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Improved Livelihood Opportunities and Accessibility for Underserved Urban Communities in Meru, Kenya

STAKEHOLDER ENGAGEMENT PLAN

Prepared by

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April 2021

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ABBREVIATIONS

AGPO	- Access to Government Procurement Opportunities
CBOs	- Community Based Organisations
CG	- County Government
CORE	- Community Road Empowerment
DOSHS	- Directorate of Occupational, Safety and Health Services
ESCP	- Environmental and Social Commitment Plan
ESMF	- Environmental and Social management Framework
GBV	- Gender Based Violence
GRM	- Grievance Redress Mechanism
JSDF	- Japan Social Development Fund
KeNHA	- Kenya National Highways Authority
KeRRA	- Kenya Rural Roads Authority
KIHBT	- Kenya Institute of Highway and Building Technology
KPLC	- Kenya Power and Lighting Company
KRB	- Kenya Roads Board
KTC	- Kisii Training Centre
KURA	- Kenya Urban Roads Authority
M&E	- Monitoring and Evaluation
MCA	- Member of County Assembly
MOTIHUD&PW	- Ministry of Transport, Infrastructure, Housing, Urban –Development and Public Works
MSE	- Micro and Small Enterprises
MTRD	- Materials Testing and Research Department
NCA	- National Construction Authority
NEMA	- National Environment management Authority
NGO	- Non government organisation
PAC	- Project Advisory Committee
SEA	- Sexual Exploitation and Abuse
SEP	- Stakeholders Engagement Plan
SHGs	- Self Help Groups
SMEs	- Small and Medium –sized Enterprises
WB	- World Bank
YAGPO	- Youth Access to Government Procurement Opportunities

EXECUTIVE SUMMARY

Stakeholder Engagement Plan (SEP) is an inclusive process conducted throughout the Project Life Cycle. Where properly designed and implemented, it 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 progress.

Key stakeholders in this Project will include: Ministry of Transport, Infrastructure, Housing, Urban Development, and Public Works (MOTIHUD&PW), National Construction Authority (NCA), Kenya Rural Roads Authority (KeRRA), Kenya Roads Board (KRB), Kenya Urban Roads Authority (KURA), Kenya National Highways Authority (KeNHA), County Government of Meru, Kenya Institute of Highways and Building Technology (KIHBT), and Kisii Training Centre (KTC).

Other stakeholders may include, Department of Gender, Meru Youth Service, Youth Enterprises Fund, Department of Youth Services and Access to Government Procurement Opportunities (AGPO), National Government Affirmative Action Fund (NGAF), National Lands Commission (NLC), Micro and Small Enterprise Authority (MSEA), Directorate of Occupational Safety and Health Services (DOSHS), Department of Labour among others.

Project Development Objective is to implement Do-nou technology and create employment opportunities in labor-based road maintenance for underserved urban communities of Majengo, Mjini, Kaaga and Gitimbine in Meru Town.

The Project has three components: Component 1: Capacity building and sustainability of labour-based road maintenance using Do-nou technology at target communities; Component 2: Enhancement of livelihood opportunities; and Component 3: Project management, monitoring and evaluation, knowledge dissemination.

Stakeholders will be identified and their roles and responsibilities clearly outlined in the stakeholder engagement plan (SEP). Several meetings will be conducted in clear observance of the COVID- 19 government directives.

All meetings will be documented by the project implementing team through minutes writing and shared to the stakeholders via email and hard copy shared through post. An Effective and transparent Grievance Redress Mechanism (GRM) will be developed to build trust and cooperation as an integral component of broader community consultation that facilitates corrective actions, and aims to guide a transparent credible, effective and efficient manner in resolving complaints and grievances that satisfies all parties involved with lasting outcomes.

1.0 INTRODUCTION

1.1 General

Stakeholders are a group, individuals or entities who affect or are affected (affected parties) by the Project; or those who may have an interest in the Project (interested parties). They include individuals or groups whose interests may be affected by the Project and who have the potential to influence the Project outcomes in any way.

For this Project, stakeholders may include the road users, business persons, local community residents, farmer groups, transport Saccos (Matatu Saccos), County Government officials including the Government Office, National Government Officials, Security operators such as the Local Chiefs, Utilities and Service Providers such as Kenya Power Company whose power lines are affected and the Water and Sewerage Companies whose drainage and piping systems is affected.

Stakeholders also include players in the road sector such as the County Government of Meru, Kenya Institute of Highways and Building Technology (KIHBT), Kisii Training Centre (KTC), which is responsible for the provision of training, Kenya Roads Authorities i.e. Kenya Rural Roads Authority (KeRRA), Kenya Urban Roads Authority (KURA), Kenya National Highways Authority (KeNHA), Ministry of Transport, Infrastructure, Housing, Urban Development, and Public Works (MoTIHUD&PW), Kenya Roads Board (KRB), National Construction Authority (NCA), National Land Commission, and Micro and Small Enterprise Authority (MSEA).

Since the Japan Social Development Fund (JSDF) Project aims at initiating and promoting Youth Enterprises in the Construction Sector, critical Stakeholders include the Department of Gender, Meru Youth Service, Youth Enterprises Fund, Department of Youth Services and Access to Government Procurement Opportunities (AGPO), National Government Affirmative Action Fund and National Environment Management Authority (NEMA) among others.

This Stakeholder Engagement Plan is prepared under unique circumstances where there are Government restrictions on public meetings and gatherings as a result of COVID-19. The proposed consultations methods will prioritize the safety of all Stakeholders observing the laid-out Government directives. It is worth noting that during the Design of the Project, Stakeholders Engagement Meetings were held with the National Government Institutions, County Government Officers, as well as the Local Communities who are beneficiaries of the Project.

1.2 Project Development Objective

The objective is to implement Do-nou Technology and create employment opportunities in labor-based road maintenance for underserved urban communities of Majengo, Mjini, Kaaga and Gitimbine in Meru Town.

1.3 Project Description

This is a Recipient-executed Small-scale Trust Fund Project, funded by JSDF and administered by the World Bank (WB). The Project will be implemented by the Community Road Empowerment (CORE). The Government of Kenya (Ministry of Transport, Infrastructure, Housing, Urban Development, and Public Works, Kenya Urban Roads Authority, Kenya Roads Board, and Meru County Government) will provide Technical and Advisory Support.

This is designed as a Pilot Project to complement the collaboration between the WB, JSDF, and the Government of Kenya (GoK) by addressing community needs in the Transport and Urban Sectors. Following the broad consultations with communities and Stakeholders, two main themes are developed in order to achieve the objectives: Capacity Building and Enhancement of Livelihood Opportunities in target communities. The process will entail the capacity building of target communities in the application of Do-nou Technology in road maintenance and empowering them to become Small and Medium-Sized Enterprises (SMEs) as small Contractors. The Project will also support Project Management.

Based on community consultations and the baseline survey, the Project intends to empower target communities to reduce poverty through improving their access roads by themselves, obtaining skills to establish and operationalize SMEs in road maintenance. Ultimately, the Project will have a positive impact on building labor-based Do-nou road maintenance capacity in Meru. Furthermore, as a result of on-the-job training under the Project, 24 selected access roads in the target communities totalling to 26 km will be improved and become passable all year round.

In total, the direct and indirect beneficiaries of the Project are 1,250 people and 13,500 people respectively.

The proposed Project duration will be four years. Improvement of access roads and most of the income-generating activities will be completed within 36 months. During the fourth year, the Project will focus on (a) the enhancement of skills in road maintenance that will create opportunities under the Project to ensure their sustainability; (b) assessment of Project impact and identification of lessons learned; and (c) dissemination of knowledge and visibility of Japan as well as JSDF in Meru County and Kenya.

Sampled Roads to be undertaken using Do-nou Technology in Meru County are as shown in the appendices.

1.3.1 Component 1: Capacity Building and Sustainability of Labour-based Road Maintenance using Do-nou Technology at Target Communities.

Activities include mobilization of training resources, community mobilization and training, Pre-selection to SME stage, Institutionalization of road maintenance using Do-nou and Capacity Building Support to Meru County. Additionally, both unskilled and skilled youths will be given an equal opportunity. However, based on the community consultations, the majority of the youths in the target area are classified as unskilled.

1.3.2 Component 2: Enhancement of Livelihood Opportunities:

This component will include formalization of technical and financial support to SMEs. The CORE will provide fulltime support for the SME registration, and it is estimated that at least 60 percent of the target groups will succeed in registering Companies.

1.3.3 Component 3: Project Management, Monitoring and Evaluation, Knowledge Dissemination:

Project Management - This Component includes overall project management such as internal supervision, travel, administration, annual audit, and associated costs, including office equipment, supplies, and utilities.

Monitoring and Evaluation - The Implementing Agency (CORE) shall fully be responsible for Monitoring and Evaluation (M&E) of the Project. CORE has an established M&E System based on an M&E Policy that follows standard M&E Principals.

Knowledge Dissemination - The Proposed Project will create a website and social media account where progress, milestones, and voices from the target communities will be posted.

1.4 Project Costing

The allocation across components is as shown in Table 1 below.

Table 1: Budget Allocation Per Project Component

Project components	Amount in USD Million
Component 1: Capacity Building and Sustainability of Labour-based Road Maintenance using Do-nou Technology at Target Communities.	US\$ 2.00 million
Component 2: Enhancement of Livelihood Opportunities	US\$ 0.21 million
Component 3: Project Management, Monitoring and Evaluation, Knowledge Dissemination	US\$ 0.54 million
Total	US\$ 2.75 million

2 STAKEHOLDER IDENTIFICATION AND ANALYSIS

The Project will identify persons who are legitimate representatives of their respective groups and are entrusted by their fellow members with advocating their interests in the process of engagement with the Project.

The Community Representatives will provide helpful insight into the local settings and act as main conduits for the dissemination of the Project-related information and as a primary communication/liaison link between the Project and targeted communities and their established networks.

In a bid to establish contact with the community stakeholders, the legitimacy of the community representatives will be verified by talking informally to a random sample of community members and heeding their views on who can be representing their interests in the most effective way.

With community gatherings limited or forbidden under COVID-19, it may mean that the Stakeholder identification will be on a much smaller cluster basis, requiring different media to reach affected individuals.

2.1 Methodology

For Stakeholders' engagement, the project will apply the following principles:

- i) **Openness and Life-cycle Approach:** During the Project's whole life-cycle, public consultations will be carried out in a free and transparent manner, devoid of external manipulation, interference, coercion or intimidation.
- ii) **Informed Participation and Feedback:** Information will be provided to and widely distributed among all **Stakeholders** in an appropriate format; opportunities are provided for communicating Stakeholders' feedback, for analysing and addressing comments and concerns.
- iii) **Inclusiveness and Sensitivity:** Stakeholder identification is undertaken to support better **communications** and build effective relationships. The participation process for the Projects is inclusive. All Stakeholders at all times will be encouraged to be involved in the consultation process. Equal access to information will be provided to all Stakeholders. Sensitivity to stakeholders' needs will be the key principle underlying the selection of engagement methods.
- iv) **Special Attention is Given to Vulnerable Groups:** In particular women, youth, elderly and those Living With **Disabilities**.
- v) **Flexibility:** Engagement methodology shall adapt forms that promote social distancing and prevention of spread of COVID-19 such as internet communication. For effective and tailored engagement, Stakeholders of the proposed Project shall 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 (actually or potentially) 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 and management measures. This group includes: Area

residents, local elected leaders, national administration officers, political leaders, NGOs, CBOs, FBOs, and institutions along the project road.

- b) **Other Interested Parties** – individuals/groups/entities that may not experience direct impacts from the Project but who consider or perceive their interests as being affected by the Project and/or who could affect the Project and the process of its implementation in some way e.g. lobby groups, and political leaders; and
- c) **Vulnerable Groups** – persons who may be disproportionately impacted or further disadvantaged by the Project(s) as compared with any other groups due to their vulnerable status, and that may require special engagement efforts to ensure their equal representation in the consultation and decision-making process associated with the Project.

A comprehensive list of Stakeholders and database will be developed and maintained by the Project. Table 2 below broadly identifies the key Stakeholder groups, their respective relevance and interests in the Project.

Table 2: Stakeholder Category and their Needs

Organization/Agency	Role	Specific Functions List (relating to Road Maintenance and Entrepreneurship)
Community Level		
Youth and Women who are farmers or businesspersons living adjacent to the target roads Majengo, Mjini, Kaaga and Gitimbine.	Implementers and Beneficiaries.	Participate in all phases of Project Cycle and Adoption of Technologies
Youth and Women Enterprise groups both formal and informal groups (Self Help Groups (SHGs),Community Based Organisations (CBOs), social groups, business groups e.g. Okoa Getto Community Based Organisation, Majengo Women Group, Tuchiukirie Self Help Group, Tabiru Gachanka women Group.	Platforms to disseminate information.	Mobilization of beneficiaries for implementation.
Business or Entrepreneurship Leadership Structures.	Steer development in Project areas	Leadership at Community Level.
Disadvantaged persons such as Orphans, Persons Living With Disability and School Dropouts.	Involvement for participation in Project activities.	Towards social inclusivity element

Organization/Agency	Role	Specific Functions List (relating to Road Maintenance and Entrepreneurship)
Local NGOs.	Mobilization and preparation of communities in readiness for implementation.	Ensure inclusivity and correlated development.
Religious and Public Based Institutions (Churches, Mosque, Schools, Office of the Member of County Assembly (MCA)/Ward Admin, Chiefs Camps; Municipality, Ward and Ntima West. Locations: Municipality, Igoki and Ntakira.	Meeting venues and avenues for notifying communities of planned activities	Good will
County Level		
Meru County Government Departments such as Public Works, Transport, Agricultural, Environment, Social Services, Supply Chain, Meru Youth Service)	Surveillance/Monitoring, Sensitization; removal of encroachers and Provision of Control Personnel Project Advisory Committee (PAC).	Capacity Building and Coordination of Project activities. Assist CORE in ensuring that encroachers on the Road corridors have moved out.
Associations and organizations	Local Resources	Prudent utilization and management of Natural Resources.
Regulatory (County Business Licencing Department, National Environment Management Authority (NEMA), National Construction Authority (NCA), Access to Government Procurement Opportunities (AGPO)/ Youth Access to Government Procurement Opportunities (YAGPO), Youth Fund).	Training and Licensing	Regulatory; Ensuring that the Project meets minimum requirements for all its operations.
National Level		

Organization/Agency	Role	Specific Functions List (relating to Road Maintenance and Entrepreneurship)
National Government Agencies		
Ministry of Transport, Infrastructure, Housing, Urban Development and Public Works (MoTIHUD&PW)		
MoTIHUD&PW	Provide Technical Support and Advisory. Project Advisory Committee (PAC).	Provide the technical support and advisory
KURA	Provide Technical Support to the Project, Guide the Implementing Agency, Supervise the Implementation of the Safeguards and to act as liaison to the Government. Project Advisory Committee (PAC).	To provide technical support to CORE, environmental and social safeguard, guidance in all construction activities. Ensure reduced costs and quality control during the road construction exercise to ensure value for money. Directly supervise the work of CORE.
National Construction Authority (NCA)	Licenses construction works and assures the credibility of Contractors, Suppliers and quality of Construction Works	Support compliance to ensure reputable contractors in the market. Offer practicing licences to contractors and certification of the qualified construction workers. Offer training to Contractors.
KIHBT	Provide training for labour based technologies	<ul style="list-style-type: none"> • Provides training for Labour Based Contractors to be able to meet minimum requirements for Contractors during NCA licensing.
Kenya Roads Board (KRB)	Funding for trainings and Roads 2000 Strategy Implementation. Project Advisory Committee (PAC).	<ul style="list-style-type: none"> • Provides funding support for training in labour based techniques for contractors and individuals at KIHBT (KTC). • Provide funding for mock contracting for young Contractors. • Organizes meetings for the development of Roads 2000 Projects.
Material Testing and Research Department (MTRD)Material Testing and Research Department (MTRD)	Quality Assurance	<ul style="list-style-type: none"> • Provide Testing Services for Materials Selection. • Road Condition Survey and Performance Assessments.

Organization/Agency	Role	Specific Functions List (relating to Road Maintenance and Entrepreneurship)
		<ul style="list-style-type: none"> • Support in Developing Guidelines for Labour Based Techniques (LBTs).
Ministry of Environment and Forestry		
National Environment Management Authority (NEMA)	Manage the Environment through Supervision and Coordination of the Lead Agencies – Concerned Ministries, Government Departments and Agencies.	<ul style="list-style-type: none"> • Environmental Impact Assessment service provision, licencing and guideline provision for construction projects especially at river crossings and water resources • Guide on construction waste disposal.
Ministry of Labour and Social Protection		
Department of Labour	Guide in Labour Laws and Worker Engagements.	<ul style="list-style-type: none"> • Provide Labour Laws, Guide on Minimum Wage. • Labour Conflict Resolution and Arbitration for Labour.
Department of Gender	Guide in Gender Mainstreaming.	<ul style="list-style-type: none"> • Developing, Reviewing, Interpreting, Implementation and Monitoring of Gender Policies, Programmes and Plans that Promote Gender Equality.
Department of Social Development	Mobilize and empower individuals, groups and communities to facilitate social change for growth and improved livelihood.	<ul style="list-style-type: none"> • Develop policies on social development including policies for persons with disabilities. • Community mobilization and registration of Self Help Groups.
Directorate of Occupational Safety and Health Services (DOSHS)	Ensures safety, health and welfare of workers at construction site.	<ul style="list-style-type: none"> • Identify, evaluate risk factors in the work environment, which may affect the safety and health of employed persons, and the general environment. • Provide relevant worksite permits
Others		
AGPO	Licensing to Access Government Procurement	<ul style="list-style-type: none"> • YAGPO supports and registers youth entrepreneurs to access government procurement opportunities.
National Land Commission	Manage public land on behalf of the National and County Governments.	<ul style="list-style-type: none"> • Initiate investigations on a complaint into present or historical land injustices and recommend appropriate redress. • Encourage the application of traditional dispute resolution mechanisms in land conflicts.
Youth & Women Enterprise Fund	Entrepreneurship funding.	<ul style="list-style-type: none"> • Support interested beneficiaries to access youth tailored funds to promote youth

Organization/Agency	Role	Specific Functions List (relating to Road Maintenance and Entrepreneurship)
		entrepreneurship.
National Government Affirmative Action Fund	Improve livelihoods for vulnerable community people.	<ul style="list-style-type: none"> • Financial support for vulnerable community people.
Micro and Small Enterprise Authority (MSEA)	Promote the development of competitive and sustainable Micro and Small Enterprise.	<ul style="list-style-type: none"> • Formulates and review policies and programmes for Micro and Small Enterprises (MSE).
Kenya Power and Lighting Company (KPLC)	Power Lines Control.	<ul style="list-style-type: none"> • Provide relocation of powerlines affected by the Project.
World Bank	Support management of operations and Financing.	<ul style="list-style-type: none"> • Guides implementation.

3 STAKEHOLDER ENGAGEMENT PROGRAM

3.1. Summary of Stakeholder Engagement Done During Project Preparation

Under the Seed Fund Program, KURA, County government of Meru, MOTIHUD&PW and WB conducted broad community consultations and baseline survey on the Project that intends to empower target communities to reduce poverty through improving their access roads by themselves, obtaining skills to establish and operationalize small and medium-sized enterprises in road maintenance. Based on the community consultations of 400 members, two main themes were developed in order to achieve objectives: Capacity Building and Enhancement of Livelihood Opportunities in Target Communities.

This initial SEP will be disclosed after appraisal and approval to enable a comprehensive Stakeholder Engagement Strategy and Plan. It will be updated periodically as necessary after Project appraisal and approval.

3.2. Summary of Project Stakeholder Needs and Methods, Tools and Techniques for Stakeholder Engagement

A cautionary approach shall be taken in the consultation process to prevent infection and spread of COVID-19. The following communication channels will be considered while taking into account national restrictions or advisories:

- Minimize public gatherings such as public hearings, and community meetings and instead consult through online where possible.
- Consult using focus group meetings or channels for smaller meetings.
- Diversify means of communication and rely more on virtual meetings, social media and dedicated online channels appropriate for the purpose, type and category of stakeholders.
- Employ traditional channels of communications appropriate to target stakeholder and get their feedback which can be TV, newspaper, radio, dedicated phone-lines, and mail.
- Directly engage with the affected people or beneficiaries via appropriate means of communication.
- Each of the proposed channels of engagement shall clearly specify how feedback and suggestions can be provided by stakeholders.

Engagement methods are proposed to cover the different needs of the stakeholders, as shown in Table 3 below:

Table 3: Engagement Approach and Application

Engagement Approach	Appropriate Application of the Approach
Correspondences (Phone, Emails)	<ul style="list-style-type: none"> • Share information to Government officials, NGOs, Local Government, and Organisations/Agencies • Invite Stakeholders to Meetings and Follow-up
Focus Group Meetings	<ul style="list-style-type: none"> • Share Project Information to a Group of Stakeholders. • Allow Stakeholders to provide their views on targeted baseline information. • Build relationships with communities. • Record responses.
Project Website	<ul style="list-style-type: none"> • Present Project information and progress updates. • Disclose ESIA, ESMP and other relevant project documentation.

Engagement Approach	Appropriate Application of the Approach
Direct Communication with Affected Crops/Asset owners	<ul style="list-style-type: none"> • Share information on timing of road clearance. • Agree options for removing crops and relocation of fences.
Visibility/ Signage	<ul style="list-style-type: none"> • Share information door-to-door, respecting social distancing, on Project activities; Project investment location; Project disclosure; Educational materials on ESIA.
Project Leaflet	<ul style="list-style-type: none"> • Brief Project information to provide regular update. • Site specific project information.

3.3 Proposed Strategy for Information Disclosure

Project preparation is primarily based on the information surveyed by CORE locally at Meru County and both CORE and WB at National Level Stakeholder Engagement.

The purpose of consultations and information dissemination are as follows:

- i) Understanding the needs of the affected populations;
- ii) Have meaningful consultations with the local communities in the local language.
- iii) Ensuring coordination between all implementers and County Government of Meru and Meru Community Authority Structures;
- iv) Reception of feedback and comments as well as grievances from all Stakeholders on Project Design and Implementation;
- v) Provision of transparent and accountable mechanisms on all aspects of Project Design and Implementation; and,
- vi) Ensuring that members of vulnerable groups from Project affected communities are able to participate fully in the consultation process and enjoy Project benefits.

In consideration of Covid-19 restrictions, the Project will innovate ways for consultations that meet the precautions on staff and community safety. Information will be disclosed in Kiswahili, English and other local languages as necessary.

Since the area is urban, information disclosure at the community level will be through radio broadcasting, community meetings in coordination with Local Authorities (County Administration, Community Leaders), and phone communication (SMS). Local Authorities, such as County/ Sub-county/ Ward Administrators, Chiefs, Deputy Chiefs or Community Leaders, will be requested to inform communities in meetings and through disclosure on local radio stations, local Churches, and social media. At the national level, information will be disclosed mainly by email. Table 4 below shows the Strategy for consultation.

Table 4: Strategy for Consultation

Project Stage	List of Information to be Disclosed	Methods Proposed	Timelines: Locations / Dates	Target Stakeholders	% Reached	Responsibilities
Project Design	SEP	Stakeholder meetings through virtual methods, telephone calls, zoom meetings.		County Level	20%	CORE/KURA/KRB/ WB/ Meru County Government (CG)

Project Stage	List of Information to be Disclosed	Methods Proposed	Timelines: Locations / Dates	Target Stakeholders	% Reached	Responsibilities	
		Email, through virtual methods, telephone calls, zoom meetings.		National Level	50%	CORE/KURA/KRB/WB/ Meru CG	
		Websites		National Level	30%	CORE/KURA/KRB/WB/ Meru CG	
	Environmental and Social Commitment Plan (ESCP)	Stakeholder meetings through virtual methods, telephone calls, zoom meetings.		County Level	20%	CORE/KURA/KRB/WB/ Meru CG	
		Email		National Level	50%	CORE/KURA/KRB/WB/ Meru CG	
		Websites		National Level	30%	CORE/KURA/KRB/WB/ Meru CG	
	Environmental and Social Management Plan (ESMP)	Stakeholder meetings through virtual methods, telephone calls, zoom meetings.		County Level	20%	CORE/KURA/KRB/WB/ Meru CG	
		Email		National Level	50%	CORE/KURA/KRB/WB/ Meru CG	
		Websites		National Level	30%	CORE/KURA/KRB/WB/ Meru CG	
	Project Initiation and Implementation	Activity – or site specific ESMPs	Community meetings observing the government COVID-19 directive on meetings.	Continuous	Community Level	70%	CORE/KURA/KRB/WB/ Meru CG
			Email.	Continuous	National Level	50%	CORE/KURA/KRB/WB/ Meru CG
Website.			Continuous	National Level	30%	CORE/KURA/KRB/WB/ Meru CG	
Stakeholder meetings.			Continuous	County and Regional Level	40%	CORE/KURA/KRB/WB/ Meru CG	
	Any project-related information (on activities, beneficiary	Community meetings observing the government COVID-19	Continuous	Community Level	40%	CORE/KURA/KRB/WB/ Meru CG	

Project Stage	List of Information to be Disclosed	Methods Proposed	Timelines: Locations / Dates	Target Stakeholders	% Reached	Responsibilities
	selection etc)	directive on meetings				
		Radio	Continuous	Community, County and Regional Level	30%	CORE/KURA/KRB/WB/ Meru CG
		Mobile phone	Continuous	Community, County and Regional Level	50%	CORE/KURA/KRB/WB/ Meru CG
		Email/Website	Continuous	National Level	50%	CORE/KURA/KRB/WB/ Meru CG
	Grievance Redress Mechanism (GRM)	Community meetings observing the government COVID-19 directive on meetings.	Continuous	Community Level	30%	CORE/KURA/KRB/WB/ Meru CG
		Radio	Continuous	Community, County and Regional Level	20%	CORE/KURA/KRB/WB/ Meru CG
		Mobile phone	Continuous	Community, County and County State Level.	30%	CORE/KURA/KRB/WB/ Meru CG
		Website	Continuous	National level	20%	CORE/KURA/KRB/WB/ Meru CG

This plan lays out the overall consultative processes of the Project with its different Stakeholders. This SEP will be updated to include these strategies.

The community meetings to be held will observe the government COVID 19 restrictions on public governing.

3.4 Reporting Back to Stakeholders

Stakeholders will be kept informed as the Project develops, including reporting on Project environmental and social performance and implementation of the SEP and GRM.

3.5 Documentation of the Stakeholder Engagement Meetings

All Stakeholders meetings will be documented by the Project Implementation Team; Minutes for the meetings will be written and shared with all the participants through e-mails and hard copy send to stakeholders.

4 RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT ACTIVITIES

Resources and responsibilities for implementing Stakeholders engagement Activities will be as shown in Table 5 below.

Table 5: Stakeholder Engagement Budget

Stakeholder Engagement Activities	Q-ty/per years (months)	Unit Cost, USD	No of years	Total cost (USD)
Safeguard documents, consultants & staff costs	12		4	52,560
Awareness and Capacity Building of Meru County Government Staff	12		4	17,400
Operational Costs (Travel, Logistic Support, Security, Transportation & Accommodation).	12		4	23,295
Communication Cost	12		4	8,700
Operation Materials and Supplies	LS		4	7,000
Subtotal				102,955
Contingency 5%				0
Total				108,955

4.1 Management Functions and Responsibilities

The overall responsibility for the implementation of the JSDF Project lies with the Community Road Empowerment (CORE) with technical support from KURA. CORE will appoint a qualified and a dedicated staff to oversee all coordination and disclosure, related consultations which will be verified by the Bank during planned events.

If CORE contracts Local Companies, CBOs or other groups for construction work or implementation of the Project activities, they will need to consult with Safeguard Specialist who will verify the implementation of those plans during field visits.

4.2 Grievance Redress Mechanism (GRM)

A GRM is an accessible and inclusive system, process or procedure that receives and acts upon complaints and suggestions for improvement in a timely fashion, and facilitates resolution of concerns and grievances arising in connection with a Project. An effective GRM provides Project Affected Parties with redress and helps address issues at an early stage.

Effective and transparent GRM builds trust and cooperation as an integral component of broader community consultation that facilitates corrective actions i.e.

- Provides affected people with avenues for making a complaint or resolving any dispute that may arise during the course of the implementation of projects;
- Ensures that appropriate and mutually acceptable redress actions are identified and implemented to the satisfaction of complainants; and
- Avoids the need to resort to judicial proceedings.

The scope, scale and type of the GRM required will be proportionate to the nature and scale of the potential risks and impacts of the Project. The GRM may include the following:

- Different ways in which users can submit their grievances, which may include submissions in person, by phone, e-mail or via website;
- A log where grievances are registered in writing and maintained as a data base;
- Publicly advertised procedures, setting out the length of time users can expect to wait for acknowledgement, response and resolution of their grievance;
- Transparency about the grievance procedure, grievance structure and decision makers; and
- An appeal process (Including the National Judiciary to which unsatisfied grievances may be referred where resolution of grievance has not been achieved.

4.2.1 Objective

To guide a transparent credible, effective and efficient manner in resolving complaints and grievances in a timely, that satisfies all parties involved with lasting outcomes.

4.2.2 The Grievance Mechanism Process

The following three Committees will be formed to deal with the Grievances:

1. Registration of Grievances
2. Grievance Redress Committee
3. Resettlement Committee
4. Advisory Committee

Registration of Grievances

Grievances will be received through different channels that will include the following:

- PAPs representatives
- CORE community liaison officer
- County Government – CEC Transport
- Letters and emails to the grievance committee
- Telephone calls to the county, CORE or grievance committee

The Grievance Redress Committee will be formed to address the following:

- To register the grievances raised by the PAPs and their representatives; and
- To arrive at a compromise for any complaint raised. This will be obtained through a series of conciliation, mediation and negotiation exercises conducted together with the PAPs. If the PAPs accept the recommendations made by the Committee, then mediations can be held at appointed places.

Resettlement Committee will be responsible for:

- Acquiring/securing the required land and pay compensation, if any, to the PAPs during the pre-construction period of each road and taking over the completed facilities in readiness for road construction works;
- Ensuring that appropriate agencies mandated to plan and implement assistance and income restoration, if any, are identified and incorporated as early as possible in project preparation; and
- Ensure Compliance with Environmental and Social Management Plan.

Advisory Committee will start its works right from the implementation of the Project and meaningfully monitor and evaluate programmes on a periodic basis so that all the vital activities are successfully implemented. The Committee will carry out the following activities:

- Verify results of internal monitoring by the Resettlement Committee;
- Assess whether the resettlement objectives have been met, specifically whether livelihoods and living standards have been restored or enhanced; and
- Address the Grievances that cannot be handled by the Grievance Redress Committee (GRC).

The Committee will be composed of the following people:

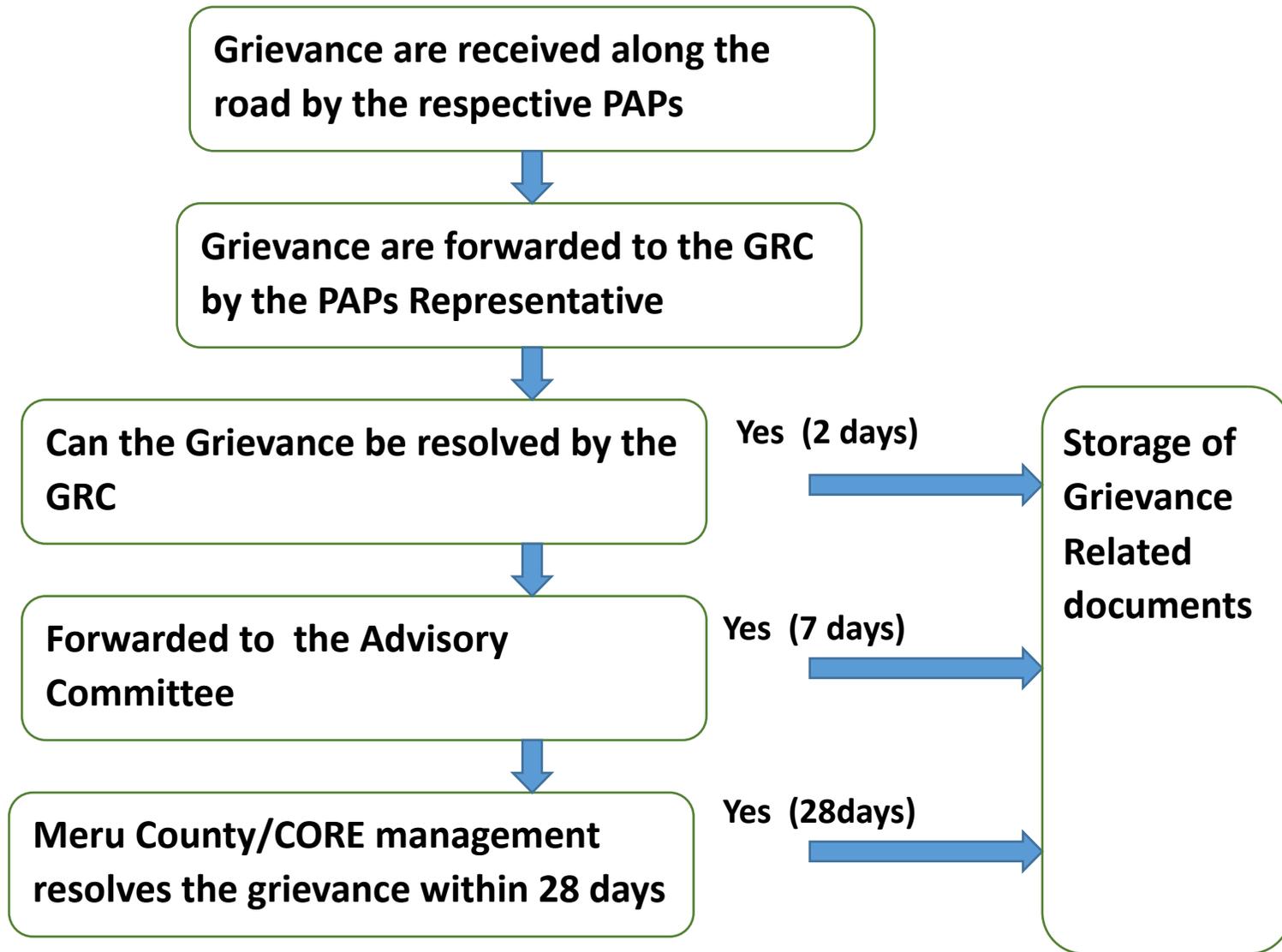
- Meru County Government – Staff from Inspectorate, Physical Planning, Environmental and Social Safeguards, Housing and Engineering Department;
- National Government Administration Officers – E.g. Deputy County Commissioner, Assistant County Commissioner, Chiefs etc;
- Two PAPs representatives from various roads to be constructed;
- KURA Representatives; and
- CORE Representatives.

Others will be incorporated in the Committees depending on the nature of the grievances.

It should be noted that the PAPs representatives will be chosen during the stakeholders meetings that will be organised for the project and those chosen by the committee in each and every road made known to the community.

Figure 1: Below shows the Grievance Redress Mechanism Flow Chart.

Figure 1: Grievance Redress Mechanism Flow Chart



Step 1 : The PAPs Representatives along the various roads will receive grievances from the PAPs and through other channels described above. This will be through face to face conversation, telephone, in writing or via email. The grievance will then be recorded in the Grievance Report Form.

Step 2 : The PAPs Representatives will then forward them to the Grievance Redress Committee (GRC), who will then register the grievance in the Grievance Registration Form and Logbook, sort them out and analyse.

Step 3 : The GRC will then arrange for a site visit with the PAPs and PAPs representative to confirm the grievance and to check if it can be resolved. The GRC will take two days to resolve the grievance.

Step 4 : If the grievance cannot be resolved, it will be escalated to the Advisory Committee (AC) to handle. If the grievance is resolved then it will be closed and a response will be provided to the complainant.

Step 5: On receipt of the grievance from the GRC, the AC will organise for a site visit to confirm the grievance and to check if it is something that they can resolve. If yes, it will take a maximum of seven days, otherwise it will be escalated to CORE and Meru County Government to be resolved within twenty eight days.

Step 6 : If all these fail, the grievance will be referred to a court of law. All the grievances documents will be stored appropriately for references.

Gender-based Violence (GBV) or Sexual Exploitation and Abuse (SEA) will be encouraged to be reported through dedicated GBV/SEA referral system and complaints resolution mechanism. GBV/SEA referral system should guarantee that survivors receive all necessary services, including medical, legal, counselling, and that cases are reported to the police where applicable. Public awareness and disclosure is carried out at all project stages.

All complains should be reported within 24 hours to CORE, who is obliged to report any cases of GBV/SEA to the World Bank within 48 hours following informed consent by the victim.

Furthermore, cases need to be reported to the relevant partners, if it concerns a direct worker or a worker from a sub-contractor, NGO partner or even a community worker following a survivor-centered approach.

Handling of any case of GBV/SEA should ensure confidentiality and identity protection of the survivor. **Table 6** below shows the GRM Consultation Levels.

Table 6: GRM Consultation Levels

Project Stage	Topic of Consultation	Suggested Method (will be refined by IP)	Target Stakeholders	Responsibilities
Project Design	Overall Project activities	Community meetings	Community level stakeholders	CORE/MERU CG/KURA/WB
		Stakeholder meetings	Ward, County, national level stakeholders	CORE/MERU CG/KURA/KRB/WB
		Email	National level stakeholders	CORE/MERU CG/KURA/KRB/WB
Project Initiation and	Disruption of normal life	Community meetings, selected	Community level stakeholder	CORE/MERU CG?/KURA

Project Stage	Topic of Consultation	Suggested Method (will be refined by IP)	Target Stakeholders	Responsibilities	
Implementation	by project activities and mitigation measures	communities			
		mobile phones, beneficiaries selected	Community level stakeholders	CORE/MERU CG/KURA	
		Radio	Community level, county level stakeholders, construction institutions...	CORE/MERU CG/KURA	
	Assess beneficiaries- Safeguarding vulnerable groups	Stakeholder meetings	Community level stakeholder	CORE/MERU CG?KURA	
		Stakeholder meetings	Community level stakeholders	CORE/MERU CG/KURA	
		Community level, county and state level stakeholders	Community level, county and state level stakeholders	CORE/MERU CG/KURA	
	Needy persons identification and verification				
		Coordination and support to the affected and vulnerable stakeholders.	National, state level stakeholders	National, state level stakeholders	CORE/MERU CG/KURA
			State, county and community level stakeholders	State, county and community level stakeholders	CORE/MERU CG/KURA

4.2 Information Disclosure

Information disclosure and stakeholders consultations for each sub-component will be carried out throughout the entire project life cycle, including prior to the project commencement. This will ensure a broadly inclusive selection of beneficiaries, transparency and accountability on project modalities, and allow community voices to form the basis for the concrete design of every intervention. Information will be disclosure through community consultataion processes as well as through the IPs websites.

4.3 Monitoring of the Stakeholder Engagement Plan

KURA will be responsible for monitoring of the SEP. The project implementation agencies will be responsible for:

- Gathering, logging, monitoring and responding to all comments and inputs originating from community meetings, grievance resolution outcomes, and surveys.
- To submit collected information to the WB, County lead team and KURA to ensure that the project has general information on the perception of communities, and that it remains on target.
- To keep a feedback line open to the communities, as well as the local authorities and national governments.
- Provide feedback to aggrieved parties within a week and action within reasonable time.

Annex 1 : COMPLAINTS FORM FOR PROJECT AFFECTED PERSONS

Project: Improved Livelihood Opportunities and Accessibility for Underserved Urban Communities in Meru, Kenya

1. Complainants' personal details (Maelezo ya Mlalamishi)

NAME (Jina).....
ID NO: (Nambari ya Kitambulisho) (Attach copy of ID).....
PHONE NO: (Nambari ya Simu).....
ROAD (Barabara).....
SIGNATURE (Sahihi).....
DATE (Tarehe).....
The complaint (Malalamishi)
.....
.....
.....
.....
.....
.....
.....

2. Details of person the complaint is raised against (If applicable)

NAME (Jina).....
ID NO: (Nambari ya Kitambulisho) (Attach copy of ID).....
PHONE NO: (Nambari ya Simu).....
ROAD (Barabara).....
SIGNATURE (Sahihi).....
DATE (Tarehe).....

I.....declare that the information provided in this form is correct.

Signature.....

WITNESSED BY (Shahidi)

PRESENTED BY :(Wasilisho la)

Representatives of Project Affected Persons (Mwakilishi wa walioadhiriwa na ujenzi wa barabara)

Representative

NAME (Jina).....

ROAD (Barabara).....

SIGNATURE (Sahihi).....

DATE (Tarehe).....

ID NO (Nambari ya Kitambulisho).....

3. Category:

Compensation / Land Access / Inadequate Notification/ Disruption to Business or Property / Property Damage / Irrigation / Boundary Dispute / Environmental Damage / Construction Activities / Safety Risk /Traffic / Others

4. Grievance Redress Committee: Proposed Resolution or Feedback:

.....
.....
.....
.....
.....
.....

Complainant satisfied with process? Yes No Why not?.....

Complainant satisfied with outcome? Yes No Why not?

Name (Complainant): _____

Signed (Complainant): _____ Date: _____

Signed by (chair DRC): _____ Date: _____

Copied to: _____

Annex 2 : Sampled Roads to be Undertaken using Do-nou Technology in Meru County

S/No	Road Name	Surface Type	Length (Km)	Road Condition	Remarks
MAJENGO AREA					
1	Kathita Bridge - Majengo - Nteere Bypass	E	0.50	-Gullied -Very poor -Non motorable	To be improved using the Do nou Technology
2	Madrasa- Mosque-Nteere Bypass	E	0.50	-Gullied -Very poor -Non motorable	To be improved using the Do nou Technology.
3	Kathita Bridge - Kwa Mutea - Nteere Bypass	E	0.35	-Rutting - Motorable -Poor -No Camber	To be improved using the Do nou Technology
4	Kathita River - Nehema Pentecostal - Kwa thambi Bypass	E	0.35	-Rutting - Motorable -Poor -No Camber	To be improved using the Do nou Technology
5	Kathita River - Backstreet Kindergarten - Kwa Thambi Bypass	E	0.20	-Rutting - Motorable -Poor -No Camber	To be improved using the Do nou Technology
6	Kianjuri – Kaurure	E	0.50	-Rutting - Motorable -Poor -No Camber	To be improved using the Do nou Technology
MJINI AREA					
7	Mortuary - Mjini social Hall - Bypass	E	0.35	-Loss of camber -Motorable -Poor	To be improved using the Do nou Technology

S/No	Road Name	Surface Type	Length (Km)	Road Condition	Remarks
8	Ruaraka(Mjini floodlight)- Bypass	E	0.35	-Loss of camber -Motorable -Poor	To be improved using the Do nou Technology
9	Hospital Road - CBK	E	0.35	-Loss of camber -Partly Motorable	To be improved using the Do nou Technology
<u>KAAGA AREA</u>					
10	Bypass - Kienderu - Kaithe	E	6.00	-Loss of camber - Motorable -Poor	To be partly improved using the Do nou Technology
11	Gatimene - Kienderu	E	1.00	-Loss of camber - Motorable -Poor -Gullied	To be partly improved using the Do nou Technology
12	Mwithumwiru Pry -Kiarumanthi - Kaaga Boys Road	G/E	1.50	-Loss of camber - Motorable -Poor -Partly Gullied	To be improved using the Do nou Technology
13	Karumanthi – Bypass Road	G/E	1.60	-Loss of camber - Motorable -Poor -Partly gullied	To be partly improved using the Do nou Technology
<u>GITIMBINE AREA</u>					
14	Mwiraria residence - Mate Road	G/E	1.00	-Motorable -Fair	To be improved using the Do nou Technology
15	Camflames - Gikumene Market – Kwa Daudi	G/E	1.70	-Motorable -Fair	To be improved using the Do nou Technology
16	Gikumene - Kaguru	E	0.60	-Loss of camber -Partly Motorable	To be improved using the Do nou Technology

S/No	Road Name	Surface Type	Length (Km)	Road Condition	Remarks
				-Very poor	
17	Eastern Bypass – Kathare - Nchaure	G	0.60	- Motorable -Poor	To be improved using the Do nou Technology
18	Gikumene Kwa Mbogori - Nchaure - Muringo mbugi	E	2.5	-Loss of camber - Partly Motorable -Poor -Gullied	To be improved using the Do nou Technology
19	Irinda - Kiraria Pry School	G/E	1.30	-Loss of camber - Motorable -Poor -Partly Gullied	To be improved using the Do nou Technology
20	Kimanya -Ngurumo - Kaing'iny'o	E	2.20	-Loss of camber - Motorable -Poor -Partly gullied	To be improved using the Do nou Technology
21	Irinda - Kathumbi Road	G	1.00	- Motorable -Fair	To be improved using the Do nou Technology
22	Irinda - Nteere Bypass	E	1.20	-Loss of camber - Motorable -Poor -Partly gullied	To be improved using the Do nou Technology
23	Nteere Bypass - Kiraria Primary	E	1.00	- Motorable -Poor	To be improved using the Do nou Technology
24	Nchaure – Maigene Market – A/Chiefs camp	E	1.30	- Motorable -Poor	To be improved using the Do nou Technology