

**FEDERAL DEMOCRATIC REPUBLIC OF ETHIOPIA**

**MINISTRY OF WATER, IRRIGATION, AND ENERGY**

**ETHIOPIAN ELECTRIC UTILITY**

**and**

**DEVELOPMENT BANK OF ETHIOPIA**

**PROJECT:**

**Accelerating Distributed Electricity and Lighting  
Program in Ethiopia (ADELE) – P171742**

**Stakeholder Engagement Plan (SEP)**

**January 2021**

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## 1. Project Background

The proposed **Access to Distributed Electrification and Lighting in Ethiopia Project (ADELE)** provides financing for (i) grid strengthening for improved reliability and quality of supply in Addis Ababa and other key urban areas, (ii) off-grid solutions (mini-grids and solar home systems) in rural and remote rural areas, and (iii) standalone systems for electricity supply to education and health facilities. Besides, the project provides a comprehensive account of priority technical assistance and capacity building activities for the effectiveness and efficiency of the program. It also contains a set of interventions to engage women in service delivery e.g. focusing on financing and business skills gaps in female enterprises and upskilling programs for solar engineers. At the beneficiary level, it provides information on affordability constraints and product preferences of women versus men. More specifically, the project aims at providing 1.45 million Tier 1 and above solar off-grid solutions, and isolated mini-grids, designed to handle grid-level loads, for 230,000 households and 11,500 enterprises. The project also provides a coordinated combination of these technology solutions as well as standalone solar systems for 1,400 social institutions.

The proposed operation will support the delivery of energy services with the potential to enable productive use in peri-urban, rural, and deep-rural areas thus contributing to post-COVID recovery. The delivery of energy services through off-grid solutions can support productive and income-generating activities in agriculture (i.e. irrigation and processing) and commercial sectors, improving the livelihoods of fragile and vulnerable communities, and opening opportunities for women and youth, disproportionately affected by unemployment and lack of productive opportunities.

The Project Development Objective (PDO) is to increase access to reliable electricity for households, social institutions, and enterprises in Ethiopia.

## 2. Project Components

**The project has five components:** (1) Network strengthening for improved reliability of supply in urban areas; (2) solar-hybrid mini-grids for rural economic development; (3) Solar home systems for households, small-holder farmers, and small businesses; (4) Standalone solar systems for health and education facilities; and (5) Capacity building, technical assistance, and implementation support. These five components provide a synergetic package of investments to ensure that reliable electricity services are made available to all Ethiopians regardless of their location and economic status.

**Component 1:** Network strengthening for improved reliability of supply in urban areas (US\$100 million): This component will improve the reliability of supply in Addis Ababa and other key urban areas, where near-universal access to electricity has been achieved, but deficiencies in availability, quality, and reliability of supply remain a challenge. This component would address the network strengthening requirements to achieve higher reliability, quality, and duration of electricity supply, enabling electricity consumers to take full advantage of the benefits of electricity service. The network upgrade and rehabilitation will include infrastructure investments in EEU's jurisdiction, including medium voltage and low voltage equipment as well as support for the Revenue Protection Program (RPP). Activities will focus on rehabilitation and expansion of more than 600 km of medium voltage (MV) lines. It will also cover the rehabilitation of the

distribution network of ten regional capitals and key zonal towns, while also supporting the implementation of EEU's RPP investments at the level of distribution transformers<sup>1</sup>.

**Component 2:** Solar-hybrid Mini-Grids for Rural Economic Development (US\$265 million). This component will finance the roll-out of solar mini-grids along with battery storage and/or diesel backup. The mini-grids supported under the Project will be rolled out through a combination of public and private sector-led approaches based on a pipeline of prioritized sites pre-identified using geospatial planning. These are: (1) EEU operated mini-grids, and (2) Private sector-led demonstration projects operated by local and international private mini-grid developers, as well as cooperatives. In addition to greenfield sites, investments will be made to hybridize the existing EEU-operated diesel-based mini-grids. It is estimated that with an average investment of around US\$1,000 per connection, around 240,000 connections could be provided under this component, benefiting over a million people.

**Sub-Component 2.1: EEU-led mini-grids (proposed IDA US\$215 million in financing).** EEU will lead the EPC/Rollout of greenfield solar-hybrid mini-grids. New solar-hybrid mini-grids will be deployed by the EEU through Engineering, Procurement, and Construction (EPC) and short-term (e.g. 3 or 6 months) Operation and Maintenance (O&M) contracts. Upon conclusion of the short-term O&M period, the mini-grids would be operated either directly by EEU or under a follow-on long-term O&M contract. Also, this sub-component will include the hybridization of existing diesel-fueled mini-grids currently operated by EEU across Ethiopia (primarily in the Somali region).

**Sub-Component 2.2:** Private sector-led mini-grid pilot (proposed IDA US\$50 million in financing). In line with the goals and ambition set out in the NEP 2.0, the component will support the demonstration of different private sector-led approaches to leverage local and international private sector financing for mini-grid scale-up. EEU will be the implementing entity for the two approaches in this sub-component. Private sector/cooperatives will be expected to procure, install, own, operate, monitor, and maintain the generation and distribution of assets, including meters and software. This component will finance through a competitive process for (i) Minimum Subsidy Tender (MST), and (ii) Performance-based Grants (PBG).

**Component 3:** Solar home systems for households, small-holder farmers, and small businesses (US\$50 million): This component will expand the availability and affordability of off-grid solar systems for households, small-holder farmers, and small businesses in rural areas, with a particular focus on deep rural and other underserved areas. This will be done by facilitating foreign currency to importers of quality-certified systems and providing local currency financing to off-grid solar companies, distributors, and consumers to increase the offering and adoption of quality off-grid solar products in underserved areas on affordable terms.

**Sub-Component 3.1:** Incentivizing Market Expansion into deep-rural areas and Innovation (IDA US\$10 million equivalent). This sub-component will set up a Results-Based Financing (RBF) facility, offering competitively awarded incentives to off-grid solar companies to accelerate off-grid solar expansion in Ethiopia, with a focus on deep-rural areas. The RBF is expected to contribute to faster and deeper penetration of off-grid energy solutions by supporting scale and expansion in areas that would otherwise be too hard and costly to reach. The RBF payments will partially offset the initial costs and risks associated with off-grid solar companies expanding their

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<sup>1</sup> Complementary RPP investments are being implemented at the MV level through ENREP.

operations and setting up their sales and service infrastructure in new regions, thereby incentivizing the private sector to serve more rural and underserved areas.

**Sub-Component 3.2:** Access to Finance to Increase Off-grid Solar Penetration (IDA US\$40 million equivalent): Enterprises operating in the off-grid market require access to (a) foreign exchange funding for the importation of off-grid energy systems and (b) working capital financing for day-to-day operations like the establishment and expansion of the supply chains, funding of operations and logistics, and financing the value chain. Financing is also needed for consumers especially in rural and deep rural areas where consumers' purchasing capacity is a constraint. End-user financing can also drive the uptake of bigger systems that provide a wider range of electricity services and can power income-generating activities. Therefore, companies and MFIs also need (c) capital for the provision of consumer financing via supplier financing or PAYGo business models or micro-loans to households and businesses.

**Component 4:** Standalone solar systems for health and education facilities (IDA US\$50 million equivalent). This component will finance the supply and installation of standalone solar systems for health and education facilities identified under the NEP 2.0. The project will target health centers and secondary schools that are located in underserved and remote rural areas and are identified as a priority by MoWIE, in coordination with federal and local education, health, and energy agencies. Under this component, around 1,400 secondary schools and health centers will be electrified using standalone solar systems.

**Component 5:** Capacity building, technical assistance, and implementation support (US\$35 million). This component will finance various sector studies and technical assistance, capacity building and implementation support activities to ensure EEU, MoWIE, DBE, EEA, the local and international private sector, cooperatives, mobile network operators, financial institutions, and other sector stakeholders have adequate technical, planning, and operational capacity to implement the electrification program. The project will support general sector studies and technical assistance as they become relevant to the sector and the implementation of ADELE with a subcomponent 5.3 Environmental and Social Risk Management Technical Assistance and Capacity Building (US\$3 million) - implemented by MoWIE, EEU, and DBE.

**Project Beneficiaries:** ADELE's main beneficiaries are households, small-holder farmers, small businesses, commercial, and industrial users, and health and education facilities in the peri-urban, rural, and deep-rural areas serviced through the grid and off-grid solutions leveraging public and private delivery modalities.

Component 1 will benefit urban households, businesses, industry, hospitals, international organizations, water supply systems, government establishments, and the general public (from improved public lighting) in the city of Addis Ababa as well as ten regional capitals and key zonal towns.

Component 2 will benefit rural communities by providing access to electricity for households, businesses, and commercial and industrial users through solar-hybrid mini-grids. It is estimated that the component will provide access to grid-level electricity to an estimated 240,000 households (i.e. around 1.2 million people), and 11,500 business, commercial, and industrial users.

Component 3 will directly benefit approximately 750,000 households (i.e. around 3.75 million people) by providing access to off-grid energy solutions such as solar home systems and income-

generating appliances. Out of these, around 120,000 systems (~16 percent) will be used in support of small businesses getting access to electricity for lighting and productive uses.

Component 4 will benefit health and education centers with access to sustainable and reliable electricity. It is expected that 400 health centers and 1,000 schools will be electrified through standalone solar systems.

Sector institutions, especially MoWIE, EEU, and EEA, will benefit from the activities under Component 5 providing capacity building, technical assistance, and implementation support. These activities are expected to improve their planning, technical, fiduciary, and institutional capacity to deliver and support the electrification agenda in Ethiopia, beyond the timeline under the proposed ADELE project. Furthermore, DBE and the PFIs will be strengthened and their capacity enhanced to adequately serve the off-grid solar value chain, particularly small and medium enterprises, rural businesses, and rural consumers. The inclusion of technical assistance on gender equality will enable the financial institutions to enhance their servicing capacity and targeting of women-led businesses and women consumers.

### **3. Environmental and Social Risks and Impacts**

This section presents implementing agency-based component-wise potential risks and impacts of the proposed projects with proposed risk management alternatives identified during the stakeholder consultations.

#### **EEU led Component 1, 2, 4, 5 Potential Environmental and Social Risks:**

From an environment and social risk management perspective, the proposed project is not complex or large in scale and does not involve activities that have high potential risks for harming people or the environment. The potential impacts that will be generated are expected to be temporary, reversible, low in magnitude, and site-specific. Thus, the anticipated environmental and social impacts and risks associated with ADELE are not likely to be significant. The ADELE project environmental and social risk and impacts mainly emanate from project activities, which focus on the upgrading and rehabilitation of medium and low voltage network, the installation, construction, and implementation of solar mini-grids, local distribution network, off-grid solar home system, etc. throughout the country.

The social risks in this regard emanate from the sharing of project benefits; such as targeting for accessing technology, affordability, and after-sales services as proposed to be delivered in remote rural and underserved areas. The social risk management actions are assessed based on the scope of the proposed project components and commensurate with potential risks and impacts. The social risk management approach will divulge on (a) strategic stakeholder and community engagement and functioning grievance redress accessible for all affected communities; (b) social development plan informed by the enhanced social assessment for people meeting the requirements of ESS-7 (Indigenous Peoples/Sub-Saharan African Historically Underserved Traditional Local Communities) especially in Afar, Somali, Gambella, Benishangul-Gumuz and pastoral and agro-pastoral areas of SNNPR and Oromia; (c) IDP areas social tensions and violent conflict, (d) gender dimensions including GBV; and (e) unintended labor issues, including regarding worker health and safety, child labor, and non-compliance with labor laws.

The project could involve temporary and/or permanent economic and physical displacement for people living in or near the Rights of Way for the rehabilitation of distribution networks in Addis Ababa and other major urban areas under ADELE component 1 as well as solar hybridized mini-grids under component 2 and component 4. The project risks and impacts would lead to the loss or the disruption of

income or livelihood activities for individuals or groups of people. The land is also required temporarily or permanently for construction of stores, camps, installation of equipment, and putting mini-grid solar panels and other associated structures. The proposed project components like solar systems for health and education institutions will be implemented based on demand at the beneficiary facilities level and or on the existing institutional footprint. Thus, land expropriation is not expected for the health and education institutions, however, if needed will be governed by the project resettlement framework.

### **MoWIE led Subcomponent 3.1: Incentivizing Market Expansion into deep-rural areas and innovation Potential Environmental and Social Risks:**

The project will be implemented by the Ministry of Water, Irrigation, and Energy (MoWIE) and the Ethiopian Electric Utility (EEU). From ADELE project components, MoWIE will be an implementer for Component 3.1- incentivizing market expansion and innovation and will also take part in Component 5.2 under the capacity building, technical assistance, and implementation support. This Stakeholders Engagement Plan (SEP) will describe the specific components and subcomponents of ADELE; whereby, MoWIE has a role for the environmental and social risk management responsibilities in deep-rural areas and innovation, the project is utilizing Solar Home System (SHS) Technology for a home energy source to be fixed in the rooftops of houses.

Further, MoWIE will benefit from Sub-Component 5.2: Enhancing MoWIE's monitoring and technical capacity to oversee the off-grid electrification program. This sub-component will support the capacity strengthening of MoWIE to oversee the efficiency and effectiveness of ADELE in general, and specifically to increase their capacity as implementing agency for Components 3.1 and effectively oversee the environmental and social requirements of ADELE implemented by EEU.

Solar Home Systems (SHS) are solar photovoltaic (PV) units that provide zero-emissions electricity supply to homes for a variety of uses, such as lighting, television sets, radio, charging of mobiles, and other small appliances. Each system will consist of at least a PV module to convert solar energy into electrical energy, a battery to store the electrical energy, a charge controller to protect the system from attaining an overcharged and undercharged condition, and cables and connecting devices. Solar home systems capacities are expected to range between approximately 10 and 200 Wp. Only units that have a warranty period of one-two (1-2) years will be eligible to be included in the project. The proposed beneficiaries of this initiative are expected to be households that relied on kerosene lamps for lighting, most of which are relatively inefficient tin lamps with a simple wick and no cover. In the baseline, off-grid lighting would have been provided by kerosene while batteries or diesel generators would have charged small appliances. The burning of kerosene and diesel generates CO<sub>2</sub>.

Based on the nature of ADELE project activities under this subcomponent implemented by MoWIE- Incentivizing Market Expansion into deep-rural areas and innovation through SHS technology, key environment, and social risks include waste management (disposal and recycling of solar panels, used SHS units, and especially lead-acid and lithium-ion batteries, which are considered hazardous wastes), the safety of OHS practices for solar companies' workers, labor issues and gender-related risks. No land-related issues including involuntary resettlement, land acquisition, and restriction of access and use of natural resources are expected as the installation takes place on the rooftop of individual houses.

The workers involved in installation may have to climb the roof of the consumer's house which could be about 3 to 5 meters high, using ladders or other climbing gears. No hazardous materials are involved in solar panel installation.

The social risk management actions are assessed based on the scope of the proposed project component and commensurate with potential risks and impacts. The social risks in this regard emanate from the sharing of project beneficiaries; such as, (a) targeting for accessing technology, affordability, and after-sales services as proposed to be delivered in remote rural and underserved areas; (b) functioning grievance redress accessible for all affected communities; (c) IDP areas social tensions and violent conflict, (d) gender dimensions including GBV; and (e) unintended labor issues, including regarding worker health and safety, child labor, and non-compliance with labor laws. Some gender-related risks might involve gender-based violence, the risk of underserving/ excluding female-headed households, and the need to close gender gaps in access to credit in deep rural and Historically Underserved areas.

From an environment and social risk management perspective, the Subcomponent 3.1 implemented by MoWIE is not complex or large in scale and does not involve activities that have high potential risks for harming people or the environment, emerging from project activities of installation of Solar Home System (SHS) in underserved regions of the country.

**DBE led Sub-Component 3.2: Access to Finance to Increase Off-grid Solar Penetration (IDA US\$40 million equivalent): Potential Environmental and Social Risks.**

Under sub-component 3.2- Access to Finance to Increase Off-grid Solar Penetration, the project is utilizing Solar Home System (SHS) Technology for a home energy source to be fixed in the rooftops of houses and implemented by the Development Bank of Ethiopia.

Solar Home Systems (SHS) are solar photovoltaic (PV) units that provide zero-emissions electricity supply to homes for a variety of uses, such as lighting, television sets, radio, charging of mobiles, and other small appliances. Each system will consist of at least a PV module to convert solar energy into electrical energy, a battery to store the electrical energy, a charge controller to protect the system from attaining an overcharged and undercharged condition, and cables and connecting devices. Solar home systems capacities are expected to range between approximately 10 and 200 Wp. Only units that have a warranty period of one-two (1-2) years will be eligible to be included in the project. The proposed beneficiaries of this initiative are expected to be households that relied on kerosene lamps for lighting, most of which are relatively inefficient tin lamps with a simple wick and no cover. In the baseline, off-grid lighting would have been provided by kerosene while batteries or diesel generators would have charged small appliances. The burning of kerosene and diesel generates CO<sub>2</sub>.

Based on the nature of ADELE project activities under this subcomponent implemented by DBE Access to Finance to Increase Off-grid Solar Penetration, key environment and social risks include waste management (disposal and recycling of solar panels, used SHS units, and especially lead-acid and lithium-ion batteries, which are considered hazardous wastes), the safety of OHS practices for solar companies' workers, labor issues and gender-related risks. No land-related issues including involuntary resettlement, land acquisition, and restriction of access and use of natural resources are expected as the installation took place on the rooftop of individual houses. The workers involved in installation may have to climb the roof of the consumer's house which could be about 3 to 5 meters high, using ladders or other climbing gears. No hazardous materials are involved in solar panel installation.

Some gender-related risks or might involve gender-based violence, the risk of underserving/ excluding female-headed households, and the need to close gender gaps in access to credit in deep rural and Historically Underserved areas.

The social risk management actions are assessed based on the scope of the proposed project component and commensurate with potential risks and impacts. The social risks in this regard emanate from the sharing of project beneficiaries; such as, (a) targeting for accessing technology, affordability, and after-sales services as proposed to be delivered in remote rural and underserved areas; (b) functioning grievance redress accessible for all affected communities; (c) IDP areas social tensions and violent conflict, (d) gender dimensions including GBV; and (e) unintended labor issues, including regarding worker health and safety, child labor, and non-compliance with labor laws. Some gender-related risks might involve gender-based violence, the risk of underserving/ excluding female-headed households, and the need to close gender gaps in access to credit in deep rural and Historically Underserved areas.

From an environment and social risk management perspective, the Subcomponent 3.2 implemented by DBE is not complex or large in scale and does not involve activities that have high potential risks for harming people or the environment, emerging from project activities of installation of Solar Home System (SHS) in underserved regions of the country.

<b>Risk</b>	<b>Description</b>
<b>Temporary Visual Intrusion</b>  <b>Waste management</b> <b>(Electronic waste, chemical pollution)</b>	<ul style="list-style-type: none"> <li>• This may also affect the visual amenity of nearby houses.</li> <li>• Used panels, used batteries, and units (both lead-acid and lithium-ion) are hazardous wastes.</li> <li>• The potential emissions associated with solar energy could be GHG emissions, mercury, and cadmium emissions. These elements are used in making solar components. However, there is no evidence that these elements are released from solar panels, except during disposal. Improper management may cause, poisoning, including air, soil, and water contamination; lead entry into the food chain resulting in diseases and fatalities.</li> <li>• Mismanagement of used batteries will be a significant risk.</li> <li>• Additional waste issues are related to plastic material, polystyrene residues, aluminum, copper, steel, etc.</li> </ul>
<b>Worker/ occupational health and safety</b>	<ul style="list-style-type: none"> <li>• Slips and trips fall</li> <li>• Injuries, lack of protective equipment, etc.</li> </ul>
<b>Labor issues</b>	<ul style="list-style-type: none"> <li>• Child or forced labor.</li> <li>• Improper grievance redress for workers.</li> <li>• Unfair terms of employment (especially women).</li> </ul>
<b>Consumer/user health and safety</b>	<ul style="list-style-type: none"> <li>• Safe installation and use of panels and batteries.</li> </ul>
<b>Gender-related risks</b>	<ul style="list-style-type: none"> <li>• Women are disproportionately affected by a lack of reliable access to energy.</li> <li>• Gender-based violence</li> <li>• Female-headed households unable to targeted/ underserved for the SHS</li> </ul>
<b>Social risks</b>	<ul style="list-style-type: none"> <li>• Associated with the potential exclusion of poor and vulnerable households, including Female-Headed Households (FHHs)</li> </ul>
<b>Supply chain</b>	<ul style="list-style-type: none"> <li>• Awareness-raising on E&amp;S risks (e.g. child labor) in supply chains of SHS equipment</li> </ul>

#### 4. Objectives of the ADELE Stakeholders Engagement Plan

The overall objective of this Stakeholder Engagement Plan (SEP) is to define a program for stakeholder engagement, including public information disclosure and consultation, throughout the construction and operation of the proposed ADELE project. The SEP outlines how EEU, MoWIE, DBE and contractors/subcontractors, private sector companies, enterprises will communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, or file complaints.

#### 5. ADELE Stakeholder Engagement

Stakeholder and Community Engagement is tailored to the various implementing entities, project components, cultural, livelihood, and linguistic context. These platforms will be used to create awareness about the potential environmental and social risks and impacts through meaningful consultations including the avenue for feedback and complaints mechanism.

The SEP and related operational steps are defined based on the local context, language, preferred media, cultural values. The SEP will define: (a) the disaggregate audiences at different levels; (b) preferred media; (c) instruction language; (d) receive feedback from the communities; (e) mechanisms to reach historically underserved people and vulnerable groups; and (f) approaches for IDP outreach.

The SEP will be publicly disclosed before appraisal and outlines commitments to releasing routine information on the project's overall and environmental and social performance. Along with the respective components of ADELE, EEU, MoWIE, and DBE will engage in meaningful consultations with all stakeholders throughout the project cycle, paying attention to the inclusion of historically underserved peoples, vulnerable and disadvantaged groups (including the elderly, persons with disabilities, women, female-headed households and orphans and vulnerable children). A grievance redress mechanism (GRM), as part of SEP, will be established to allow for feedback on the inclusiveness of the project and associated design and planning decisions.

All ESRM instruments developed by EEU, MoWIE, and DBE and other subsequent and applicable site-specific instruments (once the scope is defined and feasibility studies and designs for these subprojects are undertaken) shall be consulted upon with key stakeholders in the country and are disclosed in EEU, MoWIE, DBE, MoF's website and relevant public platforms as well as World Bank's external website.

As per ESS 10: Stakeholders Engagement and Information Disclosure, implementing agencies should provide stakeholders with timely, relevant, understandable, and accessible information, and consult with them in a culturally and linguistically appropriate and intergenerationally inclusive manner, which is free of manipulation, interference, coercion, discrimination, and intimidation. The project will apply the following principles to meet best practice approaches for stakeholder engagement:

- ***Openness and life-cycle approach:*** public consultations for ADELE will continue during the whole project lifecycle from preparation through implementation. Stakeholder engagement will be free of manipulation, interface, coercion, and intimidation;
- ***Informed participation and feedback:*** information will be provided and widely distributed among all stakeholders in an appropriate format; conducted based on timely, relevant, understandable, and accessible information related to the project; opportunities provided to raise concerns and assure that stakeholder feedback is taken into consideration during decision making;
- ***Inclusiveness and sensitivity:*** stakeholder identification is undertaken to support better communications and building effective relationships. The participation process for the project is

inclusive and the stakeholders are always encouraged to be involved in the consultation process. Equal access to information is provided to all stakeholders. Sensitivity to stakeholders' needs is the key principle underlying the selection of engagement methods. Special attention is given to vulnerable groups, particularly women-headed households, youth, the elderly, and the cultural sensitivities of diverse ethnic groups.

## **6. Stakeholder Engagement During ADELE Project Preparation**

During ADELE's various ESRM instruments preparation for different components, including ESMF, RF, and SA preparation, a stakeholder consultation was made with relevant Federal, Regional, Woreda sector institutions and community representatives with the objectives to increase awareness about ADELE project, inform and get views, engage and maintain active participation and support of relevant stakeholders and communities to be involved in various phases of the project. The community consultation process was shaped by hiring data collectors from the region and woreda levels. The data collectors, (i) speak the local language and culture; (ii) they were informed to carry out inclusive discussion and consultation with various community representatives (clan leaders, community leaders, religious leaders, and community development representatives), (iii) take precautionary measures for COVID19 prevention.

Stakeholders and community interests, priorities, concerns, community's aspiration to ADELE's proposed project components have been voiced and identified potential risks and impacts with mitigation measures. The outcomes from such stakeholder engagements are incorporated into the ESRM instruments and informed the project design, and a synthesis of outcomes are included in subsequent sections of this SEP.

At the federal level, stakeholder consultations were conducted with 8 participants from 3 federal institutions (MOWIE, EEU, and MOA); at the regional level, 5 regional bureaus (Afar, Benishangul Gumuz, Gambella, Amhara, and Oromia Regions). Also, 4 woredas including Kuri (Afar Region), Dasenech (SNNPRS), Jor (Gambela Region), and Janamora Woreda in Amhara Region. In general, consultations were made with 10 participants from different regional bureaus and 17 participants from stated woredas.

Further, for the project sub-component proposed for implementation by DBE, higher-level stakeholder consultations were conducted from December 1-3, 2020 with Amhara Credit and Saving Institution S.C, Benishangul Gumuz Micro Finance S.C. Bussa Gonofa Micro Finance S.C, Omo Micro Finance S.C, Oromia Credit and Saving S.C, Eshet MFI and Private company (VERA PLC, Universal PLC, and Bidad PLC) managers and higher experts.

ADELE's stakeholder and public consultations were conducted under the constraints of physical consultation due to the COVID19 situation, which is also restricted by the State of Emergency (SOE) enacted by the Government of Ethiopia for the Tigray region, unrest in some parts of the country and travel restrictions. Thus, phone interviews and email exchanges with relevant stakeholders as well as deploying of experienced field researchers at regional and woreda level consultations (having the required skills in the local languages, ability to discuss on the environment and social safeguard topics, etc.). For conducting stakeholder consultation at different levels, consultation guides and key informant interviews (KII), and focus group discussion (FGD) checklists were prepared and used.

The below table summarizes the stakeholders and community groups consulted and their main concerns, issues raised during the preparation of environmental and social risk management instruments for the ADELE project.

<b>Concerns, views, and mitigation measures identified during stakeholder engagement facilitated by EEU</b>			
<b>S/N</b>	<b>Administration levels</b>	<b>Consulted Stakeholders and Experts</b>	<b>Comments and Views Forwarded by Consultations Participants</b>
1	Federal	MoWIE-Alternative Energy Technology Development and Promotion Directorate-Director	<ul style="list-style-type: none"> <li>▪ Participants believe that it is necessary to implement formal laws and through the involvement and participation of local community clan leaders, to manage any adverse impacts and issues likely to arise about the implementation of the proposed project.</li> <li>▪ In pastoral communities, general risks/vulnerabilities include drought, rainfall shortage, and uncertainty, rangeland degradation, conflicts over resources among regions, salinity, lower down of water table, livestock and human diseases outbreak, flood, wind, pests and insects, and loss of livelihood.</li> <li>▪ Problems with regards to range/pasture includes-management problems (the local development committees are not well-organized), free/communal grazing, bush encroachment (physically protective and chemically toxic), degradation of rangelands, degradation of traditional rangeland management, overgrazing, conflicts with adjacent districts/regions and moisture stress.</li> <li>▪ Conflict as a result of competition over natural resources, mainly water, and rangelands.</li> </ul> <p>Participants expressed that similar solar off-grid projects have been implemented in the region for cooking/ baking and lighting. These include a solar home system for household and social institutions. Major problems and constraints associated with supplying energy with off-grid and mini-grid electricity technologies and support services identified by the participants include:</p> <ul style="list-style-type: none"> <li>▪ Coordination gap between federal and regional energy institutions, such as maintenance issue at all levels;</li> <li>▪ Budget constraints for the alternative energy sector at the regional level</li> <li>▪ Lack of alternatives energy technology suppliers;</li> <li>▪ Lack of installation and maintenance/troubleshooting capacity for non-functional technologies;</li> <li>▪ Lack of vehicles and motorcycles for experts' transportation.</li> </ul> <p>Participants proposed awareness creation, capacity building, and training for experts specifically practical training on alternative energy technologies.</p>
		MoWIE-Alternative Energy Technology Development and Promotion Directorate-Rural Electrification Fund Coordinator	
		MoWIE-Climate Change Directorate-Director	
		MoWIE-Climate Change Directorate-Geologist	
		EEU- Projects Portfolio Management Directorate Director- Technical advisor	
		EEU- Projects Portfolio Management Directorate Director- Social and Environmental Safeguard Specialist	
		MoA-Land Administration and Use Directorate-Director	
		MoA-Land Administration and Use Directorate-Lawyer	
2	Afar Region	Head- Regional Bureau of Water, Irrigation, and Energy	<ul style="list-style-type: none"> <li>▪ Participants expressed their views that they are willing to provide the land required for any community development projects.</li> <li>▪ Participants raised concerns and issues that the off-grid and mini-grid electrification</li> </ul>
		Head Regional Land Administration	
		Head-Regional Environmental Protection	
	Woreda level-Kuri	Clan leader	
		Religious leader	
3	Gambela Region	Mines and Energy Directorate-deputy director	<ul style="list-style-type: none"> <li>▪ Lack of alternatives energy technology suppliers;</li> <li>▪ Lack of installation and maintenance/troubleshooting capacity for non-functional technologies;</li> <li>▪ Lack of vehicles and motorcycles for experts' transportation.</li> </ul> <p>Participants proposed awareness creation, capacity building, and training for experts specifically practical training on alternative energy technologies.</p>
		Climate measurement and follow-up expert	
	Woreda Level-Jor	Woreda administrator	
		Woreda Water Supply bureau-head	
4	Oromia region	Woreda Women, Child and Youth Affairs Bureau-head	<ul style="list-style-type: none"> <li>▪ Lack of alternatives energy technology suppliers;</li> <li>▪ Lack of installation and maintenance/troubleshooting capacity for non-functional technologies;</li> <li>▪ Lack of vehicles and motorcycles for experts' transportation.</li> </ul> <p>Participants proposed awareness creation, capacity building, and training for experts specifically practical training on alternative energy technologies.</p>
		Woreda Agriculture and Natural Resources Management Bureau-head	
5	SNNP region	Oromia Water Mining and Energy Bureau Directorate-Director	<ul style="list-style-type: none"> <li>▪ Participants expressed their views that they are willing to provide the land required for any community development projects.</li> <li>▪ Participants raised concerns and issues that the off-grid and mini-grid electrification</li> </ul>
	Woreda level-	Religious leaders	

	Dasenech	Woreda Community Development Committee member Clan and community leader	<p>project could cause and bring the following negative socio-economic and environmental impacts on the local community.</p> <ul style="list-style-type: none"> <li>▪ Community members may lose their land and livelihood;</li> <li>▪ There may be the removal of the vegetation cover as a result of the implementation of the project;</li> <li>▪ In some instances, dissatisfaction may arise about land acquisition and compensation processes;</li> <li>▪ Vulnerable households shall be assisted by providing appropriate compensation for their land and property that they will lose and arranging different income-generating means for them;</li> <li>▪ If there is any grievance, it shall be resolved through discussion at different levels.</li> </ul> <p>The following are key and relevant stakeholders identified and mandated to carry out activities to the proposed ADELE project:</p> <ul style="list-style-type: none"> <li>▪ Administration bodies (regional, zone; woreda and kebele levels)</li> <li>▪ Water and energy resource development structures (region to woreda)</li> <li>▪ Environment, Forest and Climate Change Authority (region to woreda)</li> <li>▪ Land Administration structure (region to woreda)</li> <li>▪ Agriculture and Natural Resource structure (region to woreda)</li> </ul> <p>Proposed capacity building, technical assistance, and implementation support:</p> <ul style="list-style-type: none"> <li>▪ Study and design of off-grid and mini-grid electrification;</li> <li>▪ Monitoring and evaluation of projects;</li> <li>▪ Compensation and income generation arrangement for vulnerable;</li> <li>▪ Project management;</li> <li>▪ Operation and maintenance of scheme management.</li> <li>▪ Participants identified criteria for vulnerability within the community that needs special consideration and support. These include the poor, women, orphans, elders, households with more family members &amp; people living with HIV AIDS.</li> <li>▪ If the implementation capacity and skill of the technicians and other experts involved in the project are not well established, the electric power fluctuation can destroy household equipment and devices.</li> <li>▪ The project sites are assumed to be located within the inner place of the town or woreda, so it is better if it is relocated to the outskirts of the woreda;</li> </ul>
6	Amhara region		
	Janamora Woreda	Woreda Administrator Woreda IT expert Community members, including elders and women representatives	
7	Benishangul Gumuz region	BOWIE-Energy sector directorate-director Bureau of Environmental Protection and Land Administration-Environmental Protection Regularization Directorate-Director Bureau of Environmental Protection and Land Administration-land administration directorate-director	

			<ul style="list-style-type: none"> <li>▪ Since the electric power supply sector demands huge costs if the technicians and experts are not well trained it will end up scoring major resources and cost loss.</li> <li>▪ Problems with regards to range/pasture includes-management problems (the local development committees are not well-organized), free/communal grazing, bush encroachment (physically protective and chemically toxic), degradation of rangelands, degradation of traditional rangeland management, overgrazing, conflicts with adjacent districts/regions and moisture stress.</li> <li>▪ Conflict as a result of competition over natural resources, mainly water, and rangelands.</li> </ul> <p>Major problems and development priorities of the community include access to electricity, potable water, road, education and health services, and supply of agricultural inputs. The following are suggested by participants:</p> <ul style="list-style-type: none"> <li>▪ Access to information to all project stakeholders</li> <li>▪ Providing equal opportunities to all households and community</li> <li>▪ Awareness creation about ADELE project</li> <li>▪ Payment of compensation and replacement of land, as needed</li> <li>▪ Providing special support to a vulnerable group of the community</li> </ul> <p>Finally, participants confirmed that they are very happy about the project and ready to support the implementation of the proposed project in all aspects.</p> <ul style="list-style-type: none"> <li>▪ Concerns raised by the bureaus for a limited budget, high initial cost, and shortage of logistics to carry out promotion activities regarding off-grid energy technologies;</li> <li>▪ The limited supply of quality off-grid solar technologies (solar lanterns and SHS),</li> <li>▪ Affordability problem of the communities and limited credit facilities and manpower to conduct study and design of solar mini-grids and to implement the projects;</li> <li>▪ weak/inadequate coordination among the concerned stakeholders and the community members will lose their land and livelihood due to the project's land expropriation;</li> <li>▪ There may be an impact on the vegetation cover of the area as a result of the project implementation if some vegetation will be removed.</li> </ul>
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**Concerns, views, and mitigation measures identified during stakeholder engagement facilitated by DBE**

S/N	Administration levels	Consulted Stakeholders and Experts	Comments and Views Forwarded by Consultations Participants
1	Amhara Credit and Saving Institution S.C	Regional, Operations Director	The consulted stakeholders agree that the introduction of distributed energy systems solar home

2	Omo Micro Finance S.C	Regional, Higher Expert	<p>systems have benefited societies, businesses, and the environment (reducing deforestation and forest degradation) in the country especially areas that are far from the national grid. Such technologies have significant benefits both for the society's health, education and, etc. (especially for women and children) and the environment.</p> <p>It was also found out those key aspects of stakeholder/beneficiaries and experts on the day-to-day collaboration and networking for sound implementation of the solar system subprojects.</p> <p>Private sectors view off-grid electric systems into three (a) home systems, (b) mini-grids, and (c) standalone applications. Their involvement in the Solar home system and the need of the society is very high and encouraging. But there is some bureaucracy regarding different governmental institution like Revenues and Customers and, etc. If such issues are resolved for private sectors, remarkable progress will be achieved in off-grid electric distribution.</p> <p>The end users pointed out that the introduction of Solar systems have contributed and help to their children's for education, health (no indoor air pollution) the environmental protection by reducing pressure on forest resource and minimizing the use of kerosene for lighting that have high health impact and costs on the users. The users also benefited from clean lighting, mobile charging, and access to media (close to information) via radios and television. Productive time is saved that otherwise was being used for firewood collection, reduce money for kerosene, improve learning and teaching system and health of the community. It may help also their interaction and social networking.</p> <p>The end users raised their concern that there is a gap with PSEs, micro technicians, Micro Finances, woreda energy offices regarding maintenance and replacement as warranty tracking and the supply of maintenance equipment does not meet the demand of the community. There is a concern about the maintenance and battery management of an un-functional solar system.</p> <p>Views of the interviewee indicated that to increase access to clean and modern energy the introduction of solar systems has played a significant role especially in the remote and inaccessible parts of the country. The technology possesses minimum negative impacts that are well manageable compared to others.</p>
3	Eshet MFI	Federal, Higher expert	
4	Benishangul Gumuz Micro Finance S.C	Regional	
5	Bussa Gonofa Micro Finance S.C	Federal	
6	Private company representative (VERA PLC, Universal PLC, and Bidad PLC)	Federal, General Directors, Managers, Experts	
7	End users (Ambo woreda and Toke Kutaye Woreda)	Community end-users	
	Oromia Credit and Saving S.c	Regional	

The ADELE project implementing entities will implement this Stakeholder Engagement Plan (SEP) at the federal, regional, woreda, and kebele/community levels and will be adjusted to the local context that shall be outlined in the site-specific Environment and Social Management Plans (ESMPs). The table below summarizes potential stakeholders who have varying levels of involvement for different activities under the proposed project components. The SEP will be updated as the project preparation and implementation advances at different stages of the project cycle. The SEP is developed to ensure stakeholders' inclusiveness to serves as a guiding tool for consultations and dialogue.

The stakeholders constitute the Ethiopian Electric Utility, Ethiopian Ministry of Water, Irrigation and Energy, Development Bank of Ethiopia, Micro Financial Institutions, Ethiopia Energy Authority, their respective regional, Woreda counterparts. Further, stakeholders could encompass civil society organizations, including associations for solar energy development and others, World Bank-financed projects working in off-grid and solar energy projects, communities. The mapping of stakeholders, respective interests, roles, and responsibilities will be defined and updated.

Ethiopian Electric Utility, Ethiopian Ministry of Water, Irrigation and Energy, Development Bank of Ethiopia prepared and are required to implement this SEP proportional to the nature and scale of the project and associated environmental and social risks and impacts. A draft of this SEP will be disclosed before project appraisal. EEU, MoWIE, and DBE will seek stakeholder feedback and engagement throughout the project life cycle, ensuring that all consultations are inclusive and accessible (both in format, language, culture, and location) and through channels that are suitable in the local context. If major changes are made to the SEP, a revised SEP should be reviewed, cleared by the Bank, and publicly disclosed. The stakeholder engagement activities will be documented through quarterly progress reports, to be shared with the World Bank.

## **7. Stakeholder Identification and Analysis**

The first step in the stakeholder engagement process is to identify the key stakeholders to be consulted and involved. The stakeholders stated in this SEP include those currently associated with the ADELE project and those who will be linked with the project at a later stage during implementation. Stakeholders are identified and categorized into:

- i) Project affected parties.
- ii) Other interested parties; and,
- iii) Disadvantaged and vulnerable groups.

Stakeholders are individuals, institutions, CSOs, or groups who are affected or likely to be affected by the ADELE and who may have an interest in the project. The term "project-affected parties" includes "those likely to be affected by the project because of actual impacts or potential risks to their physical environment, health, security, cultural practices, well-being, or livelihoods. These stakeholders may include individuals or groups, including local communities". The term "Other interested parties" (OIPs) refers to "individuals, groups, or organizations with an interest in the project, which may be because of the project location, its characteristics, its impacts, or matters related to the public interest. For example, these parties may include regulators, government officials, the private sector, the scientific community, academics, unions, women's organizations, other civil society organizations, and cultural groups". Disadvantaged/vulnerable individuals or groups are potentially disproportionately affected and less able to benefit from opportunities offered by the project due to specific difficulties to access and/or understand information about the project and its environmental and social impacts and mitigation strategies.

EEU, MoWIE, and DBE are committed to engaging in meaningful consultations with all stakeholders, paying attention to the inclusion of Historically Underserved Peoples<sup>2</sup>, vulnerable and disadvantaged groups (including the elderly, persons with disabilities, female-headed households and orphans, and vulnerable children).

The table below presents the type of stakeholders expected to engage in ADELE (EEU, MoWIE, and DBE), with the mode of engagement and the planned schedule throughout the project cycle.

Stakeholder	Type of Stakeholder	Level of Engagement	Method of Engagement	Frequency of Engagement
Project Affected People (People residing in project area affected by the right way).	Direct	Local	See site-specific plan which will have to identify appropriate techniques to reach these groups. Public meetings, separate meetings specifically for women and vulnerable; Face-to-face individual interviews; visits to affected vulnerable groups and individuals; Disclosure of written information - posters, flyers, Information desks at woreda/ kebele offices; Grievance mechanism, by EEU/ PIU, Contractors, Kebele Admin.	Multiple and continuous
Disadvantaged/ Vulnerable groups/ individuals	Direct	Local	See site-specific plan which will have to identify appropriate techniques to reach these groups. Public meetings, separate meetings specifically for women and vulnerable; Face-to-face individual interviews; visits to affected vulnerable groups and individuals; Disclosure of written information - posters, flyers, Information desks at woreda/ kebele offices; Grievance mechanism, by EEU/ PIU, Contractors, Kebele Admin.	Multiple and continuous
Communities (not directly affected by project activities)	Indirect	Local	See site-specific plan (community consultations, FGD) by Woreda and/or Kebele	Continuous
Ministry of Water, Irrigation, and Energy (MOWIE)	IA and regulator for EEU	Federal	Face-to-face meetings, workshops; Social Media Communication - Facebook, Twitter; Disclosure of written information - Brochures, posters, flyers, website Information desks.	Continuous

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<sup>2</sup> Historically Underserved Peoples, in Ethiopia, includes communities in Gambella, Afar, Ethiopia Somali, and Benishangul, as well as in some parts of Oromiya and SNNPR.

<b>Stakeholder</b>	<b>Type of Stakeholder</b>	<b>Level of Engagement</b>	<b>Method of Engagement</b>	<b>Frequency of Engagement</b>
Ethiopian Electric Utility (EEU)	IA	Federal	Face-to-face meetings, workshops; Community Awareness; Social Media Communication - Facebook, Twitter; Disclosure of written information - Brochures, posters, flyers, website Information desks.	Continuous
Development Bank of Ethiopia (DBE) and its branches	IA	Head office/Branch	Face-to-face meetings, Follow-up, monitoring, workshops; Social Media Communication - Facebook, Twitter; , telegram, Disclosure of written information –website, Information desks.	Continuous
Ethiopian Energy Authority (EEA)	IA	Federal	Face-to-face meetings, workshops; Social Media Communication - Facebook, Twitter; Disclosure of written information - Brochures, posters, flyers, website Information desks.	Continuous
An Off-Grid Unit (OGU) in EEU, which will be tasked with the implementation of Components 2 and 4	Implementing Agency	Federal	Face-to-face meetings, workshops; Social Media Communication - Facebook, Twitter; Disclosure of written information - Brochures, posters, flyers, website Information desks.	Continuous
Social service providing institutions (education, health, etc.)	Beneficiary	Federal, Woreda/ & Kebele	Face-to-face meetings, workshops; Social Media Communication - Facebook; Disclosure of written information - Brochures, posters, flyers, website Information desks.	Continuous
Environment, Forest and Climate Change Commission (EFCCC)	Regulatory	Federal/ Regional	Meetings, Environmental and Social instruments/ documents clearance, training, workshops.	Periodic
Battery Recycling Enterprises/ Individuals		Federal/ Regional	Face-to-face meetings, workshops; Social Media Communication - Facebook; Disclosure of written information - Brochures, posters, flyers, website	Continuous
Ministry of Women and Children Affairs	OIPs	Woreda	Face-to-face meetings, workshops; Social Media Communication - Facebook; Disclosure of written information - Brochures, posters, flyers, website, GRM (GBV/ SHA).	Continuous
Battery Recycling Enterprises/ Individuals	IA	Federal/ Regional	Face-to-face meetings, workshops; Social Media Communication-Facebook; Disclosure of written information-Brochures, posters, flyers, website.	Continuous

Stakeholder	Type of Stakeholder	Level of Engagement	Method of Engagement	Frequency of Engagement
Small and Micro Finance Institutions	Loan-related activities	Head office/branches	Face-to-face meetings, workshops; Community awareness sessions; Social Media Communication - Facebook, Twitter; Disclosure of written information - Brochures, posters, flyers, website Information desks; GRM. Contractual / Progress Reporting	At least monthly
SHS Importer and Distributor Enterprises/Associations, Installations and maintenance Associations	Importing, Distributing, Installing, and maintenance of SHS	Company /branch	Face-to-face meetings, workshops; Community awareness sessions; Social Media Communication-Facebook, Twitter; Disclosure of written information - Brochures, posters, flyers, website Information desks; GRM. Contractual/Progress Reporting	At least monthly
Woreda and Kebele level Local Governments <sup>3</sup>	LGUs	Local	Face-to-face meetings, workshops; Social Media Communication - Facebook; Disclosure of written information - Brochures, posters, flyers, website, GRM	Continuous
Ministry of Finance (MoF)	IA	Federal	Progress Reporting	Quarterly
World Bank	Funding	Federal	Progress Reporting and Implementation Support Missions	Continuous, with, Quarterly, 6-monthly annual reports
Contractors	Contract	Federal/Local	Face-to-face meetings, workshops; Community awareness sessions; Social Media Communication - Facebook, Twitter; Disclosure of written information - Brochures, posters, flyers, website Information desks; GRM. Contractual / Progress Reporting	At least monthly
Academia	Interested P.	Federal	Meetings, workshops; Social Media Communication - Facebook, Twitter; Disclosure of written information - Brochures, posters, flyers, website Information desks.	Periodic
Ethiopian society	Interested P.	Federal	Meetings, workshops; Social Media Communication - Facebook, Twitter; Disclosure of written information - Brochures, posters, flyers, website Information desks.	Periodic

<sup>3</sup>*Woreda and Urban Administrations* are the most important local government units and are given by law the mandate for the expropriation and acquisition of land for public benefit purposes. Responsibilities of these Administrations: (i) Pay and cause the payment of compensation to holders of expropriated land under proclamation No.1161/2019 and provide them with rehabilitation support to the extent possible; (ii) Maintain data of properties removed from expropriated landholdings particulars and conditions of maintaining; (iii) Designate Property Valuation Committees; (iv) Establish Grievance Redress Committees; (v) Decides to expropriate a landholding, it shall notify the landholder, in writing, indicating the time when the land has to be paid.

Stakeholder	Type of Stakeholder	Level of Engagement	Method of Engagement	Frequency of Engagement
CSOs/NGOs	Interested P.	Federal	Meetings, workshops; Social Media Communication - Facebook, Twitter; Disclosure of written information - Brochures, posters, flyers, website Information desks.	Periodic

## 8. ADELE Stakeholder Engagement Plan - Methods and Tools

ADELE intends to utilize various methods of engagement as part of its continuous interaction with the stakeholders. The format of every consultation activity should meet general requirements on accessibility, i.e. should be held at venues that are easily reachable and do not require a long commute, entrance fee or preliminary access authorization, cultural appropriateness (i.e. with due respect to the local customs and norms), and inclusiveness, i.e. engaging all segments of the local society, including disabled persons, the elderly, and other vulnerable individuals.

Those engagement methods shall include small size meetings at the targeted Woredas/ Kebeles and announcements through the religious worship centers (churches and mosques) and marketplaces, Kebele centers, health posts, etc. at the villages or localities. If a large audience is expected to attend a public meeting or a training workshop, necessary arrangements will be made to ensure audibility and visibility of the presentation involved. Taking records of the meeting is essential both for transparency and the accuracy of capturing public comments. A summary description of the engagement methods and techniques that will be applied by ADELE that presents the approaches to facilitate the processes of information provision, information feedback as well as participation and consultation. The following methods will be used to document the SEP processes of EEU, MoWIE, and DBE, including:

- Taking written minutes of the meeting;
- Reports
- Photography and Videos
- Questionnaires and others

## 9. Resources and Implementation Arrangements for the SEP

EEU, MoWIE, and DBE will mobilize human, financial, and logistics resources required to implement the SEP and manage the Grievance Redress Mechanism (GRM). Environmental and Social Safeguard Experts at federal, regional levels will be the main focal points through the design and construction phase and will follow up on the implementation of the SEP. Experts shall include stakeholder engagement activities, including communication with the local communities and the different stakeholders to ensure proper awareness and engagement in their periodic reports submitted to WB.

Moreover, EEU, MoWIE, and DBE will be responsible for the preparation and production of information material concerning the project's activities and the GRM. The material resources that will be mobilized may include, but are not limited to, a stakeholder engagement register; a Facebook page; printed documents (manuals, brochures, posters, etc.) that will be used, based on the needs of the SEP.

### **Major Roles and Responsibilities of EEU in ADELE SEP Activities:**

- Planning and implementation of the SEP;
- Leading stakeholder engagement activities;
- Management and resolution of grievances;
- Allocate adequate resources (human, logistics, and financial) for the implementation of the SEP
- Coordination/supervision of contractors on SEP activities;
- Planning, implementation, monitoring, and evaluation of Resettlement Plans (if applicable);
- Monitoring of and reporting on environmental and social performance to Project Management and the World Bank.

### **10. Grievance Redress Mechanism (GRM)**

The Grievance Redress Mechanism (GRM) addresses grievances in an efficient, timely, and cost-effective manner, that arise in the Project, either due to actions by EEU, MoWIE, DBE, or the contractor/sub-contractors employed, from affected communities and external stakeholders. A separate grievance redress mechanism is developed to address worker grievances. EEU, MoWIE, and DBE will be responsible for managing the GRM and cascade the responsibilities to contractors and subcontractors engaged with the respective implementing entity. EEU, MoWIE, and DBE environmental and social experts shall monitor the grievance resolution process at different levels and respective implementing entities.

Project Affected Persons (PAPs) and other potential complainants should be fully informed of the GRM, its functions, procedures, timelines, and contact persons both verbally and through written materials (often used Kebele Center notice boards for posting) and information brochures during consultations meetings and other stakeholder engagement activities. EEU, MoWIE, and DBE will keep a log of the complaints at hand.

EEU, MoWIE, and DBE will implement an effective GRM, to help third parties to avoid resorting to the judicial system as far as possible. Complainants can seek redress from the judicial system at any time. The step-by-step process does not deter them from approaching the courts. All grievance related correspondence shall be documented, and the grievance resolution process will be systematically tracked.

#### **Basic Grievance Management Process**

The Social Safeguard expert at EEU will be assigned to follow up complaints related to the project. The complaint, to be filed, should be related to the project components and/or to its implementation and management. The grievance resolution process involves the following main steps:

- *Receipt of grievances:* anyone from the affected communities or believing they are affected by the Project can submit a grievance (written, verbal, telephone, etc. as appropriate for the complainant).
- *Registering the complaint:* the focal point who received the complaint will use the GRM logbook for registering.
- *Referral and examination of complaints:* a GRM Committee shall be established at each project implementation site/ Kebele (comprising of members from EEU, MoWIE, DBE, PAPs, elders, a representative from Woreda Women and Children Affairs office, etc.) who will examine the

complaint, resolve, or refer.

- *Notifying the complainant:* the decision/solution/action by the grievance committee shall be communicated to the complainant as per the stipulated timeline.
- *Closing the complaint:* where the decision/solution of the complaint is accepted by the complainant, or complaint that is not related to the project or any of its components, or a Complaint that is being heard by the judiciary will be closed following the appropriate procedure.

### **World Bank Grievance Redress System**

Communities and individuals who believe that they are adversely affected by the World Bank (WB) supported project may submit complaints to existing project-level grievance redress mechanisms or the WB’s Grievance Redress Service (GRS). The GRS ensures that complaints received are promptly reviewed to address project-related concerns. Project-affected communities and individuals may submit their complaint to the WB’s independent Inspection Panel which determines whether harm occurred or could occur, as a result of WB's non-compliance with its policies and procedures. Complaints may be submitted at any time after concerns have been brought directly to the World Bank's attention, and Bank Management has been allowed to respond. For information on how to submit complaints to the World Bank’s corporate Grievance Redress Service (GRS), please visit <http://www.worldbank.org/GRS>. For information on how to submit complaints to the World Bank Inspection Panel, please visit [www.inspectionpanel.org](http://www.inspectionpanel.org).

### **ADELE GRM Management Process**

<b>Process</b>	<b>Description</b>	<b>Time Frame</b>	<b>Other Information</b>
Establishment of GRM Committees at Kebele Level	<ul style="list-style-type: none"> <li>▪ GRM Committee will be established at the subproject kebele level comprising of members from local elders, beneficiaries (Women and Men), Woreda/ Kebele WoWIE representative, Woreda Women Youth and children officer, EEU representative, DBE representative.</li> </ul>	Before project implementation	Training will be provided by MoWIE for the GRM Committee members and beneficiaries
Identification of grievance	<ul style="list-style-type: none"> <li>▪ Face to face; telephone; letter; mail; e-mail; website; recorded during public/community interaction; others</li> <li>▪ The grievance can also be passed through other parties, such as the Woreda Energy and Mines Office if the public is more conversant with this office.</li> </ul>	1 Day	Telephone no., an Email address;
Grievance assessed and logged	<ul style="list-style-type: none"> <li>▪ Significance assessed and grievance recorded or logged (i.e. in a logbook).</li> <li>▪ It will be prudent to have a grievance record book where the grievances are recorded for follow up. Grievances concerning sexual exploitation and abuse/gender-based violence should be treated as confidential. Only the nature of the complaint and the processing outcome should be recorded. Woreda Women, Children, and Youth Offices in the subcomponent implementation area will be responsible for GBV GRM. EEU, MoWIE, and DBE shall allocate budget to this office for</li> </ul>	3-6 Days	Significance criteria: Level 1 –one-off event; Level 2 – complaint is widespread or repeated; Level 3- any complaint (one-off or repeated) that indicates a breach of law/ policy

	capacity building and related GBV aspects.		
Grievance is acknowledged	<ul style="list-style-type: none"> <li>▪ Acknowledgment of grievance through appropriate medium.</li> </ul>	3 Days	
Development of response	<ul style="list-style-type: none"> <li>▪ Grievance assigned to the appropriate party for resolution.</li> <li>▪ Response development with input from GRM Committee/relevant stakeholders.</li> </ul>	4-8 Days	
Response signed off	<ul style="list-style-type: none"> <li>▪ Redress action approved at appropriate</li> </ul>	8-15 Days	
Implementation/communication of response	<ul style="list-style-type: none"> <li>▪ Redress action implemented and update of progress on resolution communicated to the complainant.</li> </ul>	5-9 Days	