



Republic of Mozambique

Ministry of Agriculture and Rural Development

National Sustainable Development Fund

Northern Mozambique Rural Resilience Project

**(P174635)**

**Stakeholder Engagement Plan – SEP**

**DRAFT**

April, 2021



Index

- 1. Introduction ..... 4
- 2. Project description ..... 5
  - 2.1. Geographical area of the project ..... 5
  - 2.2. Project components ..... 7
- 3. Brief summary of previous stakeholder engagement activities ..... 8
- 4. Stakeholder identification and analysis ..... 10
  - 4.1. Affected parties ..... 14
    - 4.1.2. Community-based organizations (OCBs) ..... 14
    - 4.1.3. Non –Governmental Organizations (NGOs) ..... 15
    - 4.1.4. Local government ..... 15
    - 4.1.5. Interested institutions ..... 15
  - 4.2. Other interested parties ..... 16
  - 4.3. Vulnerable individuals and groups ..... 17
  - 4.4. Summary of the needs of the project stakeholders ..... 17
- 5. Stakeholder engagement program ..... 21
  - 5.1. Proposed information disclosure strategy ..... 23
  - 5.2. Proposed strategy for consultations ..... 24
  - 5.3. Proposed strategy to incorporate the vision of vulnerable groups ..... 27
  - 5.4. Timelines ..... 28
  - 5.5. Reviewing comments ..... 29
  - 5.6. Next stages of the project ..... 30
- 6. Resources and responsibilities in implementing stakeholder engagement activities ..... 30
  - 6.1. Resources ..... 30
  - 6.2. Roles and responsibilities ..... 31
- 7. Dialogue and Complaints Mechanism ..... 32
- 8. Monitoring and Reporting ..... 33
  - 8.1. Stakeholder participation in monitoring activities ..... 33
  - 8.2. Preparation of reports to stakeholder groups ..... 34
- Annex 1. Responsibility of the main stakeholders ..... 35

## 1. Introduction

The Government of Mozambique (GoM), with the support of the World Bank, is preparing the Northern Mozambique Rural Resilience Project (P174635) to the northern region of Mozambique. This project aims to address the root causes of poverty, exclusion of human capital and lack of development gains in the North, as well as the causes of violent extremism in the province of Cabo Delgado. The project will be coordinated by the National Fund for Sustainable Development (FNDS) under the leadership of the Ministry of Agriculture and Rural Development (MADER), with the involvement of the Ministry of the Sea, Inland Waters and Fisheries (MIMAIP) and the Ministry of Land and Environment (MTA). Additionally, the project will collaborate with the Development Agency for the North (ADIN), recently created entity with the aim of coordinating, articulating and managing programs to boost the integrate socio-economic development of the Northern region. This agency has the mandate of reaching local communities and supporting economic opportunities, while mitigating the risks of social unrest.

The project aims to increase the resilience of communities, strengthening the human and social capital of vulnerable and natural resources-dependent communities, increasing their access to basic infrastructures and services and promoting food security through increased production in agriculture and fisheries. Given the particularly vulnerable situation in northern Mozambique which has already caused more than 3,000 deaths and 700,000 internally displaced persons (IDPs), the project will support the 3 main priorities for recovery and development of this affected zone by conflict with emphasis on: a) capacity building; b) the creation of jobs and economic opportunities; and (iii) building resilience among communities. The project will have a special focus on IDPs, women and youth to contribute to reduce inequality, improve economic opportunities, increase inclusion in decision-making processes and reinforce the livelihoods of these social groups.

By adopting this approach, the project will bridge and complement other World Bank projects currently in preparation to address the long-term social and economic development needs of northern Mozambique. This link will strengthen efforts to relieve, recover and develop internally displaced persons - IDPs and local host communities, in coordination and partnership with the UN, other donors and international or national humanitarian agencies and intervene in the North of the country. This integrated approach will also strengthen human capital and major economic and social institutions, and in mitigating the impacts of conflict on medium-term development.

The proposed Rural Resilience project is in line with the World Bank Group Country Partnership Framework (CPF, Report No. 104733-MZ) for Mozambique for FY17-21. By supporting the IDPs from the northern Mozambique crisis, the project will reduce the negative indirect impacts of the northern crisis on the sustainability of growth and poverty reduction in Mozambique. The project will support the restoration of livelihoods for internally displaced persons and host communities, contributing to CPF Objective 3 of improving the business environment for job

creation. It will also contribute to the World Bank's 2020-2025 goals and strategy for fragility, conflict and violence, which are key instruments to eradicate extreme poverty and increase shared prosperity.

The project has a budget of US \$ 150 million and is funded by the World Bank.

The National Fund for Sustainable Development (FNDS) is responsible for the implementation of the project and must ensure all fiduciary matters in compliance with the rules and requirements contained in the Legal Agreement signed with the World Bank Group, including supervision and technical coordination, general project planning, communication, safeguards, acquisitions and reports on the progress on a regular basis. The FNDS has a project implementation unit (PIU) with a structure prepared to take the lead in this project. ProAzul will also function as a fiduciary entity for fishing activities and the BIOFUND will also function as a fiduciary entity for activities in the support of Conservation Areas.

2. Project description

2.1. Geographical area of the project

The project will be implemented in 18 districts in the three northern provinces (Nampula, Cabo Delgado and Niassa) as shown in table 1 and map 1 below.

**Table 1.** Project implementation districts in each province

Province	Districts
Nampula	Memba, Erati, Mecuburi, Ribaue, Moma, Larde, Angoche, Mossuril,
Niassa	Lake, Chimbonila, Majune, Marrupa, Mecula, Sanga
Cabo Delgado	Montepuez, Namuno, Mecufe, Metuge



## 2.2. Project components

The project has four main components as summarized below in table 2:

**Table 2.** Project components

Component	Key sub-component
Component 1: Improve livelihoods in target communities.	The component is divided into five subcomponents, one being capacity building which aims to strengthen capacities in community governance, management of natural resources and financial management so that communities can access and manage the resources of the Community Driven Development Fund (CDDF); vocational and professional training, and training in biodiversity conservation. The second is linked to the implementation of the FDDC focused on the 3 windows (social infrastructures at district level, community socio-economic infrastructures, and initiatives for small businesses and economic activities for interest groups). The third and fourth refer to the promotion of sustainable agriculture and fisheries respectively, and the last is linked to the conservation of biodiversity. This component focuses on women, youth and interest groups in the 18 districts and will benefit to 300 communities. To work with communities, a participatory and inclusive methodology will be used including GALs which is a methodology aiming at promoting gender equality and also the promotion of Revolving Savings and Credit Groups (PCRs) to help increase financial education. This component will develop community-based models to ensure cohesion, resilience and peace-building, including community engagement in the participation and management of natural resources.
Component 2: Institutional strengthening and improving governance for the sustainable management of natural resources	The component is divided into four sub-components, the first is linked to strengthening sustainable forest management through the implementation of the Forest Management Unit (FMU) developed by the National Forestry Directorate (DINAF)/Food of Agriculture Organization (FAO), includes capacity building for the Environmental Quality Agency (AQUA) and strengthening law enforcement capacity and improving forest governance; the second is related to improving the management of Conservation Areas (CAs), including the review and implementation of CAs' Management and Business Plans and implementation of CAs' community related action plans; the third is linked to improving the management and licensing and registration of artisanal fisheries, promoting local fisheries co-management, increasing community ownership and capacity to manage natural resources, and the fourth is related to strengthening key institutions such as the Northern Integrated Development Agency-ADIN and the Climate Change Unit. This component will ensure, in addition to technical institutional capacity building, the provision of resources for their effective operations.

<p>Component 3: Manage and coordinate the project including compliance with the rules and procedures for environmental and social safeguards, monitoring and evaluation.</p>	<p>This component is subdivided into four subcomponents; the first referring to the coordination and management of the project; the second referring to communication, ensuring the dissemination and sharing of information about the project to different stakeholders; the third is related to environmental and social safeguards, ensuring that project impacts are adequately mitigated according to the environmental and social standards agreed by the BM and provided for in Mozambican legislation. Finally, the subcomponent related to monitoring and evaluation, which includes the verification of monitoring reports, (MRV). This component will finance the additional costs of the Northern Development Agency (ADIN) and ProAzul related to project management. Support will also allow ADIN and local governments to engage more widely with community leaders, civil society, community-based OCB organizations, religious organizations, etc. to promote local voices and preferences regarding project decisions.</p>
<p>Component 4: Contingency Emergency Response Component - CERC, including providing means to support communities in potential need for disaster recovery.</p>	<p>This component refers to the creation of capacity in the communities to be able to respond to different emergency disasters in the North of the country and have an immediate response to their recovery. The conditions for activating the Contingency Emergency Response Component (CERC), will follow the procedures agreed between the Beneficiary and the Bank, stipulated in the Financing Agreement, in response to an eligible crisis or emergency.</p>

### 3. Brief summary of previous stakeholder engagement activities

The Northern Resilience project is under preparation and is expected to be approved by the World Bank in June 2021. The project has a duration of 5 years (2021-2026).

The Stakeholder Engagement Plan (SEP) was developed from the initial phase of project preparation to establish a summary of material measures and actions that promotes the stakeholder engagement. In this process, an attempt was made to ensure that the opinions, concerns and interests of all stakeholders, including local communities, were collected and taken into account during the preparation of the Project.

In order to ensure that the views of interested parties are incorporated into the design and implementation of the project, several meetings were held with governmental institutions, civil society and the private sector at central, provincial and community levels. Due to the COVID-19 pandemic, most meetings were held online using the platforms (Webex, Zoom, Skype, phone and other). This fact limited the interaction with the communities that are in remote places and do not have access to these means of communication.

The meetings were attended by government representatives at central level (Ministries of Agriculture and Rural Development, Fisheries, Land and Environment, Public Works, Housing and Water Resources, Health, Education, Gender, Child and Social Protection and National Institute of Management Disaster) and provincial level (Secretary of State, representatives of the Northern Integrated Development Agency and the Provincial Commission for Social Support and Reconstruction). Parallel meetings were also held with the participation of civil society representatives, mostly local NGOs (ORAM- Rural Association of Mutual Aid, MMMR- Mozambican Movement of Rural Women, Forum Terra, Terra Amiga, Solidariedade de Moçambique e outros) do sector privado (CTA-Confederação das Associações Económicas de Moçambique) e Universidades e Instituições de Investigação (Uni Lúrio, Universidade Pedagógica).

Stakeholders contributed by raising concerns and suggestions on various aspects of project preparation, which were very important for the preparation of this Plan, as well as the Environmental and Social Commitment Plan (PCAS).

Issues identified during these meetings included (i) ensuring that the grievance redress mechanism (GRM) is well disseminated among stakeholders; (ii) ensure the involvement of stakeholders (especially IDPs, host communities and local NGOs) during the preparation of the project's environmental and social safeguards instruments; (iii) ensure that the criteria for the selection of beneficiary communities are widely disseminated in the project's intervention areas; (iv) ensure that the training includes the prevention and response of Covid-19 to emergency situations (incidents and accidents).

In addition to the aforementioned meetings, face-to-face consultations were held in the province of Nampula, following all COVID-19 measures to collect information and receive feedback from beneficiaries and other stakeholders on preparation and implementation phases of the project. Different stakeholders were consulted, at the level of Nampula City and province, with a focus on representatives of the Provincial Environment Services (SPA), Provincial Directorate of Agriculture and Fisheries (DPAP), head of the Department of Registration, Delegate of National Institute of Disaster Management (INGD), Secretary of State, among others. There was also consultation at the level of Meconta and Mecuburi districts in the same province, with a focus on district administrators, representatives of District Services for Economic Activities (SDAE), District Services for Planning and Infrastructure (SDPI) between others.

The main aspects raised during these consultations were related to the need for disseminating information about process and support for internally displaced persons (IDPs) at the resettlement center created in the province, establishment and expansion of social and production infrastructure, such as water systems, schools, health centers and access roads, small dams, improving the livelihoods of displaced and host local communities. It was suggested to carry out consultation meetings to ensure good management of community expectations and to explain the project implementation process and mechanisms, including alternative activities for young people (girls and boys). Explain the management of the Mecuburi Reserve and the process of resizing its area.

Further public consultations will be held until the approval of this Stakeholder Engagement Plan to ensure that the views and suggestions of stakeholders are properly incorporated and integrated into the plan. Consultations will also be important for sharing draft reports of the environmental and social safeguards instruments prepared for the project, namely:

1. Environmental and Social Commitment Plan
2. Stakeholder Engagement Plan
3. Environmental and Social Management Framework (ESMF) including:
  - Labor Management Procedures (LMP)
  - Pest Management Plan (PMP)
  - Risk Hazard Assessment (RHA) and Emergency Preparedness
  - SEA / GBV Action Plan
  - Guidance for Chance Find Procedures
4. Resettlement Policy Framework
5. Process Framework
6. Social and Conflict Assessment.
7. Security Risk Assessment and Security Management Plan

Given the scope and nature of the project, the SEP will be updated and adopted as the project's implementation evolves. As mentioned above, stakeholder consultations are an ongoing process and will take place throughout the project cycle, including the collection of success stories and the sharing of lessons learned.

#### 4. Stakeholder identification and analysis

The project will affect approximately 619,000 people in the 300 target communities. The main target group that will be affected by the project is formed by internally displaced persons - IDPs, women and young people. Other affected parties will be the host families of the displaced in the provinces of Nampula, Niassa and Cabo Delgado. The private sector, and small-scale farmers and artisanal fishermen and collectors of marine and coastal products, including women who will have job opportunities, will also be affected by the project. It is expected that the following groups be direct project stakeholders:

- more than 33,000 families involved in sustainable agriculture and value chains
- over 6,300 artisanal fishermen involved in fishing activities
- 27,000 people involved in savings and credit groups
- more than 45,000 families involved in capacity building in community governance in the 300 communities beneficiaries of the CDDF
- at least 18,000 young people involved in vocational training and environmental education activities.

- Community leaders, OCBs, business organizations and service providers will also be affected.

Table 3 below identifies stakeholders and their level of participation and influence in the project. This table will be updated during the implementation of the project to ensure that no interested parties are excluded.

**Table 3.** Categorization of stakeholders

Stakeholders that can be directly and indirectly affected by the project	Stakeholders who can participate in the implementation of the project	Stakeholders with influence on the implementation of the project
<p>Internally displaced persons (IDPs)</p> <p>Local communities (individuals, host families);</p> <p>Communities residing in and around the areas of the ACs (Niassa Special Reserve-REN, Environmental Protection Area of Primeiras e Segundas Islands-APAIPS, Chipanje Chetu ACC),</p> <p>Vulnerable groups (elderly people, people with disabilities, children, women head of household, IDPs-IDPs);</p> <p>OCBs<sup>1</sup> (Community Committee, Community Forums, Community Fisheries Council-CCP, Natural Resources Management Committee-</p>	<p>Project implementation units at central level (Pemba) and landscapes (Nampula and Niassa) MADER, MTA, MIMAIP;</p> <p>Provincial governments (ADIN<sup>2</sup>, Public Works Directorate-DPOP, DPAP<sup>3</sup>, SPA<sup>4</sup>, Attorney, PPRNMA<sup>5</sup>, Institute of Cereals, Institute of Almonds and Oilseeds, Institute of Fisheries Research), CTA, Provincial Directorates (network of extension workers), MIMAIP (IDEPA<sup>6</sup>, ADNAP<sup>7</sup> and DNOP<sup>8</sup>, SPAE<sup>9</sup>);</p> <p>National Institute for Disaster Management - (INGD)</p>	<p>Central government (MADER, MTA, MIMAIP);</p> <p>Cooperation Agencies (BM<sup>16</sup>, WWF<sup>17</sup>, UNICEF<sup>18</sup>);</p> <p>Provincial government (SPA);</p> <p>District government (SDAE, SDPI, SDEJT);</p> <p>Vocational education institutions;</p> <p>Local governments (Administrative and Locality Post);</p> <p>Community (community leaders, host families);</p>

<sup>1</sup> OCBs- Grassroots Community Organizations

<sup>2</sup> Northern Integrated Development Agency

<sup>3</sup> DPAP-Provincial Directorate of Agriculture and Fisheries

<sup>4</sup> SPA- Provincial Environment Services

<sup>5</sup> PPRNMA-Police for the Protection of Natural Resources and the Environment

<sup>6</sup> IDEPA-Fisheries and Aquaculture Development Institute

<sup>7</sup> ADNAP- National Fisheries Administration

<sup>8</sup> DPOT- Provincial Directorate for Territorial Development and Environment

<sup>9</sup> SPAE- Provincial Service of Economic Activities

<sup>16</sup> BM- World Bank

<sup>17</sup> WWF-World Wildlife Fund

<sup>18</sup> Organization of United Nations for Children.

Stakeholders that can be directly and indirectly affected by the project	Stakeholders who can participate in the implementation of the project	Stakeholders with influence on the implementation of the project
<p>CGRN, fishing and agricultural associations, interest groups);</p> <p>Service providers (community governance, PCR, machinery, inputs, construction contractors, etc.);</p> <p>Ministries involved (MADER, MIMAIP, MTA);</p> <p>Provincial governments (DPAP, SPA);</p> <p>District governments (SDAE, SDPI, Schools);</p> <p>Non-governmental organizations (WSC, Forum Terra, Provincial Union of peasants-UPC, Movement, Mozambican Rural Women-MMMR);</p>	<p>District governments (SDAE<sup>10</sup>, Association of Extensionists, SDPI<sup>11</sup>, SDEJT<sup>12</sup>, SDSMAS<sup>13</sup>);</p> <p>Gym (IIAM<sup>14</sup>, Uni Lúrio);</p> <p>BIOFUND, ANAC, WCS, ANAC Pemba Management Unit, Canine Units in Nacala and Pemba, REN, PNQ, APAIPS, Chipanje Chetu, Lipilichi Safaris (CC), Mariri / Niassa Carnivore project (REN / L4), WWF (APAIPS)</p> <p>Primary schools, boarding schools, and other vocational and vocational education institutions;</p> <p>NGO-MMMR, REDE-GCRN, UGC, ORAM, WCS</p> <p>Private sector including service providers, civil construction, supply of inputs.</p> <p>Savings and Credit Groups-PCR<sup>15</sup>, Community Fisheries Councils - CCP</p>	<p>Social communication (media, community radio);</p> <p>Civil society (platforms);</p> <p>Operators in the Niassa Special Reserve, extractive industries at APAIPS;</p>

<sup>10</sup> SDAE- District Services for Economic Activities

<sup>11</sup> SDPI- District Planning and Infrastructure Services

<sup>12</sup> District Education Services Youth and Technology

<sup>13</sup> District Health and Social Services

<sup>14</sup> IIAM- Institute of Agricultural Research of Mozambique

<sup>15</sup> PCR-Savings Credit and Revolving

## 4.1. Affected parties

### 4.1.1. Local communities

Local communities will be directly affected by the project through the implementation of agriculture, fisheries and other natural resources-based activities. This group includes IDPs, host communities, communities in the Conservation Areas of the Niassa Special Reserve, Chipanje Chetu, and the Environmental Protection Area of Primeiras and Segundas Islands. Their involvement will be important to ensure they participate effectively in decisions making about access and use of land and other natural resources, sharing benefits from the exploitation fees of forest and wildlife resources and ensuring the creation of a new generation of community leaders with sensitivity to conservation-related issues. This group includes local communities, elders, chiefs, women, young people who will be the protagonists of the implementation of subsistence and income generation activities including agriculture, fishing, conservation of natural resources, environmental education and training. In addition, they will be the beneficiaries of windows 2 and 3 of the CDDF, including socio-economic infrastructures and economic activities, social cohesion, innovation respectively. The project will develop a training program in community governance during the first year to promote and facilitate the inclusive participation of community members.

Vulnerable groups, namely elderly people, people with disabilities, children, women head of the household will be affected by the project. These may be negatively affected by the project in the process of access to land and other natural resources, selection of beneficiaries, sharing of information. The role of community leaders in ensuring the engagement of these groups is essential to guarantee transparency and access to information and benefits of the project. A particular vulnerable group is the one constituted by the Internally Displaced (Internally Displaced People-IDP's) as a result of the armed conflict in the province of Cabo Delgado.

The IDP host communities and families in the intervention areas will be engaged to participate in the project so that they have a voice and participate in decision-making in all project processes and activities. Community leaders and district governments will be crucial to the engagement of this group.

### 4.1.2. Community-based organizations (OCBs)

The participation of OCBs will be very important to stimulate members of these organizations in the discussions and decision making on the implementation of the project throughout its life cycle. Agricultural associations, fisheries, sustainable management of natural resources -CGRN, savings and revolving credit groups-PCR, Community Fisheries Councils-CCPs, aquaculture associations, Community Committee, associations and interest groups that have an additional role in the implementation of the project and in particular in the operationalization of the Sustainable Development Fund.

#### 4.1.3. Non –Governmental Organizations (NGOs)

The participation of local, national and international non-governmental organizations (NGOs) will be important for the implementation of the stakeholder engagement plan throughout the project's life cycle. These may include organizations that work directly with IPDs in resettlement camps and in the sectors of agricultural production, fisheries, conservation and governance for the sustainable management of natural resources as well as other related sectors for example the Association of Extensionists of Mozambique, REDE of Community Management of Natural Resources (REDE-GCRN), Wildlife Conservation Society (WCS ), Aquaculture associations, as well as those working in the area of protection and development of children, women, young people, for example UNICEF, Mozambican Rural Women's Movement (MMMR). It also includes NGOs working on crisis and emergency support and mitigation actions with UN agencies (WFP, IOM...). In addition, the involvement of NGOs working in the community's capacity building sub-component including community governance, environmental education, vocational and professional training will be essential to support project activities in particular in the operationalization of the CDDF. It also includes media organizations, such as community radios.

#### 4.1.4. Local government

Provincial, district and local government offices are important and affected by the project. It includes the Provincial Directorate of Public Works (DPOP), Agriculture and Fisheries (DPAP), Economic Activities, Environment (DPAE), Land and Territorial Planning (DPTOT), Health and Social Action (DPSAS), Education and Human Development (DPEDH), Fisheries Development Delegation, and Disaster Management, the District Services for Economic Activities (SDAE), Planning and Infrastructure (SDPI), Health and Social Action (SDSAS), Education, Youth and Technology (SDEJT), among others.

#### 4.1.5. Interested institutions

The institutional stakeholders of the project are mainly the following: Ministry of Agriculture and Rural Development, Ministry of the Sea, Inland Water and Fisheries, and Ministry of Land and Environment and its institutions at central, provincial, district level and including the Implementation Units of the project. Project (PIUs). This group includes the fiduciary institutions -FNDS, ProAzul, BIOFUND - and the institutions that will supervise activities within their areas of responsibility, for example the National Directorate of Forests-DINAF, National Administration of Conservation Areas-ANAC, Environmental Quality Agency- AQUA, National Directorate for Local Development-DNDEL, Climate Change Unit-UMC.

#### 4.2. Other interested parties

It includes a broad group of people and institutions that may be interested in the project because of its location, proximity to natural resources or other services from the sectors involved in the project. Other project stakeholders include, but are not limited to, the following:

- Ministry of Economy and Finance (MEF), responsible for managing and establishing the government's long-term financial strategy. It is responsible for the supervision and management of the financial resources of large investments in the country.
- The Northern Development Agency - ADIN, recently created, will be responsible for the coordination, articulation and management of programs to boost the integrated socio-economic development of the North region, in the provinces of Nampula, Niassa and Cabo Delgado. ADIN will be responsible for managing multisectoral programs for development, business promotion, investment and employment, mobilization of internal and external resources to ensure the development of the northern part of the country in the medium and long term.
- Ministry of Agriculture and Rural Development (MADER) it will be the key institution for aligning local development interventions in the areas affected by the project.
- The Ministry of Land and Environment (MTA) will be responsible for allocating land to IDPs, and giving support and supervision to the management of the Niassa Special Reserve and Environmental Protection Area of the Primeiras e Segundas Islands (APAIPS).
- The Ministry of the Sea, Inland Water and Fisheries, responsible for providing the kits and training dealt with artisanal fishing.
- Other sectors of the ministries, namely the Ministry of Public Works and Water Resources (MIOPH), will be responsible for providing water, sanitation and construction services; the Ministry of Health (MISAU), will be responsible for health services; the National Ministry of Defense (MD), will be responsible for the defense of the population, state and private interests; the Ministry of the Interior (MI), will be responsible for public protection and security; Ministry of Gender, Children and Social Action, will be responsible for social assistance (MGCAS); the National Institute for Disaster Management (INGD), will be responsible for technical assistance in emergency management, and BIOFUND, will be responsible for financial support for Conservation Areas, Conservation Areas (Environmental Protection Areas of Primeiras e Segundas Islands, ( APAIPS),

- United Nations organizations, namely: World Food Program (WFP), International Organization for Migration (IOM), United Nations Children's Organization (UNICEF), World Health Organization (WHO), WaterAid, will have a lot of influence on the implementation of the project and will be stakeholders that will be consulted throughout the life of the project. Table 4 illustrates in detail the needs of stakeholders throughout the life of the project.

4.3. Vulnerable individuals and groups

Vulnerable groups are a segment of the population that has some specific characteristics that put them at greater risk of falling into poverty, or that is susceptible to being exposed to physical or moral damage due to their fragility, compared to others who live in areas covered by the project. That is why it is important to understand whether the impacts of the project can disproportionately affect disadvantaged or vulnerable individuals or groups, who often do not have a voice to express their concerns regarding the implementation of the project.

Vulnerable groups include, but are not limited to the following: internally displaced persons, host communities, the elderly, women and children, the disabled, unemployed people, families headed by women and children and people with chronic illnesses (eg HIV / AIDS, lepers, etc.), people who do not know how to write or read and / or speak only local languages, stigmatized groups. Vulnerable groups will then be identified and consulted through the appropriate means to ensure that all of these groups are identified and consulted in a meaningful way.

In general, these social groups face obstacles to participate in public consultation meetings and other engagement processes. Even when they participate in community meetings, they may not understand the impacts of the project presented due to language barriers (or feel inhibited due to their status in the community) and, therefore, are not always able to freely express their concerns and interests about the project.

The stakeholder engagement plan will take into account and address these limitations in order to ensure that all stakeholders are included and supported to overcome the limitations they face and can participate in the consultation process. The description of the engagement methods to be used are presented in the sections below, including the summary of Table 4.

4.4. Summary of the needs of the project stakeholders

The needs of interested parties vary according to their occupation and geographic location and are mainly related to language barriers and level of education as shown in Table 4 below. The Table presents the list of stakeholders and the methods of engagement currently planned to be used in the implementation throughout the life of the project. However, during the consultations, the needs of each group will be discussed and updated.

**Table 4.** Matrix of the needs of the project's stakeholders

Level / Group	Interested parts	Main features	Required language	Preferred means of notification (e-mail, radio, telephone, letter)	Appropriate engagement approach
Central	MADER, MIMAIP, MTA, FNDS, ProAzul, BM, BIOFUND, DINDEL, AQUA, ANAC, DINAF, Climate Change Unit,	<ul style="list-style-type: none"> <li>• Coordination and implementation.</li> <li>• Formed</li> </ul>	Portuguese	Coordination meetings, Emails, phone, letters	Coordination and advocacy meetings; discussions in focus working groups.
Provincial	DPAP, SPA, SPAE, DPOT, Agrarian Institutes, CEPAGRI, IIAM, CTA, DPEDH, DPSAS, DPOP, Provincial Disaster Delegation.	<ul style="list-style-type: none"> <li>• Potential influencers and implementers</li> <li>• Formed</li> </ul>	Portuguese	Coordination meetings, Emails, phone, letters	Working meetings, public consultation, discussions in focus working groups.
Districts including Administrative Post and Locations	Administration of districts, administrative posts and localities	<ul style="list-style-type: none"> <li>• Potential influencers and implementers</li> <li>• Formed</li> </ul>	Portuguese	Coordination meetings, Email, letters / legal, telephone	Working meetings, public consultation, focus group discussions
	SDAE, SDPI, REN, Canine units in Nacala and Pemba, REN, PNQ, APAIPS, Chipanje Chetu	<ul style="list-style-type: none"> <li>• Potential influencers and implementers</li> <li>• Formed</li> </ul>	Portuguese	Coordination meetings, Email, letters / legal, telephone	Working meetings, public consultation, focus group discussions
	Service Providers	<ul style="list-style-type: none"> <li>• Potential implementers</li> <li>• Formed</li> </ul>	Portuguese	Letters, information material, Email, phone, meetings	Public consultation
Community	Community authorities	<ul style="list-style-type: none"> <li>• Potential influencers and beneficiaries</li> <li>• Literate and non-literate</li> </ul>	Portuguese and local language	Community meetings with specific groups and key individuals, community radio	Public consultation

Level / Group	Interested parts	Main features	Required language	Preferred means of notification (e-mail, radio, telephone, letter)	Appropriate engagement approach
	Community members in general, including hostesses	<ul style="list-style-type: none"> <li>Potential influencers and beneficiaries</li> <li>Literate and non-literate</li> </ul>	Portuguese and local language	Community meetings with specific groups, community radio	Public consultation
	OCBs-Community-Based Organizations (CGC, CGRN, CCP, interest groups, forums, associations, including aquaculture farmers)	<ul style="list-style-type: none"> <li>Potential influencers and beneficiaries</li> <li>Literate and non-literate</li> </ul>	Portuguese and local language	Community meetings with specific groups, community radio	Public consultation and focus group meetings
	Self-employed people	<ul style="list-style-type: none"> <li>Potential implementers and beneficiaries</li> <li>Literate and trained</li> </ul>	Portuguese and local language	Letters, information material, Email, phone, group meetings	Public consultation and focus group meetings
	PA-farmers, fishermen, subsistence NTFP collectors and associations of farmers, fishermen, and NTFPs, interest groups	<ul style="list-style-type: none"> <li>Potential implementers and beneficiaries</li> <li>Literate and non-literate</li> </ul>	Portuguese and local language	Community meetings with specific groups, community radio	Public consultation and focus group meetings
	Groups of women and children	<ul style="list-style-type: none"> <li>Vulnerable groups</li> <li>Potential implementers and beneficiaries</li> <li>Literate, illiterate and trained</li> </ul>	Portuguese and local language	Community meetings with specific groups, community radio	Public consultation and focus group meetings
	NGOs that work with women and children in environmental education,	<ul style="list-style-type: none"> <li>Potential influencers and implementers</li> <li>Formed</li> </ul>	Portuguese	Community meetings with specific groups, community radio, Email, phone	Public consultation and focus group meetings

Level / Group	Interested parts	Main features	Required language	Preferred means of notification (e-mail, radio, telephone, letter)	Appropriate engagement approach
	emergency, vocational education activities				
	Elderly people, People with disabilities	<ul style="list-style-type: none"> <li>• Vulnerable groups</li> <li>• Potential influencers</li> <li>• Literate, illiterate and trained</li> </ul>	Portuguese and local language	Community meetings with specific groups of elderly people and their representatives, community radio	Public consultation and focus group meetings
	Displaced persons / IDPs (women, youth)	<ul style="list-style-type: none"> <li>• Vulnerable groups</li> <li>• Literate, illiterate and trained</li> </ul>	Portuguese and local language	Community meetings with specific groups of displaced persons including host families, community radio,	Public consultation and focus group meetings
Media including community radio stations	Potential project influencers	<ul style="list-style-type: none"> <li>• Influencers</li> <li>• Formed</li> </ul>	Portuguese	Coordination meetings, letters, information material, Email	Public consultation and meetings

## 5. Stakeholder engagement program

SEP will support the Environmental and Social Management Framework (ESMF), the design of instruments and inform the involvement of interested parties.

The project will have a communication specialist who will support the implementation of the SEP and who will be responsible for all aspects related to communication. Additionally, the project will hire 18 district community development focal points (one in each target district) and 300 community facilitators (one in each community) that will assist in promoting stakeholder participation, especially for vulnerable groups, such as the IDPs.

The holding of consultations and meetings will take into account the situation of COVID-19 and the guidelines of the BM will be followed: Technical Note on “Public Consultation and Stakeholder Engagement in operations supported by the BM” and measures to contain the spread of the pandemic COVID-19 considered in presidential decree n.2 / 2021 of 4 February as well as recommendations by WHO. The information from the aforementioned instruments has been integrated into the protocols on COVID-19 prevention measures at the level of community activities, and infrastructures developed by the FNDS.

For the engagement process, specific materials will be developed for dissemination taking into account the specific needs of each group, especially the communities. Table 5 below illustrates the techniques to be used in the dissemination of information.

**Table 5.** Engagement and dissemination techniques

Engagement technique	Appropriate applied method
Correspondence (telephone, Email, letters / letters)	Distribute information to government officials including central, local government and NGOs; Invite interested parties to meetings and follow up on the project.
Individual meetings	Collect points of view and opinions; Provide information on how to access the benefits of the project, how to make suggestions and make complaints about the implementation of the project, including the implementation of the windows of the Community Development Fund-FDC; Give stakeholders a voice to speak freely on sensitive issues, including gender-based violence. Monitor project implementation Build relationships with people; Record the meetings.
Formal meetings	Present the project information to a group of stakeholders; Allow the group to comment, give their views; Build an impartial relationship with stakeholders, in particular with the technical team; Disseminate technical information about the project, including the implementation of FDC windows;

Engagement technique	Appropriate applied method
	<p>Provide information on how to access the benefits, how to make suggestions and submit questions and complaints about the implementation of the project and the Community Development Fund; Monitor project progress. Record the discussions.</p>
Public meetings	<p>Present project information to a larger number and group of stakeholders, especially communities in general, including hostesses, and IDPs; Allow the group to provide their views and opinions; Build relationships with communities, especially those affected by the project; Share information especially on resettlement, GBV related measures and GRM; Provide information on how to access the benefits of the project, how to make suggestions and submit questions and complaints about the implementation of the project; Facilitate meetings with presentations, (PowerPoint, posters, etc.); Record discussions, comments and questions.</p>
Focus group meetings	<p>Present project information to a group of stakeholders; Allow interested parties to provide their views on specific reference information; Build relationships with communities; Provide information on how to access the benefits of the project, how to make suggestions and make complaints about project implementation; Monitor progress. Record the questions, answers made by each group including hostesses, IDPs; **Focus Group meetings including addressing issues like GBV, which in larger meetings or with different groups would not be possible Also, facilitate the active participation of participants</p>
Theatre, dance, singing through cultural groups, environmental clubs, etc.	<p>Sensitize stakeholders, particularly communities in general and host communities, including women, children and youth, about project activities, governance and sustainable management of natural resources, environmental education and conservation of biodiversity</p>
project website	<p>Present project information and progress updates; Disclose the instruments of environmental and social safeguards, NAS1 - Assessment and Management of Environmental and Social Risks and Impacts; NAS2 - Labor and working conditions; NAS3 - Resource Efficiency and Pollution Prevention and Management; NAS4 - Community Health and Safety; NAS5 - Land Acquisition, Land Use Restrictions and Involuntary Resettlement; NAS6 - Conservation of Biodiversity and Sustainable Management of Living Natural Resources, NAS8 - Cultural Heritage; and NAS10 - Stakeholder Engagement and Information Disclosure the present SEP and other relevant project documentation; Provide information on how to access the benefits of the project, how to make suggestions and make complaints about project implementation; Provide information on how to access information about the resources of the windows of the Community Development Fund - FDC;</p>

Engagement technique	Appropriate applied method
Interpersonal communication with parties mainly those affected by livelihood improvement activities, including FDDC	Share information on the schedule of activities, including works, supply of inputs, technical assistance, etc .; Agree modalities to discuss the impacts on land, and or other restrictions caused by the project and agree on mitigation measures; Record discussions and agreements.
Project brochure and brochures	Provide summary information on the project and the FDC and updated regularly; Provide information on resettlement aspects, GBV related measures and GRM Provide information on how to access benefits, how to make suggestions and submit questions and complaints about project implementation.
Average	Disseminate information about the project, including ways of accessing benefits through National Television, National Radio, Community Radio, National and local newspapers as well as other media, giving feedback, sharing testimonials, success stories, lessons learned, etc. .

### 5.1. Proposed information disclosure strategy

The environmental and social safeguards specialists, community development focal points and community facilitators will ensure that all relevant project information (including but not limited to public tenders, calls for proposals from matching grants and CDDF, covid-19 protocols, Grievance Channels etc.) is made available to all interested parties, including primary beneficiaries.

The dissemination of information will be based on techniques and methods that are culturally appropriate for each group, including IDPs, women, youth, and host communities, in the different phases of project implementation. The disclosure will be made through meetings in the form of discussions involving focus groups and all comments, doubts and suggestions will be recorded.

The information will be disclosed on the websites of the World Bank, FNDS, ProAzul, ANAC / BIOFUND. In addition, information before and during the implementation of the project will be made available through reports and minutes of meetings. The information will also be transmitted and disseminated through newspapers, community radio stations in local languages and other community meetings.

To ensure greater participation and inclusion of all stakeholders in the meetings in particular the IDPs, women, youth, displaced families and hostesses, local authorities will be previously involved in mobilizing the community. Specifically, the dissemination of information throughout the implementation of the project aims to safeguard the following objectives: (i) to improve the understanding of the needs of the affected populations; (ii) disseminate information on how to access the benefits and mechanisms for implementing the project; (iii) help to promote coordination among all implementers, including government structures and community authority; (iv) receive feedback and comments, as

well as complaints from all interested parties since the design and implementation of the project; and (v) ensure transparency and accountable communication mechanisms in all aspects at all stages of the project's implementation.

In December 2014, the Government of Mozambique (GoM) approved Law 34/2014 on the right to information, which is an extension of the constitutional principle on the continued need for democratic participation by citizens in public life and the guarantee of citizens' fundamental rights. The law applies to State bodies and institutions, direct and indirect administration, representation abroad and local authorities, as well as private entities that, under the terms of the law or the contract, carry out activities of public interest or that, in its activity, take advantage of public resources from any source and have information of public interest. The entities covered by the law must make the maximum disclosure of the following information:

- Organization and functioning of services and content of decisions that may interfere in the sphere of citizens' rights and freedoms;
- Annual activity plan and budget, as well as the respective execution reports;
- Reports, including audit, inspection and monitoring of activities;
- Environmental assessment reports;
- Minutes of the award of any public procurement; and
- Contracts entered into, including the income and expenses involved.

## 5.2. Proposed strategy for consultations

The consultation process will require the use and combination of different methods, taking into account the characteristics of the target audience. Consultation methods for the project are shown in Table 6 below.

**Table 6.** Consultation plan proposal

Project stage	Information to be disclosed	Proposed methods	Schedule	Target group	Responsibility
Project design	Available information about the project, SEP and ESCP	Public consultation meetings of interested parties	March 24-30, 2021- Nampula- (Meconta, Mecuburi). Other meetings will be held in locations to be identified in the project's intervention provinces	Government institutions, local authorities, NGOs, implementing partners Donors, private sector, academia and research institutions, members of the community.	MADER, MIMAIP, BIOFUND / ANAC (environmental and social safeguards team)
	Environmental and Social Management Framework (ESMF) including: <ul style="list-style-type: none"> <li>• Labor Management Procedures (LMP)</li> <li>• Pest Management Plan (PMP)</li> <li>• Risk Hazard Assessment (RHA) and Emergency Preparedness</li> <li>• SEA / GBV Action Plan</li> <li>• Guidance for Chance Find Procedures</li> </ul> Resettlement Policy Framework Process Framework Social Assessment.	Public consultation meeting, focus group meeting, individual interviews, e-mail, website, media,	March 24-30, 2021- Nampula- (Meconta, Mecuburi).  Other meetings will be held in locations to be identified in the regions in the project's intervention provinces.	General public, local authorities, representatives of public and private institutions, national and international NGOs, implementing partners, donors, covered communities, vulnerable groups (women, IDPs), youth, associations, service providers.	MADER, MIMAIP, BIOFUND / ANAC environmental and social safeguards team.

Project stage	Information to be disclosed	Proposed methods	Schedule	Target group	Responsibility
	Security Risk Assessment and Security Management Plan				
Project implementation	<p>Activities of each component, opportunities for participation, studies, community feedback reports, licenses and project documents to ensure a good selection of beneficiaries, transparency and stakeholder responsibility giving the community a voice for greater ownership of the project's implementation.</p> <p>GBV security plan and action plan</p>	Community and focus group meetings, notices on district boards, media including Community Radio, community leaders, project implementation unit at local level.	It will be defined by the project coordination. Consultations will be continuous throughout the project cycle.	Community in the intervention area, general public, women and vulnerable groups, including IDPs, NGOs, OCBs, beneficiaries, other interest groups.	<p>Environmental and Social Safeguards Team in PIU landscapes with support of</p> <p>Community develop specialist, Focal points, community facilitators</p>
Post project implementation	Reports and stories of project impact with beneficiaries' opinions and project documents.	Community meetings and focus groups, notices on district boards, media including community radio, SMS, website.	It will be defined by the project coordination	Community in the affected area, general public, women and vulnerable groups, including IDPs, host families, NGOs, OCB, beneficiaries, other interest groups.	MADER safeguard team; Proazul and ANAC staff.
	Project closure report	Notices in public places of the community, community radio stations, website.	To be defined by the project coordination.	Communities in the intervention areas, local NGOs, OCBs, women and vulnerable groups, including IDPs, host families.	MADER safeguard team; Proazul and ANAC staff.

### 5.3. Proposed strategy to incorporate the vision of vulnerable groups

Vulnerable groups are a segment of the population that has some specific characteristics that put them at greater risk of falling into poverty, or that is susceptible to being exposed to physical or moral damage due to their fragility, compared to others who live in areas covered by the project.

Vulnerable groups include, but are not limited to the following: internally displaced persons, host communities, the elderly, women and children, the disabled, unemployed people, families headed by women and children and people with chronic illnesses (e.g. HIV / AIDS etc.), people who do not know how to write or read and / or speak only local languages, stigmatized groups etc.

In social and economic terms in the northern region, the vulnerability of women and girls to GBV increases significantly, including the risk of increasing the number of forced relationships, families headed by women, mainly due to conflicts.

The PIUs at the local level will ensure that vulnerable groups including IDPs participate in consultative processes and that their voices are not ignored or excluded during project implementation. They will also guarantee to overcome the physical limitations for the elderly and the disabled, guaranteeing transportation and home visits. For this purpose, specific meetings will be held with vulnerable groups including IDPs, in addition to general community consultation meetings as detailed in Table 7.

In addition, meeting venues will be selected to ensure universal access for people with disabilities. IDPs and host families will be involved through local and home meetings. The Project Management Team (PIU) will take care to ensure that children, the elderly, the disabled and the sick are well represented by their parents / family. Individualized meetings will be organized, whenever possible, with vulnerable people to ensure that the benefits of the project reach these groups.

To ensure that women can speak at meetings, PIUs and assigned staff in districts and communities separate meetings will be held for men, women and young people, giving special attention to areas where women find it more difficult to express themselves due to socio-cultural aspects. PIU women staff will be appointed to lead these meetings. The report with the comments and suggestions of these groups that will include the list of participants.

The involvement of community authorities (leaders) will be essential to ensure the transmission of information to vulnerable groups who are unable to travel and physically participate in meetings, in addition to the use of community radios. Community leaders will be the key vehicle for sensitizing other community members to ensure greater participation by women, including heads of households.

**Table 7.** Vulnerable groups and proposed technique for consultation

Vulnerable group	Technique for consultation
IDPs and host communities	Maximum participation should be ensured, and information on consultations should be disseminated through community radio and other channels available at local level. The meetings will be held in host communities with the presence of translators with knowledge of local languages.
Women and children	Community meetings will be held with specific groups of women and children (focus groups). Communities leaders are key to encouraging these groups. One-on-one meetings will be organized, according with the situation.
Female and child headed households	Specific locations and times will be identified depending on the availability of this group since they have various occupations/activities during the day that make it difficult to participate in meetings.
Elderly people, disabled and people with chronic disease (e.g. HIV/SIDA, leprosy, etc)	To deal with people's physical limitations, the FNDS will provide transportation to consultation facilities. In addition, meeting locations will be selected to ensure universal access for people with disabilities. The Project management team (PIU) will ensure that elderly people, disable people and people with chronic disease are well represented by their parents/family or other.
Other minorities groups	Specific locations and times will be identified depending on the availability of that groups. Communications to religious institutions or other ethnic groups will be carried out in order to insure their participation.

#### 5.4. Timelines

The project will be implemented between 2021 and 2026. The Environmental and Social Management Framework and other safeguards instruments will be approved and published before the end of the appraisal (May 2021). Before end of appraisal, these instruments must be consulted with the interested parties and their comments and opinions integrated in the documents. The dissemination of information, mobilization of meetings and consultations will be intensely relevant in the initial phases of project implementation and will continue throughout the project cycle to ensure that all groups and their representatives participate and that there is a sharing of good practices and lessons learned.

Under Mozambican legislation, stakeholder involvement is necessary from the early stages of project design, either as part of assessing the environmental and social impact or acquiring land use rights. The Ministerial Diploma on Guidelines for the Elaboration of Environmental Impact Studies (129/2006) and the General Guidelines on Public Participation (Diploma 130/2006) defines when and how the public consultation process should be conducted, as well as requirements for disclosure of the documentation used during the consultation.

Consultations with stakeholders will be carried out during project preparation and will continue during the implementation of the project to respond to updates in the management documents. There is a need to involve stakeholders to review and comment on the plans the project will require during implementation as they are designed to mitigate negative impacts of the project and to ensure project benefits reach affected people.

Within two weeks of the completion of a consultation process, the Project will ensure that all comments are integrated into a report and that updated / final versions of the plans are shared with project stakeholders, particularly affected people. Sessions for information dissemination and delivery of the updated / final versions of the reports are the two main means of dissemination. Information will be uploaded on the FNDS, Biofund and Proazul websites and printed versions of them will be made available in easily accessible public places (e.g. schools, health post, administrative posts ...)

#### 5.5. Reviewing comments

All comments, written and oral contributions, will be recorded, reviewed and shared with stakeholders on an ongoing basis throughout the project's implementation cycle.

The project implementation unit team in the provinces (safeguards specialists, extension officers, community development and environmental education officers, focal points of community development, community facilitators) will be responsible for recording comments and contributions from community meetings, including meetings with focus groups such as IDPs, women, youth, host families, interest groups.

They will be responsible for ensuring that comments and contributions are responded to and ensuring timely feedback. This will make it possible to create greater trust with communities and other stakeholders in the implementation of the project's activities. It will also ensure that adverse impacts and non-conformities are dealt with in accordance with the project procedures.

To ensure good performance in registration, sharing, feedback and contributions, the responsible team will be previously trained to have the necessary skills for environmental and social safeguards, including monitoring. The support of the BM's environmental and social safeguards team is essential in harmonizing procedures.

Whenever a stakeholder comment is considered in the final document, an explanation will be given (orally or in writing) and documented in the report for the consultation process / minutes of the meeting, as appropriate.

## 5.6. Next stages of the project

All interested parties will be informed about the activities in the project preparation phase, as well as updates on the activities of the subsequent phases. Project stakeholders will be kept informed as the project develops, including reports on the project's environmental and social performance and the implementation of the stakeholder engagement plan-SEP and Mechanism Dialogue and Complaints-MDR.

The project will present quarterly reports to stakeholders during its implementation. The implementation of the SEP will also be monitored through quarterly reports produced by FNDS Safeguard team, which will include information on the MDR.

In addition to the quarterly report, the consolidated annual report will be produced and distributed to stakeholders in the project area. The report will present information on the environmental and social performance of the project.

During the construction of infrastructures in the project including social, economic, community in the project (schools, health centres, rural roads, bridges, irrigation systems, water boreholes, warehouses, markets, fishing and agriculture processing infrastructures, drinking fountains, and others), each contractor will hold regular consultations, community meetings and provide performance reports and the workforce management plan to interested parties in accordance with the contract and project procedures.

## 6. Resources and responsibilities in implementing stakeholder engagement activities

### 6.1. Resources

PIU and all the implementing agencies will have qualified specialists in environmental and social safeguards who will be responsible for ensuring the effective implementation of the stakeholder engagement plan and will report to the project coordinator, who will share this report with MADER, MTA, MIMAIP, BIOFUND. Safeguards experts in each agency (FNDS, BIOFUND and ProAzul) will be supported by a SEA/GVB specialist and two gender assistants, community development officers, the community development focal points at district level and community facilitators at community level.

The budget for the implementation of the SEP is presented in Table 8 below and will be updated according to the development of the social assessment within the scope of the project. Safeguards specialists are included in the general budget of the project.

**Table 8.** Budget for the implementation of the SEP

No	Expense item	Estimated total budget (USD)
----	--------------	------------------------------

1.	Institutional capacity building in community engagement	90,000.00
2.	Communication, awareness raising, consultation and awareness raising and engagement campaign of interested parties including meetings and other events	50,000.00
3.	Media ads (radio, newspapers, TV)	20,000.00
4.	Transport	10,000.00
5.	Contingency	10,000.00
<b>6.</b>	<b>Total</b>	<b>180,000.00</b>

## 6.2. Roles and responsibilities

The overall responsibility for the implementation of the SEP lies with the coordination of the project, in collaboration with the environmental and social safeguards team in the central and provincial PIUs of the 3 fiduciary entities – FNDS, BIOFUND and ProAzul. The central level safeguard team at FNDS will create and manage a stakeholder database for the entire project. On the other hand, the environmental and social safeguards teams at the provincial level and Conservation Areas (AC's) will implement SEP activities at the community level will report on their activities on a quarterly basis.

At the PIU level, the environmental and social safeguard team will have, but will not be limited to, the following tasks:

- Develop, implement and monitor the SEP and PCAS;
- Manage the Grievance Mechanism;
- Interact with stakeholders through consultations, awareness-raising and other forms of communication across the range of project activities but especially for environmental and social aspects including GBV;
- Ensure that appropriate disclosure is carried out and show plans, protocols, mechanisms, contracts related to the projects;
- Ensure that all implementation partners are aware of SEP and implement it;
- Ensure that opinions and suggestions from interested parties taken into account;
- Proactively identify the risks and opportunities of project stakeholders and inform the PIU coordination for follow-up;
- Develop and conduct baseline surveys and beneficiary return surveys particularly for component 1 and 2 of the project;
- Report and monitor management on any corrective measures required in the implementation of the SEP and the satisfactory closure of MDR cases.

Annex 1 illustrates the responsibility of the interested parties and will be continuously updated according to the evolution of the implementation of the project activities.

## 7. Dialogue and Complaints Mechanism

The project through the FNDS and ProAzul has operational, and approved by the World Bank, a GRM called the Mechanism for Dialogue and Complaints - MDR (available on <https://www.infordata.co.mz/fnds/index.php>). The MDR is a system created to answer questions, clarify issues, and resolve implementation problems and complaints from individuals or groups affected by project implementation activities. The existing MDR will be revised to incorporate procedures and channels that allow GBV cases to be registered and reported.

The functions of the MDR include:

- Clarify doubts, detect and solve problems before they are generalized;
- Contribute to spreading the objectives of the projects and sensitizing the communities about their importance through clarifying doubts;
- Provide input to the project with suggestions received from stakeholders to improve implementation;
- Increase the involvement of partners in the project.

The management of the MDR is the responsibility of the FNDS and ProAzul, which must ensure the implementation with the support of service providers, extension agents and community development and Environmental Education officers of the AC's.

The MDR will use several channels to collect suggestions and complaints:

- a) Free phone line "Linha verde". The complainant will receive a text message, email or receipt in order to be able to follow up on his complaint.
- b) Specific forms. The claimant will deposit in green boxes with the logos of the projects placed in strategic places (Headquarters of the Conservation Areas Administration, Headquarters of Administrative Posts, headquarters of the CGRN, headquarters of the locality, school, IDPs accommodation centers and other high frequency places selected by the community). In these places a responsible person (president, secretary, boss, teacher) will be identified. The claimant will have a left-hander to be able to follow up on his complaint.
- c) Community meetings. Complaints may also be presented at meetings with traditional leaders at the village level or at the Natural Resource Management Committees (CGRNs) and also at meetings promoted by the Focal Points (PFs). In meetings where the PF does not participate, a secretary must be appointed to record the suggestions and complaints on the forms and deliver the stub to the complainant.
- d) Personally: The MDR PF, community officials, service providers, NGO staff and local government technicians will be able to assist people with difficulties in writing or

without access to the telephone to complete the forms and submit complaints, and should deliver the corresponding stub to the claimant. The PF should take a proactive role in facilitating the most vulnerable groups in the communities to make their complaints.

The Northern Rural Resilience project will use the same mechanism, however complaints, suggestions, doubts will be forwarded to the project's coordination and the social safeguards specialist will have the responsibility for the follow-up. This is a single system, and it will be managed by the project's safeguards officers. In the event of complaints the PF focal point will inform the claimant that their case has been registered and will convene a meeting with the parties involved to investigate and document the elements of the complaint, and seek an amicable solution or define a review process at another level. This information must be sent to the applicant within 5 working days from the receipt of the complaint and the meeting must take place within 5 working days from the notification.

The GRM will be updated to attend GBV complaints in an ethical and confidential manner. Training will be carried out for the team to use GBV related actions in case a complain comes in.

## 8. Monitoring and Reporting

### 8.1. Stakeholder participation in monitoring activities

Monitoring and reporting will include information on the implementation of SEP and other instruments for environmental and social safeguards.

The Project will establish a participatory monitoring system based on production indicators as well as social aspects. In addition, the project will involve the affected parties, gathering their observations and contributions and involving them in discussions of external missions and Monitoring & Evaluation. At community level, community members and community facilitators will be trained to actively participate in the monitoring of activities at community level, in particular activities financed through the FDDC.

The project coordination will monitor the SEP in accordance with the requirements of the Legal Agreement and the PCAS, including changes resulting in the design of the project or other circumstances that require adjustments of the SEP and PCAS.

The monitoring actions below will be carried out for the interests of the interested parties, according to the environmental and social performance of the project:

- Conducting stakeholder engagement in a consultative manner based on the SEP;
- Collection of stakeholder contributions on the project's environmental and social performance on a quarterly basis;
- Annual reviews of compliance with legal contract requirements, including other safeguards instruments;

- When applicable and as established in the SEP, involve the interested parties, to complement or verify the monitoring information of the projects.

## 8.2. Preparation of reports to stakeholder groups

The SEP aims to support the development of strong, constructive and responsible relationships between project coordination and stakeholders, as well as between different groups interested in the project, contributing to the successful management of potential environmental and social risks.

All stakeholder engagement meetings will be recorded in minutes, which will be stored in a database on stakeholder engagement and made available to the public, thus ensuring the existence of records that can be consulted and that the opinions raised are taken into account.

In addition, the results of SEP activities and other safeguards instruments will be included in the project progress reports. The implementation of SEP activities will be presented to all stakeholders in annual reports.

## Annex 1. Responsibility of the main stakeholders

INSTITUTION	RESPONSIBILITIES
<b>CENTRAL GOVERNMENT</b>	
Ministry of Agriculture and Rural Development (MADER)	<p>Encourage production and related activities to satisfy consumption, commercialization, and competitiveness of agricultural products and other purposes.</p> <p>Promote sustainable development, through administration, management, protection, conservation and rational use of resources essential to agriculture and food security.</p> <p>Promote the sustainable development of agroforestry resources.</p> <p>Promote coordination, monitoring and evaluation of programs, projects that contribute to rural development.</p> <p>Promote, coordinate, monitor and monitor programs that contribute to rural development.</p>
Ministry of Land and Environment (MTA)	<p>Ensure the length and monitoring of planned activities.</p> <p>Coordinate the performance of activities with the provincial and district governments.</p> <p>Do the environmental licensing of the project's investment activities.</p> <p>Establish and implement norms and procedures for the administration, inspection and monitoring of land use and improvement norms; Establish and implement environmental licensing rules and procedures for the project's investment activities.</p>
Ministry of the Sea, Inland Waters and Fisheries (MMAIP)	<p>Licensing, certifying and authorizing the installation of infrastructure for investments in fishing, aquaculture.</p>
National Conservation Areas Administration (ANAC)	<p>Main implementer, contract with BIOFUND.</p> <p>Develop guidelines and standards of procedures on key issues in the management and operations of Conservation Areas, including community governance, benefit sharing, biodiversity monitoring and human resource management.</p> <p>Elaborate legal procedures, referring to conservation and support of communities within conservation areas, sharing of benefits.</p> <p>Ensure the length and monitoring and evaluation of planned activities</p> <p>Coordinate activities with provincial and district governments</p>
National Directorate of Forests (DINAF)	<p>Carry out all activities foreseen, except those under the responsibility of the consultants.</p> <p>Prepare reports and disseminate them at all levels.</p> <p>Prepare the Terms of Reference for the project activities.</p> <p>Design and implement forest sector policies and strategies.</p>

	Ensure the allocation of licenses for forestry concessions.
National Directorate of Assistance to Family Farming	<p>Develop the database of family farmers supported by the project.</p> <p>Encourage the development of appropriate agricultural technologies for producers in the family sector supported by the project.</p> <p>Facilitate the process of adoption of technologies by producers in the family sector.</p> <p>Coordinate the implementation and dissemination of good agricultural practices adapted to climate change that contribute to the sustainable use of natural resources.</p>
Mozambique Agricultural Research Institute (IIAM)	<p>Responsible for implementing research, development and dissemination of agricultural technologies in Mozambique.</p> <p>Ensure that the research carried out in the landscapes covered by the project benefits the local communities.</p>
National Fund for Sustainable Development-FNDS	<p>Operate all fiduciary matters in accordance with the rules and requirements contained in the legal agreement entered into with the Bank Group.</p> <p>Supervise and coordinate the general planning of the project, ensuring quality, communication, management of safeguards, acquisitions and reports on your project progress.</p> <p>Ensure the establishment of a structure for the implementation of the project in the areas of intervention.</p>
ProAzul	Coordination and implementation of project activities at central level, including articulation with the different institutions implementing MIMAIP (DNOP, IDEPA, ADNAP, IIP and INFRAPESCA).
Social and Environmental Safeguards Office	<p>Guarantee the social, economic and environmental sustainability of the economic activities implemented by the project, respecting the cultural values of the communities, the current legislation, good environmental and social practices, and gender equality.</p> <p>Disseminate and ensure the implementation of environmental and social safeguards guidelines in accordance with Mozambican laws and global practices.</p> <p>Develop strategies to prevent or minimize any adverse social or environmental impact on the activities developed by the project.</p> <p>Provide due assistance to ensure that the project's activities are in compliance with the basic principles and guidelines of social and environmental safeguards policies in favor of rural development.</p> <p>Promote, in collaboration with other sectors, the dissemination of good practices that contribute to better social and environmental compliance.</p> <p>Ensure the integration and observance of gender aspects in the different activities.</p>
<b>PROVINCIAL GOVERNMENT</b>	
Provincial Environment Services	Participate in the licensing and inspection of the sector's activities, under the terms of the law.

	<p>Establish measures to prevent degradation and control environmental quality.</p> <p>Promote initiatives for the prevention, control and recovery of degraded soil in the project's intervention areas.</p> <p>Follow up on all phases of the Project's implementation</p>
Provincial Directorate of Agriculture and Fisheries	<p>Participate in the licensing, inspection and monitoring of the sector's activities.</p> <p>Ensure plant health protection and phytosanitary control in the project's intervention areas.</p> <p>Provide due assistance in the establishment of infrastructure and services to support the agricultural activities of the project.</p> <p>Systematize information on agricultural production in the project's intervention areas.</p> <p>Coordination and implementation of activities at the provincial level, including articulation with the districts covered by the project.</p>
Provincial Services for Economic Activities	<p>Guarantee the training and technical assistance to the producers and beneficiaries of the project.</p> <p>Ensure compliance with the rules of the hygienic-sanitary system of establishments for processing agricultural products.</p> <p>Implement and disseminate good agricultural practices adapted to climate change.</p> <p>Ensure that producers are aware of cross-cutting issues, namely, management and natural resources, climate change, food and nutrition security, gender and HIV-AIDS;</p> <p>Ensure the delimitation of agricultural areas and access routes to these and to management infrastructures.</p> <p>Promote the creation of infrastructure and services to support agricultural activities.</p> <p>Promote the establishment of machine parks and service provision centers.</p> <p>Coordination and implementation of activities at the provincial level, including articulation with the districts covered by the project.</p>
DFSAF (Department of Forests)	<p>Provide technical assistance.</p> <p>Provide human resources to carry out the activities.</p> <p>Conduct activities in coordination with central and district levels.</p>
Project Implementation Unit (PIU)	<p>Implement and monitor the project activities at the landscape level.</p> <p>Promote and enable specific businesses (value chains) for the development of rural areas (agriculture, nature-based tourism, creation of wild animals, fisheries, natural resources, forests and others) that ensure the sustainable management of natural resources and conservation.</p> <p>Facilitate value chain initiatives geared towards the development of entrepreneurship, with a focus on the inclusion of women and young</p>

	<p>people, through the identification and development of links with markets.</p> <p>Support in the development of the participation capacity of communities and other actors in value chains in the various market segments.</p> <p>Provide institutional support in the elaboration of policies, strategies, programs and other management instruments aimed at rural development and conservation.</p>
Conservation Areas (AC's)	<p>Ensure the implementation of activities in the ACs (Niassa Special Reserve, APAIPS, PNQ, Chipange Chetu,), the balance of essential ecosystems.</p> <p>Promote regional management cooperation and the sustainable use of natural resources in areas of high ecological value.</p> <p>Ensure the use of natural resources by communities within and in the buffer zone.</p> <p>Implement the SAPA- Social Assessment of Protected Area action plan for the well-being of communities.</p> <p>Ensure the monitoring of activities</p>
<b>LOCAL GOVERNMENT</b>	
District Administration	<p>Ensure that all activities are carried out as planned and intervene whenever necessary.</p> <p>Ensuring the monitoring of activities ensuring the link with the Provincial Government</p>
District Services for Economic Activities (SDAE)	<p>Promote the management of natural resources at the district level where the project is implemented.</p> <p>Ensure compliance with legislation in the management of natural resources.</p> <p>Promote the education of populations on the control of fires.</p> <p>Perform the assessment of cultivated areas their production and yield.</p> <p>Disseminate appropriate production technologies among producers.</p> <p>Encourage food production and cash crops.</p> <p>Encourage the planting of shade and fruit trees and promote plant health.</p> <p>Coordination and implementation of activities at District level, including articulation with project beneficiaries at district level.</p>
District Planning and Infrastructure Services (SDPI)	<p>Manage and monitor the areas of planning and territorial planning, public works, infrastructure and equipment, transport and traffic, environmental management, emergency and provision of public services at the level of the project implementation districts.</p> <p>Ensure the connection between the communities and the park administration in carrying out the activities and report to the provincial government.</p>
District Education, Youth and Technology Services (SDEJT)	<p>Participate and collaborate in the implementation of environmental education activities, particularly in districts with intervention in CAs.</p>

	Promote the participation of children and young people in the socio-cultural life of the community in and around the ACs.
ANAC Pemba Management Unit	Implementer for activities in the PNQ, as well as for the canine units in Pemba and Nacala, and supervision for the central ANAC of activities in the other CAs. Contract with BIOFUND
WCS	Implementer for REN and Chipanje Chetu activities. Contract with BIOFUND
REN	Co-implementer for activities in your CA
PNQ	Co-implementer for activities in your CA
APAIPS	Co-implementer for activities in your CA
Lipilichi Safaris	Co-implementer for activities in Chipanje Chetu.
Implementer of the PROMOVE Project (in the process of finalizing the selection)	Implementer for APAIPS activities Contract with BIOFUND
<b>PRIVATE SECTOR</b>	
Confederation of Economic Activities (CTA)	Contribute to economic and social development in the project's areas of intervention. Promote the growth of the Private Sector by protecting business opportunities and private initiatives, culture and business associations in the project's areas of intervention.
Suppliers of inputs, machinery	Provide inputs and services for agriculture, livestock, agro-industry, fisheries, forests. Provide assistance to machinery and other equipment for agricultural production, fishing.
BIOFUND	Trustee  Ensure the implementation of environmental and social safeguards, in coordination with ANAC
<b>COMMUNITIES</b>	
Community members (IDPs, women, youth, host families)	Implementers of activities, and active participation in the processes of community dynamization.
Community Leaders	Mobilize communities to solve problems that are within their reach. Supervise and mediate problem solving between communities and public authorities. Promote a critical awareness of the sustainable management of natural resources and conservation of biodiversity.

	<p>Promote collective activities, develop and encourage the particular skills of the residents of your community that can benefit others.</p> <p>Promote the search for joint solutions for the improvement of the communities' problems.</p> <p>Participate in an environmental education program.</p>
Natural Resource Management Committees (CGRN)	<p>Improve the relationship between communities and local authorities; so that communities can make good use of the tax mechanisms and other revenues from the exploitation of natural resources (the rates of 20%) to promote sustainable local development.</p> <p>Promote the use of participatory methods in the management of forest resources in the area of operation.</p> <p>Take an active part in community consultations and in the negotiation of partnerships established with the private sector and other entities.</p> <p>Develop actions for the sustainable exploitation of natural resources that contribute to the well-being of local communities.</p> <p>Develop conflict resolution mechanisms that involve different stakeholders in the project's areas of intervention.</p> <p>Represent and defend the interests of its members, communities, associations and other entities in the area with the State and the partner (Private sector).</p> <p>Actively collaborate with the project in the inspection and monitoring of the use of natural resources, namely in the control of uncontrolled fires, illegal cutting of the forest, wildlife, poaching.</p>
CGRN Chipanje Chetu	Collaborate with the activities in this CA, including its definition and implementation.
Community Fisheries Centers (CCPs)	<p>Ensure the implementation of fishing activities in a sustainable manner and that ensures the development of local communities.</p> <p>Promote awareness of communities benefiting from fishing resources.</p>
<b>COMMUNICATION BODIES</b>	
MEDIA (TV, NEWSPAPERS, COMMUNITY RADIOS)	<p>Inform local communities about different matters of interest including the project in local and Portuguese languages.</p> <p>Disseminate information about the project, including ways of accessing benefits.</p>
<b>CIVIL SOCIETY / NGO / COOPERATION AGENCIES</b>	
WORLD BANK	Ensure funding and provide due technical assistance in the different areas, safeguards, monitoring and supervision of the project.
<b>GYM</b>	
Academy (IIAM, Uni Lúrio)	Participate in research work, preparation of management plans and other studies promoting innovation through research.