunity for valuable discussions and insights from various stakeholders.

Overall, the meeting fostered engagement and constructive dialogue among stakeholders to enhance the effectiveness and positive outcomes of World Bank initiatives in Somalia.

LIST OF THE STAKEHOLDER ENGAGEMENT MEETING PARTICIPANTS

S/N	Title	Institution
1.	RCRF Project Coordinator	FGS-MOF
2.	RCRF Social Safeguard Specialist	FGS-MOF
3.	Director of Medical Service	FGS-MOH
4.	Admin and finance	FGS-OPM
5.	Communication Specialist	FGS-MOLSA
6.	RCRF CHC	FGS-MOH
7.	Director-General	NCSC
8.	RCRF Education Coordinator	MOECHE
9.	IGFF Secretariat	FGS-MOF
10.	IGFF Secretariat	FGS-MOF
11.	RCRF Communication Specialist	FGS-MOF
12.	Project Manager	SWS-MOF
13.	Project Manager	HSS-MOF
14.	Project Manager	JSS-MOF
15.	Project Manager	PSS-MOF
16.	Project Manager	GSS-MOF
17.	Program Officer	FGS-MOF
18.	PMT/CHC	PSS-MOH
19.	RCRF-Social Safeguard	SWSS
20.	RCRF-Social Safeguard	JSS
21.	RCRF-Social Safeguard	GSS
22.	RCRF-Social Safeguard	HSS
23.	Gender and Youth Program Specialist	UNFPA
24.	Head Nurse	UNSOS
25.	N/A	Save The Child
26.	Somali Programme Advisor	Life and Peace
27.	Human Rights Officer	UNSOM
28.	Operation Manager	MCAN
29.	Contact Person	SIMAE
30.	Contact Person	HISA
31.	Contact Person	SMWC
32.	Executive director	Lifeline org
33.	Deputy Chair	WIDEN
34.	Director	MVG
35.	Chair Lady	SHABYA
36.	Chair Lady	HSORO

S/N	Title	Institution
37.	Social Safeguard Specialist- SEHCD	FGS-MOE
38.	PCU Coordinator-Damal Caafimad	FGS-MOH
39.	GRM - SCRPP Project	FGS-MOF
40.	Communication Specialist- SEHCD	FGS-MOE
41.	Social Safeguard Specialist, Stats project	FGS-M
42.	Social Development Specialist, SERP	MOF-SEPR
43.	Social/GBV specialist-Scaled Up Project	FGS-MOF
44.	Social Development specialist, energy project	MoEWR
45.	Social development -SCRPP	FGS-MOF
46.	GBV Specialist, Groundwater project	MoEWR
47.	Social Safeguard specialist, Ground water project	MoEWR
48.	Head of Social Work course	City University
49.	Head of Social Work course	Mog University
50.	Head of Social Work course	Simad University

ANNEX: 2 STAKEHOLDER ENGAGEMENT CONSULTATION MEETING HELD AT GALMADUG STATE

Entity Name:	Ministry of finance for Galmudug State
Workshop/Training name:	Stakeholder engagement consultation meeting
Date:	17TH August 2024
Venue:	Adani Hotel and restaurant
Ministries Departments Agencies (MDA):	Ministry of finance

1. Meeting purpose /agenda / objective

The primary objective is to get input and suggestions on improving the social and environmental instruments for RCRF III including stakeholder engagement and grievance redress mechanism in the health and education sectors.

Time	Agenda Item(s)	Facilitator
Monday, August 17th, 2024		
9:00 – 9:30	<i>Welcoming, Arrival, and Registration</i>	
9:30 – 9:40	Official Opening and Remarks	MOF Acting Director General
9:40- 9:50	Overview of the consultation meeting	Social Safeguard Specialist
9:50-10:00	Overview and introduction to RCRF Project	RCRF Project Manager
10:00-10:05	Brief Update: Health Sector	M&E Ministry of Health
10:05-10:10	Brief Update: Education Sector	Formal Director schools Ministry of Education
10:10 – 10:30	Guest Speaker	Invited Speakers
10:30 –11:00	Tea Break	
11:00 – 11:30	Social risks, Stakeholder Engagement Plan and labour Management Procedures	Social Safeguard Specialist
11:30 –12:00	GBV Risks Mitigation Measures	Social Safeguard Specialist
12:00-12:30	Environmental risks and mitigation measures and Grievance Redress Mechanism RM	Social Safeguard Specialist
12:30 – 2:00	<i>Prayer and Lunch</i>	
2:00 – 2:30	Open Discussions and feedback from participants	PIU Team
2:30 – 3:00	Warp-up and closing remarks	RCRF Project Manager

2. Summary of discussions (use subheadings for the different issues discussed)

3. Part 1: On August 17th 2024, from 9:00 AM to 3:00 PM, a physical multi-stakeholder consultation meeting was conducted. The goal is to gather feedback and recommendations for enhancing the social and environmental tools for RCRF3, such as mechanisms for resolving grievances in the education and health sectors and engaging stakeholders. Participants were members of socially vulnerable and marginalised groups as well as other service providers employed at the FMS level in the fields of health, education, and grievance and redress.

Minutes of stakeholder engagement meeting workshop:

Minute 01: Overview: individuals representing a range of stakeholders and sectors Stakeholders were given the opportunity to consult in person Thursday, on 17th, August 2024, attendees at the meeting were primarily young people and women from underprivileged backgrounds who led volunteer organizations, as well as representatives from other associations in the health, water and sanitation, and education sectors. Although more than forty people were invited, only forty of them showed up for the workshop and were contacted by phone and email.

Minute 02: Introduction RCRF III PROJECT: The conference began with an overview of the project by the RCRF Project Manager, who highlighted all of its components as well as its scope, locations, and nature. The project manager went on to talk about the project's overall benefits, including how it will empower government institutions to fully and efficiently fulfil their social responsibilities and provide public services. The manager went on to explain the RCRF project and its three phases, which began in 2014 and later, through various financial sources, were extended to the Federal Member States (FMS) of the nation..

MINT03: GBV RISKS AND MITIGATION MEASURES:

An expert in Social Safeguard thoroughly explained GBV hazards and mitigating strategies. He provided compelling examples to further explain his points, along with a complaint and reporting system in case an employer or office head abuses their position of authority or takes advantage of a civil servant lady.

The objective of social safeguarding, as stated in the World Bank standard 1, is to assess and manage social and environmental risks and their impacts. This section focuses on the requirement that all projects funded by the World Bank include an evaluation of the effects on people and the environment. The borrower would conduct environmental and social assessments of projects proposed for the framework, and the government would conduct social risk assessments of projects proposed for World Bank financing to help ensure that the project is environmentally and socially sound and sustainable. In addition, mentioned the mitigating strategies that empower women financially, socially, and in other ways. Under the proposed framework, the borrowing country is responsible for assessing the risks and impacts related to the environment and society.

MINT04: Environmental Risks Grievance Redress Mechanism: A social safeguard specialist presented a chart outlining the process for addressing complaints regarding sexual exploitation, harassment, or any other behaviour that jeopardises the wellness of employees. In order to favourably impact group setup modification, the social safeguard specialist additionally emphasised the significance of the consultation meeting and urged people to express their opinions, suggestions, knowledge, and abilities with their staff colleague. In addition, the social protection specialist emphasised the significance of the consultation meeting and invited them to contribute their opinions, suggestions, knowledge, and abilities.

MINT05: Labor Management Procedures.

The social protection specialist discussed labour administration procedures, specifically labour noting labour. He discussed the ways that poverty and a negative culture affected marginalised groups, women, children at risk, and persons with disabilities. He conveyed how poorly the aforementioned individuals are treated. Guidelines and procedures are provided by the social safeguard specialist to address any issues relating to such terrible acts that are against humanity. Participants in the meeting enthusiastically committed to keeping the stakeholders involved, and also offered some insightful suggestions, such as the possibility of holding an annual stakeholder forum.

APPRECIATION: Concluding Remarks: The Project Manager conveyed his appreciation to all attendees, expressing gratitude for their patience and time sacrificed during the consultation meeting.

ACCOMPLISHMENTS.

The primary goal of the workshop on stakeholder engagement was to enable participants to gain a better knowledge of the purpose of the meeting and its consequences by providing them with adequate information. However, by acting out the meeting's precipitation, they made it seem more engaging and something they would like to repeat each year. This will serve to remind them of the significance of the stakeholder engagement workshop.

Participants asked questions and made comments at the end of the session.

(1) Enquiring about any GBV cases from the area that were reported to them, as well as how they could be helped should it occur, Mohamed Gure, a community elder, also suggested women's empowerment to empower women and girls to report cases of sexual exploitation if they encounter them. Additionally, he suggested strengthening the ability of current GBV service providers to modify case-management procedures, integrate remote services, and guarantee ongoing support for survivors, even when they are physically separated.

(2) Include GBV prevention and response in the specialised training provided by health systems to medical professionals, including instruction on how to react to reports of violence in a kind and appropriate manner.

(3) Provide training to service providers across all sectors on how to handle GBV disclosures. This includes teaching them how and to whom to refer patients for additional care, as well as who to bring into treatment facilities to give immediate care—should survivors choose to pursue this option.

(4) Incorporate messaging on GBV prevention into national or subnational action plans and strategies for risk communication and community engagement.

(5) Provide secure, private GBV health, case management, and social support response services both locally and virtually.

Summary of the key Points stakeholder engagement meeting workshop:

- (1) Stakeholder alignment: Getting important stakeholders together to talk about shared aims, challenges, and goals will assist make sure that everyone is in agreement and working towards the same vision.
- (2) Improved communication: By encouraging open and honest dialogue amongst stakeholders, the workshop can promote increased comprehension and cooperation.
- (3) Actionable outcomes: The discussion may lead to the identification of particular plans of action, approaches, or projects that interested parties might adopt to deal with problems or seize opportunities.
- (4) Relationship building: Through networking opportunities and the development of trust, stakeholder engagement workshops give participants a chance to forge better future connections
- (5) Greater buy-in and commitment: Including stakeholders in the decision-making process helps boost their support for the project or program as a whole, resulting in increased sustainability and success.

In addition, that improved cooperation, coordination, and alignment among stakeholders are also major accomplishments of a stakeholder engagement meeting workshop, which eventually lead to favorable results.

4. Agreed action points

No	Action item description	Responsible	Timeline
1.	We have agreed all the participants to capture after every 6 months for the consultation meeting	Ministry Of Finance /SFP	December 2024
2.	Also, we have agreed to invite another time community engagement consultation meeting elders and religion leader to shared how can we mitigate about GVB and GRM	Ministry of Finance /SFP	January 2025
3.	Also, we have agreed to expand this consultation meeting and more of awareness after as we can get good results and tangible points	Social Safeguards	2024
4.	Educate girls on their rights and empower them to stand independently and decide their fate. While encouraging reporting mechanism and actions taken seriously to be a lesson for the perpetrator	Ministry of Finance/Social Safeguards Specialist	2024-2025
5.	The meeting participants were acknowledged to develop connection between the community and the government that will take part to achieve better progress improvement of the purpose		

	community participation whole activities of the government.		
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5. Annexes

- i. Presentation slides
- ii. Duly signed list of participants- Name, Designation, Location,
- iii. Telephone number, Office represented

Attendance list-stakeholder meeting

S/N	Full Name	Title	Organization
1	Muhidin Muse Farah	Office staff	MOF Galmudug
2	Abdinasir Mohamed	Officer	MOF
3	Abdirahman Abdullahi	IDPs	MOH
4	Jamiila Hassan Hashi	ICT	MOP
5	Fadumo Hirsi Mohamed	HR Officer	CSC
6	Khadra Mire	Information Officer	MOE
7	Zakariye Omar Ali	Admin Officer	MOF
8	Abdi Majid Mohamed	HR Officer	MOE
9	Mohamed Abdi	Youth	Civil Society
10	Daahir Abdijalil	Horn Center	Horn Center
11	Abdirizak Abdulle Mohamed	Officer	MOH
12	Sundus Mire	Civil Society	Civil Society
13	Hawa Shukri Hassan	Officer	MOH
14	Abdullahi Omar Keyre	HR Officer	MOH
15	Hassan Ali Mohamed	Officer	MOF
16	Safiya Ahmed Ali	Officer	MOH
17	Abdullahi Mohamed Hassan	Internal Audit	MOF
18	Abdullahi Ali Farah	Secretary	MOF
19	Farhan Sharif Ali	Procurement	MOF
20	Abdullahi Osman Omar	Taxpayer	MOF
21	Abdi Shakur Abdi Hashi	Officer	President Office
22	Zamzam Said Farah	Social Safeguard	MOF
23	Mohamed Abdullahi Ali	General Director	MOECC
24	Abdullahi Hassan Muse	Officer	MOF
25	Siraad Osman Shire	Business	Baishada
26	Ifra Hassan Mohamed	Officer	MOWIC
27	Xaliimo Ahmed Diriye	Accountant	WFP
28	Hared Abdi Elmi	FMIS	MOPIC
29	Sadiq Abdullahi Mohamed	Officer	MOH
30	Ahmed Omar Mowliid	Social Media	Baishada
31	Mohamed Ahmed Ali	MOPIC	MOF
32	Xasan Abdi Xassan	Officer	MOF

33	Abdi Fatah Salad Tarabi	M&E	MOF
34	Nuriya Abdinasir Abdullahi	Communication Officer	Audit Galmudug
35	Mohamed Ibrahim Aden	Financial Management	MOF
36	Nuuria Abdiaziz Abdullahi	Communication Officer	UNICEF
37	Abshir Hirsi Mohamed	HR	GCSC
38	Shukri Hassan Abdi	Head of Program	SBCH MoF
39	Sahra Adan Said	Admin Officer	MOF
40	Nur Ali Weliye	FMIS	MoPH

Attendance for Stakeholder Consultation meeting-in Galmudug State Somalia
Held on 17th August 2024

S/N	Full Name	TITLE	Organization	Location
1	Mubidin muse farah	micro officer dila for	MOF Galmudug	Dhushan
2	Abdiner mehamet mehamud	officer	MOF Galmudug	Dhushan
3	Abdirahman abdulahi isse	ID PS	MOH bur	Dhushan
4	Jamilca Hassan Kashi	LC T	MOF	Dhushan
5	Abdulkadir hirsii mahamud	HR officer	CSC	Dhushan
6	Mohamed Karamin mire	informal expert	MOE	Dhushan
7	Zakariye Omar Ali	Admin officer	MOF	Dhushan
8	Abdi Majid mohamed	HR officer	MOF	Dhushan
9	Mohamed Abdirahman Isse	Youth	Civil society	Dhushan
10	Abdirahman Isse	Youth center	Youth center	Dhushan
11	Abdirizak Abdirahman	officer	MOH	Dhushan
12	Sunder mire	Civil society	Civil society	Dhushan
13	Hawe Shukra Hassan	officer	MOH	Dhushan
14	Abdirahman Omar Kariye	HR officer	MOH	Dhushan
15	Hassan Ali mahamud	officer	MOF	Dhushan
16	Safiye Ahmed Abdi	officer	MOH	Dhushan

Attendance for Stakeholder Consultation meeting-in Galmudug State Somalia
Held on 17th August 2024

S/N	Full Name	TITLE	Organization	Location
17	Abdullahi Mohamed Hassan	Internal Audit	MOF	Dhusmareb
18	Abdullahi Ali Farah	Secretary	MOF	Dhusmareb
19	Faqhan Sharif Ali	Preparation	MOF	Dhusmareb
20	Abdullahi Osman Omar	Tax Payer	MOF	Dhusmareb
21	Abdi Shalqaz Abdi Hashi	Officer	Pre-Eden	Dhusmareb
22	Zamzam Said Farah	Social Security	MOF	Dhusmareb
23	Mohamed Abdullahi Ali	General Director	MOEC	Dhusmareb
24	Abdullahi Hassan Muge	Officer	MOF	Dhusmareb
25	Sigaud Osman Shire	Bulshada	Bulshada	Dhusmareb
26	199a Hassan Mohamed	Officer	MOEC	Dhusmareb
27	Xadiime Ahmed Dige	Accountant	WFP	Dhusmareb
28	Xared Abdi Elmi	FMS	MOEC	Dhusmareb
29	Sadaq Abdullahi Mohamed	Officer	MOH	Dhusmareb
30	Ahmed Omar Maalin	Social Media	Bulshada	Dhusmareb
31	Mohamed Ahmed Ali	MOEC	MOEC	Dhusmareb
32	Xassan Abdi Xussen	Officer	MOF	Dhusmareb

Attendance for Stakeholder Consultation meeting-in Galmudug State Somalia
Held on 17th August 2024

S/N	Full Name	TITLE	Organization	Location
33	Abdifatah Salad Tarabi	M&E	M&E	Dhucanwaa
34	Nuriq Abdirisak Mahadi	Communication	Audit Galmudug	Dhucanwaa
35	Mohamed Ibrahim Aden	Financial manager	M&E	Dhucanwaa
36	Nuriq Abdirisak Mahadi	Communication	Audit Galmudug	Dhucanwaa
37	Abdulkarim Hirsi Mohamed	HR	CCS	Dhucanwaa
38	Shukri Hassan Abdi	Head of program	SCM&M	Dhucanwaa
39	Yahya Adam Saif	Admin officer	M&E	Dhucanwaa
40	Nor Ali Mahdiye	F M S	M&E P#	Dhucanwaa
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ANNEX 3: STAKEHOLDER ENGAGEMENT CONSULTATION MEETING HELD AT HIRSHABELLE

Date: **27- March -2024**

Objective: The primary objective of the consultation is to get input and suggestions on improving the social and environmental instruments for RCRF III including stakeholder engagement and grievance redress mechanism in the health and education sectors in all project locations.

Participants: representatives of government institutions (MOH, MOE, MOF) National Civil Servant Commission, vulnerable and marginalised groups and different NGOs working in the health and education, International Organizations, UN agencies, Disability Groups, Chamber of Commerce and Women Organizations.

Time	Session	Lead
9:30-10:00	Official Opening and Remarks	Mowlid Sabriye RCRFII Project Manager Ministry of Finance Hirshabelle State
10:00 – 10:30	Overview and introduction to RCRF Project Phase III	RCRF Project Manager
10:30 – 11:00	Tea Break	
11:00 – 11:30	Social risks, Stakeholder Engagement Plan and labour Management Procedures	Social Safeguard Specialist
11:30 – 12:00	GBV Risks Mitigation Measures	Social Safeguard Specialist
12:00-12:30	Environmental risks and mitigation measures and Grievance Redress Mechanism RM	Social Safeguard Specialist
12:30 – 2:00	Prayer and Lunch	
2:00 – 2:30	Open Discussions and feedback from participants	PIU Team
2:30 – 3:00	Wrap-up and closing remarks	RCRF Project Manager

1. Introduction

A stakeholder Engagement workshop was conducted on Saturday, 27th March 2024 from 09:00am-03:00pm.

There were a total of 40 participants in the workshop from the different stakeholders of the community including representatives of government institutions (MOH, MOE, MOF) National Civil Servant Commission, vulnerable and marginalised groups and different NGOs working in the health and education, International Organizations, UN agencies, Disability Groups, Chamber of Commerce and Women Organizations.

The meeting was facilitated and organized by RCRF project implementation unit in Hirshabelle.

RCRF Project Manager, Mowlid Khalif Sabriye, Opened the meeting and welcomed the participants.

The Project Manager talked about RCRF project and how Hirshabelle state is benefiting this project and over all sectors this project is supporting like Ministry of Education, Ministry of Health and other sectors in the state.

The project Manager also informed the participants the importance of social safeguarding with in the project and insisted to discuss openly and benefit from the sessions.

Rahmo Omar, HSS RCRF Social Safeguarding Specialist, took the floor and presented Social risks, Stakeholder Engagement Plan and labour Management Procedures, GBV Risks Mitigation Measures and Environmental risks and mitigation measures and Grievance Redress Mechanism GRM and led the session in away all participant can openly discuss their views.

The participants extensively discussed all the sessions and actively participated.

2. Purpose of the workshop

- Raise awareness of key provisions to provide a protective environment free from GBV, SEAH.
- To share information on the GM and GBV/SEAH risks mitigation measures.
- To strengthen collaboration and a multi-sectorial approach to services provided to GBV/SEAH survivors.
- To educate communities on the project's goals and activities.
- Provide dialogue opportunities where citizens have access to government representatives and other stakeholders.
- Collect feedback from the target communities to understand their concerns, issues and perceptions of the overall project implementation.

3. Facilitators

- Mowlid Khalif Sabriye- RCRF- Project Manager
- Rahmo Omar Wehliye- Social Safeguards Specialist

4. Training duration and methodology

- The workshop was conducted over one day. The methodology used was mixed presentations/lectures and group discussions. The participants were brainstormed and were given opportunity to discuss openly and share their thoughts and views on topical issues related to the sessions.
- The discussion proved to be very fruitful as all the participants proved their resourcefulness in different aspects.
- Practical demonstrations
- Group discussions
- Questions & answer sessions

5. Topics covered

- Overview and introduction to RCRF Project Phase III
- Social risks, Stakeholder Engagement Plan and labour Management Procedures
- GBV Risks Mitigation Measures
- Environmental risks and mitigation measures and Grievance Redress Mechanism RM

DISCUSSION AND SUGGESTIONS

During the discussions, suggestions and recommendations, Mr. Fatima from IMC (INGO) thanked World Bank for the support to people of Somalia, especially the community in Hirshabelle State and then said she would very much appreciate if the CHWs of their projects can attend the trainings we are providing to RCRF CHWs and we promised we will invite their CHWs when we are conducting trainings to the CHWs.

A teacher from Hanafi School in Jowhar shared with us his concern on students drop-out from the school as there are droughts most parts of the area. We encouraged the teacher and all other teachers from other schools to conduction strong mobilization of the importance of the education in the community and engage elders in the community to mobilize parents to send their children to schools.

Mowlid, HSS RCRF Project Manager thanked to all participants and praised all the participants for their active participation and wished quality work with in the communities we are working for.

6. Conclusion

All the participants were in agreement that the meeting was very useful and will go back to their duty stations and will share the experience with their colleagues that didn't attend the workshop.

Annex: List of Participants

S/N	Name of Participants	Organization	Designation
1.	Rahmo Omar Weheliye	MOF	Social Safeguarding Specialist
2	Fadumo Abdulle Hilowle	MOH	Community Health Coordinator
3.	Mowlid Khalif Sabriye	MOF	RCRF Project Manager
4.	Nimco Ali Mohamed	MOH	FHW
5.	Hiba Abdullahi Hussein	MOH	FHS
6.	Khadija Musa Osman	MOH	FHS
7.	Leyla Liban Cise	MOH	FHW
8.	Fardowsa Mohamed Issak	MOE	Teacher
9.	Ilhan Abdullahi Mohamed	Zamzam NGO	Health Worker
10.	Leylo Cuunsheye Tifow	UHD	Nurse
11.	Faduma Naji Abdi	UHD	Nurse
12.	Faduma Cadow Sargal	UHD	Nurse
13.	Raho Einte Shire	Hospital	Midwife
14.	Bisharo Yusuf Olow	Saacid NGO	Nurse
15.	Fathi Mohamed Yusuf	ARD	Midwife
16.	Fatima Sheikh Hassan	IMC-INGO	GBV Focal point
17.	Sahra Mohamed Omar	UN-OCHA	HAO
18.	Habon Sacid Isxaq	HAU	Health Education Unit
19.	Hassan Mohamud Ahmed	Business	Trader
20.	Ismail Suleyman Mudey	Business	Trader
21.	Ahmed Mohamed Omar	MOE	Teacher
22.	Ahmed Mohamed Fidow	Sports	Chairman
23.	Abshir Osman Hussein	Wardi-NGO	Nutrition
24.	Mohamed Ahmed Hassan	Business	Trader
25.	Mumin Ali Nur	MOE	Teacher
26.	Sheikh Nur Mohamed Abdi	Civil Society	Religious Elder

S/N	Name of Participants	Organization	Designation
27.	Isaq Heydar Caqil	Civil Society	Hygiene and Sanitation
28.	Hassan Haji Abdulle	Civil Society	Disability
29.	Muhumed Hassan Osman	Civil Society	Elder
30.	Ruqiyo Musse Sheikh Hassan	MOE	Teacher
31.	Sahro Omar Hassan	ARC-INGO	Health Worker
32.	Dr. Ali Hilowle Yalahow	Aid Vision	Health Worker
33.	Abdimalik Abukar Adam	MOE	Teacher
34.	Sulego Muhidin Ibrahim	MOH	HR Officer
35.	Sayid Ali Yusuf	MOE	Teacher
36.	Jamal Abdi Halane	MOH	Admin
37.	Abdiweli Mohamed Ali	MOH	RSH
38.	Daud Abdi Ismail	PAH-INGO	Project Coordinator
39.	Abdiladhiif Sheikh Abdulle	MOH	Public Health
40.	Hassan Omar Yusuf	Islamic Relief-INGO	Project Assistant



Stakeholder engagements

Consultation meeting

jowhar-Hirshabelle

Participant list

March 27 2024

S/N	Name of Participants	Organization	Designation	Contact	Location	Signature
1	Rahmo Omar Wehlie	MoF	Social worker	5-124536	Jowhar	[Signature]
2	Fadumo Abdulle Hilowle	MDH	CHC	5-11461	Jowhar	[Signature]
3	Mowlid Khalif Salay	MoF	PM RCRF	5-16523	Jowhar	[Signature]
4	Umco Ali Mohamed	MoF	FHW	615341840	Jowhar	[Signature]
5	Hiba Othman Hussein	MoF	FHS	61531272	Jowhar	[Signature]
6	Khadija Musi Osman	MoF	FHS	615266967	Jowhar	[Signature]
7	Feyla Iban Cise	MoF	FHW	615311075	Jowhar	[Signature]
8	Fardousa Mohamed Isak	MoF	Teacher	615802281	Jowhar	Fardousa
9	Ilhaan Othman Maxamed	MoF	Teacher	5122020	Jowhar	[Signature]
10	Layla Luunsheye Lifa	MoF	G. Kaxig	5534433	Jowhar	[Signature]
11	Fadumo Naaji Abdi	MoF	Teacher	5115411	Jowhar	[Signature]
12	Fadumo Cabdi Saigad	MoF	Teacher	5228565	Jowhar	Faduma
13	Rahmo Shire Shire	MoF	mid wife	618991178	Jowhar	[Signature]
14	Bishaaro Yuusuf Oloah	Said	Teacher	61893990	Jowhar	Oloah
15	Fahdi Mohamed Yusuf	ARD	Midwife	5070334	Jowhar	[Signature]
16	Fatima Sheikh Hassan	IMC	S.R.H.O	5500002	Jowhar	[Signature]
17	Sahra Mohamed Omar	OCHA	HAC	5874476	Jowhar	[Signature]
18	Habon Saad Isaaq	Health Education Unit HAU	Teacher	0618061222	Jowhar	[Signature]
19	Hassan Muhammad Ahmed	Business	Traders	615527274	Jowhar	[Signature]
20	Ismaaciil Suleymaan (Mach)	Business	Plumber	615377893	Jowhar	[Signature]
21	Ahmed Mohamed Omar	MOE	Teacher	615888173	Jowhar	[Signature]
22	Ahmed Mohamed Fudail	Sports	Guidance	5551963	Jowhar	[Signature]
23	Abshir Osman Hussein	Wardi.org	Nutrition	5411471	Jowhar	[Signature]
24	Mawla Ahmed Kason	Garasgi	Grassroots	5571801	Jowhar	[Signature]
25	Mumin Ali Nur	MoF	Teacher	5601009	Jowhar	[Signature]
26	Sheekh Muhi Maxed Cabdi	Busho	Guidance	5628478	Jowhar	[Signature]
27	Isak Heydar Cagil	Nadafada	Guidance	9655665	Jowhar	Isak
28	Kasan Hasi Cabdi NE	Nadafada	Guidance	5544138	Jowhar	[Signature]
	Muxumed Kasan Cismaan	Nadafada	Nadafada	615510358	Jowhar	[Signature]
30	Rudiyu Muse Sh Hassan	MOE	Teacher	8-5611610	Jowhar	[Signature]

31	Sahra Omar Hassan	MOH	ARC	6-311111	Jawhar	SD
	Dr Ali Hiloulla Yalahaw	MOH	Aid Vision	5-5534 16	Jawhar	SD
33	Abdimalik Abukay Adam	MOE	manshaf	5-811111	Jawhar	SD
34	Sulepo mukhammad Ibrahim	MOH	HR Office	5-676526	Jawhar	SD
	Sayid Ali Yusuf	MOE	Sh Hamf	5-110022	Jawhar	SD
	Jawhar Abdi Halane	MOH	Adm SF	5-955368	Jawhar	SD
37	Abdulwali mohamed Ali	MOH	RSH	5-903228	Jawhar	SD
	David Abdi Ismail	PAH	PC	5-955944	Jawhar	SD
	Abdullahif Sheikh Abdulla	MOH	public life	5870724	Jawhar	SD
40	Xasra Omar Yusuf	MOH	Project AS	7819388	Jawhar	SD
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ANNEX 4: STAKEHOLDER ENGAGEMENT CONSULTATION MEETING HELD AT JUBBALAND STATE

Entity Name:	Jubbaland State Of Somalia
Workshop/Training name:	Community Stakeholder Engagement Consultation meeting
Date:	06-2-2024
Venue:	Hotel Mamus
Ministries Departments Agencies (MDA):	Ministry of Finance

1. Meeting purpose /agenda / objective

Time	Agenda Item(s)	Facilitator
8:30 – 9:00	<i>Welcoming, Arrival and Registration</i>	
9:00 – 9:15	Official Opening and Remarks	HR director
9:15- 9:30	introduction to RCRF Project Phase III	HR director in Jubbaland
9:30- 9:45	Overview for this workshop	Safeguard
9:45- 10:00	Brief Motivation for the participants	FHW Coordinator
10:00- 10:30	GBV Risks Mitigation Measures	Social Safeguard Specialist
10:30- 11:00	BREAK TIME	Social Safeguard Specialist
11:00- 12:00	Environmental risks and mitigation measures and Grievance Redress Mechanism {GRM}	Social Safeguard Specialist
12:00- 12:45	Question and comments for the participants	Social Safeguard Specialist
12:45- 2:00	Prayer and Lunch	
2:00- 2:30	Social risks, Stakeholder Engagement {LMP}	Social Safeguard Specialist
2:30- 3:00	Questions for the participants	Social safeguard and facilitator

2. Summary of discussions (use subheadings for the different issues discussed)

Held on Feb 6, 2024, from 9:00 am – 3:00 pm

Objective: to get input and suggestions on improving the social and environmental instruments for RCRF 3 including stakeholder engagement and grievance redress mechanism in the health and education sectors.

Participants: representatives of vulnerable and marginalised groups and different NGOs UN working in the health, education and citizen engagement and grievance redress sectors at FMS level

Minutes01/024: Preliminaries for the participants all sectors and stakeholders

The meeting was brought to order by the chairman at 9:00am. He requested sheikh Abas to start word of pray, a Physical stakeholder consultation meeting was held for stakeholders on Tuesday Feb 6, 2024. The meeting was attended by non-state and civil society representatives including those working closely with marginalized groups, labor unions and other organizations working in the education and health sectors. organizations and stakeholder like Education and Health, Finance (both local and international) were invited and sent the ESF instruments before receipt of instrument and were followed up by email and phone calls, yet only 58 attended

Mint02/024: Introduction RCRF III PROJECT: The HR Director Ikran started the meeting with an overview of the project highlighting all the components as well as the scope, locations, and nature of the project. Mrs. Ikran clarify that this project is designed to increase the capacity as well as the legitimacy of the government institutions to enable them exercises their respective functions on public service delivery. He further added that the RCRF project has three phases since it is inception on 2015 and later expanded to the Federal Member States (FMS) in the country through multiple financing. Ms. Ikran that the meeting is concerned about recurrent cost and reform finance project. She had also mentioned that the meeting is intended for community stakeholder to do necessary consultation with the concerned office and have interaction with the community workers and that they can forward their questions to the office regularly. She also appreciated the members for the turn up and the time they have sacrificed. Community Stakeholder Consultation: The purpose of the meeting was to facilitate necessary consultations with community stakeholders. This means that the project organizers sought input, feedback, and collaboration from individuals or groups representing the community. The involvement of community stakeholders ensures that their perspectives, needs, and concerns are taken into account during project implementation. Interaction with Community Workers: Ikran mentioned that the meeting provided an opportunity for community stakeholders to interact with community workers. This suggests that the project involves individuals who are actively engaged in delivering services or carrying out activities at the community level. The interaction with community workers allows for a direct exchange of information, experiences, and feedback between them and the stakeholders.

Questions and Regular Communication: Ikran mentioned that stakeholders could forward their questions to the office regularly. This indicates that ongoing communication and engagement with stakeholders are encouraged. By providing a means to ask questions and seek clarification, the project organizers aim to ensure transparency, address concerns, and maintain a continuous flow of information between the project team and stakeholders.

Appreciation for Attendance and Time: Ikran expressed appreciation for the members' attendance and acknowledged the time they have sacrificed. This gesture recognizes the commitment and effort made by the meeting participants to be present and contribute to the project. It also reflects a positive and inclusive approach to collaboration and teamwork. These details provide a broader understanding of the meeting and the project's objectives, structure, and stakeholder engagement.

Mint03/024: GBV RISKS AND MITIGATION MEASURES: Mr Mohamed Moge Mohamed, Jubbaland Social Safeguard specialist defined in detail GBV risks and mitigation measures. He clarified deeply and presented scenes associated to it. He appropriated an example scenario where woman who Is a job seeker

may be abused sexually by an employer, or office head exploiting a woman who is a civil servant and taking opportunity from her. Mr Mohamed Moge also explained the mitigation measures and the examples given are training, Women empowerment; economically, Socially and policy Making etc.

Mint04/024: Environmental Risks Grievance Redress Mechanism:

Safeguard specialist presented a chart demonstrating channel to redress any grievance relating to harassment, sexual exploitation, Mr Moge, or any acts which humiliates against wellbeing of the staff. The social safeguard specialist also emphasized the importance of the consultation meeting and encouraged them to share their views, ideas, experience and skills they gain from the consultation meeting with their staff mate so that group set up change is achieved positively. The consultative meeting participants were further taught about the benefits of GRM. The participants appreciated the consultative meeting and have confirmed increased awareness of their rights vis vis their responsibilities in the execution of their duties. The training was an opportunity to enlighten them of the procedure to follow in Grievance redress mechanism and steps to apply in registering complaints should undesirable situation unfold.

Mr. Moge, the Safeguard specialist, took the initiative to address the issue of harassment, sexual exploitation, and acts that humiliate staff members' well-being. The chart he displayed outlining the channels for redress is an important tool for ensuring that individuals have a means to report such incidents and seek resolution.

The emphasis on consultation meetings is also commendable. These meetings provide a platform for staff members to share their views, ideas, experiences, and skills gained from the consultations. By doing so, positive changes can be implemented within the group. It's encouraging to know that the participants appreciated the consultative meeting and confirmed an increased awareness of their rights and responsibilities in the execution of their duties.

Additionally, the participants were educated about the benefits of the Grievance Redress Mechanism (GRM). This training would have provided them with knowledge about the procedures to follow in utilizing the GRM and the steps to take when registering complaints in case undesirable situations arise.

Overall, it seems that the training conducted by Mr. Moge was successful in clarifying the participants and providing them with the necessary information to address grievances effectively. By empowering staff members with knowledge and a clear procedure for seeking redress, the organization can foster a safer and more supportive working environment.

Mint05/24: Labour Management Procedures.

The meeting chair-man said that labor disputes are very common in the society and the likely causes for labor disputes include delays of payments, disagreement over working conditions and health safety concerns in the work environment. He said that the disputes can be resolved only if the victims forward their grievances to the concerned office.

Mr Moge Explained in Detail Labour Management Procedures. He talked about how bad culture and poverty affected communities in large and more to vulnerable children, marginalized people, disabilities, Minority groups, women. He expressed how bad such people in the above are treated. Mr Moge Give Guidelines and Procedures to Counter act anything related to such bad acts which are against Humanity.

The meeting was an enthusiastic commitment to continue engaging the stakeholders and the participants provided interesting ideas, for example by a possible annual stakeholder forum.

Mint06/024: Conclusion and Closing Remarks: The safeguard expressed his gratitude to the participants and thanked them for the patient and time they sacrificed for the consultation meeting.

Mr. Said Recommendation: who was representing on behalf of the Wamo relief and rehabilitation service (WRRS) NGO highlighted some points on how to mitigate these issues:

Government to ensure approval and the implementation of policies and laws that prevent and mitigate the risks of gender-based violence and form Key legislative act such as the sexual faults bill and which is very important.

Establishment of women desk/ hotline in police stations that women can directly communicate and report their issues confidently.

Relevant institutions such as the Police and justice systems should be capacitated and empowered to provide safe and accessible services for the vulnerable communities including women and girls and gender-based violence survivors.

Provide leadership that a strategic approach to GBV risk mitigation is a priority for the Government of Somalia and that it should be implemented and supported by all actors.

Support the establishment of a pooled funding mechanism to address GBV needs and services in hard-to-reach locations including protection, health and women and girls' safe spaces.

Support GBV prevention interventions that tackle the root causes of GBV and work toward changing harmful social norms. That includes increased support to legislative, policy and community advocacy and action to improve protection of women and girls from the GBV.

Mohamed Omar from the Company called Kaah appreciated the key roles played by the stakeholders in affecting social safeguard and encouraged networking and risk mitigation measures to uphold for the safety of entire beneficiaries for the project and specifically to the civil servants. Others mentioned the improved transparency in recruitment processes including for project of world bank positions and all other project positions to be advertised in all national websites to attract qualified candidates. It was also noted that it was imperative to follow transparent and fair recruitment guidelines and procedures when hiring project staffs and complaints related to recruitment and procurement processes can be addressed through the GM.

Mrs. Shukri who was representing on behalf of the disability association aid organization reiterated the importance of such community engagement meeting which was purposely intended to create awareness on GBV and educate the community on the path towards reaching effective grievance redress mechanism and the channel to address their grievances. He noted that such meeting was seriously needed and eagerly anticipated for community participation.

He further stated that for such meetings to bear fruits there has to be practically good networking between all stakeholders involved to ease the burden of communication from the complainant's so that their complaints can reach the office on first time and hence their grievances solved within the shortest time frame. And specially disabilities people were very important about this platform because disabilities people they don't have any care in the government of Somalia or any support so were very to see today this discussion.

Another member suggested that the judgment body should be very confidential able to do justice and also it must contain well trained and experience staff of high integrity. Mr. Moge said that there were several cases that were forwarded and solved successfully.

Min.06/024: Adjournment

The meeting was closed with a word of prayer and the time and venue for the next meeting will be communicated by the chair.

3. Agreed action points

No	Action item description	Responsible	Timeline
1.	We have agreed all the participants to capture after every 6 months for the consultation meeting	Ministry Of Finance /SFP	July 2024
2.	Also we have agreed to invite another time community engagement consultation meeting elders and religion leader to shared how can we mitigate about GVB and GRM	Ministry of Finance /SFP	July 2024
3.	Also we have agreed to expand this consultation meeting and more of awareness after the awareness we can get good result and tangible points	Social Safeguards	2024
4.	Educate girls on their rights and empower them to stand independently and decide their fate. While continue encouraging reporting mechanism and actions taken seriously to be a lesson for the perpetrator	Ministry of Finance/Social Safeguards Specialist	2024-2025
5.			

4. Annexes

- i. Presentation slides
- ii. Duly signed list of participants- Name, Designation , Location, Telephone number, Office represented

DOWLAD GOBOLEEDKA JUBALAND
EE SOOMAALIYA
WASAARADA MAALIYADDA



JUBALAND STATE OF SOMALIA
MINISTRY OF FINANCE

دولة إقليم جوبالاند الصومالية
وزارة المالية

Stakeholder Engagement Consultation Meeting Attendance Sheet
Date: 6th February 2024, Kismayo.

#	Name	Title	Organization	Contac	signature
1	Mohamed Jama Mohamed	extension officer	Fishery	8879560	
2	Zakariye Ibraahim Hassan	Project officer	M, Agriculture	611576758	
3	Nimcaan Weli Ali	Project manager	Sports	61777490	
4	Abdirshid Mohamed	Shaqala A.V	Airport	616410229	
5	Abshir Mukhtar	Shaqalaha	farjano	618178948	
6	Murshid Abass Bura	Gudomiyaha	marino	616127619	
7	Abdi Muhumed Ali	G.Mo'ye	fanale	613468027	
8	Abdullahi Hussein	Gudomiyaha	Gulwada	615942058	
9	Bashir Abukar moalim	Center supervisor	KTI	0618516130	
10	Ahmed Abdullahi mohd	Team	Team leader	0616871501	
11	Harun Mahat Bashir	procurement officer	MoF	0771200746	
12	Ahmed Nur Hani	officer	MoFCE	0615181744	
13	Caasah Guusur Aadam	Teshaa	Mashqalaha	061575257	
14	Akliina Shirehona	procurement officer	M. Health	615964444	
15	Dahir Yusuf claqda	Treasury	MoF	618509080	
16	Hared Dahir Ismaic	Teacher	BFs	0615411921	
17	HUSSEINI MOOR ABDI	Teacher	M.O.E	0619717161	
18	Ahmed BASHIR Hassan	leader	Gulwada	0616229615	

Kismaayo, Jubaland, Soomaaliya
Website: www.jubalandmof.so/

19	Abdi Karim Abdi	Business	Market	619756205	ms
20	Yousuf Zoon	Business	Market	615035382	clp
21	Abdirahman Ali	Social Services	M. Planning	0615466422	clp
22	Isaac Maxed Cali	Gr. X. Teacher	Xepoda Cali	5785800	clp
23	Abdi Gadir Osman	Business	Market	615686695	clp
24	Mohamed Gargayr Abdi	Health Plan	APD	0616170626	clp
25	Said Ahmed	Business	Market	0616129332	clp
26	Amel Dekow Nidif	P. S. Teacher	MOF	061971724	clp
27	Kalshu Dahir	Business	Market	0617707121	clp
28	Nafsa bashir	Business	Market	615805888	clp
29	Fariha Issack	GBI/Specialist	Ministry of Planning	0770670632	Fariha
30	Nafiso Farax Cali	Business	Market	610305776	clp
31	Hamdi Hasan Ali	FHS	MOH	061559878	clp
32	Safiya Cali Sayid	FHW	MOH	061236035	clp
33	Fahra mohamed maxmed	FHW	MOH	0616737732	clp
34	Naima Mohamed Salah	FHS	MOH	0611471745	clp
35	Sahel Hassan Mohamed - M	Mof	MOF	061662679	clp
36	Abdullahi Ismail Ahmed	Mof	MOF	0617368322	clp
37	Abdiraman Abdullahi	Ngo	mercep	0615011287	clp
38	Abdinasir Issack Mohamed	Business	Market	0615062310	clp
39	Abdirahman Mawlid Mohamed	Business	Market	0618473967	clp
40	Clmamed Shaku	Plant Pro	M. Planning	0610667069	clp
41	Bashir Ismail Yusuf	Youth Community	Community	0615799888	clp
42	Abdirazak Bashir	MOF	MOF	0613611615	clp
43	Abditan Sheikh Ali	SPDA	TUCRI	0771620235	clp
44	Hassan Mohamed Rashid	Youth leader	Ministry of Youth	0612574556	clp

DOWLAD GOBOLEEDKA JUBALAND
EE SOOMAALIYA
WASAARADA MAALIYADDA



JUBALAND STATE OF SOMALIA

دولة إقليم جوبالاند الصومالية
وزارة المالية

MINISTRY OF FINANCE

45	Khalid Cabdi. Cab	SP	M-HEALTH	0614431957	Handwritten signature
46	Aden Abdi Ali	Business	Market	617594004	Handwritten signature
47	Siyal Mohamed	MOE	MOE	0615193899	Handwritten signature
48	Ajan Ismail Hassan	Business	Market	615861717	Handwritten signature
49	Farhiyo Abdi Ali	Business	Market	618568227	Handwritten signature
50	Abdullah. Abass	Procurement	MOF	077026259	Handwritten signature
51	Mohamed Majeed	Procurement	MOF	061257815	Handwritten signature
52	Mohamed Omar Majeed	Procurement	Finance	0615412438	Handwritten signature
53	Suqado Maxamed Aden	Community	Busshad. Raga	0619854161	Handwritten signature
54	Farhiyo Samaal	FHW	MOH	0610668810	Handwritten signature
55	Amin Mohamed Dahur	Women chair	Alantey	0618493991	Handwritten signature
56	Sadi Osman Abdi		Fanole	061257120	Handwritten signature
57	Abdinaar Harad Hake	MOE	M.O. Environment	061934801	Handwritten signature
58	Ahmed Abdi Abdi	Finance Officer	MOF	063623791	Handwritten signature
59					
60					

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Website: www.jubbalandmof.so/

- iii. Group photo/Other photos
This is photos for the participants



ANNEX 5: STAKEHOLDER ENGAGEMENT CONSULTATION MEETING HELD AT SOUTH WEST STATE, BAIDOA

Date: 8th June 2024

Objective: to get input and suggestions on improving the social and environmental instruments for RCRF 3 including stakeholder engagement and grievance redress mechanism in the health and education sectors.

Participants: representatives of vulnerable and marginalised groups and different international and local NGOs, Ministries working in the health, education and citizen engagement and grievance redress sectors at FMS level.

Time	Session	Lead
10:00-10:15	Opening remarks and introduction of stakeholder engagement and grievance redress mechanism in the health and education sectors. to RCRF 3 (participants are requested to write name, function and office in the chat for the minutes)	Hussein Hassan RCRFII Project Manager Ministry of Finance SWSS
10.15-11:15	Presentation. • Social risks, Stakeholder Engagement Plan and Labour Management Procedures • GBV Action Plan GRM Reporting Forms. • Grievance log form • Grievance recording form • Grievance reporting form • GRM one pager-Somali Version	Mohamed Dahir SWSS Social Safeguard Specialist
12:30-50	Discussion and suggestions	Participants
12:50- 16:20	Questions and answer	PIU team.

INTRODUCTION

On 8th June 2024, a Stakeholder meeting on community engagement was held for nearly 30 participants representing all community sections living under the South West state administration, they came from the Health and education sectors, National and international Organizations, among the invitees were School teachers, managers, female Health workers, doctors, directors from the Ministry of Health and education of Southwest, representatives from women groups, disadvantaged groups, minorities and

disabilities groups. All participants received invitation via email with follow up phone calls to ensure that message reached them; it is worth mentioning that all of them confirmed and attended to the meeting providing valuable input during the session.

Mr. Hassan Hussein Bunow, Project Manager for South West State took floor and thanked all participants for their participations of the workshop. He briefly explained the objectives of the workshop and how it's important for the community and project. He provided overview of the RCRF III components and scope, stating that this project is designed to support the Somali Government, especially the civil servant salary, health and education sectors. The project also supports the capacity building of government institutions. He emphasized that World Bank supported projects are open for the community and should be implemented free from biases and all eligible parties to benefit from the project. To make sure that, communities can add their comments and raise any issue, we are introducing to you the available grievance Redress Mechanism which you send your dissatisfaction and complaints to address it.

GRIEVANCE REDRESS MECHANISM AND REPORTING FORMS

Mohamed Dahir, Social Safeguard Specialist, Southwest State, took the floor to give more details about the GRM –Grievance Redress Mechanism- explaining everything surrounding the GRM and mentioned where they can direct their issues, concerns and complaints, whether individual, group, staff or general public is able to raise any issue perceived to be against the project and will receive an immediate feedback. He provided special emails for the complaint and that Confidentiality and whistle blower protection policy is available to prevent from retaliation in the event the complainant is identified.

GBV ACTION PLAN

Mohamed Dahir, also reiterated that GBV is a global concern that affects both male and female however, we are now focusing on the female Gender based violence specially sexual harassment and sexual exploitation when it comes to the labor related issues. Having said that, the female health workers and female school teachers and other female workers under World Bank supported projects have the right to work in an environment that is free from all kinds of harassment, sexual harassment and abuse of power. Mandatory training courses on GBV and prevention of sexual exploitation are provided to all staff to be aware of the physical and psychological issues that GBV victims face. The Bank has a zero tolerance policy against GBV perpetrators. Finally, he reminded that there is a platform and mechanism in place to report such incidents should that happen to anyone.

DISCUSSION AND SUGGESTIONS

During the discussions, suggestions and recommendations, **Mr. Yusuf Baidoa** District Educational Officer thanked World Bank for their support to people of Somalia, especially the community in South West State, taking an example of the schools supported by the bank located in Baidoa have female teachers who happen to be pregnant at times are facing challenges from the school managers who insist to have the female teacher report to work all the time while they can't, at time, they threaten them to fire them if

they don't report to school. So it is important that pregnant female teachers get some leave especially during the last months of the pregnancy.

Maslah representing the Minority and disability groups, complained that World Bank supported projects are not part of any of these project, we don't have teachers, female health workers, So we request and suggest that Word Bank should give special attention during the recruitment and selection process to have equal employment opportunity. They asked to be given opportunity in the upcoming projects.

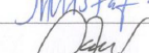
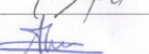
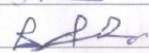
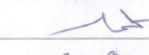
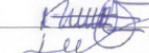
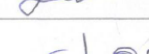
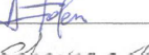
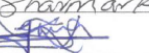
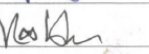
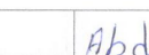
Dr. Saeed from Doctors Association thanked trainers/workshop facilitators for their well-prepared presentation with the valuable information provided to community. He also appreciated that World Bank's GRM mechanism which shows how the projects are transparent, he suggested that Hotlines, posters capturing numbers and emails to be widely distributed among the community, schools, markets, other public places to be handy to everyone.

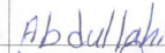
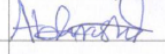
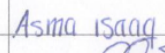
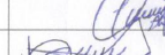
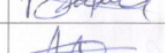
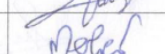
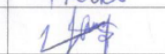
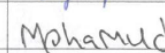
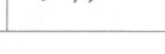
All the participants appreciated this initiative and were excited to attend in such meeting where they get to know how they can send their complaints and appreciated the transparency of World Bank.

Finally, Mr. Hussein Hassan, who is the project manager level, highlighted that the community engagement is the backbone of the RCFR Projects where all stakeholders can have an access to raise their concerns, complaints and suggestions and there will be more training on GRM & GBV.

LIST OF THE PARTICIPANTS

No.	Name	Title	Organization/Agency	Confirmation
1	Fadal Abdullahi Mursal	DG	Ministry of Education	Yes
2	Mohamed Abdi Ali	Formal Education Director	Ministry of Education	Yes
3	Mohamed Abshir Idiris	Teacher & Curriculum Development	Ministry of Education	Yes
4	Hussein Mohamed Dahir	DG	Ministry of Health	Yes
5	Dr.Abdirashid Osman Aden	Regional Medical Officer	Ministry of Health	Yes
6	Adan Ali Adan	Deputy DC Social Affairs	Baidoa Municipality	Yes
7	Yussuf Mohamed Idiris	Baidoa, District Education Officer	Ministry of Education	Yes
8	Said Mohamed Kassim	Education and Child Protection	READO	Yes
9	Noordin sheikh Mohamed	Operation Director	BURDO	Yes
10	Mahdi Ibrahim Hassan	Project officer	ADO	Yes
11	Abdulkadir Mohamed Hassan	CHC	Ministry of Health	Yes
12	Abdullahi Mohamed Saney	Contract mngmt and M&E Specialist	Ministry of Health	Yes
13	Haji Sheik Shu'ayb	District EPI	Ministry of Health	Yes
14	Aden Abdullahi Yuunis	Protection and Human Rights Officer	ISHA Human Rights Organization	Yes
15	Sharmarke Mohamed kulow	Csc commissioner	SWSS CSC	Yes
16	Hassan sheikh Abdi Ali	Branch manager	Salaam Bank	Yes
17	Maslax maxamud xaji	Member	Baidoa Municipality (W,M, D Group	Yes
18	Ali abdullahi ali	Member	Baidoa Municipality (W,M, D Group	Yes
19	Seynab Abdirashid maxamed	Member	Baidoa Municipality (W,M, D Group	Yes
20	Asma mohamed isaq	acting DG	MoWF	Yes
21	Dr. Saeed Yusuf Mohamed	Deputy	Ururka ubaxa Horum bulsh Som	Yes
22	Dr. A.Fatah Mohamed Yakub	Coordinator	Ururka ubaxa Horum bulsh Som	Yes
23	Abdi jabril Adam	Chairman	Ururka ubaxa Horum bulsh Som	Yes
24	Abdullahi Mohamed Kheire	Protection Officer	save the children	Yes
25	Mohamed Abdullahi Madei	Director	School :H/wadaag PSS Baidoa	Yes
26	Ahmed hassan A\rahmaan	Director	Sheekh Asharow primary & secondary school	Yes
27	Warsame Maxamud Maxamed	Director	Sahal macalin Ciise Pss	Yes
28	CABDULLAHI BASHIIR MAXAMED	Director	Mubraak pss	Yes
29	Muktar Abdulkadir Muktar	Director	Nuurul-islam P. S. S	Yes

No.	Name	Title	Organization/Agency	Signature
1	Fadal Abdullahi Mursal	DG	Ministry of Education	
2	Mohamed Abdi Ali	Formal Education Director	Ministry of Education	
3	Mohamed Abshir Idiris	Teacher & Curriculum Development	Ministry of Education	
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8	Said Mohamed Kassim	Education and Child Protection	READO	
9	Noordin sheikh Mohamed	Operation Director	BURDO	
10	Mahdi Ibrahim Hassan	Project officer	ADO	
11	Abdulkadir Mohamed Hassan	CHC	Ministry of Health	
12	Abdullahi Mohamed Saney	Contract mngmt and M&E Specialist	Ministry of Health	
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21	Dr. Saeed Yusuf Mohamed	Deputy	Ururka ubaxa Horum bulsh Som	
22	Dr. A.Fatah Mohamed Yakub	Coordinator	Ururka ubaxa Horum bulsh Som	
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28	CABDULLAHI BASHIIR MAXAMED	Director	Mubraak pss	
29	Muktar Abdukadir Muktar	Director	Nuurul-islam P. S. S	

Minutes compiled by:
Mohamed Dahir,
Social Safeguard Specialist
Southwest State Somalia, Baidoa,

ANNEX 6: COMPLAINTS REGISTRATION FORM (TO BE TRANSLATED INTO SOMALI)

1. Complainant's Details

Full name (optional) or Reference number (if confidentiality requested):

Male/Female

Mobile

Email

District

Relationship to the project

Age (in years):

2. Which institution or officer/person are you complaining about? Ministry/department/agency/company/group/person

3. Have you reported this matter to any other public institution/ public official?

☐ Yes ☐ No

4. If yes, which one?

5. Has this matter been the subject of court proceedings?

☐ YES ☐ NO

6. Please give a brief summary of your complaint and attach all supporting documents [Note to indicate all the particulars of *what* happened, *where* it happened, *when* it happened and by *whom*]

7. What action would you want to be taken?

Signature

Date

ANNEX 7: COMPLAINTS REPORTING LOG (INCLUDE DIRECT AND CONTRACTOR WORKERS GRIEVANCES)

[illegible]

ANNEX 8: ESF REQUIREMENTS ON GMS REPORTING TEMPLATE (TO BE INCLUDED IN QUARTERLY REPORT)

Period from:

to:

Requirements as per the ESF:	Y/N explanation/evidence
<i>Anonymised complaints log has been shared with the WB for this 3/6 month period including complaints from all FMS, contractors and implementing partners</i>	Attach
<i>Female focal points for grievances are available at community level to receive and forward anonymized complaints</i>	
<i>Awareness that complainant can also raise complaint with GRS included in awareness raising material</i>	
<i>Describe how anonymous complaints are being raised and addressed</i>	
<i>Publicly advertised procedures, are posted on website project/Ministry website (please state wording and whether in Somali)? Suggestions, concerns and feedback are welcomed by the xxx project to improve its performance. These can be communicated to project staff or via (toll free number) sent to: email. In the case of complaints relating to GBV these should be communicated immediately to (toll free confidential line) or email. All grievances will be treated confidentially, impartially and without retribution and can be submitted anonymously if desired. GBV/SEA/SH complaints will be dealt with by the GBV Expert using a survivor centered approach. Grievances will be acknowledged within 7 days of receipt and resolved within 21 days including feedback to the complainant. Complaints can also be raised via somaliaalert@worldbank.org or http://www.worldbank.org/GRS</i>	
<i>How has the GM been made accessible to remote communities, non literate people, minority groups, and women?</i>	
<i>Which groups are not complaining and why? How can accessibility and trust in the system be improved for these groups?</i>	
<i>What actions have been taken by the Project Coordinator in this period to promote the functionality of the GM system particularly: encouraging reporting and increase trust in the GM.</i>	
ESS2	
<i>Have all direct and contracted workers been oriented in the workers mechanism?</i>	
<i>Is there a summary of the workers grievance mechanism in all offices as well as an appeals process?</i>	
<i>Has whistle blower protection and sanctions been included in the project and contractor's workers code of conduct?</i>	
<i>Has the PIU carried out due diligence of contractors and monitoring of functionality of workers GM during this period?</i>	.

ANNEX 9: REFERENCES

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<http://documents.worldbank.org/curated/en/383011492423734099/pdf/114278-WP-REVISED-PUBLIC-Environmental-and-Social-Framework.pdf>

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World Bank Good practice note on Gender

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World Bank, Grievance Mechanisms, Responsible Agricultural Investment (RAI) accessed on 14th January 2019 at: <http://www.worldbank.org/en/topic/agriculture/publication/responsible-agricultural-investment>

World Bank (n.d.) How to Notes: Feedback Matters: Designing Effective Grievance Mechanisms for Bank-Financed Projects Part 1: the Theory of Grievance Redress,

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<http://documents.worldbank.org/curated/en/658351468316439488/The-practice-of-grievance-redress>