وزارة المالية

Palestinian Ministry of Finance
(MoF)

Second Real Estate Registration Project
(RERP II)

Project ID: P507514

Stakeholder Engagement Plan (SEP)

Negotiation Version
May 21, 2025

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List of Acronyms

ARA	Access Restricted Areas
CBO	Community-Based Organization
CERC	Contingent Emergency Response Component
CoC	Code of Conduct
ESF	Environmental and Social Framework
EQA	Environment Quality Authority
EU	European Union
GAP	Gender Action Plan
GBV	Gender Based Violence
GDPT	General Department of Property Tax
GM	Grievance Mechanism
GIZ	Deutsche Gesellschaft für Internationale Zusammenarbeit (German Agency for International Cooperation)
ICHR	The Independent Commission For Human Rights
ILO	International Labor Organization
JICA	Japan International Cooperation Agency
LGU	Local Government Unit
LWSC	Land and Water Settlement Commission
MDLF	the Municipal Development and Lending Fund
MoA	Ministry of Agriculture
MoF	Ministry of Finance
MoLG	Ministry of Local Government
MoT	Ministry of Transportation
MoTA	Ministry of Tourism and Antiques
MoWA	Ministry of Women Affairs
MSME	Micro, Small, and Medium Enterprises
NGO	Non-Governmental Organization
NRC	Norwegian Refugee Council
OIPs	Other Interested Parties
OHS	Occupational Health and Safety
PA	Palestinian Authority
Pal-GRF	Palestinian Geodetic Reference Framework
PAPs	Project Affected Parties
PCB	Performance-Based Conditions
PCBS	Palestinian Central Bureau of Statistics
PFE	Palestinian Fund for Employment
PIU	Project Implementation Unit
PLA	Palestinian Land Authority
POM	Project Operations Manual
PMU	Project Management Unit
PWA	Palestinian Water Authority
PWD	Persons with Disability
RERP	Real Estate Registration Project
RWDS	Rural Women Development Society
SEA	Sexual Exploitation and Abuse
SH	Sexual Harassment
SLR	Systematic Land Registration
SMP	Social Management Plan
UN	United Nations
UNDP	United Nations Development Programme
WCLAC	Women's Center for Legal Aid and Counselling

1. Introduction/Project Description

1.1. Country and Sector Context

The West Bank and Gaza continue to face substantial challenges within the land sector, characterized by fragmented land governance frameworks, insecurity of tenure, and severely limited registration of property rights, compounded by persistent political instability and deepening socio-economic crises. Over 70 Israeli military orders have resulted in the confiscation of over 2,910 Km^2 of West Bank lands, significantly restricting land access, use, and development opportunities for Palestinians. As of late 2024, formal registration covers only approximately 38 percent of land in the West Bank, with substantial portions remaining vulnerable to disputes and encroachment. This low rate of formal registration continues to present barriers to using land as collateral, negatively impacting private sector growth, housing development, and investment, especially affecting micro, small, and medium-sized enterprises (MSMEs) and mortgage financing. These land-related constraints disproportionately affect vulnerable populations, particularly women and marginalized groups, further restricting their economic empowerment and access to formal financial services. The Palestinian Authority (PA), recognizing these critical challenges, has prioritized comprehensive land administration reform, guided by the 2017 Road Map for Palestinian Land Sector Reform and the National Development Plan (2021–2023), which calls for completing systematic land registration (SLR), modernizing digital and geospatial data systems, and addressing gender disparities in property ownership. Under the First Real Estate Registration Project (RERP I), significant progress was achieved, including registering over 161,800 properties by September 2024 and surpassing the 30 percent target for properties registered to women. The Second Real Estate Registration Project (RERP II) aims to consolidate these gains by completing systematic land registration in Areas A and B of the West Bank, strengthening institutional capacity within the Palestinian Land Authority (PLA), the Land and Water Settlement Commission (LWSC), and the General Department of Property Tax (GDPT), and further enhancing gender-sensitive practices to ensure inclusive, secure, and transparent property rights management and to support broader socio-economic resilience and sustainable development

1.2. Project Development Objective

The Second Real Estate Registration Project (RERP II) aims to enhance the security of tenure and improve real estate registration and transaction services in the West Bank.

1.3. Project Description

RERP II comprises the following components;

- **Component 1: Systematic Land and Property Registration:** This component aims to systematically continue real estate registration in Areas A and B of the West Bank, targeting approximately 180,000 properties. Utilizing performance-based conditions (PBCs), the component reimburses eligible expenditures based on verified registrations aligned with Environmental and Social Framework (ESF) standards. The implementation will focus on increasing the inclusion and participation of women and vulnerable groups through a Gender Action Plan (GAP), which specifically targets improved awareness, accessibility, and property rights protections, including adherence to the 2023 inheritance law (Law No.6 of 2023).
- **Component 2: Strengthening Systems for Improved Real Estate Services:** This component enhances the institutional capacity of the Palestinian Land Authority (PLA), Land and Water

Settlement Commission (LWSC), and the General Department of Property Tax (GDPT) by modernizing systems and processes for property administration. It will facilitate training, capacity building, and technical assistance to improve operational efficiency, digital transformation, and data integration across institutions, significantly reducing property transaction time and costs. The component will also expand standardized property valuation methodologies to additional municipalities and support the implementation of the new Palestinian Geodetic Reference Framework (Pal-GRF) for consistent and accurate geospatial data management.

- **Component 3: Project Management, Monitoring, Evaluation, and Outreach**: Managed by the Ministry of Finance through an existing Project Implementation Unit (PIU), this component ensures effective project oversight, systematic monitoring and evaluation of activities, and proactive communication and outreach to stakeholders. Utilizing digital tools where feasible, the component aims to maintain transparency, accountability, and effective management throughout the project lifecycle.
- **Component 4: Contingent Emergency Response Component (CERC):** This component provides flexibility to swiftly address unforeseen emergencies or crises, allowing for the immediate reallocation of project resources upon official declaration by the relevant authorities.

The second Real Estate Registration Project (RERP II) is being prepared under the World Bank's Environment and Social Framework (ESF). Per Environmental and Social Standard ESS10 on Stakeholder Engagement and Information Disclosure, the implementing agencies should provide stakeholders with timely, relevant, understandable, and accessible information and consult with them in a culturally appropriate manner that is free of manipulation, interference, coercion, discrimination, or intimidation.

2. Objective/Description of SEP

The overall objective of this 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 MoF and the partner agencies (i.e., Land and Water Settlement Comission (LWSC), Palestinian Land Authority (PLA), and General Department of Property Tax (GDPT)) will communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, or make complaints about the project and any activities related to the project. The SEP specifically emphasizes methods to engage groups considered most vulnerable and who are at risk of being left out of project benefits.

As the SEP is a living document, it will be updated as needed throughout the project lifecycle. In the event that the merging of the LWSC under the PLA becomes effective in the coming 6 months, the SEP will be revised accordingly to reflect the institutional arrangements and functionality of the GM.

3. Stakeholder identification and analysis per project component

3.1 Methodology

For RERP II, the following stakeholders have been identified and analyzed per project component. These stakeholders include affected parties (as defined in section 3.2), other interested parties (as defined in section 3.3), and disadvantaged/vulnerable individuals or groups (as defined in section 3.4).

3.2. Affected parties

Affected parties include local communities, community members, and other parties that may be subject to direct impacts from the Project. Specifically, the following individuals and groups fall within this category: owners of land and property registered in Areas A and B, land owners with lands at risk of encroachment by squatters or whose lands have been used by squatters, land users and occupants, households and families with inheritance claims, as well as tenants residing on registered or unregistered lands, real estate developers, property buyers and sellers, in addition to workers of local government units (LGUs), municipalities, Land and Water Settlement Commission (LWSC), Palestinian Land Authority (PLA), the General Department of Property Tax (GDPT) at the Ministry of Finance (MoF), and direct and contracted workers involved in the implementation of the RERP II.

3.3. Other interested parties

The projects' stakeholders also include parties other than the directly affected communities, including Institutional actors such as the Judiciary (including Settlement Courts), the Ministry of Justice (MoJ), the Ministry of Women Affairs (MoWA), the Ministry of Local Government (MoLG), Ministry of Agriculture (MoA), Ministry of Social Development (MoSD), Environment Quality Authority (EQA), Palestinian Water Authority (PWA), Ministry of Transportation (MoT), Ministry of Foreign Affairs and Expatriates (MoFA), Ministry of Tourism and Antiques (MoTA), and the Palestinian Central Bureau of Statistics (PCBS). This group also encompasses regional and international development partners, including United Nations agencies such as UNDP, UNESCO, and UN-Habitat, as well as the GIZ, Enabel, European Union (EU), and the Norwegian Refugee Council (NRC), in addition to local Non-Governmental Organizations (NGOs) and Community-Based Organizations (CBOs), including ones representing vulnerable and marginalized groups such as the Women's Centre for Legal Aid and Counseling (WCLAC), Al-Haq, Palestinian Agricultural Relief Committees (PARC), Juthoor for Health and Social Development, Rural Women Development Society (RWDS), Qader for Community Development, Independent Commission for Human Rights (ICHR), and SAWA. OIPs also encompass private sector entities such as service providers including surveyors, engineering companies, lawyers represented by the Palestinian Bar Association, and the Banking sector which provides lending and mortgage financial services. This group also includes national and local media outlets and channels such as Wafa, Al Hayat, Ajjyal Radio, Al Ayyam Newspaper, and social media outlets such as Ramallah Al Ikhbari. Universities and academic institutions such as Al Quds University and Birzeit University are also within this group.

3.4. Disadvantaged/vulnerable individuals or groups[1]

Within the Project, the vulnerable or disadvantaged groups may include but are not limited to the following: (i) women and women-headed households owning property and land, (ii) informal occupants or squatters on state-owned and private lands meeting the required timeframes, (iii) families living in remote and rural locations, and people living in Access Reduced Areas (ARAs) who have limited financial resources and access to legal resources and information, (iv) persons with disability (PWD) who own land or properties, or who have inherited land and property, (v) orphans and minors with inheritance claims, (vi) farmers with long term land use and no official ownership, (vii) absentee property owners, and (viii) elderly landowners. The following table details the possible barriers to accessing information and/ or project benefits and representative organizations for the project's disadvantaged and vulnerable individuals and groups:

Table 1: Vulnerable / Disadvantaged Groups

#	Vulnerable or disadvantaged groups	Barriers to accessing information and/or Project Benefits	Representative Organizations in Stakeholder Engagement
1	women and women-headed households owning property and land owning property and land	1. Socio-cultural norms, fear, and stigma, limiting women's active participation and decision-making. 2. Limited access to legal resources and information. 3. Risk of coercion or social pressure resulting in property rights relinquishment. 4. Lack of targeted outreach reduces awareness about project opportunities and benefits.	institutional actors including MoF, LWSC, PLA, and MoWA, as well as LGUs, international development partners such as the GIZ and Enabel, local NGOs and CBOs such as Women's Center for Legal Aid and Counselling (WCLAC), Rural Woman Development Society (RWDS), SAWA, and Qader.
2	informal occupants or squatters on state-owned and private lands meeting the required timeframe	1. Lack of formal documentation and awareness of rights and processes. 2. Social stigma and fear of eviction limiting engagement. 3. Limited financial and legal capacity to assert claims.	institutional actors including MoF, LWSC, PLA, as well as LGUs, international development partners such as the GIZ NRC, UNDP, UN-Habitat, and Enabel, local NGOs and CBOs such as Al-Haq, The Independent Commission For Human Rights (ICHR), and Juzoor.
3	Families in remote and rural locations, and in ARAs	1. Geographic isolation limiting physical access to project activities. 2. Poor digital infrastructure and socio-economic constraints. 3. Limited exposure to legal and registration awareness. 4. Psychological trauma and socio-economic instability reduce their ability to engage with project activities and hinder reach to project benefits.	institutional actors including MoF, LWSC, PLA, as well as LGUs, international development partners such as the GIZ NRC, UNDP, UN-Habitat, and Enabel, local NGOs and CBOs such as Al-Haq, ICHR, WCLAC, SAWA, and Juzoor.
4	Persons with disabilities (PWD) who own or inherit property	1. Physical and infrastructural barriers limit access to project consultations. 2. Lack of accessible communication materials (e.g., sign language, simplified language, and braille) restricts information dissemination. 3. Social stigma and exclusion reduce their participation in stakeholder engagement activities.	institutional actors including MoF, LWSC, PLA, and MoWA, MoSD, as well as LGUs, international development partners such as the GIZ, UNDP, UN-habitat, NRC, and Enabel, local NGOs and CBOs such as WCLAC, RWDS, SAWA, and Qader.
5	Orphans and minors with inheritance claims	1. Legal vulnerability and lack of guardianship. 2. Risk of exploitation or exclusion from property processes. 3. Limited outreach targeting their needs.	institutional actors including MoF, LWSC, PLA, and MoSD, as well as LGUs, international development partners such as the GIZ, UN agencies, NRC, and Enabel, local NGOs and CBOs such as WCLAC, RWDS, SAWA, and Qader.
6	Farmers and Bedouins with long-term land use but no official ownership	1. Lack of understanding of legal rights and procedures. 2. Limited documentation and fear of legal disputes. 3. Limited financial and legal capacity to assert claims. 4. Deteriorating and fragile political and socio-economic contexts, resulting in reduced access to information. 5. Movement restrictions and closures hinder access to project stakeholders. 6. Risks of exclusion from participating in consultation activities, access to information, and project benefits.	institutional actors including MoF, LWSC, PLA, MoA, as well as LGUs, international development partners such as the GIZ NRC, UNDP, UN-Habitat, and Enabel, local NGOs and CBOs such as Al-Haq, ICHR, WCLAC, SAWA, and Juzoor.

7	Absentee landowners (Palestinians abroad)	1. Lack of access to timely and accurate information. 2. Inability to engage physically in the registration process. 3. Risk of property loss due to inaction or miscommunication.	institutional actors including MoF, MoFA,LWSC, PLA, as well as LGUs, international development partners such as the GIZ NRC, UNDP, UN Agencies, and Enabel, local NGOs and CBOs such as Al-Haq, ICHR, and Juzoor.
8	Elderly landowners	1. Mobility issues and reliance on others for support. 2. Limited access to technology or legal information. 3. Risk of being excluded or exploited in land processes.	institutional actors including MoF, LWSC, PLA, and MoSD, as well as LGUs, international development partners such as the GIZ, UN agencies, NRC, and Enabel, local NGOs and CBOs such as WCLAC, and SAWA.

Vulnerable groups within the communities affected by the project will be further confirmed and consulted through dedicated means, as appropriate. A 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. Summary of stakeholder engagement done during project preparation

During project preparation, the following public consultation meetings were conducted. A detailed description of the engagement activities is provided in Annex 1.

Table 2: Summary of project preparation stakeholder engagements

Meeting Topic	Stakeholders / Attendees	Date	Venue	No. of Attendees	Key Discussion Points
ESS5 Mission	PLA, MoF & PIU, LWSC, World Bank	20/01/2025	Ministries Complex, Palestinian Standards Institute Building – Meeting Hall - Ramallah	12	• Overview of land deduction procedures, road openings, and "right of passage" requirements, with emphasis on basin-level road servicing. • Coordination between LWSC, MoLG, and municipalities on planning and settlement sequences. • Procedures in areas without master plans, including public engagement, role of local committees, and objection processes. • Criteria for road width and land deductions discussed; need for clear public guidance emphasized. • Proposal for a standardized handbook to clarify settlement procedures and reduce complaints. • Discussion of complaints, their types, procedures, and numbers. • Settlement in environmentally sensitive areas (e.g., protected zones, valleys, springs) and alignment with ESS6. • Capacity building needs identified for ESF compliance, OHS, and grievance handling. • ESF instruments and institutional responsibilities. • Accessibility concerns raised for marginalized groups, especially women and absentee landowners.
Stakeholder Consultation Session with representatives of project stakeholders	PLA, MoF & PIU, LWSC, GDPT, Qader	16/03/2025	PIU Office, Haifa Building, Ramallah & Virtual via Zoom	18	• SEP consultation introduced RERP II design, SEP structure, and lessons from RERP I. • Environmental and social risks were discussed. • Implementation arrangements between MoF, LWSC, PLA, and GDPT. • Applicable national laws and legislations, and World Bank ESSs. • The SEP methods, tools, and techniques. • The project's Grievance Mechanism, anonymity, and GBV (SEA/ SH) referral pathways. • Gender Action Plan update.

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

The Stakeholder Engagement Plan below outlines the engagement process, methods, including sequencing, topics of consultations and target stakeholders. The World Bank and the Borrower do not tolerate reprisals and retaliation against project stakeholders who share their views about Bank-financed projects.

Table 3: SEP Summary Table

Project stage	Target stakeholders	Topic of consultation / message	Method used	Response-ibilities	Frequency/ Timeline
Preparation Stage	• *Institutional actors.* • *Implementing partner agencies.* • *LGUs / Municipalities.* • *Local CBOs and NGOs.*	*Update on the first phase (RERP I) progress, challenges, and lessons learnt. Where particularly for the lessons learnt under RERP I, Key lessons learnt include;* - *raising awareness among vulnerable groups, including women and absentee owners, which proved essential for effective participation.* - *The continuous and dynamic identification of additional vulnerable groups throughout project's implementation—such as farmers, Bedouins, and orphans—helped tailor mitigation measures more effectively.* - *Enabling policy reform through practical procedural manuals was critical for implementing new laws like the 2023 Inheritance Rights Law.* - *Strong interministerial coordination with agencies such as the Supreme Judicial Council, MoWA, and MoFA enhanced stakeholder engagement, including Palestinians in the diaspora.* - *Building settlement judges' capacity significantly accelerated case resolutions.*	*Virtual, hybrid, or in person group and one-to-one meetings.* *Community consultations* *Non-technical summaries and disclosed documents on implementing agencies website.* *Correspondence (Phone /SMS, Emails, official letters).* *Social media, and disclosure on MoF, LWSC, and PLA websites.* *Formal meetings, focus groups, and workshops (in person, hybrid, or virtual).*	*MoF/ PIU LWSC, PLA and GDPT*	*Information to be disclosed before project appraisal date.*

Project stage	Target stakeholders	Topic of consultation / message	Method used	Response-ibilities	Frequency/ Timeline
		- *Tailored media materials improved access to the grievance mechanism for marginalized communities.* - *Lastly, developing academic programs strengthened the professional skills of land administration staff.* *These lessons will be fully integrated into RERP II to ensure greater impact and sustainability.* *Present statistics on registration completed under RERP I, targets and performance indicators to be established under RERP II.* *E&S relevant aspects particularly relevant to ESS5 and ESS6.* *timeline, and announcements of planned activities.* *consultation on project components and design.* *GM.* *associated E&S risks and mitigation measures.* *E&S tools and instruments.* *Announce prospective methods of information disclosure.*			
	• *Vulnerable and disadvantaged groups and their representative organizations*	*GM tools for filing complaints and providing feedback.* *Information about project benefits and how to access them.* *Cooperation methods with representative organization and engagement requirements.* *Codes of Conduct.* *inclusion and engagement of vulnerable and marginalized groups in the project design process and integrating their feedback.*	*One-to-one Meetings with these groups' representatives, i.e., NGOs, CBOs, and International NGOs (virtual or face to face) as the situation allows.* *Social and Printed Media.* *Correspondence (Phone / SMS or traditional means).* *Site visits.* *Community consultations.* *For disadvantaged and vulnerable groups suitable and customized tools shall be used such as dissemination information through representatives*	*MoF/ PIU* *LWSC* *PLA*	*Information to be disclosed before project appraisal date.*

Project stage	Target stakeholders	Topic of consultation / message	Method used	Response-ibilities	Frequency/ Timeline
		timeline, and announcements of planned activities. *GM.* *associated E&S risks and mitigation measures.* *Announce prospective methods of information disclosure.*	*and organizations working with vulnerable groups, Local radios and TV stations, designated phone numbers for inquiry calls, social media and outreach activities.*		
Implementation Stage	• *Institutional actors.* • *Implementing partner agencies.* • *LGUs/ Municipalities* • *International development partners and NGOs.* • *Local CBOs and NGOs.* • *Private sector representative unions, associations, and Chambers.* • *Banking sector.* • *Universities and Research institutions* • *Local Media.*	*Project status, updates, and progress.* *Announcement of project activities, publications, and plans (e.g., Gender Action Plan).* *Communications campaign and plan.* *Introduction and announcement of new activities.* *Updates on E&S risks and mitigation measures.* *Updates in E&S instruments and their implementation, such as the ESCP SEP, and others.* *GM including channels for accepting GBV (SEA/ SH) complaints anonymously.*	*Virtual, hybrid, or in person group and one-to-one meetings.* *Community consultations.* *Site visits.* *Non-technical summaries, press releases, and disclosed documents on implementing agencies website.* *Correspondence (Phone /SMS, Emails, official letters).* *Local media, partner agencies' Facebook and other Social media pages, and disclosure on MoF and partner agencies' websites.* *Formal meetings, focus groups, and workshops (in person, hybrid, or virtual).* *Printed media (brochures, posters, and flyers).* *E&S progress reports (including grievances received, gender desegregation, status, topics, and resolution).*	*MoF/ PIU LWSC, PLA and GDPT*	*Throughout the project's implementation period* *E&S Reporting to Stakeholders be done Annually* *Reporting on SEP implementation to be done Quarterly*
	• *Vulnerable and disadvantaged groups and their representative organizations*	*Project status and progress.* *announcement of land settlement locations and benefits.* *Information about the implementation of the project outputs and plans such as the GAP recommendations.* *Introduction and announcement of new activities.*	*Correspondence (Phone / SMS or traditional means).* *Notifications through local mainstream media, printed media, and social media.* *Designated phone number for inquiry calls and SMS.* *outreach activities and site visits.* *One-to-one Meetings (virtual or face to face) with as the situation allows.*	*MoF/ PIU LWSC, PLA and GDPT*	*Throughout the project's implementation period* *E&S Reporting to Stakeholders be done Annually* *Reporting on SEP implementati*

Project stage	Target stakeholders	Topic of consultation / message	Method used	Response-ibilities	Frequency/ Timeline
		Updates on E&S risks and mitigation measures. *GM including channels for accepting GBV (SEA/ SH) complaints anonymously.*	*Engagements with vulnerable and marginalized groups' representative NGOs, CBOs, and INGOs.*		*on to be done Quarterly*
Supervision & Monitoring	• *Project Beneficiaries including PAPs and vulnerable/ disadvantaged groups as stated above.* • *OIPs including governmental institutional actors, International development agencies and NGOs, local NGOs and CBOs, Local Media, Private sector, associations, networks, unions, media, and education and research institutes.*	*Project overall progress and major achievements and outputs, Challenges, lessons learnt, GM .*	*Quarterly E&S progress reports.* *Non-technical summaries.* *Monitoring and site visits.* *Formal meetings, focus groups, workshops, and public meetings.* *Press releases, social media (implementing agencies, ministries, and LGUs), and traditional media (TV, Radio).* *Conferences.*	*MoF/ PIU*	*Throughout the project implementation period.* *Following each activity's completion Implementation Completion Report to be conducted by project end.*

4.3. Proposed strategy to incorporate the views of vulnerable groups

The project will seek the views of vulnerable or disadvantaged groups identified in section 3.4 and in table 1 through a set of methods and measures to engage these groups, incorporate their views, and remove obstacles to full and enabling participation / access to information. These methods and measures are detailed in the following table;

Table 4: Methods and Measures to remove obstacles to full and enabling participation / access to information for vulnerable or disadvantaged individuals and groups

#	Vulnerable or disadvantaged groups	Methods and Measures to remove obstacles to full and enabling participation / access to information
1	Women and women-headed households owning property and land	1. Continuously collaborate and engage with women's organizations (e.g., WCLAC, SAWA, PWWSD) to disseminate information and conduct awareness sessions focused on women's legal land rights and inheritance entitlements. 2. Conduct women-only consultation sessions and legal awareness workshops on property ownership, tailored to the local cultural context to avoid social stigma and increase comfort levels. Ensure gender balance in other engagement activities as well. 3. Develop and distribute simplified, gender-sensitive educational materials (brochures, infographics, short videos) in Arabic that explain land registration processes, inheritance law (Law No. 6), and grievance channels, among others. 4. Ensure all project materials, including the Gender Action Plan (GAP), and its outcomes, include specific outreach and awareness elements focused on protecting and retaining women's land ownership rights. 5. Highlight the availability of the grievance mechanism (GM), especially SEA/SH referral pathways, ensuring anonymous access and that support services are clearly communicated and accessible. 6. Monitor women's participation in land registration activities and maintain track of percentage of registration. 7. Outreach campaign (communications) to ensure that beneficiaries understand the temporary nature of this project.

		8. Announce project information, briefs, and access to project benefits in a simple language and in Arabic on implementing agencies website and social media outlets.
2	Informal occupants or squatters on state-owned and private lands meeting the required timeframe	1. Conduct targeted awareness campaigns through local community organizations, legal aid groups, and CBOs to clarify the legal eligibility criteria for informal occupants under the registration process. 2. Disseminate simplified guidance materials (e.g., eligibility timelines, required documentation, legal definitions of occupancy) in Arabic using visuals and clear language. 3. Coordinate with municipalities, LGUs, committees, and settlement offices to map and identify eligible informal occupants proactively and provide pre-engagement information on their rights and responsibilities. 4. Clearly communicate grievance procedures and ensure these groups are informed of their right to raise objections. 5. Where possible, include representatives of these communities in settlement-related consultations and ensure their concerns are reflected in land registration decision-making. 6. Ensure any engagement activities involving this group are carried out in a non-discriminatory, respectful, and safe manner, avoiding any action that may increase their risk of eviction.
3	Families in remote and rural locations, and in ARAs	1. Partner with trusted local organizations, CBOs, and community councils operating in remote areas to deliver project information and serve as intermediaries for engagement and grievance intake. 2. Use multiple low-tech communication tools, such as printed materials (flyers, posters) in Arabic displayed in local health clinics, mosques, and schools. 3. Ensure simple, locally accessible grievance channels are available (e.g., mobile numbers and SMS), with regular follow-up. 4. Develop a simplified, visual guide explaining project steps and benefits, disseminated through village councils and local associations. 5. Where internet is unreliable, provide offline access to materials and allow for paper-based registration or feedback mechanisms through municipalities and local CBOs. 6. Coordinate with LGUs to identify unregistered families early in the settlement process and ensure they are not excluded due to geographic isolation. 7. Strengthen the use of digital campaigns and out-of-the-box methods such as advertising through local established social media pages. 8. Highlight the grievance mechanisms and referral pathways for SEA/SH incidents, ensuring clear and culturally appropriate communication on available channels and procedures, in Arabic and simplified formats.
4	Persons with disabilities (PWD) who own or inherit property	1. Collaborate with specialized organizations such as Qader and the General Union of People with Disabilities to co-design engagement strategies and ensure participation of PWD throughout the project lifecycle. 2. Ensure project materials are made accessible in multiple formats, including Braille, large print, audio recordings, simplified Arabic, and captioned videos. 3. Ensure providing alternate methods for engagements such as virtual platforms or hybrid methods, and where physical consultations or activities are taken, ensure that these facilities have universal access. 4. Ensure that representatives of these groups are continuously engaged with throughout project implementation. 5. Outreach campaign (communications) to ensure that beneficiaries, and their caretakers, understand the temporary nature of this project. 6. Provide training to land registration and municipal staff on inclusive communication and disability rights awareness. 7. Monitor and report on PWD participation and outcomes during land registration and inheritance resolution processes, addressing any gaps with corrective support. 8. Ensure that all project disseminated material is available in Arabic language. 9. Ensure an inclusive, effective, and accessible GM with clear uptake channels and resolutions processes.
5	Orphans and minors with inheritance claims	1. Work closely with the MoSD and legal guardians to identify and engage orphans and minors with inheritance claims during the land registration process. 2. Partner with legal aid NGOs to provide pro bono legal support in representing inheritance claims and navigating documentation procedures. 3. Ensure grievance mechanisms allow for third-party representation by legal guardians or authorized advocates.

		4. Monitor and track the inheritance settlement outcomes and investigate cases where minors' rights may have been violated or neglected due to procedural gaps or manipulation. 5. Ensure engagement with settlement courts to ensure due consideration of orphan and minor claims and prioritize transparency in property transfer proceedings.
6	Farmers with long-term land use but no official ownership	1. Collaborate with the MoA, PARC, and farmers' unions to identify long-term land users and communicate their potential eligibility under land registration processes. 2. Conduct localized information sessions and workshops in coordination with agricultural cooperatives, LGUs, and village councils, providing guidance on informal land use recognition and the required documentation for claims. 3. Disseminate easy-to-understand brochures and infographics in Arabic explaining the process for converting long-term use into formal registration, highlighting land user rights and timelines. 4. Highlight the availability of the grievance mechanism (GM), especially SEA/SH referral pathways, ensuring anonymous access and that support services are clearly communicated and accessible. 5. Monitor participation of smallholder and subsistence farmers in the land registration process and evaluate outcomes. 6. In cooperation with local NGOs and CBOs, inform and engage local community leaders and trusted representatives to serve as intermediaries for outreach and engagement.
7	Absentee landowners (Palestinians abroad)	1. Coordinate with the Ministry of Foreign Affairs (MoFA) to disseminate official project information and registration timelines through consulates, embassies, and diaspora networks. 2. Develop digital channels to access registration requirements, check land status, and submit required documents remotely. 3. Provide downloadable templates, clear instructions, and information on eligibility, power of attorney, and legal representation, including specific guidance for overseas applicants. 4. Designate a dedicated absentee landowner focal point within the PLA or LWSC to respond to remote inquiries, follow up on cases, and support application tracking and grievance resolution. 5. Include absentee landowners in the communication strategy for outreach and grievance mechanisms, highlighting digital and delegated options for objection submission and dispute resolution. 6. Monitor the engagement of absentee landowners during the registration process and assess barriers they face to ensure timely interventions and support where participation is limited.
8	Elderly landowners	1. Collaborate with local NGOs and CBOs to engage in outreach and support services. 2. Simplify communication materials using large print and clear Arabic, avoiding legal jargon, and using diagrams or visual aids to explain registration steps. 3. Highlight the availability of the grievance mechanism (GM), especially SEA/SH referral pathways, ensuring anonymous access and that support services are clearly communicated and accessible. 4. Disseminate easy-to-understand brochures and infographics in Arabic explaining the process for converting long-term use into formal registration, highlighting land user rights and timelines. 5. Use multiple low-tech communication tools, such as printed materials (flyers, posters) in Arabic displayed in local health clinics, mosques, and schools.

5. Resources and Responsibilities for implementing stakeholder engagement

5.1. Implementation Arrangements and Resources

MoF's PIU will be responsible for the implementation of the stakeholder engagement activities described in the SEP. The overall responsibility for SEP implementation lies with the MoF PIU's Social Specialist.

The project's stakeholder engagement implementation arrangements are as follows: MoF's PIU will have the overall responsibility for the implementation of the SEP, with support from the implementing partner agencies (i.e., LWSC, PLA, and GDPT) on their respective activities, particularly under component 1; with the land and property registration activities under subcomponent 1.1 and the Gender Action Plan (GAP) to be prepared under subcomponent 1.2.

The stakeholder engagement activities will be documented through quarterly progress reports prepared by the Social Specialist at MoF and submitted for the Bank review. The expenses related to SEP activities will be covered by the Project's budget. Responsibilities associated with SEP implementation, along with the necessary funding, will be allocated from the PIU's budget. The budget estimate for preparing and implementing SEP is 32,200 US$. The budget breakdown can be found in Annex 2.

6. Grievance Mechanism

A Grievance Mechanism is a system that allows not only grievances, but also queries, suggestions, positive feedback, and concerns of project-affected parties related to the environmental and social performance of a project to be submitted and responded to in a timely manner.

6.1. Description of Grievance Mechanism (GM)

A complaints manual was prepared under RERP I and will be updated for RERP II to include a description of the different GM procedures at MoF, LWSC, and PLA. The GM shall be updated, maintained, and operated for RERP II. It will be strengthened in several targeted areas to improve its accessibility, responsiveness, and inclusiveness. A key enhancement will be the introduction of procedures for receiving anonymous complaints—an aspect not adequately addressed under RERP I—ensuring that confidentiality is maintained without compromising the integrity of the grievance process. Building on the foundation laid in RERP I, the GM will also formalize and operationalize survivor-centered pathways for handling GBV (SEA/SH) complaints. This will include clearly defined referral protocols and enhanced survivor support services. Capacity-building activities will be conducted to equip all implementing entities with the necessary skills and procedures to manage these mechanisms effectively. To further increase accessibility to the GM, targeted outreach strategies for vulnerable or disadvantaged individuals and groups will be introduced as identified in section 4.3 above.

The GM comprises multi-level channels and mechanisms at each of the implementing partners' levels. These include MoF & the GDPT, LWSC, and the PLA, each having specific, effective, and transparent uptake channels and resolution processes according to their mandates and responsibilities.

The social specialist at MoF's PIU will be responsible for the follow-up and reporting of grievances received under RERP II. The social specialist will coordinate with implementing partner agencies to ensure adequate redressal of grievances and collection of received grievances data (e.g., number, topics, status, gender-segregated, and resolutions) to consolidate and include in quarterly E&S reporting.

The GM will also be strengthened to include tools for registering received/resolved complaints through societal/informal grievance resolution mechanisms and targeted outreach to improve the use of the GM by women and vulnerable/ marginalized groups. The established GM will also include survivor-centered features for potential SEA/SH complaints.

The following table provides a detailed overview of the available GM processes for RERP II according to each implementing partner.

Table 5: Illustrative Table on the GM Steps**Step**	**Description of process – MoF**	**Description of process – LWSC**	**Description of process – PLA**	**Timeframe**	**Responsibility**
GM implementation structure	In line with ESS1,ESS2, and ESS10 the project establishes two distinct grievance mechanisms (GMs): (i) the overall project GM, accessible to all project stakeholders to raise general grievances or concerns related to project activities; and (ii) a dedicated Workers' GM under ESS2, designed exclusively for project workers to address labor-related grievances, employment conditions, or workplace-related concerns. Stakeholders will be able to raise their grievances/concerns and submit their inquiries or complaints through the MoF complaint channels. Where project workers complaints will be uptake and processed through the Project Social Specialist using the dedicated Workers' GM procedures described separately in the following paragraphs below this table. MoF's GM also covers GDPT-related complaints. MoF relies on the centralized government complaints system for addressing complaints, the system functions in accordance with the complaint's bylaw No.8 of 2016 and its accompanying Cabinet Decisions. The GM will be strengthened to allow receiving anonymous grievances. The GM also has escalation mechanisms that the complainants can resort to. The project will ensure proper implementation of the special features for SEA/SH in the GM (project and for workers), and strengthen MoF's complaints system and capacity with requisite features to accept, process and address potential SEA/SH complaints (e.g., anonymity, referral features for support providers); The implementation of these measures/features will be monitored closely.	The LWSC has an established GM and a manual for the uptake, processing, and handling of complaints resulting from land registration processes. Through the RERP I, LWSC has updated its GRM manual to include GBV (SEA / SH) referral pathways. The GAP will also include an assessment of the current GBV referral pathways, and will provide measures for strengthening them which will be monitored closely. The LWSC's GM at its current status does not accept anonymous grievances, which will be strengthened through the project. The LWSC GM logs complaints into a centralized system with details including the parcel, block number, geographic location, among other information detailed in the following sections.	The PLA has an established GM that allows complainants to raise registration related complaints. Through RERP I, the PLA GM has been strengthened, and will be further reviewed, updated, and strengthened under RERP II. The PLA GM comprises of several uptake channels, and relies on the centralized government complaints system for addressing complaints received online.	Throughout the project's implementation	Complaints uptake and resolution will be managed by each implementing partner depending on their mandate and roles. With overall reporting responsibility by the MoF PIU's Social Specialist

Table 5: Illustrative Table on the GM Steps**Step**	**Description of process – MoF**	**Description of process – LWSC**	**Description of process – PLA**	**Timeframe**	**Responsibility**
	MoF will be part of the implementing agencies through the GDPT accordingly the MoF GRM system will be receiving both complaints regarding the interventions of the GDP.				

Grievance uptake	Project beneficiaries can submit their complaints as follows: · Electronically via the electronic grievance form that is available at the MoF website **http://www.pmof.ps/pmof/internal.php?var=60** available through the "Contact Us" page. · government electronic complaint portal available at https://cs.pmo.gov.ps/ · In person to the Head of the Complaint Unit at the MoF · Email at **ikhlasbader2018@gmail.com** · Call to the Head of the Complaint Unit at cell phone +972 (0) 599370517.	Grievances can be submitted through the following channels: • In-person submission at the Land Settlement Commission office located in Ramallah. • Complaint box submission at the settlement office in your area, where a central committee—designated by LWSC headquarters and composed of a complaints officer, regional manager, and settlement office staff—will confidentially open and review complaint box submissions. The committee will then refer the cases to the LWSC complaint unit at headquarters, which forwards them to the legal unit for thorough review and appropriate resolution. Under RERP I, this approach helped ensure impartiality and increased trust in the process, especially among vulnerable groups. • Fax submission to +970-2-2403154. • Phone contact with the complaints officer at +970-2-2403154. • Email submission at complaints@lwsc.ps. • Online submission through the complaints window on the Land Settlement Commission's website: https://lwsc.ps/index.php. • Electronic complaint system of the Prime Minister's Office: https://cs.pmo.gov.ps/Users/Login.	• In-person submission at the PLA headquarters office located in Ramallah. • Complaint box submission at PLA offices in your area. • Online submission via the centralized grievance system: https://cs.pmo.gov.ps/portal. • Email submission to the Complaints Unit at Cu@pla.pna.ps. • Phone contact at +970-599-263604.	Throughout the project's implementation	Complaints uptake and resolution will be managed by each implementing partner depending on their mandate and roles. With overall reporting responsibility by the MoF PIU's Social Specialist

Sorting, processing	Any complaint received is forwarded to the relevant Directorate General depending on its nature, for GBV (SEA / SH) complaints, these are treated with confidentiality and referred through the GBV national referral system and in cooperation with the member ministries in the referral system. Received complaints are registered and logged in the GM Matrix. The following information will be registered in the Log: (i) Complaint Reference Number (ii) Date of receipt of complaint (iii) Name of complainant (optional) (iv) Gender (optional) (v) Confirmation that a complaint is acknowledged (vi) Brief description of Complaint (vii) Details of internal and external communication (viii) Action taken: (Including remedies / determinations / result) (ix) Date of finalization of complaint.	Upon receipt of a complaint, the sorting and processing stage begins, where all complaints are carefully reviewed, registered, and directed to the appropriate units for further investigation. • Verification of Complaint Details: The complaint officer checks the completeness of the complaint. This includes confirming: ○ Complainant's name. ○ Subject of the complaint. ○ Relevant area/location. ○ Supporting documents (if any are attached). • Registration in the System: Once verified, the complaint is assigned a unique complaint number and logged into the LWSC central complaint tracking system for easy tracking and accountability. All complaints, including those transferred from the Chairman's Office, are recorded. • Referral to Relevant Department: After initial registration, the complaint officer reviews the details and prepares a clarification memo for the Chairman of LWSC. Based on the Chairman's decision, the complaint is forwarded to the appropriate department or team (e.g., Registration Department or Governmental Land Affairs Department).	Upon receipt of the complaint, the Complaints Officer at the Palestinian Land Authority (PLA) immediately registers the complaint in the central complaints system, whether the complaint was submitted directly by the complainant or transferred through the Chairman's Office or the governmental portal. The Complaints Officer reviews the submitted information to ensure that the complainant's name, the subject of the complaint, the area concerned, and any supporting documents are complete. If additional information is needed, the complainant will be contacted for clarification. An official acknowledgment of receipt is issued to the complainant, either verbally or in writing, within a maximum of three working days. This acknowledgment includes the complaint's registration number, the date of receipt, and confirmation that the complaint is being processed. The complaint is then referred to the relevant specialized	Upon receipt of complaint	Implementing partners' Complaints Units / Social Specialist at MoF PIU

Table 5: Illustrative Table on the GM Steps**Step**	**Description of process – MoF**	**Description of process – LWSC**	**Description of process – PLA**	**Timeframe**	**Responsibility**
			department (e.g., the Registration Department or the State Land Department) for technical or legal review. Each department must provide a written memorandum to the Complaints Unit, explaining the findings and proposed resolution. The PLA aims to resolve complaints within 30 calendar days from the date of receipt. Throughout this period, the Complaints Unit follows up internally to ensure timely processing and keeps a record of all actions taken on the central system.		
Acknowledgement and follow-up	Receipt of the grievance is acknowledged to the complainant by the complaints unit. Receipt of the grievance is acknowledged to the complainant by an instant automatic reply if the complaint is received through the centralized complaints system.	Once the complaint has been processed and forwarded to the relevant department, the next stage is the acknowledgment and follow-up process, where both the complainant and the involved departments are kept informed. • Acknowledgment of Receipt:	Once a decision has been made by the relevant specialized department, and the complaint is resolved—either formally or through amicable means—the Complaints Officer informs the complainant of the outcome in writing.	Within 3 business days	Implementing partners' Complaints Units / Social Specialist at MoF PIU

Table 5: Illustrative Table on the GM Steps**Step**	**Description of process – MoF**	**Description of process – LWSC**	**Description of process – PLA**	**Timeframe**	**Responsibility**
		○ Acknowledgment Card: The complainant receives a receipt card containing the complaint number, complainant's name, and the date the complaint was submitted. This provides the complainant with proof of the complaint's registration and ensures a transparent process. ○ Formal Acknowledgment: Within three working days of receiving the complaint, the complainant is officially notified via phone or written communication about the registration and progress of their complaint. • Follow-Up with Relevant Departments: ○ The complaint officer follows up with the relevant departments to ensure the complaint is being processed according to established procedures. ○ If further information or documents are needed, the officer contacts the complainant for clarification or additional evidence. ○ Timely Updates: The complainant is kept updated throughout the process, with any progress communicated within reasonable time frames.	The complainant is provided with: • A summary of the findings and the decision. • Any actions taken or recommendations made. • Information about their right to appeal if they are not satisfied with the outcome. The complaint is officially closed in the system after the complainant has been informed. The closure date, method of communication, and final status are recorded in the complaints tracking system for reporting and audit purposes.		

Table 5: Illustrative Table on the GM Steps**Step**	**Description of process – MoF**	**Description of process – LWSC**	**Description of process – PLA**	**Timeframe**	**Responsibility**
Monitoring and evaluation	Data on complaints are collected in a Grievance Matrix and reported to the social specialist by the complaints unit.	Data on complaints are collected in a Grievance Matrix and reported to the social specialist by the complaints unit.	Data on complaints are collected in a Grievance Matrix and reported to the social specialist by the complaints unit.	Monthly Quarterly GM reporting by social specialist	Implementing partners' Complaints Units / Social Specialist at MoF PIU

Training	MoF has an experienced social specialist, yet MoF in general has a weak ESF (GM included) implementation capacity. Consultation with MoF on the GM revealed the following areas of potentially required support and strengthening: ESF Fundamentals, Gender and Inclusion focusing on the key principles of environmental and social safeguards, including community health, safety, and the inclusion of vulnerable groups. Training on SEA and SH (Sexual Exploitation and Abuse and Sexual Harassment Prevention and Response): To provide the necessary tools to address these issues effectively. with special focus on survivor -centered approaches, confidentiality, and appropriate referral pathways Additionally, training on the Palestinian Referral System for Gender-Based Violence (GBV) will ensure that staff are knowledgeable about the national protocols for referring GBV cases to the appropriate services, facilitating a coordinated and comprehensive response to incidents of SEA and SH.	The training needs for the Land and Water Settlement Commission (LWSC) include enhancing capacity on the World Bank's Environmental and Social Standards (ESS5 and ESS6), focusing on land acquisition, resettlement, and biodiversity conservation. Staff should be trained on the Palestinian National Referral System for Gender-Based Violence (GBV) to effectively identify, respond to, and refer GBV cases while ensuring confidentiality and support for survivors. Additionally, training should cover the implementation of the Environmental and Social Management Framework (ESMF), conflict resolution, and promoting social inclusion, particularly for vulnerable groups such as women and youth. Emphasis will also be placed on monitoring and reporting on compliance with ESS5 and ESS6, and ensuring effective grievance redress mechanisms for addressing land disputes, GBV cases, and resettlement issues	ESF Fundamentals, Gender and Inclusion focusing on the key principles of environmental and social safeguards, including community health, safety, and the inclusion of vulnerable groups. Training on SEA and SH (Sexual Exploitation and Abuse and Sexual Harassment Prevention and Response) to provide the necessary tools to address these issues effectively, with special focus on the Palestinian Referral System for Gender-Based Violence (GBV), ensuring that staff are knowledgeable about national protocols for referring GBV cases to appropriate services and facilitating a coordinated response to SEA and SH incidents. Additionally, training will cover the requirements of ESS6 (Biodiversity Conservation and Sustainable Management of Living Natural Resources) and conflict resolution skills, particularly in the context of land registration and State Property Department (State Lands) disputes, to equip staff with the ability to manage and	Throughout project implementation	MoF PIU PLA LWSC

Table 5: Illustrative Table on the GM Steps**Step**	**Description of process – MoF**	**Description of process – LWSC**	**Description of process – PLA**	**Timeframe**	**Responsibility**
			resolve conflicts efficiently and fairly.		
Appeals process	The GM will provide appeals process if the complainant is not satisfied with the proposed resolution of the complaint. Once all possible means to resolve the complaint have been proposed and if the complainant is still not satisfied, then they should be advised of their right to legal recourse.	If a complainant is dissatisfied with the resolution or decision of their complaint, they have the right to file an appeal. The appeal may be submitted either directly to the Chairman's Office or through the complaint officer who initially handled the case. Upon receiving the appeal, the Chairman will conduct a thorough and impartial review, consulting with the relevant departments or legal advisors as necessary to ensure a comprehensive assessment. Once the review is complete, the complainant will be promptly notified of the final decision. This may include modifications to the original decision or the reopening of the case if new information or considerations are presented. If the complainant remains unsatisfied with the outcome, they will be informed of their right to escalate the matter to the relevant legal authorities or courts for further resolution.	The PLA will provide an appeals process if the complainant is not satisfied with the resolution of their complaint. Once all possible means to resolve the complaint have been exhausted, and if the complainant remains unsatisfied, they may file a new complaint if new evidence is presented or seek legal recourse with internal procedures and applicable laws.	Upon receipt of appeal request	MoF PIU PLA LWSC

The project will have specific referral pathways as mentioned in the table above to handle sensitive and confidential complaints at each of the implementing agencies' level), including those related to Sexual Exploitation and Abuse/ Harassment (SEA/ SH) in line with the World Bank ESF Good Practice Note on SEA/SH. By project implementation, the Grievance Mechanisms will be assessed, along with the GBV (SEA / SH) referral pathways, and strengthening measures will be devised in line with the ESCP.

All of the GMs (i.e., MoF, LWSC, and PLA) do not guarantee an anonymity option, where the available uptake channels require personal identifying information (e.g., ID number and full name), this will be strengthened and addressed under RERP II. Furthermore, the complaints mechanism also deals with complaints regarding Gender Based Violence (GBV) sexual exploitation and abuse/sexual harassment (SEA/SH) and includes a referral mechanism for survivors through the national GBV referral system and Ministry of Social Development (MoSD) mechanisms. These procedures include the following steps: (i) Accept the grievance/ complaint through the GM special channel. The Social Specialist will be assigned to receive and handle SEA/SH complaints. Telephone information line, email address and procedures will be communicated to beneficiaries during consultation and induction sessions, (ii) Provide the complainant with the option of anonymity as detailed in the GM Manual, (iii) Upon the victim's consent, refer the victim to MoSD's Women Affairs Directorate; (iv) In the case the survivor decides to seek justice, the National Referral System for GBV incidents will be followed, (v) Follow up with the complainant, if they have provided their consent, to ensure just and proper care is provided to them. And obtain feedback from MoSD regarding the case for filing and closure.

For workers' grievances, in April 2023, MoF developed a Workers' GM to ensure a structured and transparent process for addressing concerns raised by project workers. The workers' GM is managed by the Social Specialist and is closely coordinated with the MOF's International Relations Department to oversee its effectiveness. The following submission channels are available:

- In-person submission at the PIU (Real Estate Registration Project) – Ministry of Finance.
- Complaints can be handed to the Social Specialist of RERP.
- Email submission to the Social Specialist of the Real Estate Registration Project at jsamah@pmof.ps.
- Direct contact with the Social Specialist of the Real Estate Registration Project at +970-566200626.
- Alternatively, send a message to the number +970-566200626.

The worker's grievance mechanism will be described in staff induction trainings, which will be provided to all project workers. The worker's grievance mechanism includes; (i) a procedure to receive grievances such as comment/complaint form, suggestion boxes, email, a telephone hotline; (ii) stipulated timeframes to respond to grievances; (iii) a register to record and track the timely resolution of grievances; (iv) an assigned staff to receive, record and track resolution of grievances. Information about the existence of the grievance mechanism will be readily available to all project workers. Each implementing agency will monitor the suppliers' recording and resolution of grievances for contracted workers, and report these to the social specialist.

7. Monitoring and Reporting

7.1. Summary of how SEP will be monitored and reported upon (including indicators)

The SEP will be monitored based on both qualitative reporting (based on progress reports) and quantitative reporting linked to results indicators on stakeholder engagement and grievance performance.

SEP reporting will include the following:

(i) Progress reporting on the ESS10-Stakeholder Engagement commitments under the Environmental and Social Commitment Plan (ESCP).

(ii) Cumulative qualitative reporting on the feedback received during SEP activities, in particular (a) issues that have been raised that can be addressed through changes in project scope and design, and reflected in the basic documentation such as the Project Appraisal Document (PAD), Environmental and Social Management Framework (ESMF), Gender Action Plan (GAP) and Environmental and Social Management Plans (ESMPs) or checklists, if needed; (b) issues that have been raised and can be addressed during project implementation; (c) issues that have been raised that are beyond the scope of the project and are better addressed through alternative projects, programs or initiatives; and (d) issues that cannot be addressed by the project due to technical, jurisdictional or excessive cost-associated reasons. Minutes of meetings summarizing the views of the attendees can also be annexed to the monitoring reports.

(iii) Quantitative reporting is based on the indicators included in the SEP. An illustrative set of indicators for monitoring and reporting is included in Annex 3.

The progress report will include progress on the implementation of stakeholder engagement activities, grievance mechanism details, lessons learned, and challenges, in line with the ESCP requirements. Additionally, a stakeholder engagement log will be created and filled for the project. A template for the stakeholder engagement log is available in Annex 4.

7.2. Reporting back to stakeholder groups

The SEP will be revised and updated as necessary during project implementation.

Quarterly 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 responsible staff and referred to the project managers and reported on to the World Bank in accordance with the ESCP.

Specific mechanisms to report back to the stakeholders include (but are not limited to) the following: non-technical summaries, updates on SEP disclosed on the project page, news announcements through local media, social media posts, videos, interviews, and articles. This reporting back to the stakeholders will be done on an annual basis.

Annexes

- Annex 1. Consultations Minutes of Meeting
- Annex 2. SEP Budget Table
- Annex 3. Sample Table: Monitoring and Reporting on the SEP
- Annex 4. Sample stakeholder engagement log

Annex 1: Consultations Minutes of Meeting

Stakeholder (Group or Individual)	Dates of Consultations	Summary of Feedback	Response of Project Implementation Team	Follow-up Action(s)/Next Steps	Timetable/ Date to Complete Follow-up Action(s)
PLA, MoF & PIU, LWSC, World Bank	20/01/2025	Overview of land cuts and openings was presented, with examples provided by LWSC and discussion of "right of passage" principles and service requirements for road access to all plots in a basin. Clarification of the coordination between LWSC, LGUs, municipalities, and MoLG on planning and road alignment, especially where settlement precedes or follows master planning. Explanation of land servicing processes in unplanned areas, including community engagement during surveying, the role of local committees, and the public objection window. LWSC described the criteria used for road width determination, taking into account topography, geography, and property characteristics. Discussion included the need for clear, accessible guidance for citizens about land deductions, road cuts, and procedural steps—highlighting the gap in publicly available documentation. Proposal to develop a standardized settlement procedure handbook to enhance public understanding and reduce grievances. Discussion on complaints and objections process, number of received grievances, and their types. Discussions on cases where settlements intersect with protected areas, water valleys, and high-value agricultural lands, with emphasis on LWSC's technical role. Clarification that road designation and plotting do not permit construction or excavation in protected or environmentally sensitive areas. The discussion included potential for collaboration with the EQA to ensure alignment with ESS6 and biodiversity protection in areas of environmental significance. LWSC to provide data on excluded parcels, extent of land deductions, and complaints related to road alignment for further assessment.	Discussed the need to developing standardized guidance for land deductions and road alignment. Agreed on collaboration with EQA for ESS6 alignment and biodiversity protection. Capacity building commitments confirmed, especially in grievance management and ESF instruments.	Develop standardized settlement handbook or checklist; provide requested data on excluded parcels, deductions, and grievances. Collaborate with EQA on biodiversity management. Conduct targeted capacity-building workshops. Strengthen communication strategies and outreach materials, ensuring inclusivity for marginalized groups.	Handbook framework to be developed as part of the ESMF following project effectiveness. EQA collaboration initiated within two months of project effectiveness; Capacity-building workshops plan to be completed within four months of project effectiveness; Revised outreach strategies to be completed within three months of project effectiveness.

Stakeholder (Group or Individual)	Dates of Consultations	Summary of Feedback	Response of Project Implementation Team	Follow-up Action(s)/Next Steps	Timetable/ Date to Complete Follow-up Action(s)
		Capacity building needs highlighted, particularly regarding ESF compliance, ESS6 implementation, OHS, and grievance handling. Discussion also included the ESF instruments to be prepared for the project, including the SEP, ESCP, and ESMF. Communication and outreach activities discussed, including awareness videos and brochures. Concerns raised over access for marginalized groups, particularly women and absentee landowners, to land maps, grievance systems, and registration processes.			
PLA, MoF & PIU, LWSC, GDPT, Qader	16/03/2025	Purpose of the session was to present the RERP II project design, gather feedback for SEP preparation, and reflect on lessons learned from RERP I. The session covered project development objectives, proposed components, institutional arrangements, and review of relevant national laws and World Bank ESSs. Environmental and Social risks were presented, including land disputes, valuation inconsistencies, and transaction delays. Detailed discussions were held on the SEP structure, engagement tools, social risks, mitigation measures, and the Grievance Mechanism (GM), including the GRS and GBV (SEA/SH) pathways. Feedback highlighted the need for improved coordination among implementing entities (MoF, LWSC, PLA, GDPT) to avoid procedural overlaps. Participants emphasized the importance of retaining and protecting women's land rights, especially in inheritance cases, and discussed the gender ownership target (30%) from RERP I. Concerns were raised about vulnerable groups' access to grievance channels, legal clarity on disputed plots, and online information. Suggestions were made to enhance outreach to marginalized groups, including persons with disabilities, and to increase public awareness on settlement procedures.	Recognized and agreed to strengthen coordination among implementing entities, particularly clarifying roles of PLA, LWSC, GDPT, and MoF. Confirmed focus on women's property rights and targeted outreach to marginalized groups. Committed to refining grievance mechanisms and resolving timeline discrepancies. Acknowledged need for ongoing engagement with civil society throughout SEP implementation.	Strengthen coordination mechanisms among entities; conduct targeted awareness sessions on women's land rights and inheritance laws. Refine grievance procedures, ensuring timeline clarity and accessibility for vulnerable groups. Enhance continuous stakeholder engagement plans with civil society involvement.	Strengthen, update, and operate the GM, ensuring harmonization by project effectiveness date. Continuously implement, monitor, and report on SEP implementation throughout the project.

Stakeholder (Group or Individual)	Dates of Consultations	Summary of Feedback	Response of Project Implementation Team	Follow-up Action(s)/Next Steps	Timetable/ Date to Complete Follow-up Action(s)
		The timeline discrepancies between formal complaint and objection periods were noted as potentially harmful to property owners' ability to contest decisions. Calls were made to harmonize institutional roles, especially between PLA and the tax department, to resolve conflicting land records. Civil society stakeholders stressed the need for sustained engagement beyond initial consultations, with ongoing involvement in SEP implementation. The presentation was shared with attendees post-session for written feedback; no additional comments were received by appraisal.			

Annex 2: SEP Budget Table

Budget categories	Quantity	Unit costs	Times/ Years	Total costs	Remarks
1. Estimated Staff salaries* and related expenses					
1a. Social Specialist – MoF	1	-	Throughout Project Implementation	0	Included in project design
1b. Travel cost for staff	LS	-	Throughout Project Implementation	0	Included in project design
2. Consultations/ Participatory Planning, Decision-Making Meetings					
h2a. organization of focus groups	1	500$	4	2000$	
2b. organization of public meetings	1	1500$	4	6000$	

3. Communication campaigns					
3a. Posters, flyers	LS	LS	LS	5000$	
3b. Social media campaign	1	2000$	4	8000$	
3c. radio spots and TV announcements	2	1500$	2	6000$	
4d. newspaper announcements	4	300$	2	2400$	
4. Trainings					
4a. training for PIU staff and Project workers in MoF, LWSC, GDPT, and PLA on ESF fundamentals, GAP, SIA, SMP, ESMF, GM, stakeholder mapping and engagement, development and implementation of mitigation measures within the ES instruments.	2	500$	1	1000$	
4b. training for PIU staff and Project workers in implementing agencies on GBV addressing the risks of SEA and SH (prevention and response), Code of Conduct for Workers, Gender and Inclusion of vulnerable groups emergency preparedness and response, community health and safety and reporting	2	1000$	1	2000$	
5. Beneficiary surveys					
5a. Mid-project citizen satisfaction survey – component 1	1	-	1	0	Included in project design
5b. End-of-project citizen satisfaction survey - component 1	1	-	1	0	Included in project design
6. Grievance Mechanism					
6a. Training partners on GM	2	-	1	-	Cost included under point 4
6b. Assessment of implementing agencies' GM	1	-	1	-	Included in project design

6c. GM communication materials	LS	LS	-	1500$	
7. Other expenses					
7a. Miscellaneous	LS	LS	-	2000$	
TOTAL STAKEHOLDER ENGAGEMENT BUDGET:				35,900$	

Annex 3. Sample Table: Monitoring and Reporting on the SEP

Key evaluation questions	Specific Evaluation questions	Potential Indicators	Data Collection Methods
GM. To what extent have project-affected parties been provided with accessible and inclusive means to raise issues and grievances? Has the implementing agency responded to and managed such grievances?	• Are project affected parties raising issues and grievances? • How quickly/effectively are the grievances resolved?	• Usage of GM and/or feedback mechanisms • Requests for information from relevant agencies. • Number of grievances raised by workers, disaggregated by gender of workers and worksite, resolved within a specified time frame. • Number of Sexual Exploitation, and Abuse/Sexual Harassment (SEA/SH) cases reported in the project areas, which were referred to the referral process in place. (if applicable) • Number of grievances that have been (i) opened, (ii) opened for more than 30 days, (iii) resolved, (iv) closed, and (v) number of responses that satisfied the complainants, during the reporting period disaggregated by category of	Records from the implementing agencies.

		grievance, gender, age, and location of complainant.	
Stakeholder engagement impact on project design and implementation. How have engagement activities made a difference in project design and implementation?	• Was there interest and support for the project? • Were there any adjustments made during project design and implementation based on the feedback received? • Was priority information disclosed to relevant parties throughout the project cycle?	• Active participation of stakeholders in activities • Number of actions taken in a timely manner in response to feedback received during consultation sessions with project affected parties. • Number of consultation meetings and public discussions where the feedback and recommendation received is reflected in project design and implementation. • Number of disaggregated engagement sessions held, focused on at-risk groups in the project.	Stakeholder Consultation Attendance Sheets/Minutes Evaluation forms Structured surveys Social media/traditional media entries on the project results
Implementation effectiveness. Were stakeholder engagement activities effective in implementation?	• Were the activities implemented as planned? Why or why not? • Was the stakeholder engagement approach inclusive of disaggregated groups? Why or why not?	• Percentage of SEP activities implemented. • Key barriers to participation identified with stakeholder representatives. • Number of adjustments made in the stakeholder engagement approach to improve projects' outreach, inclusion and effectiveness.	Communication plan (Consultation Schedule) Periodic Focus Group Discussions Face-to-face meetings and/or Focus Group discussions with Vulnerable Groups or their representatives and separate meetings with representatives of vulnerable groups .

Annex 4: sample stakeholder engagement log

No.	Date	Stakeholders	Venue	Objective	Summary of Engagement and Feedback	Follow Up and Agreed Upon Actions with timeframe	Participants	Documents
1				-	-			Add Minutes of Meeting links, press release links, social media links, etc..
2								

[1] 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 are 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 (e.g., minorities or fringe groups), dependence on other individuals or natural resources, etc. 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.