STAKEHOLDERS ENGAGEMENT PLAN (SEP)

FOR

WEST BANK EMERGENCY SOCIAL PROTECTION COVID-19 RESPONSE PROJECT (ESPRP)

(P174078)

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ACRONYMS

C4W	Cash for Work
CERC	Contingent Emergency Response Component
CTP	Cash Transfer Program
ESMF	Environmental and Social Management Framework
ESMP	Environmental and Social Management Plan
ESO	Environmental and Social Officer
ESPRP	Emergency Social Protection COVID-19 Response Project
ESSs	Environmental and Social Standards
GBV	Gender-Based Violence
GRM	Grievance Redress Mechanism
M&E	Monitoring and Evaluation
MoL	Ministry of Labor
MoSD	Ministry of Social Development
NGOs	Non-Governmental Organizations
OHS	Occupational Health and Safety
PA	Palestinian Authority
PAD	Project Appraisal Document
PCU	Project Coordination Unit
PFESP	Palestinian Fund for Employment and Social Protection
PPE	Personal Protective Equipment
SEA	Sexual Exploitation and Abuse
SEF	Stakeholder Engagement Framework
SEP	Stakeholder Engagement Plan
SH	Sexual Harassment
WBG	World Bank Group
WHO	World Health Organization

Stakeholders Engagement Plan (SEP)

1. Introduction/Project Description

The Project is aimed to provide cash support and short-term employment opportunities to vulnerable populations in the West Bank affected by COVID-19. This operation is funded from the West Bank and Gaza Trust Fund (WBGTF), however, it will follow the fast track processing of the World Bank COVID19 Facility.

In the West Bank, it is anticipated that this crisis will result in significant numbers of households falling into poverty (or deeper into poverty) as a result of the enormous economic impacts of measures needed to contain this virus; recovery from the economic impact of this will not be a short-term project but a long-term process aimed at bringing the economy back to pre-pandemic levels. Those most vulnerable to the economic dislocations are small businesses, those without job security, and those in the informal economy and in unpaid care.

As for Gaza Strip, the pandemic has hit the Gaza Strip hardly with rapid increase in the infection rates among the population. Gazan's population density, living conditions, high levels of poverty, tumbledown infrastructure, and weak healthcare system contribute to the spread of the virus enormously. In addition, many people in Gaza have been facing an extremely difficult economic situation, with the unemployment rate recently hovering around 45% and it is antiquated to lose 50% of their income. This led to increase the number of people who are vulnerable to poverty. For all these reasons, interventions to contain the effects of the pandemic among the most vulnerable people become a must.

The Project is helping to set the basis for making cash transfers responsive to future shocks, including climate-related shocks. In particular, the Project is using, and improving upon, existing delivery platforms to scale up cash support and to provide cash for work opportunities to households affected by COVID-19. This experience will provide valuable lessons and allow the Palestinian Authority to respond quickly and effectively to mitigate the adverse effects of future crisis, including those triggered by climate-related shocks, on poor and near poor households.

The Project will support the PA's emergency response to the COVID-19 crisis through four components namely:

Component 1: Emergency Cash Transfers in the West Bank (US$ 20 million)

This component will finance a one-time cash transfer to poor households and those households vulnerable to poverty affected by COVID-19 in the West Bank. The emergency cash transfer program aims to reach two groups of at-risk households: (i) applicants for the new COVID-19 relief support launched by the MoSD, the MoL, and the Ministry of Local Government (MoLG), and (ii) poor households already registered in the MoSD's CTP system. Therefore, this component will include two sub-components: (1.1) Emergency Cash Transfers to households vulnerable to poverty not currently benefiting from the CTP system, and (1.2) Financing of the CTP-funding gap**.** To ensure timely support, the implementation of the component will rely on the MoSD's delivery system to work as a back-office service delivery for all cash transfers, which builds on the existing World Bank engagement with the MoSD through the ongoing Social Protection Enhancement Project (SPEP).

Subcomponent 1.1. Emergency Cash Transfer to households vulnerable to poverty (budget US$ 13.9 million)

This subcomponent will finance a one-time cash transfer up to around 65,000 vulnerable households from the West Bank that are currently not benefiting from the CTP program. The subcomponent aims to reach households that were vulnerable to poverty prior to the pandemic, or workers who have lost their income due to the pandemic. Another possible beneficiary group is other households with vulnerable members such as children and persons with disabilities, in areas especially affected by the COVID-19 outbreak. This subcomponent will be implemented by the MoL, which will be responsible for defining the criteria for the selection of beneficiaries, running program communications, and finalizing the beneficiary list. This will be discussed and agreed upon with the project partners – MoSD and MoF. In addition, the MoL will work in close collaboration with the MoSD to focus on the quick and efficient service delivery of the cash transfer. The MoSD, through the CTP program unit, is expected to be the data curator, data administrator, and system developer to ensure data entry and cross-verification with other systems to guarantee the quality of the information. Moreover, the MoSD will be the entity triggering and administrating payments to selected households based on their accumulated experience with payments under the CTP.

Subcomponent 1.2: Financing of the CTP-funding gap (budget US$ 6.1 million)

This subcomponent will finance the temporary CTP financing gap and ensure that CTP-beneficiaries will receive the 2nd quarterly payment for 2020 to cover their basic needs and avoid falling deeper into poverty. An estimated 21,400 CTP households (out of a total number of 115,000 CTP beneficiaries) will benefit from this subcomponent. The subcomponent targets households that were already poor prior to the pandemic and are likely moving further below the poverty line as a result of crisis. This subcomponent will be implemented by the MoSD, building on the ongoing CTP registry and the operating delivery systems.

Component 2: Cash for Work in the West Bank (C4W) (US$8 million)

This component will finance short temporary employment opportunities for approximately 3,060 beneficiaries (of which at least 1,530 will be women), building on the delivery model developed for Gaza. This component will provide Cash for Work sub-grants to selected NGOs to implement C4W subprojects employing the targeted vulnerable populations. Supported subprojects will focus on health and other social services provided by NGOs to vulnerable groups affected by COVID-19, but also include economic livelihoods initiatives to assist vulnerable populations in the recovery from the crisis. Services to support economic livelihoods will mainly be in the area of agricultural activities but other types of activities could also be considered. Health services include clinics and other health services, including support to people with disabilities and elderly populations. Other social services in which beneficiaries will be employed will be as teachers in the education sector, as social workers providing psychosocial support, as workers to support women who have been victims of gender-based violence (GBV), and as providers of child services.

Component 3: Capacity Building Project Management, Monitoring and Evaluation (US$ 2 million)

This component will ensure that the PCU housed at the Ministry of Finance and the technical entities working directly with the PCU will be operational and will implement the project in conformity with the Legal Agreement, the PAD, and the project's Operations Manual. It will support the PCU, the MoSD, the MoL, and the PFESP with:

(1) The management, monitoring and evaluation (M&E) of project activities, to cover:

- Remuneration of project staff and consultants who are not civil servants;

- Equipment and operating costs for the PCU, the MoSD, the MoL, and the PFESP directly linked to the daily management of the project;
- IT and systems;
- Contractual services, including funding human resource experts who are not public servants for assignment to the MoL and the MoSD as needed;
- Communications activities;
- Monitoring and evaluation activities.
- Financial management and control including budget control=l, follow-up on procurement and disbursement

(2) Capacity building is an integral part of the project to enhance resilience against future social and economic crises and shocks, including climate-related shocks. The component will provide support for the project's key partners in the following areas:

- Training of the PFESP, MoL, and MoSD staff as needed to ensure adequate capacity to implement current and future labor market programs in the Palestinian territories;
- Support on the design, communication and outreach, identification, registration, needs assessment, enrollment, payment mechanism, management information system, and grievance and redress system;
- Technical assistance to support the development of an enrollment form for the households that are vulnerable to poverty;
- Development of a high-frequency crisis monitoring survey, including a high-frequency phone survey to monitor the socioeconomic impacts of COVID-19 and the mitigating effects of Project interventions on beneficiary households.

CTP registry and the operating delivery systems.

Component 4: Contingency Emergency Response

This component will contribute to providing an immediate and effective response in case there is an eligible crisis or emergency. This component would draw from uncommitted funds under the other components of the project. In the event that the CERC is activated, the restructuring of the project would need to occur within three months after activation.

2. Potential social and environmental risks and impacts of the project

The environmental and social risks are classified as moderate. The moderate environmental and social risks and impacts can be summarized as follows:

2.1 Positive Impacts of the project

The project will provide cash transfers to about 65,000 poor and vulnerable households and temporary employment support to around 3,060 households (up to 15,300 benefiting people) of vulnerable workers under the C4W component. At least fifty percent of beneficiaries under the C4W component will be women. The estimated number of all individuals benefiting from the project (both components combined) is 340,000 (using an average family size of five).

The specific positive impacts of the project are: (i) provide emergency relief to those in need, valuable work experience, and improved social services, (ii) provide a temporary safety net to vulnerable and poor households and will also contribute to reducing the deficit in health and social services through temporary job creation, (iii) help to mitigate the social and economic impacts of COVID-19 (iv) improve the employability and skills development of participants and will have beneficial effects on the population's human capital, (v) contribute to long-run growth and

productivity, and (vi) create the opportunity to support NGOs that focus on GBV prevention and response activities.

2.2 Environmental and Social Risk Classification as per World Bank's ESF

Environmental Risk Rating: Substantial

The project will provide cash support to individuals who have lost their jobs or income sources as a result of the COVID-19 pandemic; and capacity building for PCU housed at the Ministry of Finance and the technical entities working directly with the PCU will be operational and will implement the project in conformity with the Legal Agreement, the PAD, and the project's Operations Manual. The project will neither support the procurement of any materials or equipment, except for few number of computers, nor rehabilitation or construction activities or civil works. Therefore, activities under this project will not result in any negative environmental impacts. However, there are OHS risks related to the work of selected beneficiaries in subprojects/activities such as agricultural sector, clinics, working with disabled children in schools, early childhood support, and assistance to the elderly and to those with preconditions that make them more susceptible to the COVID-19 pandemic and food distribution to the most needy and primary healthcare services. OHS risks are also related to exposure to pesticides and potential injuries from agricultural instruments and machineries. labor risks related to working conditions such as overtime, unpaid salary in part or in full, minimum age and child labor risks, rights of association are not in accordance with the requirements of national law and ESS2 are possible.

Social Risk Rating: Substantial

The social risks are rated as substantial due to the potential risks associated with the project activities. Social risks associated with Cash for Work (C4W) activities include (i) full inclusion of eligible beneficiaries, particularly vulnerable groups who have limited access to information about the income support program and project benefits; (ii) inadequate consultations with relevant stakeholders during the preparation and implementation of the C4W; (iii) working conditions such as overtime, unpaid salary in part or in full, minimum age and child labor risks, rights of association are not in accordance with the requirements of national law and ESS2 and occupational health and safety risks to project workers; (iv) occupational health and safety risks to project workers related to the nature and type of the working space including exposure to pesticides for benefiting workers to be employed in the agricultural sector in addition to risks potential COVID-19 infections as they interact with other staff and community members associated with the project including health and education sectors ; (v) potential risks of SEA/SH linked to access to work in addition to gender-based violence and increase in domestic violence due to financial strains on households and the receipt of financial transfer; and (v) social tension between project beneficiaries and non-project beneficiaries, especially if there is lack of transparency in the application and decision-making process.

These risks are expected to be avoided or mitigated by ensuring the project design, beneficiary selection processes are carried out in transparent manner. Specific outreach and engagement activities will be conducted to ensure that vulnerable and marginalized groups, women, elders, people with disabilities are able to access information and application processing facilities. In addition, the project will have measures to mitigate the adverse impacts specifically the community health and safety risks associated with the COVID-19 pandemic and type of work as well as potential risks associated with Gender Based Violence/Sexual Exploitation and Abuse/Sexual Harassment

(GBV/SEA/SH) during situations of emergency and extreme financial strains on individual households combined with cash for work. There will be a project GRM for the communities and stakeholders and labor GRM for project workers. The project will ensure the implementation of the LMP, SEP and ESMF prepared as per the ESF guidelines and the Palestinian regulations.

Risks related to cash transfer activities in West Bank and Gaza (components 1 and 4) can be summarized as (i) the potential exclusion of some vulnerable and disadvantaged groups including exclusion errors due to failure or delays in updating beneficiary information regularly; (ii) potential risks of GBV, Sexual Exploitation and Abuse (SEA)/Sexual Harassment (SH) within families as beneficiary women get economically empowered by the project due to financial transfer; iii) create social tension between project beneficiaries and non-project beneficiaries within the same community if the targeting mechanism is not transparent enough. Among vulnerable groups, the Project has identified the following: (i) beneficiaries with accessibility challenges (such as the disabled, female headed households, or elderly households, population with limited digital literacy); and (ii) vulnerable households currently not captured by the existing project design.

The Project has been designed to minimize the potential social risks related to cash transfer by incorporating improved mechanisms and delivery approaches to reduce the risks and keep them reasonably attainable. These include use of transparent and participatory approaches in beneficiary identification and employment of technological innovations such as e-payment. The Project also builds on the existing national cash transfer system at the MOSD and the client's capacity and experience in managing similar programs. The client's main social registry has controls in place that have been working effectively. Once the pandemic allows for home visits, the new applications will be integrated into the National Cash Transfer Program system which will ensure data privacy of the new beneficiaries. To avoid exclusion error, the project will ensure periodic updating of beneficiary data bases and carry out regular case management. The project will set up criteria and will conduct assessment of eligibility criteria for beneficiaries. The national social registry also has a redress grievance mechanism to address inclusion and exclusion errors.

Management of social risks and impacts also include the preparation and implementations of the Project's E&S instruments. The Environmental and Social Commitment Plan (ESCP) includes the requirement for recruitment of an Environmental and Social Officer, as well as a Health and Safety specialist by the PMU to provide support for the Project's overall environmental and social aspects. The ESMF includes measures related to COVID-19 prevention as per the WHO guidance and outlines the implementation arrangement to be put in place for environmental and social risk management, training programs, as well as compliance monitoring and reporting requirements. Labor Management Procedures outline the management of risks associated with occupational health and safety and issues related to different categories of workers involved in the project. Communications and outreach activities as outlined in the SEP will ensure the objectives and approach of the project is well known. Proper sensitization of project beneficiaries on GBV and cash management that might be potential source of GBV will be conducted. The Project has established a GRM manual and specific mechanisms for filing complaints. This GRM was updated to be sensitive to GBV/SEA/SH issues and resolution of such complaints as well as proportionate to the potential risks and impacts of the Project. The Project will specifically address concerns related to vulnerable groups by targeting vulnerable groups in the Stakeholder Engagement Plan and the project design. Even though online support may entail some exclusion risk of vulnerable groups such as persons with IT literacy challenges, this risk can be considered negligeable as the system also allows beneficiaries to approach the nearest MoSD office in their governorate to fill out the form with the assistance of social workers.

The likely environmental and social impacts and suggested mitigation measures are presented in **Table 2** in project's ESMF.

3. Stakeholder Engagement Plan (SEP) Objective:

The overall objective of this updated Stakeholder Engagement Plan (SEP) is to define a program for stakeholder engagement, including public information disclosure and consultation, throughout the entire project cycle. The SEP outlines the ways in which the project team will communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, or make complaints about project and any activities related to the project. The involvement of the local population is essential to the success of the project in order to ensure smooth collaboration between project staff and local communities and to minimize and mitigate environmental and social risks related to the proposed project activities. To mitigate economic and social impacts, the project will provide cash support and short-term employment opportunities to vulnerable populations in the West Bank and Gaza affected by COVID-19 and particularly impacted by the economic slowdown. Therefore, project implementation needs to ensure appropriate stakeholder engagement to (i) avoid conflicts resulting from false rumors, (ii) ensure that poor and vulnerable households affected by COVID-19 in the West Bank are accessing health and other social services (iii) to avoid raising expectations of beneficiaries by providing a clear explanation of the timeline of the emergency assistance.

b

A map showing the West Bank and Gaza

3.1 Stakeholder identification and analysis

Project stakeholders are 'people who have a role in the Project, or could be affected by the Project, or who are interested in the Project'. Project stakeholders can be grouped into primary stakeholders who are "…individuals, groups or local communities that may be affected by the Project, positively or negatively, and directly or indirectly"… especially… "those who are directly affected, including those who are disadvantaged or vulnerable" and secondary stakeholders, who are "…broader stakeholders who may be able to influence the outcome of the Project because of their knowledge about the affected communities or political influence over them".

Thus, Project stakeholders are defined as individuals, groups or other entities who:

(i) are impacted or likely to be impacted directly or indirectly, positively or adversely, by the Project (also known as 'affected parties'). The project's affected people include poor households affected by the COVID-19 crisis and vulnerable households and groups. Vulnerable groups include Bedouin communities that live in semi- permanent homes made of corrugated metal scattered all over the West Bank. Additional disadvantaged / vulnerable

individuals or groups in the project area include poor women-headed households, widows and divorcees, people with disabilities, Covid-19 patients, sick and elderly; and

(ii) may have an interest in the Project ('interested parties'). They include individuals or groups whose interests may be affected by the Project and who have the potential to influence the Project outcomes in any way. Those may include NGOs, social services, local governments, related ministries teams (MOL&MoSD) etc.

Cooperation and negotiation with the stakeholders throughout the Project development often also require the identification of persons within the groups who act as legitimate representatives of their respective stakeholder group, i.e. the individuals who have been entrusted by their fellow group members with advocating the groups' interests in the process of engagement with the Project. Community representatives may provide helpful insight into the local settings and act as main conduits for dissemination of the Project-related information and as a primary communication/liaison link between the Project and targeted communities and their established networks.

The legitimacy of such representatives may stem both from their official elected status and their informal and widely supported standing within the community that allows them to act as focal points of contact in Project's interaction with its stakeholders. Verification of stakeholder representatives (i.e. the process of confirming that they are legitimate and genuine advocates of the community they represent) remains an important task in establishing contact with the community stakeholders. Legitimacy of the community representatives can be verified by talking informally to a random sample of community members and heeding their views on who can be representing their interests in the most effective way.

3.2 Project Beneficiaries:

Below summarize the main beneficiaries from this project according to project component:

Component 1 (Emergency Cash Transfer):

(a) **Households that were vulnerable to poverty prior to the pandemic and workers who have lost their income due to the pandemic**: This includes households that had earned their labor income from formal jobs, daily activities, and informal sources, workers, as well as potentially other households with vulnerable members, such as children and disabled persons, in areas especially affected by the COVID-19 outbreak. Target working-age beneficiaries will receive a one-time payment of NIS 700.

(b) **CTP beneficiaries:** CTP beneficiaries that are currently listed in the MoSD CTP database that were already poor prior to the pandemic and are likely moving further below the poverty line as a result of the crisis. The benefit will be a one-time payment of NIS 700.

Component 2 (Cash for Work):

Unemployed members of the labor force (at least fifty percent will be women): Priority in this component will be given to individuals within the target population who have lost their jobs as a direct result of the COVID-19 pandemic and its consequences. Six monthly transfers will be provided to participants in this component who are currently unemployed, working-age individuals. Target areas of short-term employment will be in health, education and social services provided by participating NGOs to vulnerable groups affected by COVID-19 but also include economic livelihoods initiatives to help in the recovery process.

Component 3: Capacity Building Project Management, Monitoring and Evaluation

(Capacity Building Aspect): PFESP, MoL, and MoSD staff

Component 4: Contingent Emergency Response Component (CERC)

In the event that the CERC is activated, part of this component will be allocated to target poor people in Gaza who are currently listed in the MoSD CTP database and were already poor prior to the pandemic and are likely moving further below the poverty line as a result of the crisis will be targeted.

3.3 Methodology

In order to meet best practice approaches, the project will apply the following principles for stakeholder engagement:

- Openness and life-cycle approach: consultations for the project will be arranged during the whole life-cycle, carried out in an open manner, free of external manipulation, interference, coercion or intimidation. Stakeholder consultation and engagement activities should be designed to ensure effective and meaningful consultations to meet the project and stakeholder needs and should be subject to the coronavirus situation in the country, and to restrictions put in place by governments on social distancing and reducing crowding as established in WHO-guidance notes;
- Informed participation and feedback: information will be provided to and widely distributed among all stakeholders in an appropriate format; opportunities are provided for communicating stakeholders' feedback, for analyzing and addressing comments and concerns;
- Inclusiveness and sensitivity: stakeholder identification is undertaken to support better communications and build effective relationships. The participation process for the projects is inclusive. All stakeholders at all times 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, in particular women, youth and elderly.

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

- **Affected Parties** – persons, groups and other entities within the Project Area of Influence (PAI) that are directly influenced (actually or potentially) by the project and/or have been identified as most susceptible to change associated with the project, and who need to be closely engaged in identifying impacts and their significance, as well as in decision-making on mitigation and management measures. The project's affected parties include poor households who will benefit from cash transfer in West Bank and Gaza, individuals and households affected by the COVID-19 benefiting from cash for work. The project includes some eligibility criteria to ensure inclusion of poor and vulnerable people. A number of engagements and communication methods will be used to inform communities about the project activities, the eligibility criteria and the grievance mechanism. More details about the project's affected parties are provided below.
- **Other Interested Parties** – individuals/groups/entities that may not experience direct impacts from the Project but who consider or perceive their interests as being affected by the project and/or who could affect the project and the process of its implementation in some way. The project's interested parties include relevant ministries and local authorities that will provide lists of poor households and cash request submitted applications. NGOs and private sector that are mainly working in agriculture, health and service provisions and will be contracted by the Ministry of Labor to provide employment opportunities to poor individuals. Several consultation meetings and workshops will be conducted with these groups to explain World Bank E&S requirements and to ensure compliance.

- **Vulnerable Groups** – persons who may be disproportionately impacted or further disadvantaged by the project(s) as compared with any other groups due to their vulnerable status1, and that may require special engagement efforts to ensure their equal representation in the consultation and decision-making process associated with the project. The project will target some of these vulnerable individuals and groups such as elderly people, women, disabled, children and their parents. Under Cash for Work Component at least 50% of the beneficiaries will be women (this translates to approximately 1,530 short temporary employment opportunities for women). The GRM includes appropriate measures, as explained later, to prevent and respond to sexual exploitation and abuse and sexual harassment risks. Mechanisms to engage vulnerable groups are detailed further in the SEP.

Engagement with all identified stakeholders will help ensure the greatest possible contribution from the stakeholder parties toward the successful implementation of the project and will enable the project to draw on their pre-existing expertise, networks and agendas. It will also facilitate both the community's and institutional endorsement of the project by various parties. Access to the local knowledge and experience also becomes possible through the active involvement of stakeholders.

3.4 Affected parties

The Project will provide cash support to about 65,000 poor and vulnerable households affected by the COVID-19 crisis in West Bank and Gaza (8000 beneficiaries in Gaza). Affected Parties include poor households and individuals that may be subject to direct impacts from the Project. Specifically, the following individuals and groups fall within this category:

(i) 65,000 households of the cash transfer program CTP receiving temporary top-up payments to their current CTP benefits for three months;
(ii) 3060 beneficiaries receiving cash for work benefits for six months;
(iii) Members of households benefiting from the cash transfer and C4W (using an average family size of five);
(iv) Vulnerable people benefiting from services provided under C4W projects (e.g., those affected by the COVID-19 disease, those being the sick, the disabled, elderly, children, and women).
(v) Palestinian Fund for Employment and Social Protection (PFESP/MoL) and MoSD staff benefiting from training and capacity building activities;

3.5 Other interested parties

The projects' stakeholders also include parties other than the directly affected beneficiaries, including:

- NGOs providing social services such as health services, including clinics and other health services, education services, including psychosocial support, agricultural services and Economic livelihood programs. Over twelve (12) active NGOs in the above-mentioned sectors will be contracted to provide for poor households and individuals such as the Agricultural Relief Association, the Health Work Committees Association;
- Private Sector including providers of services and factories. A number of private sector entities will be contracted to provide cash for work activities for poor households and individuals such as telecommunication companies (i.e. Jawal) and dairy factories;
- Ministries and government officials involved in the implementation of the project activities, especially under Component 1 where information about poor people and households affected by Covid-19 were collected and verified. These are: Ministry of Labor, Ministry of Social

[1] Vulnerable status may stem from an individual's or group's race, national, ethnic or social origin, color, gender, language, religion, political or other opinion, property, age, culture, literacy, sickness, physical or mental disability, poverty or economic disadvantage, and dependence on unique natural resources.

Development, Ministry of Local Government, Ministry of Interior, Ministry of Economy and Ministry of Transportation;

- Communities and local authorities (municipalities and village councils). Over 300 municipalities and village councils in West Bank and Gaza collected information on citizens who were economically affected as a result of Covid-19 pandemic. Cash Assistance Requests collected through municipalities and local councils were shared with the Ministry of Social Development to select eligible beneficiaries for cash transfers;
- Mass media and associated interest groups, including local and national printed and broadcasting media, digital/web-based entities, and their associations such as Wafa News Agency, Palestine TV, Watan Online News Website, Shehab FM and Ghaya Radio.

The table below summarizes the key categories of other interested parties (OIPs) and the respective justification for their interest in the project.

Category	Institution	Interest
Ministries	Ministry of Social Development	Data center "collection and verification". Participate in setting the eligibility criteria for selecting beneficiaries for component 1.
	Ministry of Labor	Collect data about affected people and participate in setting the eligibility criteria for selecting beneficiaries for component 2.
	Ministry of Local Government	Collecting cash assistance requests from Covid-19 affected people through municipalities and local councils.
	Ministry of Interior	Establish an exemption list with specific criteria to exclude ineligible individuals and households under component 1. Applications will be reviewed according to the list and the registry of the Ministry of Interior.
	Ministry of Economy	Establish an exemption list with specific criteria to exclude ineligible individuals and households under component 1. Applications will be reviewed according to the list and the to the registry of the Ministry of Economy.
	Ministry of Transportation	Establish an exemption list with specific criteria to exclude ineligible individuals and households under component 1 according to the registry of the Ministry of Transportation.
Non-governmental and civil society organizations	Agricultural Relief, Medical Committees, Teacher Creativity Center	Will provide temporary employment opportunities for beneficiaries under the temporary work scheme (component 2).
Local Authorities	Around 300 municipalities and village councils in West Bank and Gaza: Hebron municipality, Nablus municipality, Khan Younis municipality	Collect Cash Assistance Requests from affected people due to Covid-19 and share with the Ministry of Social Development .
Private Sector	Jawal, Al-Juneidi Dairy Factory	Will provide temporary employment opportunities for beneficiaries under the temporary work scheme

		(component 2).
Press and media	TV and radio and online media platforms: Wafa News Agency, Palestine TV, Wattan Online news agency, Shehab FM	Inform communities in the project area and the wider public about the Project planned activities and eligible criteria for application and selection.

3.6 Disadvantaged / vulnerable individuals or groups

It is particularly important to understand whether project impacts may disproportionately fall on disadvantaged or vulnerable individuals or groups, who often do not have a voice to express their concerns or understand the impacts of a project and to ensure that awareness raising and stakeholder engagement with disadvantaged or vulnerable individuals or groups be adapted to take into account such groups or individuals particular sensitivities, concerns and cultural sensitivities and to ensure a full understanding of project activities and benefits. The vulnerability may stem from person's origin, gender, age, health condition, economic deficiency and financial insecurity, disadvantaged status in the community.

Engagement with the vulnerable groups and individuals often requires the application of specific measures and assistance aimed at the facilitation of their participation in the project-related decision making so that their awareness of and input to the overall process are commensurate to those of the other stakeholders. The project will target disadvantaged and vulnerable individuals and groups such as elderly people, women, disabled, children and their parents. In order to ensure disadvantaged or vulnerable needs are taken into consideration, and that they are reached, the implementing entities (MoSD and MoL) will adopt several mechanisms; such as, publishing all information about the project in Arabic and reaching out to these groups. The implemeting ministries will implement an outreach campaign (communications) to ensure that beneficiaries understand the temporary nature of this project. This is important to avoid raising expectations that this is a permanent project to increase benefit levels from the current cash transfer program.
As the project targets to hire at least 50 percent of women (approximately 1,530 short temporary employment opportunities for women) beneficiaries under the temporary work scheme, the implementing ministries will also include provisions to prevent and respond to sexual exploitation and abuse, sexual harassment or to the increase in domestic violence, and commensurate with the risks through formalizing referral pathways within the GRM.

MoSD and MoL will also use communications and outreach to address the increased risks of gender-based violence during crisis situations. As such, the project will embed messaging that accompanies the cash transfers and benefit top-ups to promote healthy conflict resolution and stress management at the household level. It will also explore the possibility of labeling the transfers and top-ups to recognize the importance of the redistribution of care work among household members. Such messaging will be culturally appropriate and could be delivered via SMS, online tools, or other more traditional means to be further detailed during implementation. MoSD and MOL have delivered more than 50,000 SMS messages to contact the beneficiaries and to conduct data verification. Applicants wishing to inquire regarding the status of an application can access information on their application's status through visiting the front desk of MoL or MoSD at the directorate offices (each applicant must present an identification document to an MoSD/MoL officer) or through the MoL/MoSD portal link. For the first

payment under component 1, the inquiry link was activated, and the project received around 1298 inquiries.

In addition, when designing the grievance mechanism, the ministries will take into account the availability of needed recourse for this group to give feedback, or send a complaint; for example, if internet option is not available to women at villages or Bedouin communities, the ministry assigned a mobile number and contact person to address to their concerns. Particular attention and efforts should also be given to the disadvantaged and vulnerable groups to ensure effective and efficient distribution of information and access of social services and avoid capturing of the rich, powerful and privileged, particularly at this time of short supply.

Within the Project, the vulnerable or disadvantaged groups may include and are not limited to the following:

- Elderly persons and persons with pre-existing medical conditions
- COVID-19 patients; Persons with disabilities and their care takers;
- Women-headed households or single mothers with underage children;
- Unemployed and poor communities (i.e. refugee camps, Bedouin communities);
- Children.

Vulnerable groups within the communities affected by the project will be further confirmed and consulted through dedicated means, as appropriate. Description of the methods of engagement that will be undertaken by the project is provided in the following sections.

4 Stakeholder Engagement Program

4.1 Brief Summary of Previous Stakeholder Engagement Activities conducted under Component 1

The project's implementing agencies have been engaging with various project stakeholders in the last months as part of the preparation of component 1 (Emergency Cash Transfer) under this project. In order to enhance community participation and disseminate information about the Project's activities, a public consultation meeting was held to include stakeholders and the targeted communities/individuals/ who are affected by the Covid-19 pandemic in the West Bank. The meeting was conducted virtually on March 29, 2021 through the Zoom technology. Fifty-seven (57) participants from different institutions attended the public meeting including related ministries and governmental authorities such as, MoL, MoSD, MoF and MoLG, several NGOs working in the sector of women, youth and the disabled people, municipalities in the West Bank, and some active Workers' Unions such as the Palestine General Federation of Trade Union. Participants were informed about the project's activities, timeframe, implementation arrangements, targeted households and workers, eligibility criteria, available funds and implementation status. During the meeting, an explanation was presented on the environmental and social measures that are applicable to the project and approved by the World Bank. The importance of community engagement and disclosure of data and information between project implementers and project beneficiaries was also clarified. The potential positive and negative impacts of the project were listed and mitigation measures to minimize the negative impacts were presented. Participants were informed about the grievance system for the project, the mechanisms that are put in place, the timeframe for handling grievances, and the steps that must be followed from receiving the complaint to responding and closing it. Participants had the time to ask questions and provide feedback. A detailed description of the meeting is provided in **Annex 1.**

In addition to the public meeting, different engagement activities were also implemented. The activities have targeted the key stakeholders to be involved in the project; these activities include the following:

1- Intensive consultations involving Ministry of Finance, Ministry of Social Development and Ministry of Labor have been carried out and their buy-in has been secured with regard to the proposed institutional and implementation arrangements.
2- Information about the project activities and the eligibility criteria for cash assistance was published through municipalities social media pages and posted announcements.
3- The list of eligibility criteria for the project's beneficiaries was published on the MoL and MoSD websites and Facebook pages as follows:

- MoL
  website: http://www.mol.pna.ps/page/55
  Facebook: https://www.facebook.com/402414063423950/posts/1462334457431900/
- MoSD
  website: https://mosd.gov.ps/ar/node/1491
  Facebook: https://www.facebook.com/339075549468817/posts/3812664698776534/

4- On July 2020, the Palestinian Prime Minister announced through media that the Palestinian Government has received a grant from the World Bank through Covid-19 project, to provide cash assistance to poor households registered in the MOSD database. Several local and international media outlets such as Palestine TV, Maan News, Ajyal Radio, MontiCarlo, published the Prime Minister's announcement including details on the project's components (cash transfer and cash for work). The following link is an example of the media coverage of Prime Minister's public announcement: https://www.mc-doualiya.com/articles/.
5- Information about the application process and dedicated electronic forms were published through ministries and municipalities in the West Bank. Over 352,000 application forms for cash assistance were received and registered in the database of the MoL, MoSD and Ministry of Local Government (MoLG).
6- A communication plan was prepared by MoL and MoSD and cleared by the Ministry of Finance (MoF) to inform communities about the project. The communication plan includes a set of activities to be implemented throughout the project's life cycle, assigned responsibilities and timeline.

7- Several media interviews and press conferences were conducted with the Minister of Labor and Minister of Social Development about the project's component 1 and implementation.

The table below summarizes the dates of interviews conducted, name of media agencies and the link to the interview.

Interviewed	Media Agency	Interview Date	link
Minister Nasri Abu Jish	Watan Agency	2020/12/21	https://www.wattan.net/ar/video/328120.html
Minister Nasri Abu Jish	Watan Agency	2020/11/4	https://www.wattan.net/ar/video/324064.html
	Voice of Palestine	2020/8/25	https://www.facebook.com/VOP94/videos/846362935896780
Minister Nasri Abu Jish	Watan Agency	2020/9/22	https://www.wattan.net/ar/video/320345.html
Minister Nasri Abu Jish	MoL web site	2020/12/21	http://www.mol.pna.ps/news/549

Minister Nasri Abu Jish	Gaya Radio	2020/9/20	https://www.youtube.com/watch?v=T7DzPkW7kNc&feature=youtu.be
Minister Nasri Abu Jish	Shabab FM	2020/9/14	https://www.facebook.com/MOLPalestine/videos/196445518863767/
Minister Nasri Abu Jish and Minister Ahmad Majdalaneh	MoL	2020/12/19	http://www.mol.pna.ps/events/16
Minister Nasri Abu Jish	AlHaya Newspaper	2020/8/15	http://www.alhayat-j.com/ar_page.php?id=55a3268y89797224Y55a3268&fbclid=IwAR2ZQXHNfBYjWvyHtQoKtXK2a_uRl8fSosBZYhhzt9kTn7Bd-MnJrWg6RMY

4.2 Brief Summary of Previous Stakeholder Engagement Activities conducted under Component 2

A public consultation meeting was held with the Project's stakeholders including the potential local NGOs in the West Bank and communities that will benefit from the project more specifically of Cash for Work component. The meeting was conducted virtually on April 8, 2021 through Zoom technology. About 250 participants representing different institutions attended the public meeting including related ministries and governmental authorities such as, MoL, MoSD, MoF, MoNE and MoLG, several NGOs working in the sector of education, health, social services, agriculture, women, youth and the disabled people, municipalities in the West Bank, Chambers and active Workers' Unions such as the Palestine General Federation of Trade Union and private sector. Participants were informed about the project's activities, timeframe, implementation arrangements**,** available funds and implementation status. A detailed description of Component 2 and the eligibility criteria for the implementing NGOs, and beneficiary selection criteria was also provided. During the meeting, an explanation was presented on the environmental and social measures that are applicable to the project and approved by the World Bank. The importance of community engagement and disclosure of data and information between project implementers and project beneficiaries was also clarified. The potential positive and negative impacts of the project were listed and mitigation measures to minimize the negative impacts were presented in addition to the Occupational health and safety measures. Participants were informed about the grievance system for the project, the mechanisms that are put in place, the timeframe for handling grievances, and the steps that must be followed from receiving the complaint to responding and closing it. Participants had the time to ask questions and provide feedback. A detailed description of the meeting is provided in **Annex 2**.

Informal consultations and one to one meeting were also conducted with several NGOs that will be providing employment opportunities to men and women affected by Covid-19. Based on these meetings, a preliminary list of twelve potential NGOs was prepared and will be finalized by the Ministry of Labor. Once finalized, a consultation and orientation session will be conducted with the selected NGOs and will be included in the SEP. Information about cash for work component were disseminated to the general public through interviews with the Minister of Labor in local media such as Watan News Agency. More inclusive consultations shall be conducted with the beneficiaries, once they are selected (3060 men and women),and will be arranged during the project life-cycle. Selection process will take place after the effectiveness of the project and will include different selection mechanisms such as Social Registry, application forms and screening. In order to control the risks of virus transmission, stakeholder engagement will be arranged and conducted within the covid-19 constraints and the national restrictions related to public gatherings and in compliance with the Bank's note on "Public

Consultations and Stakeholder Engagement in WB-supported operations when there are constraints on conducting public meetings" (enclosed in **Annex 3**). Such constraints will include conducting small-group consultation sessions, keeping social distancing, and using facemasks and sanitizers.

4.3 Brief Summary of Previous Stakeholder Engagement Activities conducted under Component 4 (CERC)

This SEP will be updated end of April 2021 to reflect changes introduced under the Contingent Emergency Response Component (CERC), which will be activated to include cash transfer for Gaza. By the end of December 2020, Project Coordination Unit (PCU) recruited a full time environmental and social officer (ESO) who is responsible for preparing and conducting public consultation based on this SEP. In addition to the public consultation sessions conducted in West Bank, the client will conduct public consultations with the communities in Gaza, to inform them about the cash assistance scheme, selection criteria and GM.

4.4 Summary of project stakeholder needs and methods, tools and techniques for stakeholder engagement

The table below summarizes the needs of different stakeholder groups identified for this project.

Stakeholder group	**Key characteristics**	**Language needs**	**Preferred notification means (e-mail, phone, radio, letter)**	**Specific needs (accessibility, large print, child care, daytime meetings**
Poor households benefiting of the cash transfer program (households) receiving temporary top-up payments to their current CTP benefits and new households receiving temporary cash-transfers)	Poor unemployed, works who lost their jobs due to Covid-19, patients of Covid-19 who are hospitalized or kept in isolation facilities, women, children and elderly	NA	Phone calls, WhatsApp app text messages and emails, local leaderships (for Bedouin women, children and elderly)	Daytime phone calls, text messages and emails
Beneficiaries receiving cash for work benefits and their families	Could include educated/skilled and lower-educated workers, youth and women (50%)	NA	Local radios and TV stations , public announcement in local governments and mosques, through NGOs and ministries district offices communication	Daytime communication and outreach activities

			outreach, emails, phone calls, local leaderships (for Bedouin women, children and elderly), individual meetings (if needed), media and written press, Facebook pages and social media, NGOs and implementing agencies websites	
Vulnerable people benefiting from services provided under C4W projects	people affected by the COVID-19 disease, persons with pre-existing medical conditions; Persons with disabilities and their care takers; Women-headed households or single mothers with underage children; Unemployed and poor communities in crowded areas (i.e. refugee camps); Elderly people, women and children in Bedouin communities	NA	Local radios and TV stations, phone calls and text messages, public announcement in local governments, groceries and mosques, through NGOs communication outreach	Daytime communication and outreach activities
Palestinian Fund for Employment and Social Protection (PFESP/MoL) and MoSD staff	The project will provide training and capacity building activities	NA	Official letters; emails, phone calls, meetings	During working hours
Government officials	This could include MoSD, MoL and MoF officials and PCU staff; local government Heads, governors	NA	Official letters; emails, phone calls, (virtual) meetings	Daytime (virtual) meetings
NGOs providing social services and Health, Education and Agriculture social service facilities	This may include non-governmental, non-profit, and non-partisan organization with offices registered in the Palestinian territories for at least five years and have a proven track record of working in poor and marginalized communities; Health	NA	Official letters; emails, phone calls, (virtual) meetings, public announcements, official websites	During Working hours

	services, including clinics and other health services; Education services, including psychosocial support, or child services; Agricultural services and Economic livelihood programs			
Private Sector	This could include private health facilities and factories	NA	Official letters, emails, phone calls and virtual meetings if necessary	Daytime communications
Business owners and providers of services and goods in the West Bank	Business owners and service providers will be involved in the project's wider supply chain or may be considered for the role of project's suppliers in the future	NA	Official letters, emails and phone calls	Daytime communications
Mass media and associated interest groups	Including local and national printed and broadcasting media, digital/web-based entities, and their associations.	NA	Official letters, emails, and phone calls	

4.5 Proposed strategy for information disclosure

The MoL website https://mol.ps/mol/, the PFESP website https://pfesp.ps/ and MoSD website http://www.mosa.pna.ps/ will be used to disclose project documents including the SEP both in English and in Arabic. Project updates and information will be posted on the ministry's websites. Details about the project Grievance Mechanism will also be posted on the websites. Below is a table showing the proposed strategy to be adopted by the ministries for information disclosure.

Project stage	List of information to be disclosed	Methods proposed	Timetable: Locations/ dates	Target stakeholders	Percentage reached	Responsibilities
Preparation Stage	The purpose of the project, Project components, project expected timeline, and type of activities, information about employment training activities and GRM information for	-Notification through Local Radio and TV News (ex. Radio 2000, Palestine TV. Mosques, leaflets, municipality's Facebook page, ministries	Radio twice daily. TV all day. Leaflets at groceries, clinics and pharmacies, Website. Information to be disclosed 2 weeks before	1- Poor households, workers, lower-skilled and higher-skilled youth, women, people affected by Covid-19, Bedouin communities and local governments 2- NGOs providing social services	Radio, TV and Social Media News reaches 80% of population Poster and leaflets on bulletin board, ministries'	MoSD and MoL/ PFESP

	filing complaints and providing feedback Health & safety issues including precautionary measures for protection from infectious diseases (i.e Covid-19) such as ensuring proper distancing and proper health screening for workers and the use of adequate PPE (particularly facemask, gowns, gloves, handwashing soap and sanitizer) at the workplace and project locations.	websites and Facebook pages. - Official letters, emails, phone meetings with hierarchy (if needed)	appraisal	3- Government agencies 4- Trained health care providers and volunteers	websites and municipalities' Facebook pages reach another percentage of the population. What's app text messages reach 90% of beneficiaries and their families. Phone calls with community leaders reach 80% of remote Bedouin communities in the governorates. Official Letters and emails to reach 100% NGOs, social services, local governments and government agencies	
Implementation Stage	Implementation information to include (i) the timeline of the intervention, (ii) the targeting of the intervention, and (iii) the delivery mechanism. -GRM mechanisms including channels for accepting GBV and Sexual	Notification through Local Radio and TV News (ex. Radio Bethlehem 2000, Palestine TV) Mosques, community outreach organizations, leaflets, municipalities' Facebook page,	Throughout the project's implementation period	1- Poor households, workers, lower-skilled and higher-skilled youth, women, people affected by Covid-19, Bedouin communities and local governments 2- NGOs providing social services 3- Government agencies 4- Trained health	Radio, TV and Social Media News reaches 80% of population -Poster and leaflets on bulletin board reach another percentage of the population	MoSD and MoL/ PFESP

	Harassment complaints, anonymous complaints and Workers grievances.	implementing entities website. - Official letters, emails, phone meetings with hierarchy and medical staff - Phone calls with Bedouin Community leaders, phone calls to women, disabled and elderly by local women associations and relevant CBOs.		care providers and volunteers 5- Media	Whats'app text messages reach 90% of project beneficiaries and their families. Phone calls with leaders of remote Bedouin communities in the governorates reach 80% of the community members. -Official Letters and emails reach 100% of NGOs, social services, local governments and government agencies	
Supervision & Monitoring	Project outcomes, long-term expected outcomes such as improvements in delivery systems and the capacity of implementing ministries, GRM system	Notification through broadcasted and written media, press releases and conferences, ministries websites, governorates and municipalities social media pages	Throughout the project implementation period -1 week after project completion	1- Vulnerable Communities and beneficiaries in West Bank. 2- NGOs and social services 3- Government bodies including MOSD, MOL and PFESP, governorates, and other relevant ministries. 4- Media 5- Local governments	80% of the stakeholders	MoF, MoSD and MoL/ PFESP

4.6 Proposed strategy for consultation

The project intends to utilize various methods for consultations that will be used as part of its continuous interaction with the stakeholders. The format of every consultation activity should meet general requirements on accessibility. In order to control the risks of virus transmission, the PIA will be

advised, when conducting stakeholder consultation meetings, to take into account the national restrictions regarding public gatherings during Covid-19 pandemic and the Bank's note on *"Public Consultations and Stakeholder Engagement in WB-supported operations when there are constraints on conducting public meetings"*. (conduct small-group consultation sessions, respect social distancing, use facemasks and sanitizers).

The table below provides various methods for consultations with the stakeholders.

Project stage	Topic of consultation	Method used	Timetable: Location and dates	Target stakeholders	Responsibilities
Preparation Stage	Project components and project timeline, Health & safety and sub-management plans, eligibility criteria, GRM tools for filing complaints and providing feedback	Correspondences (Phone, Emails, official letters), media outlets	PIA offices,	Selected beneficiaries, NGOs, social services	MoSD and MoL/ PFESP
	Important highlights of Project, announcements of planned activities, associated risks and mitigation measures	Emails, official letters and meetings (if needed) with relevant organizations	PIA offices.	Government agencies, NGOs, governorates, local governments, media, private sector	MoSD and MoL/ PFESP
Implementation Stage	1- Project status 2- Project progress 3- Risks and mitigation measures Communication campaign: written information will be disclosed including brochures, flyers, posters, etc. Website to be updated regularly	- Formal meetings - Press releases - Press conferences - Communication materials - Reports (including number of public grievances received within the reporting period (e.g. quarterly progress reports and semi-annual progress reports) and number of those resolved within the prescribed	PIA offices	Selected beneficiaries, NGOs, social services, Government agencies, NGOs, General population, including Vulnerable households, governorates, local governments, media, private sector	MoSD and MoL/ PFESP

		timeline			
	Information about Project development updates, health and safety issues and precaution measures related to infectious diseases, employment and procurement, environmental and social aspects, Project-related materials.	MoSD, MoL and PFESP Websites	MoSD, MoL and PFESP Websites	All stakeholders	MoSD and MoL/ PFESP
Supervision & Monitoring	Project's outcomes, overall progress and major achievements.	- Formal meetings - Press releases - Press conferences - Public meetings - Reports (including Number of public grievances received within the reporting period and number of those resolved within the prescribed timeline	PIA offices Governorate and NGOs Offices Local governments venues	Selected beneficiaries, NGOs, social services, Government agencies, NGOs, General population, including Vulnerable households, governorates, local governments, media, private sector	MoSD, MoL/ PFESP and MoF

Stakeholders will be kept informed as the project develops, including reporting on project environmental and social performance and implementation of the stakeholder engagement plan and grievance mechanism.

5 Resources and Responsibilities for implementing stakeholder engagement activities

5.1 Resources and Estimated Budget

The ESO will be responsible for the implementation of the SEP. The budget for the SEP is estimated to be around US$20,000 included in the costing table under the operational expenses of the project. The ESO will review this plan every six months to determine if any changes to stakeholder categories or engagement activities are required. The budget will be revised accordingly.

Activities	Total Cost (USD)
Project Launch meeting	1,000
Public meetings for component 1	3,000
Public meetings for component 2	3,000
Communications materials (posters, pamphlets, including design)	4,000
Information disclosure including media	4,000
Survey	3,000
Training for NGOs on compliance with Bank's safeguards	2,000
Total	**20,000**

5.2 Management functions and responsibilities

The MoSD and the MoL/PFESP will be the implementing agencies for the project activities. The MoF/PCU shall recruit an Environmental and Social Officer (ESO) throughout Project implementation. The ESO will be responsible for the implementation of the SEP. The Project Coordination Unit at the MoF will coordinate project implementation with the implementing entities and will provide financial management and consolidated reporting for the components, progress monitoring, and procurement.

Name of focal point at MoSD:

Ms. Hanadi Barahma
Director of the General Administration for Combating Poverty
Telephone: 00972 598919726
Email: hanadibarahma@gmail.com

Name of focal point at MoL/PFESP:

Mr. Mahdi Hamdan
Executive Director of Palestinian Fund for Employment and Social Protection (PFESP)
Telephone: +970 2 298 4184
Email: mahdi@pfesp.ps

The stakeholder engagement activities will be documented through timely progress reports which shall also be included in the semi-annual reporting to the WB.

6 Grievance Mechanism

The main objective of a Grievance Redress Mechanism (GRM) is to assist to resolve complaints and grievances in a timely, effective and efficient manner that satisfies all parties involved. Specifically, it provides a transparent and credible process for fair, effective and lasting outcomes. It also builds trust and cooperation as an integral component of broader community consultation that facilitates corrective actions. Specifically, the GRM:

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

6.1 Project's Grievances

Project-level grievance redress mechanisms will be established in each partner Ministry/Agency (MoSD & MoL). Affected parties who believe that they are adversely affected by the project may submit complaints to the project's GRM. Mechanisms for lodging complaints at each ministry, including phone number, GRM email and electronic form on ministries website, are detailed under sections 6.3.1 and 6.3.2. In addition, the project GRM will also be used for the direct workers in the implementing entities to raise and resolve workplace-related concerns including those that are related to GBV, SEA and SH with the same principles and provisions mentioned below. The persons responsible for managing complaints in each ministry will be instructed to liaise with the MoF/PCU to inquire into any complaints or grievances related to the Project. The ESO at PCU will provide the needed information or investigation into the complaint to the persons responsible at the ministry level. All procedures for filing and responding to complaints will follow the procedures of the GM manual to be prepared for the project. Detailed GRM measures and procedures are described under section6.3.

6.1.1 GBV Grievances

The GRM system will include special referral pathways for the GBV complaints and grievances including grievances on sexual harassment and sexual exploitation and abuse. Information about the existence of the GBV grievance mechanism will be communicated to all stakeholders through different methods (i.e. public consultations, posters and leaflets, local radios and social media). Training will also be provided by a GBV expert for the ESO on detection of cases of gender- based violence and handling of inquiries, complaints and grievances related to GBV. Staff assigned for handling complaints at the MoSD will also be trained on detecting, receiving and handling gender- based violence grievances. Relevant NGO staff, responsible for implementing Cash for Work activities, will also be trained. The following sexual harassment and sexual abuse grievance procedures, in line with the MoSD GBV regulations[2] will be followed:

I- Refer the victim to a specialized gender unit at the MoSD or the Ministry of Women Affairs to provide support.

II- In the case the survivor decides to seek justice the following procedures will be followed after obtaining the survivors' permission:

[2] In order to respond to GBV gaps in the local laws, the MoSD is working with the MoH and MoWA with the support of UN agencies such as the UNFPA to address and respond to gaps related to gender-based violence (GBV) through improving availability of compassionate and confidential health and psychosocial services to GBV survivors by establishing health guidelines and protocols for the treatment of GBV survivors, train health providers to detect and treat GBV cases based on the established international standards; develop the capacity of national health institutions to implement the Minimum Initial Service Package (MISP) during emergencies; pilot provision of clinical management of rape including distribution of commodities and the training of providers, develop psychosocial manuals for treatment of GBV survivors and referral to specialised services and train counsellors on the manual, standard operational procedures (SOP) case management and national referral. Improve safe ethnical aggregate and standardized data collection and evidence to facilitate broader trends analysis for advocacy and policy by piloting the GBV Information Management System (IMS) for safe and ethnical GBV incident data management; improve records at the service level for ethnical and confidential data collection based on international standards.

1- The ESO will be assigned to receive and handle SEA/SH complaints. A special telephone number and email will be designated for lodging SEA/SH complaints (email address (pcu.eso@pmof.ps) and telephone number (0593071711). Telephone information line, email address and procedures will be communicated to beneficiaries during consultation and induction sessions. The telephone number can also be used by employees/workers to discuss questions or concerns about the harassment without having to express an identity. The ESO will be trained to deal with sexual harassment issues and to explain what action can be taken.

2- Follow clear procedure for addressing the SEA/SH that will include the following steps:

i. private interview with the complainant and articulate the allegations in writing;
ii. investigate the claim. Investigation can be done by a special committee for the prevention of sexual harassment. The committee should be gender balanced and could include a member of senior management, and trained sexual harassment staff member. Investigation will be conducted in total confidentiality to prevent any humiliation of the complainant.
iii. a finding is made as whether the complaint is substantiated;
iv. a written report documenting the investigation process, evidence, findings and recommended outcome(s) is submitted to the Head of PMU/Minister of Labor/Minister of Social Development.
v. the Head of the PMU/Minister of Labor/Minister of Social Development implement the recommended outcome(s) or decide on an alternative course of action.
vi. determine the forms of disciplinary action and sanction and the scope of the application of these actions. Disciplinary and sanction should be included in the organization regulations and/or the labor agreement.

6.2 Workers' Grievance Mechanism

- Each selected NGOs should provide and apply GRM to restore dignity and empower beneficiaries, discourage corruption and sexual abuse, increase transparency, and ensure adherence to "DO No Harm Principle". The NGOs shall provide within the bidding documents, clear labor GRM for the workers who will be employed or engaged in connection with the Project. The selected NGOs will put in place a Grievance Mechanism for their workers to lodge their complaints, concerns, difficulties. The GRM will include special referral pathways for workers' grievances on GBV and SEA/SH. If civil works will be involved during the project's lifetime, the implementing entities will require contractors to develop and implement a grievance mechanism for their workforce prior to the start of civil works. This grievance mechanism also addresses child labor, GBV and sexual harassment related grievances. As a result, it develops features to accept and respond to the anonymous complaints. The anonymity of the complains is communicated to all affected parties during the consultation. Selected NGOs will be requested to inform the workers about the available tools to lodge grievances such as telephone number and email. A GRM staff will be assigned to receive and handle complaints related to the project in every selected NGO. The GRM staff will be responsible for managing and sorting complaints and for recording and tracking resolution of grievances in the complaints log. The GRM staff will report to the project's ESO on the received and handled complaints on monthly basis. The project's ESO will monitor the compliance of NGOs regarding the implementation of the GRM procedures and shall regularly evaluate the effectiveness of the existing complaints mechanism.

The workers grievance mechanism will include:

- a procedure to receive grievances such as comment/complaint form, suggestion boxes, email, a telephone hotline;
- stipulated timeframes to respond to grievances;
- a register to record and track the timely resolution of grievances;
- An anonymous feature that receives anonymous complaints and ensures privacy.

The workers grievance mechanism will be described in staff induction trainings, which will be provided to all project workers. Information about the existence of the grievance mechanism will be readily available to all project workers (direct and contracted) through notice boards, the presence of "suggestion/complaint boxes", and other means as needed. If civil works will be involved during the project's lifetime, the implementing entities will monitor the contractors' recording and resolution of grievances, and report these in the progress reports

6.3 Grievance Mechanisms:

6.3.1 The grievance mechanism and process for component 1: Emergency Cash Transfers Component

Grievance regarding component 1 can be carried out as follows:

1) Inquiring about applicant's status application: applicants can inquire or access to the status of his/her application through visiting the front desk of MoL or MoSD at the directorate offices or through MoL/MoSD portal link. To ensure privacy, each application must present an identification card to MoSD/MoL officer or enter his/her ID number and three other information about himself/herself in order to receive a code on his/her mobile in order to be able to inquire about his/her status on-line.
2) Complainants and other project affected individuals can use the existing GRM channels at the MoSD to file grievances as follows:
    a. Electronically: via the electronic complaints form available on the MoSD website: http://www.mosa.pna.ps/ar/complaning/ or send an email tohanadibarahma@gmail.com .
    b. By telephone: the affected person can call the MOSD Complaints Unit at +970 2 022948433 or call the MoSD main office at +970 2 298 4184.
    c. In person: the affected person can file a complaint by filling a form at the Complaints Unit at the Ministry of Social Development offices in Ramallah, Ministries Complex.

    Complainants will be informed via SMS whether their complaint has been approved or rejected for further evaluation, with reasoning.
    Where possible, it is desirable that complaints are submitted in writing by the complainant. Should the complainant not wish to comply with this request and submit the complaint verbally, then the complainant information and the details of the complaint should be entered in the GRM log.
    The MoSD has designated a staff to be responsible for managing complaints and to liaise with the MoF-PCU & MoL to inquire into any complaints or grievances related to the Project. The ESO at the MoF-PCU & MoL hasfull access to all complaints system.

    All complaints received at the MoSD complaints' Unit relevant to the project will be documented and reported. Reports on grievances and complaints will be consolidated into monthly project progress reports prepared by the MoSD for the PCU. PCU will report issues related to complaining to the World Bank reported in the periodical reports.

6.3.1.1 Investigating the grievance:

The MoSD complaints staff will investigate the grievance by following the steps below:

- Verify the validity of the information and documents enclosed.
- Ask the complainant to provide further information if necessary.
- Refer the complaint to the relevant department.
- The relevant department shall investigate the complaint and prepare recommendation to be taken and of any corrective measures to avoid possible reoccurrence.
- The MoSD shall register the decision and actions taken in the GRM log.

6.3.1.2 Communication of the Response:

The MoSD complaint's staff shall notify the complainant of the decision/solution/action either in writing, or by calling or sending the complainant a text message. When providing a response to the complainant, the cognizant project staff must include the following information:

- A summary of issues raised in the initial complaint;
- Reason for the decision.

6.3.1.3 Grievance closure or taking further steps if the grievance remains open:

A complaint is closed in the following cases:

- Where the decision/solution of complaint is accepted by the complainant.
- A Complaint that is not related to the project or any of its components.
- A Complaint that is being heard by the judiciary.
- A malicious complaint.

6.3.1.4 Appeal process:

Where the complainant is not satisfied with the outcome of his/her complaint, the PCU shall advise the complainants that if they are not satisfied with the outcome of their complaint, the complainants have right to refer their complaint to the Cabinet's Unit for grievances.

Once all possible redress has been proposed and if the complainant is still not satisfied then they should be advised of their right to legal recourse.

6.3.1.5 Anonymous Complaints

The GRM system will include an anonymous complaint reporting process. Channels to accept and respond to anonymous grievances will be communicated to project affected parties during the consultation meetings and throughout project implementation. Anonymous complaints should provide factual details and specific allegations of misconduct or serious wrongdoing related to any of the project activities.

6.3.1.6 Recommended Grievance Redress Time Frame

The tables below present the recommended time frames for addressing grievance or disputes and the procedures for submitting complaints:

Proposed GRM Time Frame

Step	Process	Time frame
1	Receive and register grievance	

2	Acknowledge /rejecting	within the 3 working days
3	Assess grievance	within the 10 working days
4	Development of response	within 5 working days
5	Close grievance	within 3 working days
The complaint should be closed within 21 days		

Summary of complaint submitting procedures and mechanisms

Complaint Submission			
Stage	**Responsibility**	**Means**	**Timeframe**
Submitting a complaint	MoSD	• Electronically: via the electronic complaints form available on the MoSD website: http://www.mosa.pna.ps/ar/complaning/ or send an email to: hanadibarahma@gmail.com . • By telephone: the affected person can call the MOSD Complaints Unit at +970 2 022948433 or call the MoSD office at +970 2 298 4184. • In person: the affected person can file a complaint by filling a form at the Complaints Unit at the Ministry of Social Development offices in Ramallah, Ministries Complex.	
Acknowledging or Rejecting the complaint	acknowledging receipt of the complaint or providing reasoning for the rejection.	SMS message	3 working days
Complaint processing			
Stage	**Responsibility**	**Means**	**Timeframe**

Investigate the complaint	Investigate the complaint through contacting by MoSD • Verify the validity of the information and documents enclosed. • Ask the complainant to provide further information if necessary. • Refer the complaint to the relevant department. • The relevant department shall investigate the complaint and prepare recommendation to be taken and of any corrective measures to avoid possible reoccurrence. • MoSD shall register the decision and actions taken in the GRM portal log	Interview, send an e-mail or an official letter	10 working days
Complaint Closure			
Stage	**Responsibility**	**Means**	**Timeframe**
Respond to the complaint	MoSD shall notify the complainant of the decision/solution/action either in writing, or by calling or sending the complainant a text message. Information to include in the response: • A summary of issues raised in the initial complaint; • Reason for the decision.	MoSD portal log	5 working days
Complaint closure	Documentation of the complaint	MoSD portal log	3 working days

6.3.2 The grievance mechanism and process for component 2: Cash for Work Component

For the Cash for Work activities the following grievance mechanisms will be applied:

- Each implementing NGO shall establish a complaint mechanism. It should design a standard complaint form and receive complaints through a complaint's special email, SMS messages, via phone calls at a dedicated telephone number or through submitting a complaint form in the complaint's box at the NGO office.
- Received complaints are classified into two kinds: operational complaints related to access to quality services and their satisfaction and sensitive complaints related to sexual exploitation and abuse and corruption.
- A complaints staff will be assigned at each implementing NGO to handle complaints related toC4W component. Procedure for handling complaints include: 1) receive complaint; 2) clarify complaint; 3) fill in standard complaint form; 4) if the complaint is immediately solvable, then complaint is upheld, inform complainant, resolve, and fill standard complaint form; 5) if the complaint is not immediately resolvable, then investigate, complaint not upheld, inform

complainant and right to appeal and fill standard complaint form; 6) close and archive complaints; 7) systemize and document lessons learned and change/improve.

- A grievance redress committee will be established at each implementing NGO to handle complaints related to the project in close coordination with the complaints staff.
- Complainants can also submit their complaints to the PFESP at https://pfesp.ps/page/report/ar or contact the GRM officer at the PFESP (Mr. Samhan Samhan) at +972 569300732.
- PFESP will establish a grievance redress committee that will include M&E specialist, Environmental and Social Officer, Finance and grants specialist and senior coordinator. This committee will be responsible for handling the complaints related to the C4W component.
- NGOs will measure the satisfaction of beneficiaries along the project through proactively soliciting feedback from women and girls on how well the interventions meet their needs and expectations using surveys, purposeful conversations, or focus groups. Beneficiary satisfaction measurement enables beneficiaries to make their voices heard, and allows the project team to introduce adjustments as required to improve the satisfaction and effectiveness of the actions.
- The ESO, through PFESP, shall follow up the complaints received through NGOs.
- Each NGO must submit quarterly report to MoF-ESO through PFESP including all complaints that were submitted by beneficiary and its statues and actions taken
- Each NGO must submit a monthly report to MoF-ESO through PFESP on the complaints received, the investigation conducted, and action taken.
- The complaint should be handled and closed within 21 days., as summarized in Table (1) above

6.3.3 The grievance mechanism and process for complaints related to Corruption, Sexual Harassment and Sexual Abuse

The project's ESO will be responsible for addressing and respond to complaints related to children, and women who may be exposed to violence, sexual exploitation and abuse and sexual harassment. Complaints related to corruption will also be handled by the ESO. A GRM email address (pcu.eso@pmof.ps) and a telephone number (0593071711) will be communicated to project's affected parties during consultations and through different stakeholder engagement methods. The ESO be will responsible for managing this type of complaints with high priority, seriousness, data protection and privacy through channeling the complaint to the Head of PMU/Minister of Labor/Minister of Social Development to follow-up on it. Procedures to be followed in the case of a sexual harassment and sexual abuse grievance are explained under section 6.1.1.

Such mechanism will restore dignity and empower beneficiaries, discourage corruption, increase transparency, improve programming and ensure adherence to "DO No Harm Principle"

a. WB's Grievance Redress Service (GRS).

Additionally, communities and individuals who believe that they are adversely affected by a 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 in order 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 non-compliance with its policies and procedures. Complaints may be submitted at any time after concerns have been brought directly to the WB's attention, and WB management has been given an opportunity to respond.

b. Part of the learning process

Project partners will identify all complaints and their serious consequences to be presented regularly during the MoF/PCU, MoSD, MoL and PFESP meetings as part of the learning process.

7. Monitoring and Reporting

7.1. Involvement of stakeholders in monitoring activities

The Project provides the opportunity to stakeholders, especially Project Affected Parties to monitor certain aspects of project performance and provide feedback. GRM will allow PAPs to submit grievances and other types of feedback. Frequent and regular meetings and interactions with the PAPs and other local stakeholders will be organized while respecting Covid-19 safety and distancing procedures.

7.2 Reporting back to stakeholder groups

The Stakeholder Engagement Plan will be periodically revised and updated as necessary in the course of project implementation in order to ensure that the information presented herein is consistent and is the most recent, and that the identified methods of engagement remain appropriate and effective in relation to the project context and specific phases of the development. Any major changes to the project related activities and to its schedule will be duly reflected in the SEP.

Monthly summaries and internal reports on public grievances, enquiries and related incidents, together with the status of implementation of associated corrective/preventative actions will be collated by the ESO and referred to the senior management of the project. The monthly summaries will provide a mechanism for assessing both the number and the nature of complaints and requests for information, along with the Project's ability to address those in a timely and effective manner.

Information on public engagement activities undertaken by the Project during the project's life cycle may be conveyed to the stakeholders in two possible ways:

- Publication of a standalone annual report on project's interaction with the stakeholders.
- A number of Key Performance Indicators (KPIs) will also be monitored by the project on a regular basis, including the following parameters:
  - Frequency of public engagement activities;
  - Number of public grievances received within a reporting period (e.g. monthly, quarterly, or annually) and number of those resolved within the prescribed timeline;
  - Number of press materials published/broadcasted in the local, and national media

ANNEX 1: Summary of Public Consultation Meeting for Component 1 Emergency Cash Transfer

In order to enhance community participation and disseminate information about the "West Bank and Gaza Emergency Social Protection COVID-19 Response Project" activities, a consultation meeting was held with stakeholders and the targeted communities/individuals in the West Bank. The meeting focused on the cash transfer activities that target people affected by the Coronavirus pandemic.

The public consultation meeting was conducted virtually on 29 March 2021 through Zoom, in order to achieve social distancing and reduce the chances of infection with Corona. Fifty-seven (57) participants from different institutions attended the public meeting including related ministries and governmental authorities such as, MoL, MoSD, MoF and MoLG, several NGOs working in the sector of women, youth and the disabled people, municipalities in the West Bank, and some active Unions such as the Palestine General Federation of Trade Union, which represent the workers and those affected by the Corona pandemic. Representatives of the Ministry of Social Development in Gaza, who have full knowledge and constant contact with the poor and extremely poor in the Gaza Strip and registered with the Ministry of Social Development, have been invited as they represent this segment that benefits from the fourth component of the project, which includes 8,000 beneficiaries from Gaza registered on the Ministry of Social development lists.

Participants were informed about the project's activities, timeframe, implementation arrangements, targeted households and eligibility criteria, available fund, GRM and implementation status. Participants were informed that, due to the emergency conditions in the West Bank and deteriorated economic situation resulting from the pandemic, the implementation of the cash transfer component was initiated before the completion of the necessary documents, which include SEP, ESMF, and LMP; the implementation phase started before the completion of the preparation phase.

In the second part of the meeting, an explanation was presented on the environmental and social measures that applicable to the project and approved by the World Bank. The importance of community engagement and disclosure of data and information between project implementers and project beneficiaries was also clarified. The potential positive and negative impacts of the project were listed and mitigation measures to minimize the negative impacts were presented. The grievance system has been discussed in detail in terms of the mechanisms that are put in place, the timeframe for handling grievances, and the steps that must be followed from receiving the complaint to responding and closing it. After the presentation, the floor was opened for the participants to ask questions and provide feedback. A detailed description of the meeting is provided below.

The meeting was divided into three parts as the following:

I- General Description of the Project

The first section of the meeting agenda was an online presentation. It provided an overview on of the project; its objective, components, source of fund, implementing partners and timeframe. Also, it focused on component one (emergency cash transfer in West Bank) and component four (contingency emergency response) in more details such as targeted households and eligibility criteria, available fund and implementation status

.

II- Presentation – Environmental and Social Requirements

The second section of the meeting agenda was an online presentation. It provided all of the updated environmental and social measures that should be taken into consideration during all phases of the project the presented issues:

- **Public consultation:** the importance of public consultation and how to consult with the affected people during COVID-19 emergency conditions.
- **Applicable Environment and social standards:** according to World Bank environment and social framework (*SEF) there are ten environment and social standards, the assessment of project show that only four standards are applicable :(ESS1: assessment and management of environmental and social risks and impacts, ESS 2: labor and working conditions, ESS 4: community health and safety and ESS 10 (Stakeholders' engagement and information disclosure). The importance of implementing these standards were presented and shared with the public.
- **Environmental and social risks and impacts of the project:** a list of positive and negative impacted results from implementing the project were presented. Also, the mitigation measure to minimize the effects of negative impacts were presented.
- **GRM Manual 2020:** Complaints channels, documentation, uptake, process, close the complaint, and reporting of complaints. Participants were informed about the grievance mechanism for the project and the tools to file complaints including gender-based violence related complaints. Detailed workflow of complaints and required timeframe to receive, investigate, answer and close the complaint were are discussed.

Presentation Cover Page

Presentation Agenda

Presentation Environmental and Social main topics

Presentation: The Grievance Redress Mechanisms

III- Questions and Discussion

In this section, the discussion was opened for all attendees to provide any feedback, questions, suggestions, and inquiries. Attendee's questions/comments and associated replies are illustrated in the following points:

Q1: Does the project target the poor and vulnerable registered in the database of the Ministry of Social Development?

Waiting lists in the Ministry of Social Development are among the groups supported by the project. Financial support was provided to the beneficiaries of social development payments by covering the deficit in the payment that was disbursed in September 2020 with $ 6.1 million. In addition, 14,000 beneficiaries were approved by the Ministry of Social Development waiting lists (8,000 in Gaza through the fourth component of the project and 6,000 in the West Bank through the first component of the project)

Q 2: What are the mechanisms that have been approved and modified for grievance?

Subsequent to what was presented in the meeting, there are several channels for submitting complaints related to the type of complaint and the party submitting the complaint, if the complaint is for a beneficiary of the cash transfer component, it takes place through the electronic complaints system that was prepared at the Ministry of Social Development. A special system for complaints at every ministry through which a complaint can be submitted. As for complaints related to gender, it has a special mechanism through cooperation between the environmental and social officer of the project and a social worker from the Ministry of Social Development.

There is also the possibility of submitting a complaint to the complaints department of the World Bank. Or go to the court in case of failure to reach a solution through the aforementioned channels

Q 3: there a possibility to increase the number of beneficiaries from the waiting lists available at the Ministry of Social Development in the West Bank and Gaza?

There is a study for this proposal, but no final decision has been reached in this regard. Also, this type of decision requires agreement between the implementing agencies, "the Ministry of Finance, the Ministry of Social Development, and the Ministry of Labor," and then the approval of the funder.

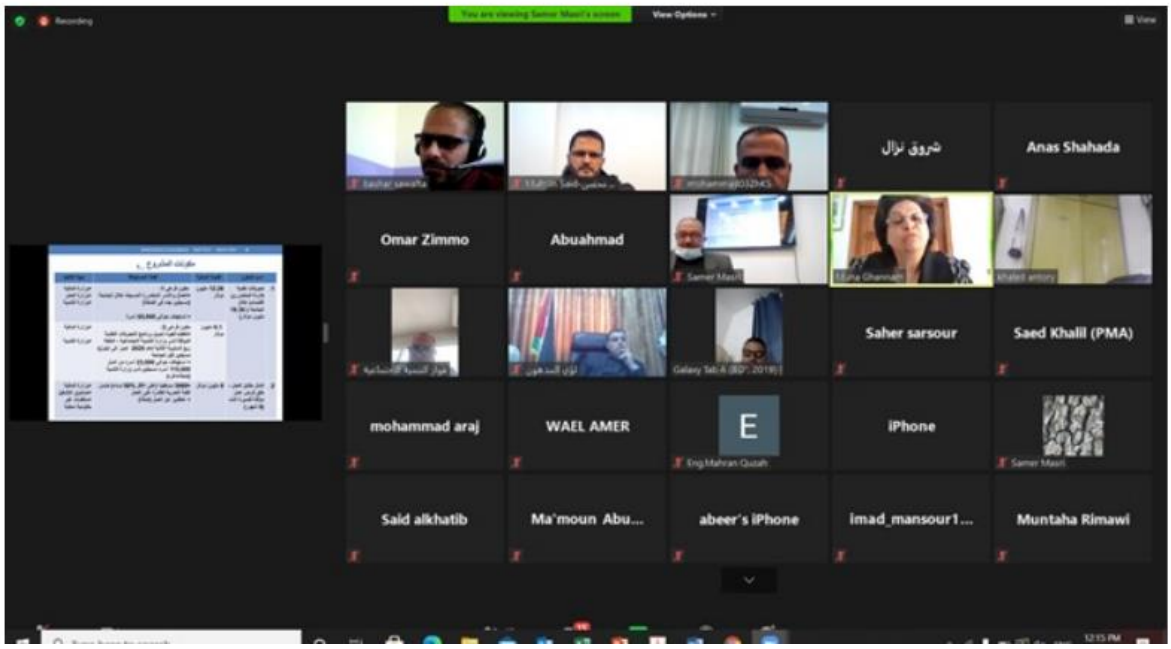
Q: Can funds be transferred from component to another component in the project?

This type of decision regarding restructuring of financing needs an in-depth study and convincing and strong justifications to go to this option, which requires the approval of the World Bank before adopting them

Q 5: The tourism sector is an important sector, and those working in it and affected by the Corona pandemic can benefit from the project during the next phases, upon acceptance

of applications, which will be announced through the Ministry of Labor and the Ministry of Social Development "note:: this question was sent by email after the meeting"

Employees in the tourism sector are already among the first economically affected by the Coronavirus pandemic. This category of affected employees, who previously registered and met the cash transfer requirements and selection criteria, was actually helped. They were paid in the first payment or the second payment. Those who have not previously registered can follow the Ministry of Labor website to take advantage of the cash transfer component when the registration is opened again



Discussion section: receiving feedback and answering questions

Invitation to the virtual meeting

State of Palestine
Ministry of Finance
Directorate General of International Relations & Projects

دولة فلسطين
وزارة المالية
الإدارة العامة للعلاقات الدولية والمشاريع

التاريخ: 2021/03/04

حضرة السيد _____
وزارة التنمية الإجتماعية

الموضوع: دعوة لحضور الإجتماع الخاص
بمشروع الاستجابة الطارئ لمتضرري جائحة كورونا

تحية طيبة وبعد،

تتشرف وزارة المالية بدعوتكم لحضور الإجتماع التعريفي الخاص بمشروع الحماية الإجتماعية الطارئ والذي سيعقد **يوم الاربعاء الموافق 2021/03/10، الساعة** ____في مبنى وزارة المالية/ الادارة العامة للعلاقات الدولية والمشاريع أو عبر الفيديو المرئي - تطبيق الزوم. وذلك من أجل تقديم نبذه عامة عن المشروع من حيث الهدف العام والمكونات الرئيسية للمشروع، وتقديم بعض البيانات المتعلقة بما تم تحقيقه من انجازات وتطورات في اعطاء لمحة عن المخاطر المهنية والصحية المتعلقة بتنفيذ المشروع, بالاضافة إلى ذلك سيتم تقديم شرح عن نظام الشكاوي والية التعامل مع الشكاوي على اختلاف انواعها. كما سيتم الاخذ بملاحظات الحضور حول الية العمل المتبعة وطرق تطويرها

الرجاء التأكيد على الحضور.

وتفضلوا بقبول فائق الاحترام،

ليلى صبيح إغريب
مدير عام الإدارة العامة للعلاقات الدولية والمشاريع

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Appendix 2: List of attendees

List of attendees (not all of attendees registered the form)

WEST BANK EMERGENCY SOCIAL PROTECTION COVID-19 RESPONSE PROJECT (ESPRP)		
List of attendees		
Cell	Name	Cell phone
MoSD - Deputy Minster	Dawwod Al-Deek	0599601024
Deputy Assistant	Anwar Hamam	0599526368
-Deputy Assistant	Sbah Sharsheer	0598928182
MoSD - Deputy Assistant	Akram Hafi	0598999629
MoLG	Reema	0594228861
MoLG	Bashar Mashaqi	0594228847
Feminist Center - Sho'fat (NGO)	Jehad Abo Znaid	0599256135
Palestinian Youth Union- NGO	Moharam Barghothi	0599362294
Union of Agricultaral work Committee (NGO)	Foad Abo Saif	0599375445
	Lina Bustami	599085408
The Palestinial Association for Empowerment& Local Development (NGO)	Nadeem Qandeel	592333030
Palestine General Federation Trade Union	Saher Sarsour	594333850
	Abdel Hadi Abu Taha	0599837740
WBG	Dr .Omar Zemo	599839415
WBG	Abeer Meshni	598219819
WBG	Samira Helis	
	Maha Bali	
Al-Beireh Municipality	Iyad Dragmeh	599934964
Al-Beireh Municipality	Jihad Ameen Zhour	597223355
Jenin Municipality	Basheer	599882233
Qalqilia Municipality	Abdel Mo'men Afaneh	592018205
Qalqilia Municipality	Abdel Hafez Abdel Hafez	
Qalqilia Municipality	Khaled Zaid	598054161
Qalqilia Municipality	Isra' Keewan	597180596

Bethlehem Municipality	Karmen Ghatas	592980004
Bethlehem Municipality	Lussy Thaljiya	599279313
Tulkarm Municipality	Fadia Badran	598133585
Tulkarm Municipality	Nihad	592955222
Hebron Municipality	Saeed Khateeb	595949311
Hebron Municipality	Maher Iweiwi	599776854
Nablus Municipality	Nidal Mansour	598717762
Nablus Municipality	Hamdi Maqboul	592469694
Jenin Municipality	Abdel Hadi Imran	598935516
MoSD – Jericho	Khalil	594996697
Municipality Jericho	Wi'am Oraiqat	594888004
Tubas Municipality	Husam Madarseh	599254237
	Wa'el Aamer	599652273
Ramallah Municipality	Nadeen Barbar	599671090
MoL – technical committee	Dr. Mohammad A'araj	562001779
MoL – technical committee	Mahdi Hamdan	566655560
MoL – technical committee	Dana Ismaeel	594909106
MoL – technical committee	Abdallah Abdel Rahman	598809130
MoL	Rami Mehdawi	562001709
MoL	Raed Aburouk	562822628
MoL	Hadeel Rabee	599844184
MoL –Hebron	Jihan Dahnoos	562001778
MoL – Jerusalem	Iyad Khateeb	562001742
MoL – Nablus	Sa'ed Awad	562001747
MoL – Beithlehem	Neveen Tawheed Fessesi	599938679
MoL - Rammal & Al-Beireh	Maram Sharakah	595048694
MoL – Tulkarem	Husain Sheik Ali	599337412
		562822638
MoL – Tubas	Bashar Sawaftah	562001794
MoL – Jenin	Zain Tokan	598307978
MoSD	Hanadi Barahmeh	598919726
MoSD	Ayman Sawalha	599429953

MoSD – IT	Mahmoud Arda	592299101
MoSD - Public Relations	Hosni Shilo	599701104
MoSD – Complains	Ahmad Khatab	595959393
MoSD – Complains	Shrooq Nazal	595958998
MoSD – Gaza	Sami Nabaheen	593156777
MoSD - Ministry Commissioner –Gaza	Lo'ay Madhoon	593156802
MoSD – Qalqilia	Maher Odeh	
MoSD – IT	Imad Mansour	
Medical Association	Wa'el Abo Snaineh	599884203
	Yosef Al-Ahmad	0599128445
Pharmacists Association	Ahmad Olayan	0503055874
	Nasser Nimer	0599839605
MoNE	Giyana Atrash	599383794
MoNE	Khaled Kabaha	599185325
Waqfet Iz	Yahya Atawneh	562001715
MoT	Shaher Ayash	597910160
	Mahran Qozah	592090779
EA – PETC	Ma'moun Abu Rayan	595966610
EA - M&E	Dana Saleem	597392891
Palestine Monetary Authority	Sa'ed Khalil	
PFESP	Arwa Shawa	569665646
Arij (NGO)	Iyad Khaleefeh	598906660
Student's forum Institute	Hisham Saleh	597788797
Tourisim Consultant	Tony Khashram	546671700
	Hisham Bakri	
	Khaled Antoori	
	Barakat Samour	
Tubas municipality	Hussam Abu Alian	599254237
MoF-PCU	Muhsin Said	597494292
MoF-PCU	Muna Ghannam	593772270
MoF-PCU	Mohammad Abu Baker	593071711

MoF-PCU	Samer Masri	593772269
MoF	Anas Shehadah	
MoF	Sanaa Abo Halawa	

In order to enhance community participation and disseminate information, a consultation workshop was held in the presence of representatives of society from governmental institutions and representatives of civil society, and a distinguished presence of NGOs in various disciplines targeted by the second component of the project "cash for work."

The workshop was carried out in 8 April 2021 through Zoom software, in order to achieve social distancing and reduce the chances of infection with Corona. Around 250 stakeholders from different institutions attended the workshop includes: (1) ministries and governmental authorities such as, MoL, MoSD, MoF ,MoNE and MoLG. (2). NGOs of education, health, social services, agriculture, women, youth, elderly and the disabled people" were invited. (3) The largest municipalities in the West Bank, (4) champers and unions e.g. Palestine General Federation of Trade which represent the workers and those affected by the Corona pandemic and (5) the private sector.

The workshop started with a brief about the West Bank Emergency Social Protection Covid-19 Response Project. Then introduction to the second component of the project “Cash for Work”, the eligibility criteria of NGOs and the beneficiary selection criteria were presented.

Explanation was presented on the environmental and social measures that applicable to the project and approved by the World Bank. The importance of community engagement and disclosure of data and information between project implementers and project beneficiaries was also clarified. The potential positive and negative impacts of the project were listed and mitigation measures to minimize the negative impacts were presented.The grievance system has been discussed in detail in terms of its types, the mechanism for working with it, the timeframe for its implementation, and the steps that must be followed from receiving the complaint to responding and closing it. Occupational health and safety measures were also covered during the workshop. After the presentation, the floor was opened for the participants to ask questions and provide feedback. A detailed description of the meeting is provided below.

The meeting was divided into five parts as the following:

Section One: General Description of the Project and Cash for Work Component (C4W)

The first section of the workshop agenda was an online presentation. It provided an overview on the project; its objective, components, source of fund, implementing partners and timeframe. Also it focused on component two which the subject of this workshop: cash for work component

Detailed information and data were presented in the workshop related to component 2 (C4W) such as targeted households and eligibility criteria, available fund and implementation status

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Section Two: brief description of Mechanism and Criteria for Selecting NGOs

The second section of the workshop agenda was an online presentation Its focused on two main titles: the first one is the delegable criteria for selecting NGOs to carry out any sub-projects, while the second title was workflow steps, the basic eligibility criteria for the proposed project, and time frame of the project

Section Three: – Environmental and Social Requirements

The third section of the workshop agenda was an online presentation. It provided all of the updated environmental and social measures that should be taken into consideration during all phases of the project the presented issues:

- **Public consultation:** the importance of public consultation and how to consult with the affected people during COVID-19 emergency conditions.
- **Applicable Environment and social standards:** according to World Bank environment and social framework (ESF) there are ten environment and social standards, the assessment of project show that only five standards are applicable :(ESS1: assessment and management of environmental and social risks and impacts, ESS 2: labor and working conditions,ESS3: resource efficiency and pollution prevention and anagement, ESS 4: community health and safety and ESS 10: stakeholders engagement and information disclosure). The importance of implementing these standards were presented and shared with the public.
- **Environmental and social impact of the project:** a list of positive and negative impacted results from implementing the project were presented. Also the mitigation measure to minimize the effects of negative impacts were presented.
- **GRM Manual 2020:** Complaints channels, documentation, uptake, process, close the complaint, and reporting of complaints. A very details were presented related to several types of grievance mechanism including gender based violence and corruption. Detailed workflow of complaints and required time frame to receive, investigate, answer and close the complaint.

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Presentation Environmental and Social main topics

Presentation: The Grievance Redress Mechanisms

Section Four: Occupational Health and Safety

This section highlights several issues includes: (1) potential health risks. 92) Mitigation measures to minimize the risks, (3) staff training. (4) Documentation and reporting and (50 emergency response.

Section Five: Questions and Discussion

In this section, the discussion was opened for all attendees to provide any feedback, questions, suggestions, and inquiries. Attendee's questions/comments and associated replies are illustrated in the following points:

Q 1: Is there a specific percentage to target people with disabilities?

People with disabilities should be given priority by the NGOs, and the projects giving this priority will have additional points during the assessment. However, a specific percentage is not defined.

Q 2: If the project includes training for the beneficiaries, when shall it take place? During preparation or as part of the 6 months?

Training shall take place before the implementation (the actual Cash for Work Period) and can take place during the preparatory period, i.e. two months before the implementation process.

Q 3: Will the submission of the concept note be as a soft copy only or hard copy؟

Two copies will be requested, one soft copy, and one hard copy.

Q 4: (Individual Question) what is the mechanism for benefiting from these projects for us as graduates, especially as we are the most affected group by the Corona pandemic؟

Individuals can benefit directly from the NGOs, by approaching them to be part of the suggested list of workers on the project. Therefore, currently, individuals shall wait for the selection of NGOs phase, and know more about their projects and whether they fit the criteria or not.

The project will be in several phases, the institutions will announce the submission of a project proposal, and the institutions will start registering potential beneficiaries from these projects.

The details of the project will be announced during this phase and all the details will be announced through the PFESP. Graduates and youth, in general, shall be a priority as well as females, during this project.

Q 5: Can NGOs focus on one Area/ City in their project? Or shall they target the West Bank in general?

Yes, NGOs can focus on one area as long as they are following the guidelines and criteria of the sub-projects announced during the call.

Q 6: If the project includes training, financially, shall the training be considered as part of the administration cost?

Yes, the project's budget is divided into beneficiaries' rewards, the cost of insurance for beneficiaries, and general administrative expenses. Any expenses not related to the first two components shall be part of the administrative cost.

Q 7: Is there a maximum number of beneficiaries?

No, the minimum number of target beneficiaries to be hired for each sub-project is 100, but a maximum is not defined.

Q 8: Are the names of partner institutions required, or can NGOs list the targeted sectors of these institutions؟

The institutions should be mentioned in the concept note. And if reached to the full proposal the NGO must submit official proof of cooperation/ partnership, such as a memorandum of understanding or correspondence, etc.

Q 9: If the project includes training for beneficiaries should it be covered from the 18% Admin Cost

Anything other than the beneficiaries 'salaries is called admin costs, including transportation to implement the project.

Q 10: Will the beneficiaries receive transportation allowance in addition to the monthly stipend?

No, beneficiaries will only receive a monthly stipend of $413.

Q 11: (Individual Question) can residents of the Gaza Strip benefit from this project؟

No, this component is directed to the West Bank. Gaza Strip previously benefited from the project.

Q 12: **(Private Sector Question) can the Palestinian Nurseries Syndicate apply or be part of this project?**

The project indirectly targets rehabilitative services for education, but not nurseries. Therefore, the Syndicate is encouraged to follow up with an NGO the might have this target and might propose related projects. Since they cannot apply directly to PFESP.

Q 13: It was noticed that agriculture is not one of the priority sectors.

Agriculture is targeted as a sector for the aim of improving the economic situation of beneficiaries.

Q 14: Will the Government health insurance be for 6 months or a full year for the beneficiaries?

Six months, the insurance will cover work injuries only, and not health insurance.

Q 15: Will host institutions need to pay or contribute to the salary of beneficiaries؟

No, paying or contributing to the stipend of the beneficiaries is not required and not allowed.

Q 16: Is it applicable for NGOs to partner and submit one proposal?

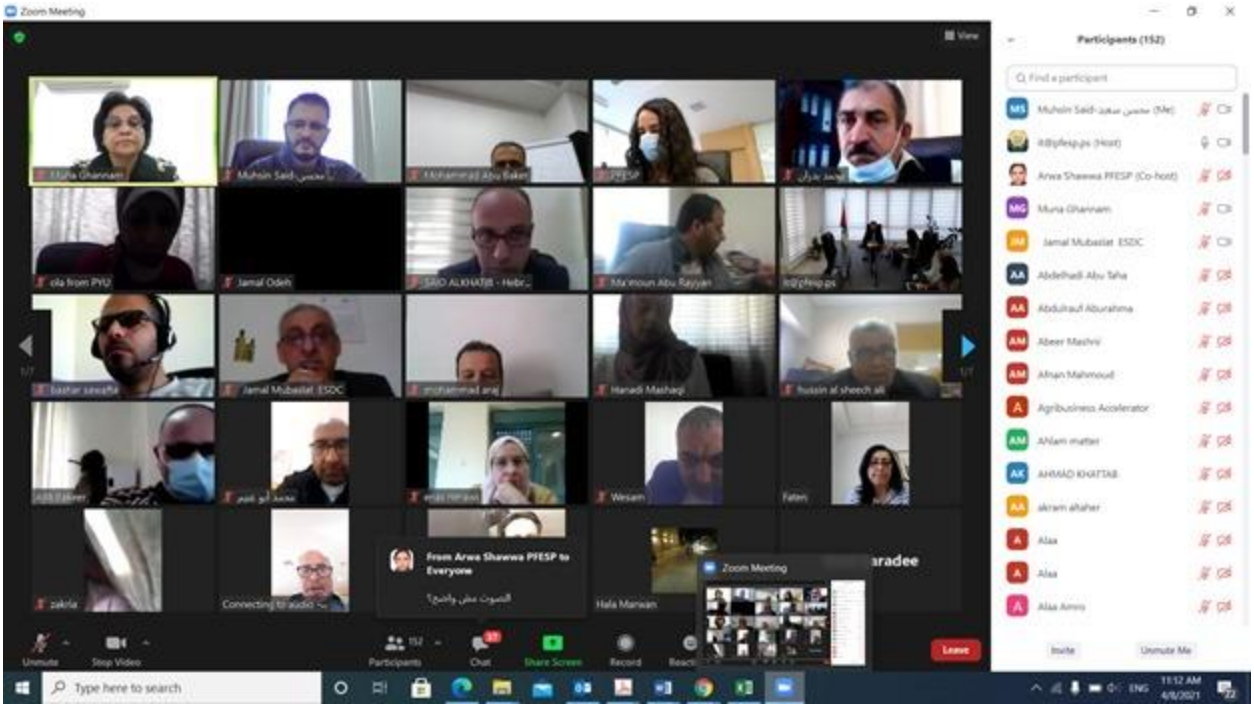
No. Each concept note and project must be submitted by one NGO. And each NGO is allowed to submit one proposal only relevant to their sector.

Q 17: What is the reason behind excluding engineering unions in this component؟

The business sector is not part of the target in this project, including business networks and chambers.

Q 18: Can Chambers of Commerce apply for the project?

No, the business sector is not part of the target in this project, including business networks and chambers.



Discussion section: receiving feedback and answering questions

Invitation of the virtual workshop

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List of attendees (not all of attendees registered the form)

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ANNEX 3: Technical Note:

Public Consultations and Stakeholder Engagement in WB-supported operations when there are constraints on conducting public meetings

With the outbreak and spread of COVID-19, people have been advised, or may be mandated by national or local law, to exercise social distancing, and specifically to avoid public gatherings to prevent and reduce the risk of the virus transmission. Countries have taken various restrictive measures, some imposing strict restrictions on public gatherings, meetings and people's movement, and others advising against public group events. At the same time, the general public has become increasingly aware and concerned about the risks of transmission, particularly through social interactions at large gatherings.

These restrictions have implications for World Bank-supported operations. In particular, they will affect Bank requirements for public consultation and stakeholder engagement in projects, both under implementation and preparation. WHO has issued technical guidance in dealing with COVID-19, including: (i) Risk Communication and Community Engagement (RCCE) Action Plan Guidance Preparedness and Response; (ii) Risk Communication and Community engagement (RCCE) readiness and response; (iii) COVID-19 risk communication package for healthcare facilities; (iv) Getting your workplace ready for COVID-19; and (v) a guide to preventing and addressing social stigma associated with COVID-19. All these documents are available on the WHO website through the following link: https://www.who.int/emergencies/diseases/novel-coronavirus-2019/technical-guidance.

This Note offers suggestions to World Bank task teams for advising counterpart agencies on managing public consultation and stakeholder engagement in their projects, with the recognition that the situation is developing rapidly and careful regard needs to be given to national requirements and any updated guidance issued by WHO. It is important that the alternative ways of managing consultation and stakeholder engagement discussed with clients are in accordance with the local applicable laws and policies, especially those related to media and communication. The suggestions set out below are subject to confirmation that they are in accordance with existing laws and regulations applying to the project.

Investment projects under implementation. All projects under implementation are likely to have public consultation and stakeholder engagement activities planned and committed as part of project design. These activities may be described in different project documents, and will involve a variety of stakeholders. Commonly planned avenues of such engagement are public hearings, community meetings, focus group discussions, field surveys and individual interviews. With growing concern about the risk of virus spread, there is an urgent need to adjust the approach and methodology for continuing stakeholder consultation and engagement. Taking into account the importance of confirming

compliance with national law requirements, below are some suggestions for task teams' consideration while advising their clients:

Task teams will need to review their project, jointly with the PMUs, and should:

Identify and review planned activities under the project requiring stakeholder engagement and public consultations.

- Assess the level of proposed direct engagement with stakeholders, including location and size of proposed gatherings, frequency of engagement, categories of stakeholders (international, national, local) etc.

- Assess the level of risks of the virus transmission for these engagements, and how restrictions that are in effect in the country / project area would affect these engagements.

- Identify project activities for which consultation/engagement is critical and cannot be postponed without having significant impact on project timelines. For example, selection of resettlement options by affected people during project implementation. Reflecting the specific activity, consider viable means of achieving the necessary input from stakeholders (see further below).

- Assess the level of ICT penetration among key stakeholder groups, to identify the type of communication channels that can be effectively used in the project context.

Based on the above, task teams should discuss and agree with PMUs the specific channels of communication that should be used while conducting stakeholder consultation and engagement activities. The following are some considerations while selecting channels of communication, in light of the current COVID-19 situation:

- Avoid public gatherings (taking into account national restrictions), including public hearings, workshops and community meetings;

- If smaller meetings are permitted, conduct consultations in small-group sessions, such as focus group meetings If not permitted, make all reasonable efforts to conduct meetings through online channels, including webex, zoom and skype;

- Diversify means of communication and rely more on social media and online channels. Where possible and appropriate, create dedicated online platforms and chatgroups appropriate for the purpose, based on the type and category of stakeholders;

- Employ traditional channels of communications (TV, newspaper, radio, dedicated phone-lines, and mail) when stakeholders to do not have access to online channels or do not use them frequently. Traditional channels can also be highly effective in conveying relevant information to stakeholders, and allow them to provide their feedback and suggestions;

- Where direct engagement with project affected people or beneficiaries is necessary, such as would be the case for Resettlement Action Plans or Indigenous Peoples Plans preparation and implementation, identify channels for direct communication with each affected household via a context specific combination of email messages, mail, online platforms, dedicated phone lines with knowledgeable operators;

- Each of the proposed channels of engagement should clearly specify how feedback and suggestions can be provided by stakeholders;

- An appropriate approach to conducting stakeholder engagement can be developed in most contexts and situations. However, in situations where none of the above means of communication are considered adequate for required consultations with stakeholders, the team should discuss with the PMU whether the project activity can be rescheduled to a later time, when meaningful stakeholder engagement is possible. Where it is not possible to postpone the activity (such as in the case of ongoing resettlement) or where the postponement is likely to be for more than a few weeks, the task team should consult with the OESRC to obtain advice and guidance.

Investment projects under preparation. Where projects are under preparation and stakeholder engagement is about to commence or is ongoing, such as in the project E&S planning process, stakeholder consultation and engagement activities should not be deferred, but rather designed to be fit for purpose to ensure effective and meaningful consultations to meet project and stakeholder needs. Some suggestions for advising clients on stakeholder engagement in such situations are given below. These suggestions are subject to the coronavirus situation in country, and restrictions put in place by governments. The task team and the PMU should:

- Review the country COVID-19 spread situation in the project area, and the restrictions put in place by the government to contain virus spread;

- Review the draft Stakeholder Engagement Plan (SEP, if it exists) or other agreed stakeholder engagement arrangements, particularly the approach, methods and forms of engagement proposed, and assess the associated potential risks of virus transmission in conducting various engagement activities;

- Be sure that all task team and PIU members articulate and express their understandings on social behavior and good hygiene practices, and that any stakeholder engagement events be preceded with the procedure of articulating such hygienic practices.

- Avoid public gatherings (taking into account national restrictions), including public hearings, workshops and community meetings, and minimize direct interaction between project agencies and beneficiaries / affected people;

- If smaller meetings are permitted, conduct consultations in small-group sessions, such as focus group meetings. If not permitted, make all reasonable efforts to conduct meetings through online channels, including webex, zoom and skype meetings;

- Diversify means of communication and rely more on social media and online channels. Where possible and appropriate, create dedicated online platforms and chatgroups appropriate for the purpose, based on the type and category of stakeholders;

- Employ traditional channels of communications (TV, newspaper, radio, dedicated phone-lines, public announcements and mail) when stakeholders do not have access to online channels or do not use them frequently. Such channels can also be highly effective in conveying relevant information to stakeholders, and allow them to provide their feedback and suggestions;

- Employ online communication tools to design virtual workshops in situations where large meetings and workshops are essential, given the preparatory stage of the project. Webex, Skype, and in low ICT capacity situations, audio meetings, can be effective tools to design virtual workshops. The format of such workshops could include the following steps:

    - *Virtual registration of participants*: Participants can register online through a dedicated platform.
    - *Distribution of workshop materials to participants, including agenda, project documents, presentations, questionnaires and discussion topics*: These can be distributed online to participants.
    - *Review of distributed information materials*: Participants are given a scheduled duration for this, prior to scheduling a discussion on the information provided.
    - *Discussion, feedback collection and sharing*:
        - ✓ Participants can be organized and assigned to different topic groups, teams or virtual "tables" provided they agree to this.
        - ✓ Group, team and table discussions can be organized through social media means, such as webex, skype or zoom, or through written feedback in the form of an electronic questionnaire or feedback forms that can be emailed back.
    - *Conclusion and summary:* The chair of the workshop will summarize the virtual workshop discussion, formulate conclusions and share electronically with all participants.

- In situations where online interaction is challenging, information can be disseminated through digital platform (where available) like Facebook, Twitter, WhatsApp groups, Project weblinks/ websites, and traditional means of communications (TV, newspaper, radio, phone calls and mails with clear description of mechanisms for providing feedback via mail and / or dedicated telephone lines. All channels of communication need to clearly specify how stakeholders can provide their feedback and suggestions.

- *Engagement with direct stakeholders for household surveys*: There may be planning activities that require direct stakeholder engagement, particularly in the field. One example is resettlement planning where surveys need to be conducted to ascertain socioeconomic status of affected people, take inventory of their affected assets, and facilitate discussions related to relocation and livelihood planning. Such survey activities require active participation of local stakeholders, particularly the potentially adversely affected communities. However, there may be situations involving indigenous communities, or other communities that may not have access to the digital platforms or means of communication, teams should develop specially tailored stakeholder engagement approaches that will be appropriate in the specific setting. The teams should reach out to the regional PMs for ENB and Social Development or to the ESSA for the respective region, in case they need additional support to develop such tailored approaches.

- In situations where it is determined that meaningful consultations that are critical to the conduct of a specific project activity cannot be conducted in spite of all reasonable efforts on the part of the client supported by the Bank, the task team should discuss with the client whether the proposed project activities can be postponed by a few weeks in view of the virus spread risks. This would depend on the COVID-19 situation in the country, and the government policy requirements to contain the virus spread. Where it is not possible to postpone the activity (such as in the case of ongoing resettlement) or where the postponement is likely to be for more than a few weeks, the task team should consult with the OESRC to obtain advice and guidance.