



Republic of Malawi
Ministry of Finance and Economic Affairs

**Regional Climate Resilience Program for
Eastern and Southern Africa
Series of Projects 2 (P181308)
Malawi**

Stakeholder Engagement Plan (SEP)

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List of Acronyms and Abbreviations

CBO	Community-Based Organization
CERC	Contingent Emergency Response Component
CRW	Crisis Response Window
CSO	Civil Society Organization
DCCMS	Department of Climate Change and Meteorological Services
DDF	District Development Fund
DLRC	Department of Land Resource Conservation
DoDMA	Department of Disaster Management Affairs
DWR	Department of Water Resources
E&S	Environmental & Social
ESCP	Environmental and Social Commitment Plan
ESF	Environmental and Social Framework
ESMF	Environmental and Social Management Framework
ESMP	Environmental and Social Management Plan
ESS	Environmental and Social Standards
GBV	Gender Based Violence
GESD	Governance to Enable Service Delivery
GDP	Gross Domestic Product
GRC	grievance redress committee
GRM	Grievance Redress Mechanism
GRS	Grievance Redress Service
IP	Implementing Partner
LAPA	Local Authority Performance Assessment
LMP	Labor Management Procedures
M&E	Monitoring & Evaluation
NLGFC	National Local Government Finance Committee
MFERP	Malawi Flood Emergency and Recovery Project
MoA	Ministry of Agriculture
MoFEA	Ministry of Finance Economic Affairs
MoL	Ministry of Lands
MoLGCU	Ministry of Local Government, Culture and Unity
MoNRCC	Ministry of Natural Resources and Climate Change
MoTPW	Ministry of Transport and Public Works
MoWS	Ministry of Water and Sanitation
MWASIP	Malawi Watershed Improvement Project
NGO	Non-Governmental Organization
OHS	Occupational Health and Safety
OIP	Other Interested Person
O&M	Operations and Maintenance
ORF	Operational Results Framework
PAP	Project-Affected Person
PBG	Performance Based Grant
PCU	Project Coordination Unit
PDO	Project Development Objective

POM	Project Operations Manual
PPE	Personal Protective Equipment
PWD	Person with Disabilities
RAP	Resettlement Action Plan
RCRP	Regional Climate Resilience Program for Eastern and Southern Africa
RPF	Resettlement Policy Framework
RSC	Regional Steering Committee
SEA	Sexual Exploitation and Abuse
SEP	Stakeholder Engagement Plan
SH	Sexual Harassment
SOP	Series of Projects
SRBMP	Shire River Basin Management Program
TA	Technical Assistance
TP	Third Party
UN	United Nations
WB	World Bank

1. Introduction

Within the Southern Africa region, Malawi is highly vulnerable to climate change and variability – affecting the poorest groups in particular. Malawi experienced more than 19 major flooding events in the last five decades, and eight catastrophic droughts, which hampered development efforts. In the last few years, the impact of these water-related climate shocks in Malawi has intensified costing an estimated 1.7 percent of the GDP annually. Weather shocks have caused four Malawians to fall back into poverty for every three who moved out of it between 2010 and 2019.¹

Proposed is a second operation of the Regional Climate Resilience Program for Eastern and Southern Africa (RCRP) Series of Projects (SOP) to help countries better prepare for and manage the increasing frequency, intensity, and impact of climate shocks on people, livelihoods, infrastructure, and ecosystems. The second operation under the SOP (SOP-2, or RCRP-2, or the ‘Project’) includes Malawi and scales up RCRP-1 with complementary investments. In Malawi, the Project will both rehabilitate critical infrastructure impacted by Tropical Cyclone Freddy using Crisis Response Window (CRW) resources and address the more chronic vulnerabilities in the Shire River Basin by investing in critical infrastructure at national and district level; strengthening institutional frameworks and accountability; incorporating climate considerations into the planning, implementation, and operation and maintenance of new infrastructure; and strengthening community resilience and social protection system consistent with SOP 1. The Project will be implemented by the Ministry of Finance.

¹ World Bank. 2022. “Malawi Poverty Assessment: Poverty Persistence in Malawi - Climate Shocks, Low Agricultural Productivity, and Slow Structural Transformation”

2. Project Components

The Project Development Objective (PDO) is *to improve the resilience to water-related climate shocks in Malawi and in the Eastern and Southern Africa region*. Resilience is defined as the capacity of vulnerable households, communities, and systems to withstand shocks effectively, and to recover and adapt sustainably. The RCRP-2 focuses on building resilience by going beyond emergency response, via reducing risk. Water-related climate-related shocks and associated impacts include tropical cyclones, floods, droughts, rainfall variability, and other climate events exacerbated by climate change.

Component 1. Risk Management and Climate Financing. The objective of this component will be to build regional and national institutional capacity and to strengthen cooperation on climate and disasters risk management and climate financing.

Sub-component 1.1. Strategy development for water resources and land management. The RCRP will promote a reorientation of development in the larger basins in Malawi, under an integrated management strategy, including a vision on how to live sustainably with floods. Key strategic plans and instruments include:

- a. *Catchment Management Strategies.* The activity will support the development of a river basin knowledge base and strategic framework, allow citizen engagement and Catchment Management Committee meetings for broad-based legitimacy of the plan priorities, and support ongoing discussions on water allocations, operational decision support for protection from water risks and enable optimization of water-related development in these Basins. This will include management of a geo-database, updating of hydrological and flood risk modeling, improvements to existing decision support systems, and technically inform activities b and c below. The development of new basin plans of and update of the existing ones will be led by National Water Resource Authority in close coordination with the relevant departments and in unison with lower-tier district development plans, physical development plans and village level action plans.
- b. *Land and forest restoration planning and prioritization for coordinated action in priority degradation hotspot areas.* The activity will support the update of the National Forest Landscape Restoration Strategy which identified forest and land degradation hotspot areas in the country. For each basin, a restoration workplan and budget will be established to facilitate attaining the goals set out in NFLS and meet commitments under Bonn and integrate with District-Led Resilience Building sub-component below, the Village Level Action Plans, and the World Bank financed, supported by the MDTF¹⁰, Climate-Smart Public Works Project. Reforestation of degraded land will help reduce run-offs and improve soil moisture while also sequestering carbon and helping offset GHG emissions.
- c. *Flood-risk mapping and zoning.* This activity will update flood hazard modeling and mapping and adopt an operational and enforceable flood zoning protocol with land use guidance, hotspot strategies including nature-based solutions and land use restrictions. These maps and zones will become underlying documents for District Physical Development Plans. Spatial solutions within flood zones will aim at “making room for the river” and promoting “living with floods” principles; strengthening infrastructure; integrating early warning, and protecting settlements, allowing for safe flooding.

Sub-component 1.2. Emergency Preparedness and Response & Early Warning Systems (EWS). This activity will support the institutionalization of Government-led emergency management and disaster response capacity at the national, sub-national level and local. At the national level, the component will develop and deploy a government-led Incident Command System (ICS) directed through a National Emergency Operations Center (NEOC), to coordinate disaster response. At the district level, the component will ensure availability of robust sub-national coordination facilities providing links to the NEOC and provide the appropriate equipping and capacity support. At the local level, the component will support local level response teams and community volunteers through equipment and training, in high flood risk areas. A National Disaster Center building, a floor of which will house the NEOC, will be constructed to house the Department of Disaster Management Affairs (DoDMA), the Department of Climate Change and Meteorological Services (DCCMS) and potentially the Department of Water Resources (DWR). The three agencies, all involved in the monitoring, forecasting and dissemination of early warning services in Malawi will be housed together to further coordination in both periods of disaster and non-disaster. The component will finance key inputs to the Early Warning System, based on an ongoing diagnostic and implementation roadmap which will highlight crucial investments for strengthening and modernizing the EWS system and ensuring appropriate linkage to response operations. Malawi will further benefit from the regionality of the program through data sharing with neighboring countries and regional counterparts on hydromet. Investments in core-network hydromet instrumentation, and communication and better integration on data-sharing will be preceded by the legal adoption of national protocols and standards and adequate staffing and budgeting of recurrent cost by relevant departments. The project will strengthen the functions and coordination of the Department of Climate Change and Meteorological Services, the Department of Water Resources and the Department of Disaster Management Affairs (DODMA) to coordinate effectively in responding to disasters.

Sub-component 1.3. This component will support the establishment of the national Monitoring, Reporting, and Verification (MRV) system in Malawi, for tracking land-use change, forest degradation and deforestation, and associated carbon emissions. The MRV will be centered around strengthening monitoring systems, verification, and reporting procedures for natural resource management, forest degradation and deforestation, and other land-use change related to carbon emissions.

Biophysical and ecological monitoring: The project will enhance and expand the current biophysical and ecological monitoring system. This will be achieved by utilizing advanced ICT-based monitoring tools and GIS systems. These systems will streamline the collection of spatially referenced data on soil erosion, sediment load, and biophysical effects. Practical and cost-effective monitoring techniques, including remote sensing, aerial vehicles, and mobile-based reporting, will be applied. The placement of ground monitoring stations and/or community-led monitoring protocols will be prioritized near the river discharge to the Lake and other sensitive areas. Activities will include technical support and capacity building aimed at scaling up the GIS-centered biophysical and ecological monitoring system, including spatially map interventions that have been implemented across the Basin for baseline monitoring. Impact assessments will also be conducted. This activity will explicitly simplify and feed into a more standardized, larger area, enhanced VLAP, CMS and district physical planning process, ensuring consistency, reduced transaction cost and better process monitoring and coordination, as well as establish the basis for impact verification for activities under Component 2 and general monitoring of state of the environment.

Carbon monitoring and reporting: The project will build the long-term MRV for tracking forest degradation and deforestation as a start but with the aim of expanding it to other sectors in the future. The MRV will be based on the existing knowledge base and will use the monitoring for multiple purposes besides climate finance: performance management, prioritization of interventions, and coordination beyond this project. The Forest Monitoring Unit (FMU), housed within the Department of Forestry, will function as the MRV lead implementer for forest degradation and deforestation.¹¹ The project support will include equipment, learning, and targeted technical assistance.

Component 2. Infrastructure Investments and Sustainable Asset Management for Climate Resilience.

This Component aims to address the gap in critical infrastructure for climate resilience and catchment management, and to establish a strong institutional framework that incorporates climate considerations into the planning, implementation, and operation and maintenance of infrastructure and catchments. It will adopt two implementation approaches. The first at basin level and the second at a district level. At both scales, this component will finance activities to strengthen the construction and catchment management and regulatory systems to ensure construction and land restoration works are of better quality and standards to withstand recurring weather events.

Sub-component 2.1. Basin-Level Infrastructure Development in Malawi: This sub-component focuses on the identification, design, and implementation of key infrastructure. The strategic interventions will incorporate improved design standards, risk responsive design, network redundancy, and coordinated planning. The activities will include two main approaches:

- i. *Rapid reconstruction and rehabilitation of critical connectivity (roads/bridges) and critical hydraulic infrastructure in flood disaster affected regions.* This rapid reconstruction will be financed with CRW resources. An initial pipeline of required investments has been identified to expediate commencement of implementation. The needs will likely exceed the funds available under the project. Therefore, priority will be given to restoring critical structures and connectivity in the Shire Basin and Blantyre City, which were greatly affected by Tropical cyclone Freddy; and
- ii. *New hydraulic infrastructure development.* Preparation and construction of longer-term flood resilient hydraulic infrastructure (e.g., river training, riverbank protection, drainage, dykes, weirs,) that will be informed by the integrated flood risk management plan for key basins, and with a particular focus on the transboundary Shire Basin.¹² An initial investment pipeline will be identified by an ongoing assessment funded under Malawi Resilience and Disaster Risk Management Project.

Sub-component 2.2. District-Led Resilience Building. The component consists of interconnected parts that target service delivery bottlenecks at national and local levels. At the local-level, the initiative employs a results-driven strategy to enhance infrastructure and landscape management across Malawi's twenty-eight district Local Authorities (LAs). It aims to encourage efficient and responsible performance on climate resilience by LAs in main areas: (a) executing high quality resilience projects that cater to local needs, (b) enhancing the planning, design, execution, and maintenance of vital infrastructure and spatial measures; (c) effective management of district technical and frontline extension service delivery staff; and (d) restoration of degraded forest and land in Malawi. This will be accomplished through Performance-Based Grants (PBGs), which will align with intergovernmental fiscal transfers, substantially increasing funding for development projects outlined in District Development Plans (DDPs). The amount of funding will correspond to each LA's particular risk profile (with larger corresponding PBG amounts expected for

high flood risk areas within the Shire Basin), technical capacity for implementation determined through an annual performance assessment, and investment readiness.

Component 3. Adaptive Climate Services for Resilient Communities. This Component aims to enhance community preparedness, engagement and mainstreaming the climate dimension in social protection policy design, operational and budgetary planning.

Sub-component 3.1 Expanding Social Registry in Urban Areas in Malawi and Piloting Social Protection Public Works. The activities will focus on introducing urban social registry in the Central and Southern Regions (including in the transboundary Shire Basin), to include vulnerable urban populations in social protection programs. This sub-component will finance the design and development of guidelines and training materials for a new urban public works program and will run small climate smart social protection pilots. The guidelines and training materials will then be used to scale up climate smart social protection in urban areas and raise community awareness of climate resilience risks and community level adaptation works. The activity will aim to integrate urban public works under social protection programs with regular and seasonal O&M needs of cities, in order to devise a more sustainable and cost-effective approach for maintaining optimal operations of urban infrastructure.

Component 4. Project Management. In Malawi, the project will be coordinated by a Project Coordination Unit (PCU), established under Economic Planning and Development department within the Ministry of Finance to ensure proper coordination between line ministries and between national and district level administrations. This component will finance all project management activities, including equipment and materials, technical assistance and compliance with fiduciary, procurement, and environmental and social risk management requirements, security planning and management, remote supervision, monitoring and evaluation (M&E), impact assessment, and knowledge management and communication, and support to technical activities and supervision through a Third Party firm(s) (TP).

Component 5. Contingent Emergency Response Component. This component will be included in the Malawi financing agreement. It will allow DODMA to respond to any eligible crisis or emergency in a timely manner.

2.1. Project Locations and Beneficiaries

The Project is expected to generate an important set of quantifiable and non-quantifiable benefits through its interventions. In particular, the project's investments are expected to generate several benefit streams for the targeted beneficiaries, including socio-economic benefits from improved adaptive social services, stronger transboundary cooperation and coordination, and overall prosperity and economic growth for all participating countries. At present no selection of particular locations has been undertaken. Component 1 and 5 will be covering the national level; Component 2 will focus on the transboundary Shire River Basin; and Component 3 will focus on the central and southern regions of the country, including the transboundary Shire River Basin.

2.2. Institutional Arrangements

The project will be implemented by a Project Coordination Unit (PCU) located in the Ministry of Finance, Economic Planning, and Development. The PCU will be led by a Project Coordinator and will be responsible for the implementation of Components 1, 3, 4, and Sub-Component 2.1 (b); and the coordination of Component 2. The PCU will consist of an Operations Team (2 Procurement Specialists, Financial Management Specialist; 2 Environmental Safeguards Specialists; 2 Social Safeguards Specialists; 1 OHS Specialist, 2 Engineers, 1 M&E Specialist; 1 Communications Specialist; and 1 Project Admin Assistant) and a Technical Team (Technical Coordinator for District Level Investments; Technical Coordinator for Infrastructure; Technical Coordinator for Catchment & Water Res. Management; and Technical Coordinator for Disaster Risk Management). The PCU will also manage the contracting and supervision of all third-party firms hired under the Project.

Project Implementation Units (PIUs): A PIU located in the Roads Agency in the Ministry of Transport and Public Works and led by a Deputy Project Coordinator will be responsible for the Roads Funds Administration, Sub-Component 2.1 (a). It will consist of an Operations Team (Procurement Specialist, Financial Management Specialist, Environmental Safeguards Specialist, Social Safeguards Specialist, and an OHS Specialist and a GBV Service Provider) and a Technical Team (Transport / Civil Engineer, Technician/Surveyor, other technical positions). A second PIU will be located in the National Local Government Finance Committee (NLGFC) in the Ministry of Local Government and Rural Development. It will be led by a Deputy Project Coordinator and will be responsible for the 28 district councils and the implementation of Sub-component 2.2. It will include a RCRP Team at the District level (supporting on technical and safeguards) and a GESD enabled Team at District level (Directors of Finance and Accounting Officers).

2.3. Objectives of the SEP

The World Bank's ESS 10 recognizes the importance of open and transparent engagement with all project stakeholders, based on the recognition that effective stakeholder engagement can improve E&S sustainability of project activities, enhance project acceptance and implementation, and allow stakeholders to contribute to project design. The key objectives of stakeholder engagement include an assessment of the level of interest and support of the project by stakeholders, to promote effective and inclusive engagement with all project-affected parties, and to ensure that project information on E&S risks and impacts is disclosed in a timely and understandable way.

This SEP is therefore designed to anchor all Project stakeholder engagement in a systematic way. It lays out legal and policy requirements in regard to stakeholder engagements, lists engagements already undertaken, provides a stakeholder analysis of all relevant project-affected parties to the Project and lays out the means of dissemination of information to different parties as well as means and ways to continue to consult different stakeholder groups throughout the project cycle. Furthermore, it contains a monitoring plan to ensure the implementation of the SEP.

This SEP will apply to all components of the project. The Stakeholder Engagement Plan (SEP) aims at facilitating stakeholder engagement throughout the Project's life cycle and across the various project components.

The objectives of this SEP are:

- To identify project stakeholders, including members of vulnerable groups, their priorities, and concerns.
- Identify strategies for information sharing and communication to stakeholders as well as consultation of stakeholders in ways that are meaningful and accessible throughout the project cycle.
- To specify procedures and methodologies for stakeholder consultations, documentation of the proceedings and strategies for feedback.
- To establish an effective, transparent and responsive grievance mechanism for the project.
- To develop a strategy for inclusive and meaningful stakeholder participation in the monitoring of project impacts, documenting, reporting and dissemination of results among the different stakeholders.

3. Stakeholder Identification and Analysis

The Project will benefit people across Malawi, specifically in the Shire River Valley, including the most vulnerable people in local communities, where flood risk mitigation measures are implemented. While not every affected party will also be a beneficiary, it is crucial to disseminate information and engage with all stakeholders on project modalities as well as on the selection criteria of beneficiaries.

Stakeholders are individuals or groups (parties) that can be affected by the project outcomes, either directly or indirectly and both positively or negatively (Project-Affected Parties (PAP)) or have an interest in the project (other interested parties (OIP)). Analysis of stakeholders therefore encompasses identification of the stakeholder groups that are likely to influence or be affected by the proposed project components either positively or negatively and organizing them according to the potential impacts of the activities on them.

The Project stakeholders can be classified based on: a) their roles and responsibilities in the project; b) the influence/interest in the project; c) whether they are direct or indirect beneficiaries; and d) whether they are vulnerable groups.

Key stakeholder groups include:

Project-Affected Persons

National Level

- Ministry of Finance (MoF)
- Ministry of Water and Sanitation (MoWS)
- Ministry of Transport and Public Works (MoTPW)
- Department of Disaster Management Affairs (DoDMA)
- Department of Climate Change and Meteorological Services (DCCMS)
- Department of Land Resource Conservation (DLRC)
- Ministry of Lands (MoL)
- Environmental Affairs Department (EAD)
- (Ministry of Natural Resources and Climate Change (MoNRCC)
- National Local Government Finance Committee (NLGFC) /
- Ministry of Local Government, Culture and Unity (MoLGCU)
- National Water Resources Agency
- Shire Basin Catchment Management Committee
- Malawi Environmental Protection Authority (MEPA)
- Department of Water Resources (DWR)

District Level

- District Authorities
- District Council members
- District Executive Committee
- District Disaster Risk Management Committee (DDRMC)

Community Level

- Traditional leaders

- Community extension workers
- Farmer groups
- Catchment Management Committees
- Village Natural Resource Management Committees (VNRMC)
- Village Development Committee (VDC)
- Area Development Committee (ADC)
- Area Disaster Risk Management Committees (ADRMC)
- Village Disaster Risk Management Committee (VDRMC)

Other Interested Parties

National Level

- Ministry of Agriculture (MoA) (Department of Land Resources Conservation)
- Third Party Firms
- National NGOs
- Development Partners
- Regional Water Boards

District Level

- District Commissioners
- Relevant NGOs and CSOs

Community Level

- Agricultural enterprises
- Community Based Organizations (CBOs)

Vulnerable Groups

- Women groups
- Youth groups
- Vulnerable Households (e.g. women or child-headed households)
- Persons with Disabilities (PWD) and chronically ill
- Elderly
- Persons living with HIV/AIDS

This section lays out the key stakeholders who will be informed and consulted about the Project, including individuals, groups or communities. They are either affected or likely to be affected (project-affected parties – PAP); or they may have an interest in the project (other interested parties – OIP).

Table 1 Summary of Stakeholder Needs Analysis

Stakeholder Group	Type of stakeholder	Key characteristics	Language needs	Preferred notification	Specific needs
National Level					
Ministry of Finance (MoF)	PAP	Management of project resources and overall oversight of the project	English	Meetings, email, telephone	none
Ministry of Water and Sanitation (MoWS)	PAP	Government technical support staff	English	Meetings, email, telephone	none
Ministry of Transport/Roads Authority (MoTPW)	PAP	Government technical support staff	English	Meetings, email, telephone	none
Department of Disaster Management Affairs (DoDMA)	PAP	Government technical support staff	English	Meetings, email, telephone	none
Department of Climate Change and Meteorological Services (DCCMS)	PAP	Government technical support staff	English	Meetings, email, telephone	none
Department of Land Resource Conservation (DLRC)	PAP	Provides services on environmental conservation to land users	English	Meetings, email, telephone	none
Ministry of Lands (MoL)	PAP	Government technical support staff	English	Meetings, email, telephone	none
Environmental Affairs Department (Ministry of Natural Resources Energy and Mining (MoNRCC)	PAP	Government technical support staff	English	Meetings, email, telephone	none
Ministry of Agriculture (MoA) (Department of Land Resources Conservation)	OIP	Responsible for promotion and management of agricultural, water and sanitation related activities	English	Meetings, email, telephone	none
Third Party Firms	OIP	Design support, engineering supervision, procurement, MRV	English	Meetings, email, website	none

National Local Government Finance Committee (NLGFC) / Ministry of Local Government (MoLGCU)	PAP	MoLGCU will have a planning function, while the NLFC will have implementation oversight	English	Meetings, email, telephone	None
National Water Resources Agency	PAP	Independent regulator for the water resources management and development and catchment management.	English	Meetings, email, telephone	None
Shire Basin Catchment Management Committee	PAP	Has regulatory oversight and will implement planning functions	English	Meetings, email, telephone	None
National NGOs	OIP	National NGOs operating in the water and related sectors	English	Meetings, email, website	None
Malawi Environmental Protection Authority	PAP	Conservation and management of the environment	English	Meetings, email, telephone	None
Development Partners	OIP	Implementation of other sector-related programming	English	Meetings, email, website	None
Regional Water Boards	OIP	Private sector	English	Meetings, email, website	None
Department of Water Resources (DWR)	PAP	Government technical support staff	English	Meetings, email, telephone	None
District Level					
District Authorities	PAP	Sub-project execution	English ChiChewa	Meetings, email, website, events	None
District Council members	PAP	Elected Councilors, including Traditional Authorities. District Commissioner serves as secretary to the council. Council acts as decision-making body on all development matters in the district.	English ChiChewa	Meetings, email, website, events	None
District Executive Committee	PAP	Technical body, consists of heads of government departments, representatives of NGOs and service providers working in the district, chaired by District Commissioner. It has	English ChiChewa	Meetings, email, website, events	None

		thematic sub-committees and provides technical guidance on all development matters.			
Relevant NGOs and CSOs	OIP	NGOs and CSOs working in the sector	English ChiChewa	Meetings, email, website, events	None
Community Level					
Traditional leaders	PAP	Traditional, religious or political leaders who have influence in the communities	English ChiChewa	Meetings, events, letters, email, radio broadcasts	None
Community extension workers	PAP	Staff of government departments and agencies who work directly with communities (e.g. Community Development Assistants (CDAs), Agricultural Extension Development Officers (AEDOs), Forestry Assistants (FAs), Water Monitoring Assistants, Park Rangers, and volunteers.	English ChiChewa	Meetings, events, letters, email, radio broadcasts	None
Farmer groups	PAP	Cooperatives, groups of farmers	English ChiChewa		Meeting times need to be appropriate
Agricultural enterprises	OIP	Small to medium businesses	English ChiChewa	Meetings, events, letters, email, radio broadcasts	None
Women groups	Vulnerable Group	These are persons and households that may be adversely affected by the project's interventions	English ChiChewa	Community meetings, events, notice boards, radio broadcasts	Meeting times need to be appropriate, information dissemination may need to cater for illiteracy, child care provision
Youth groups	Vulnerable Group	These are persons and households that may be adversely affected by the project's interventions	English ChiChewa	Community meetings, events, notice boards, website, radio broadcasts	None

Vulnerable Households (e.g. women or child-headed households)	Vulnerable Group	These are persons and households that may be adversely affected by the project's interventions	English ChiChewa	Community meetings, events, notice boards, radio broadcasts	Meetings need to be easily accessible, at times that allow participation, information may need to be provided catering for illiteracy
Persons with Disabilities (PWD) and chronically ill	Vulnerable Group	These are persons and households that may be adversely affected by the project's interventions	English ChiChewa	Community meetings, events, notice boards, radio broadcasts	Meetings need to be easily accessible, information may need to be provided in different ways, depending on disability
Elderly	Vulnerable Group	These are persons and households that may be adversely affected by the project's interventions	English ChiChewa	Community meetings, events, notice boards, radio broadcasts	Meetings need to be easily accessible, information should be provided orally
Catchment Management Committees	PAP	Supervise and monitor watershed activities and guide works	English ChiChewa	Meetings, events, letters, email, radio broadcasts	None
Village Natural Resource Management Committees	PAP	Consist of community members, coordinate natural resources management	English ChiChewa	Meetings, events, letters, email, radio broadcasts	None
Village Development Committee	PAP	Members of Catchment Management Committees and Village Natural Resource Committees (as per legislation), and Area Development Committees (Traditional Authority (TA) level and Village Development Committee)	English ChiChewa	Meetings, events, letters, email	None
Area Development Committee	PAP	Village Development Committee chair and representatives of civil society groups	English ChiChewa	Meetings, events, letters, email, radio broadcasts	Timing needs to allow women group representatives to participation, child care

3.1. Disadvantaged / Vulnerable Individuals and Groups

The project will pay particular attention to the inclusion of disadvantaged and vulnerable communities. The below table identifies key vulnerable groups in the project context. In some cases vulnerability may be defined by intersectionality, where individuals belong to more than one of the below listed groups, for example women with disabilities that are illiterate.

Table 2: Vulnerable Individuals and groups

Disadvantaged and Vulnerable Group	Remarks
Women	In view of gender equality, women are still left behind. 42.1 percent of women aged 20-24 years old were married or in a union before the age of 18. The adolescent birth rate is 137.6 per 1000 women aged 15-59. Only 22.9 percent of seats in Parliament are held by women. Women and girls aged 15 and above spend 8.7 percent of their time on unpaid care and domestic work, compared to 1.3 percent spent by men. ² Women and girls are also disadvantaged, which hinders their ability to accumulate human capital and rise out of poverty. Women’s farmers plots are almost one-third less productive than men’s, as women are less likely to grow cash crops and lack access to male labor and agricultural technology. ³ This makes women and girls particularly vulnerable to climate shocks. ⁴
Youth	Malawi has a young population, 66 percent of 17 million people are under the age of 25, and 53 percent are 18 and younger. ⁵ These significant group of young people will have to deal in future with climate-related events and are therefore particularly vulnerable to the current situation.
Vulnerable Households (e.g. women or child-headed households)	16.7 percent of children under 18 are orphans and vulnerable children. Nearly one million orphans and vulnerable children have lost one or both parents to AIDS. 20 percent of Malawian households look after orphans and vulnerable children. ⁶ There are gendered effects of extreme weather events, such as overall households consumption where land is solely managed by women as opposed to land managed by men. ⁷

² See UN Women, Malawi, accessed at:

<https://data.unwomen.org/country/malawi#:~:text=In%202018%2C%2016.6%25%20of%20women,to%201.3%25%20spent%20by%20men.>

³ p. 20.

⁴ P. 25-26.

⁵ USAID, Malawi Orphans and vulnerable children fact sheet, accessed at: <https://2017-2020.usaid.gov/malawi/fact-sheets/malawi-orphans-and-vulnerable-children-fact-sheet>

⁶ USAID, Malawi Orphans and vulnerable children fact sheet, accessed at: <https://2017-2020.usaid.gov/malawi/fact-sheets/malawi-orphans-and-vulnerable-children-fact-sheet>

⁷ P. 25-26.

Persons with Disabilities (PWD)	In 2018 there were 1,734,250 PWD in Malawi. PWD face significant inequalities and face stigma and discrimination. ⁸
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⁸ UNFPA, Advocating for better services for persons with disabilities, 2021, accessed at: <https://malawi.unfpa.org/en/news/advocating-better-services-persons-disabilities>

4. Stakeholder Engagement Program

Stakeholder engagement refers to the process of interacting and working with stakeholders identified as relevant to the project to come up with new concepts, identify challenges, provide more information, obtain feedback, discrepancies and how to address issues that may rise. All this helps in the realization of stakeholder needs and expectations for effective implementation of project components.

The Stakeholder Engagement Plan (SEP) is used to formulate schedules, strategies and general plans to ensure there is effective, meaningful and inclusive participation of project affected persons, including members of vulnerable groups, and other interested parties, throughout the entire project life cycle. It consists of planning on how consultations will take place, developing the layout and how issues raised will be addressed and responded to in a transparent, meaningful, timely and inclusive manner. The importance of this is to provide an effective outline of activities to be undertaken within a given timeframe to ensure effective stakeholder involvement and improve the project's sustainability and development benefits. The SEP outlines how consultations are to be carried out and the scope of work to be achieved. The SEP will be updated on a regular basis to promptly include new developments and issues that may arise. This may include the techniques to be used in the engagement of stakeholders to address stakeholder concerns and enhance project ownership.

The SEP describes the timing and methods of engagement with stakeholders throughout the life cycle of the project as agreed between Bank and Borrower, distinguishing between project-affected parties and other interested parties. The SEP also describes the range and timing of information to be communicated to project-affected parties and other interested parties, as well as the type of information to be sought from them.

4.1. Preparation Stage: Summary of Previous Stakeholder Engagement Activities

Project preparation has relied significantly on stakeholder engagement in order to gain an understanding of the needs and priorities of the different stakeholders at different levels, and to assess the potential environmental and social risks of flood risk mitigation measures.

A consultation mission was undertaken from 5 to 9 June 2023 to define the concept of the program, including its development objective, components and activities, as well as implementation arrangements, timeline and roadmap for preparations, and necessary analytical work in support of integrated approaches to floods, catchment and basin climate resilience. Consulted stakeholders included officials from the Ministry of Finance and Economic Affairs (MoFEA), the Ministry of Water and Sanitation (MoWS), Department of Disaster Management Affairs (DODMA), Ministry of Natural Resources and Climate Change (MoNRCC), Ministry of Agriculture (MoA), and from the Ministry of Transport and Public Works and Roads Authority (see Annex 4). Considering that stakeholder engagement is a continuous process, consultations will continue to be done throughout the project cycle.

Consultations clarified the required rationale of the Project. Stakeholders pointed out that Malawi is exposed to several hydro-meteorological hazards including floods, droughts, hailstorms, strong winds and landslides, and geo-hazards, notably earthquakes. Between 1980 to 2017, Malawi experienced eight major droughts and 33 floods. The drought in 2016 affected 6.5 million people, which is over a third of the total population. Since the devastating 2015 cyclone Chedza, the country has experienced Cyclones

Idai (2019), Ana, Gombe (2022) and most recently, Tropical Storm Freddy (2023), all of which have led to significant loss of life, loss of livelihoods, and damage to infrastructure. Given these trends there is an urgent need to develop a program, breaking the cycle of recurrent reconstruction projects, blending needed critical infrastructure and cyclone recovery with a longer-term resilience and institutional strengthening agenda.

It was further decided that the proposed operations will build on foundation laid by the Shire River Basin Management Program (SRBMP – P117617 - closed) and Malawi Flood Emergency and Recovery Project (MFERP - 154803) on basin planning, hydromet services improvement and flood Management. The Project will further coordinate with Malawi Watershed Improvement Project (MWASIP - 167860) and Malawi Resilient and Disaster Risk Management Project (MRDRMP - 161392). Flow of resources to District Council will follow Governance to Enable Service Delivery (GESD – P164961) approach.

Key principles of engagement discussed for the Project included that with increased climate volatility, as well as mounting land use pressures, limited progress in reducing vulnerability, the frequency and intensity of water-related disasters, and associated recovery and reconstruction needs have increased over the years, so much so that a “new normal” has been created. The aim for this Project is to respond to the current cyclonic event, while also zooming out and providing a reset in the way disasters are anticipated, managed, and averted. Based on experience of the last decade, the planned interventions, as well as the implementation arrangements, are designed to: a) Advance a vision of “Living with floods”: Bring back a coherent vision for natural resources management/water resources management and flood risk management for the Shire Basin and indeed the country as a whole. This vision should integrate spatially different functions, needs and risks of natural resource use and flood risk management; b) Design a “GESD for climate resilience”: Decentralize implementation and accountability to communities at risk and embed climate resilience capacity within districts, building on other project experience; c) Integrate “Performance-based lending”: Reward performance and pay for results (within the World Bank IPF) and build capacity for increased performance-based lending; d) Establish “Rules of the game”: Focus on enforcement of rules (e.g., flood zoning), and sustainable O&M; and d) Secure “High level commitment”: A series of investments without accompanying policy and commitment to enforcement will not bring desired results. Prior to appraisal, high level endorsement of policy and performance criteria will be sought.

Further stakeholder consultations were undertaken at the local level, including with District Councils and NGOs in September 2023. Consultations were held in the southern regions, central region and northern region (see Annex 2 for stakeholder details). A summary of the issues raised during the consultations and the responses from the Project preparation team are listed in the table below.

Table 3 Local stakeholder consultation inputs

	Main issues raised Comment	Response	Institution that raised the issue or comment
1	There is need to provide clarity on whether the financial resources for project implementation are a loan or grant or both.	The project is a grant.	Chiradzulu District Council
2	It is proposed that through this Project, District Councils should be capacitated to respond to disasters as quickly as possible. In addition, other institutions, like Malawi Defense Force should also be assisted so that it is able to respond to disasters as well.	This proposal has been noted. Under the project, there is a component to promote n early warning system that can also assist councils to timely respond to disasters, especially floods.	Phalombe District Council
3	Some districts, like Phalombe, are prone to disasters caused by landslides. There is a need to conduct studies on the geology of such districts so that people are well informed to take precautionary measures.	This request is noted. The studies however will depend on the availability of resources and time.	Phalombe District Council
4	One of the reasons why most of the infrastructure in District Councils does not withstand disasters, such as floods is the poor workmanship. As the rehabilitation of infrastructure affected by Cyclone Freddy will be carried out, there will be a need to ensure that well-qualified engineers have been engaged. In addition, there is a need to ensure that affected District Councils have qualified engineers to supervise the works. The government, through District Councils, should find a way of providing incentives to engineers so that they can work in councils and rural areas.	Contractors who will be hired to rebuild or rehabilitate damaged infrastructure will have requisite qualifications and experience. Likewise, supervising engineers will have the required experience and qualifications.	Kaume DPD
5	One of the proposed activities under the RCRP is carrying out GIS mapping of the flood-prone areas in the districts. This will assist Councils to come up with proper settlement plans. Without this mapping, people will be constructing houses in flood-prone areas.	This has been noted. There is, however, a need to come up with a proper justification to ensure that the proposed activity is in line with the Project Development Objective (PDO).	Blantyre District Council
6	District Councils need guidance on how much resources will be allocated to them. This information will assist Councils in coming up with activities.	The amount that will be allocated to Councils will depend on the cost of rehabilitation of damaged infrastructure after assessments.	Ganizani Nkhwazi
7	Most of the District Councils in Malawi do not have Environmental District Officers. The government should therefore assist in the recruitment of Environmental District Officers to ensure that applicable environmental and social standards are being followed during project implementation.	This is noted. RCRP will have a management unit that will engage an Environmental Safeguards Specialist who will work with District Councils to ensure that applicable environmental and social standards are being followed during project implementation.	Rumphi District Council

	Main issues raised Comment	Response	Institution that raised the issue or comment
8	Extension workers in District Councils that will be implementing infrastructure projects under RCRP should be assisted with motorcycles to ease mobility challenges.	This will depend on the availability of resources.	Rumphi District Council
9	One of the proposed activities under the project is the development of ' <i>District Development Plans</i> '. This will ensure that infrastructure is resilient to floods and other disasters such as earthquakes	This has been noted. There is a need however to come up with proper justification to ensure that the proposed activity is in line with the Project Development Objectives (PDO).	Mzimba District Council
10	The development of the Environmental and Social Framework (ESMF) is critical to the successful implementation of the project. As such respective District Councils should be engaged more so that they have input in its development.	Consultations with various stakeholders during the preparation of safeguard instruments including ESMF is an ongoing process. Engagement with stakeholders, including district councils and beneficiary communities will continue till the instruments are finalized.	Chitipa District Council
11	Forest Landscape Restoration Plan. How can this be integrated into the RCRP?		Mzimba District Council
12	The implementation of the RCRP should also take into consideration the cultural aspect of the beneficiary communities.	During project implementation, cultural aspects of beneficiary communities will be considered. Issues of culture will also be covered in the code of conduct that will be signed by workers including migrant workers under the project.	Kasungu District Council
13	During cyclone Freddy some people were displaced. Will these be compensated under the RCRP?	RCRP will mainly rehabilitate infrastructure damaged by Cyclone Freddy. However, issues of resettlement or compensation under the project will be guided by the Resettlement Policy Framework that has been developed under the project.	Rumphi District Council
14	Will the allocation of financial resources for RCRP depend on the size of the district?	The financial resources that will be allocated per district will be dependent on the amount of money that will be required to repair, rehabilitate rebuild infrastructure that was damaged by Cyclone Freddy.	Chitipa District Council
15	Are councils going to be given ceilings?	There will be no ceilings provided. Councils should submit their prioritized initiatives for enhancing resilience and recovery. Resources to be allocated on a need basis	Mwanza District Council
16	Is the template going to be provided to guide the submissions?	A template will be circulated on the DPD's mailing list to guide the submissions,	Salima District Council

	Main issues raised Comment	Response	Institution that raised the issue or comment
17	Some disasters are periodic and tricky. How is this going to be taken into account?	Councils are free to make proposals. In Chikwawa for example, Ministry of Lands piloted a District Development Plan and Local Land Use Plans to ensure coordinated land use and sustainable development incorporating periodic disasters	Ntcheu District Council
18	Are all Councils going to examine the three components presented?	Councils affected by Freddy will implement activities for recovery but also enhancing resilience to shocks. The other Councils will only focus on resilience building	Lilongwe District Council

4.2. Purpose and Timing of Stakeholder Engagement Program

Project preparation has relied significantly on stakeholder engagement in order to gain a granular understanding of needs and priorities at each level and assess any potential environmental and social risks the project may have.

The objectives of information dissemination and consultations for the Project are: (a) understanding of climate resilience issues of stakeholders; (b) reception of feedback and comments as well as grievances from all stakeholders on project design and implementation; (c) feedback on potential environmental and social risks and impacts and mitigation measures; (d) provision of regular information to stakeholders related to project implementation progress and any other emerging issues throughout the project cycle and (e) provision of transparent and accountable mechanisms on all aspects of the project implementation.

This section outlines some of the proposed methods of stakeholder engagement throughout the project cycle. Stakeholder engagement will be undertaken on a continuous basis to inform the project affected persons and other members of the public about project activities and plans and will employ appropriate strategies to ensure effective and meaningful disclosure of information, paying particular attention to the needs and interests of members of vulnerable/disadvantaged groups, to enhance increased access to project information. Different engagement methods are proposed and cover different needs of the stakeholders.

4.3. Proposed Strategy for Information Disclosure

Information disclosure to all stakeholder, including project-affected persons and other interested parties, will rely on the following key methods: website, radio broadcasting, events, community meetings in coordination with local authorities, phone communication (SMS), and notice boards at the district and village level. Information will be disclosed in English, Chichewa or other respective local languages, as appropriate. Local authorities will be requested to inform communities in community meetings and through disclosures at project locations.

Table 4 Strategy for Information Disclosure

Project Stage	Information to be disclosed	Methods proposed	Timetable: locations / dates	Targeted stakeholders	Disclosure targets	Responsibilities
Project Design	SEP (including GRM)	Website, radio broadcast, meetings, community notice boards	Prior to disbursement	MoF, MoWS, MoTPW, DoDMA, DCCMS, DLRC, MoL, MoNRCC, MoA, MoLGCU, NLGFC, DWR, National Water Resources Agency, Shire Basin Catchment Management Committee, National NGOs, Malawi Environmental Protection Authority, Development Partners, Regional Water Boards	70% of all beneficiaries and affected communities	PCU
	ESCP	Website, email	Prior to disbursement	District Authorities, District Council members, District Executive Committee, Relevant NGOs and CSOs	10% of stakeholders	PCU
	ESMF (incl. Labor Management Procedures - LMP) and Resettlement Policy Framework (RPF)	Website, radio broadcast, meetings, community notice boards	Prior to disbursement	Traditional leaders, Community extension workers, Farmer groups, Agricultural enterprises, Women groups, Youth groups, Vulnerable Households, PWD, Elderly, Catchment Management Committee, Village Natural Resource, Management Committees, Village Development Committee, Area Development Committee	70% of stakeholders	PCU
Project Implementation	Environmental and Social Impact Assessment (ESIA), Environmental and Social Management Plans (ESMPs), Resettlement Action Plans (RAPs), and other	Website, radio broadcast, meetings, community notice boards	Prior to works commencing	District Authorities, District Council members, District Executive Committee, Relevant NGOs and CSOs Traditional leaders, Community extension workers, Farmer groups, Agricultural enterprises, Women groups, Youth groups, Vulnerable Households, PWD, Elderly, Catchment Management Committee, Village Natural Resource, Management Committees,	20% of stakeholders	PCU

	relevant plans for subprojects			Village Development Committee, Area Development Committee		
	Project Reports	Website, radio broadcast, meetings, community notice boards	When available		70% of stakeholders	PCU
	SEP (including GRM)	Website, radio broadcast, meetings, community notice boards	Throughout sub-project implementation		70% of all beneficiaries and affected communities	PCU

4.4. Proposed Strategy for Consultations

This section lays out the overall consultative processes of the project with its different stakeholders. The PCU oversees the component and sub-component activities and will utilize participatory engagement and consultation methods, especially with affected communities, beneficiaries and vulnerable groups. In case any additional needs arise from identified deficiencies or from context changes, the project design and/or environmental and social risk mitigation measures and processes will adapt accordingly. The GRM will be another means of consultation, as complaints received will be filed, assessed and responded to (see below).

Table 5 Strategy for Consultations

Project Stage	Topic of Consultation	Suggested Method	Timetable: location and timing	Target stakeholders	Expected Outcome	Responsibilities
Project Design	Overall project activities	Consultation meetings, community level meetings, emails	Lilongwe and selected sub-project level areas During project design	MoF, MoWS, MoTPW, DoDMA, DCCMS, DLRC, MoL, MoNRCC, MoA, MoLGCU, NLGFC, DWR, National Water Resources Agency, Shire Basin Catchment Management Committee, National NGOs,	Understanding of the flood risk mitigation structures and policies as well as Project implementation modalities	PCU
	SEP (including GRM)	Consultation meetings, community meetings, emails	Lilongwe and selected sub-project level areas During project design	Malawi Environmental Protection Authority, Development Partners, Regional Water Boards District Authorities, District Council members, District Executive Committee, Relevant NGOs and CSOs Traditional leaders, Community extension workers, Farmer groups, Agricultural enterprises, Women groups, Youth groups, Vulnerable Households, PWD, Elderly, Catchment Management Committee, Village Natural Resource, Management Committees, Village Development Committee, Area Development Committee	Reception of feedback and comments as well as grievances from all stakeholders on project design, as well as potential environmental and social risks and impacts and mitigation measures Provision of transparent and accountable mechanisms on all aspects of the project and design	PCU
	ESCP	Inter-ministerial Steering Committee meeting, website, email	Lilongwe During preparation of E&S instruments	MoF, MoWS, MoTPW, DoDMA, DCCMS, DLRC, MoL, MoNRCC, MoA, MoLGCU, NLGFC, DWR, National Water Resources Agency, Shire Basin Catchment Management Committee, National NGOs, Malawi Environmental Protection Authority, Development Partners, Regional Water Boards	Provision of transparent and accountable mechanisms on all aspects of the project and design	PCU

	ESMF and RPF	Consultation meetings, community meetings, emails	Lilongwe and selected sub-project level areas During project design	MoF, MoWS, MoTPW, DoDMA, DCCMS, DLRC, MoL, MoNRCC, MoA, MoLGCU, NLGFC, DWR, National Water Resources Agency, Shire Basin Catchment Management Committee, National NGOs, Malawi Environmental Protection Authority, Development Partners, Regional Water Boards District Authorities, District Council members, District Executive Committee, Relevant NGOs and CSOs Traditional leaders, Community extension workers, Farmer groups, Agricultural enterprises, Women groups, Youth groups, Vulnerable Households, PWD, Elderly, Catchment Management Committee, Village Natural Resource, Management Committees, Village Development Committee, Area Development Committee	Reception of feedback and comments as well as grievances from all stakeholders on project design, as well as potential environmental and social risks and impacts and mitigation measures	PCU
Project launch / entry	Introduction of the project	Consultation meetings, community level meetings, emails	Lilongwe and selected sub-project level areas At project launch	MoF, MoWS, MoTPW, DoDMA, DCCMS, DLRC, MoL, MoNRCC, MoA, MoLGCU, NLGFC, DWR, National Water Resources Agency, Shire Basin Catchment Management Committee, National NGOs, Malawi Environmental Protection Authority, Development Partners, Regional Water Boards District Authorities, District Council members, District Executive Committee, Relevant NGOs and CSOs	Understanding of the flood risk mitigation activities planned and the project structure	PCU

Project Implementation	Types of flood risk mitigation plans / designs Participatory design and site selection	Community meetings, emails, GRM	Sub-project sites (district and community level) During planning of subprojects	District Authorities, District Council members, District Executive Committee, Relevant NGOs and CSOs Traditional leaders, Community extension workers, Farmer groups, Agricultural enterprises, Women groups, Youth groups, Vulnerable Households, PWD, Elderly, Catchment Management Committee, Village Natural Resource, Management Committees, Village Development Committee, Area Development Committee	Understanding of the planned flood risk mitigation works Reception of feedback and comments as well as grievances from all stakeholders on sub-project design, implementation as well as potential environmental and social risks and impacts and mitigation measures Regular information and feedback to stakeholders related to project implementation progress and any other emerging issues Provision of transparent and accountable mechanisms on all aspects of the project and subproject design and implementation	PCU
	Sub-project Implementation	Community meetings, emails, GRM	Sub-project sites (district and community level) During implementation of subprojects	District Authorities, District Council members, District Executive Committee, Relevant NGOs and CSOs Traditional leaders, Community extension workers, Farmer groups, Agricultural enterprises, Women groups, Youth groups, Vulnerable Households, PWD, Elderly, Catchment Management Committee, Village Natural Resource, Management Committees, Village Development Committee, Area Development Committee	Provision of regular information and feedback to stakeholders related to project implementation progress and any other emerging issues	PCU
	Sub-project ESMPs, RAPs, etc...	Community meetings, emails, GRM	Sub-project sites (district and community level)	District Authorities, District Council members, District Executive Committee, Relevant NGOs and CSOs Traditional leaders, Community extension workers, Farmer groups, Agricultural enterprises, Women groups, Youth groups, Vulnerable Households, PWD, Elderly, Catchment Management Committee, Village Natural Resource, Management Committees, Village Development Committee, Area Development Committee	Reception of feedback and comments as well as grievances from all stakeholders on project design, implementation as well as potential	PCU

			During implementation of subprojects		environmental and social risks and impacts and mitigation measures	
	M&E Plan and results	Community meetings, emails, GRM	Sub-project sites (district and community level) During implementation of subprojects		Reception of feedback and comments as well as grievances from all stakeholders on project design, implementation as well as potential environmental and social risks and impacts and mitigation measures Regular information and feedback to stakeholders related to project implementation progress and any other emerging issues	PCU

4.5. Proposed Strategy to Incorporate the Views of Vulnerable Groups

There are several vulnerable groups and persons among the stakeholders, who will be included in a culturally sensitive and meaningful manner into stakeholder engagement activities. These include youths, women, vulnerable households, elderly and individuals with low literacy levels, persons living with HIV/AIDS, and PWD. These groups are at risk of exclusion from consultations and at risk of harm from poor project design or less likely to be able to access project benefits. Limitations related to participation include:

- limited representation or lack of opportunity to express self
- Fear of expressing themselves
- Language and technology barrier
- Transport limitations
- Nature of the disability; and
- Cultural limitations.

During the course of the sub-project design and implementation, representatives of the various vulnerable groups will be identified for engagement. Invitations for the consultations shall be made accessible in good time and with adequate information on the agenda to allow for meaningful participation of a broad range of stakeholders.

Consultations will be conducted throughout project implementation in places that are suitable for participation of the identified vulnerable groups, such as through physical meetings in the communities as part of the country-specific stakeholder engagement plans. Inclusive participation will be ensured through the identified communication needs and will include the following services: translation into appropriate language, sign language, large print information, accessible venues for events, consultations in culturally appropriate manner and convenient venues and timing, small focused and short meetings where vulnerable stakeholders are more comfortable asking questions or raising concerns.

The PCU will ensure that women and other vulnerable groups are participating in consultative processes and that their voices are not ignored. This may require specific meetings with some of the above identified vulnerable groups at the community level, in addition to general community consultations. For example, women may be more outspoken in women-only consultation meetings than in general community meetings. Similarly, separate meetings will be held with young people, with elderly people, or with people that are temporarily displaced by flood. Further, it is important to rely on other consultation methods as well, which do not require physical participation in meetings, such as social media, SMS, or radio broadcasting, where feasible, to ensure that groups that cannot physically be present at meetings can participate.

In view of promoting gender equality, it is most important to engage women's groups on an ongoing basis throughout the lifetime of the project. Women voicing their concerns and contributing in the decision-making process should be encouraged, especially where governmental or traditional committees predominantly consisting of men.

The GRM are designed in a way that all groups identified as vulnerable (see below) have access to the information and can submit their grievances and receive feedback as prescribed.

4.6. Timelines

Information disclosure and consultations are especially relevant throughout the early stages of the project, but also throughout the project cycle. Project design has therefore been based on consultations. Activities under each Component will include further consultations prior to their commencement to ensure transparency and accountability on project modalities, and to allow stakeholder voices to form the basis of the concrete design of every intervention and consultations will continue throughout the project cycle.

4.7. Reviews of Comments

The PCU will compile all comments and inputs originating from the different consultation methods to ensure that the project has general information on the perception of stakeholders and their concerns, and for the Project to remain on target. It will be the responsibility of all implementers to respond to comments and inputs, and to keep open a feedback line to the communities, as well as the local authorities.

Training on environmental and social standards facilitated by WB will be provided soon after the project becomes effective to ensure that all implementing staff are equipped with the necessary skills.

4.8. Resources and Responsibilities for Implementing Stakeholder Engagement Activities

Budgetary resources will be dedicated to the implementation of the SEP, as laid out in the budget summary in the Table below.

Table 6 Indicative Budget for implementation of SEP

Stakeholder Engagement Activity	Total Cost (USD)
Social experts	
Dedicated social safeguards specialist at PCU (40% of time for SEP implementation)	Included in staff costs
Consultation and disclosure	
Consultation sessions in all the national, district and community level sites	200,000
Disclosure campaigns (Radio airtime, website inputs, notice boards)	200,000
Grievance redress mechanism	
GRM costs per month (5 years x 12 months x 2,000)	120,000
Capacity building and awareness of GRM	See disclosure campaigns
Support for persons with disabilities (e.g. transportation fees, sign language interpretation etc..) and other vulnerable groups (language, transport, meals etc..)	70,000
Monitoring and documentation of ESMF implementation	

Stakeholder Engagement Activity	Total Cost (USD)
Verification of SEP activities (field visits etc)	Included in PCU travel budget
TOTAL	690,000

4.9. Management Functions and Responsibilities

The stakeholder engagement activities will fulfill part of the commitments laid out in the Environmental and Social Commitment Plan (ESCP). The ESCP is part of the legal agreement between the World Bank and the Government of Malawi, which will ensure project management is committed to the planned project activities. It is part of the project approval documents and will guide the Bank in monitoring project progress. The Monitoring & Evaluation (M&E) Plan of the project, as part of the Operational Results Framework (ORF) will contain indicators to help track progress of the ESCP implementation. A progress report will be periodically produced and shared with stakeholders for review, deliberation and action.

The overall responsibility for the implementation of the SEP lies with the PCU Project Manager. The Plan will be overseen on a day-to-day basis by the PCU Social Safeguards Specialists. The Specialist will maintain a stakeholder database for the overall project and will lead a commitment register. The Specialist will also implement the GRM.

5. Grievance Redress Mechanisms

During design and implementation of the Project activities, stakeholders may be adversely impacted directly or indirectly. The grievances that may arise might relate to social issues such as loss of land or restricted land use, involuntary resettlement, loss of crops, temporary or permanent loss of livelihoods, disruption of services and pathways, gender-based violence, and other social and cultural issues. Grievances may also be related to environmental issues such as excessive dust or noise generation, damages to infrastructure due to construction related vibrations or transportation of raw material, noise and traffic congestion among others. Should such a situation arise, there must be a mechanism through which concerns from affected parties are handled in an efficient, unbiased, transparent, timely and cost-effective manner. The project will therefore institutionalize a Grievance Redress Mechanism to address concerns and grievances that arise in connection with the project activities. Under the World Bank ESSs, Bank-supported projects are required to facilitate mechanisms that address concerns and grievances that arise in connection with a project.⁹ This Project GRM should facilitate the project to provide a timely response to concerns and grievances of the project-affected parties related to the environmental and social performance of the project. The Project will provide mechanisms to receive and facilitate resolutions to such concerns. This section lays out the GRM for the Project.

The goal of the GRM is to strengthen accountability to beneficiaries and to provide channels for project stakeholders to provide feedback and/or express grievances related to project supported activities. By increasing transparency and accountability, the GRM aims to reduce the risk of the project inadvertently affecting citizens/beneficiaries and serves as an important feedback and learning mechanism that can help improve the project impacts.

The GRM will be operated in addition to a specific workers' GRM, which will be laid out in the Labor Management Procedures (LMP).

The GRM is designed to ensure that project related grievances and perceived injustices are timely and effectively handled by the Project. The Project will ensure that the GRM is efficient and accessible to project affected parties. The GRM shall have a well defined institutional framework, instruments and methodological approach that will guide the grievance resolution process. The GRM therefore provides an effective avenue for expressing concerns, providing redress, and allowing for general feedback from community members.

Information on the GRM will be readily available to all project-affected parties. The GRM is designed in a culturally appropriate and socially inclusive way and is able to respond to all needs and concerns of project-affected parties. The availability of the GRM does not prevent recourse to judicial and administrative resolution mechanisms.

The Social Safeguards Specialist recruited as part of the PCU will be responsible for ensuring that grievances are resolved. The Project GRM provides for multiple channels through which complaints can be registered in a safe and confidential manner can be enabled. The complaint should be related to the

⁹ Under ESS 2 (Labour and Working Conditions), a grievance mechanism for all direct or contracted workers is prescribed, which is laid out in the Labour Management Plan (LMP). The World Bank's Good Practice Note on 'Addressing Gender Based Violence in Investment Project Financing involving Major Civil Works'⁹ spells out requirements for a GBV grievance redress mechanism, which is laid out in a separate GBV/SEA and Child Protection Risks Action Plan.

project activities and/or to its implementation and management. Any complaint not directly related to the Project will be referred to the relevant Traditional or Government Authority. The Project GRM will involve the following main steps:

- Receipt of grievance: any stakeholder including people from the affected communities can submit a grievance (written, verbal, text message, telephone, etc. as appropriate for the complainant).
- Registering the complaint: the complaint will be registered in the GRM logbook.
- Referral and examination of complaints: a GRM Committee shall be established (comprising of members from representatives of implementing agencies, elders, community facilitators, etc.) who will examine the complaint, resolve, or escalate the grievance as needed.
- Notifying the complainant: the decision/solution/action by the grievance committee shall be communicated to the complainant as per the stipulated timeline for feedback.
- Closing the complaint: where the decision/solution of the complaint is accepted by the complainant, or complaint that is not related to the project or any of its components, or a complaint that is being heard by the judiciary will be closed following the appropriate procedure based on the acknowledge and signed of complainant.

The GRM will be promoted as much as possible as part of a communication campaign and trainings to community members so that beneficiaries of the Project are aware of channels through which they can voice their grievances and complaints. The Project will use various mechanisms to promote the availability of the GRM. It will use radio, community meetings and other social gatherings as appropriate. The Project will also adequately communicate to the community about Project activities and the environmental and social risks as well as mitigation measures including the SEA/SH referral pathways. This will help aggrieved parties to decide whether they have a case to report or whether the available information clarifies their concern. This will allow the aggrieved party to decide on the appropriate next step in order to report a grievance, comment or provide feedback to the Project.

The PCU will have the responsibility of overseeing the resolution of all issues related to the project activities in accordance with the laws of Malawi and in line with the World Bank ESS through a clearly defined GRM that outlines its process and is available and accessible to all stakeholders. The community will be sensitized to put-forward their grievances or concerns about anyone or anything related to the project through appropriate channels of their choice which will include:

- Face- to-face meetings with GRM committee members, local government staff, and national staff during visits to the project site;
- Grievance boxes and desks;
- Written letters, E-mail or SMS and hotline services (when available)

Intake, Acknowledgements and Follow-Up: Regardless of the entry point all grievances will be acknowledged, logged, and followed up. The complainant has the right to remain anonymous, thus the name and contacts will not be logged and whistleblower protection for complaints raised in good faith will be ensured. The Social Safeguards Specialist will carry out training of all staff involved with the Project, and contractors on receiving complaints and referral and complaints handling and reporting and will oversee awareness raising on the GRM.

A grievance redress committee (GRC) will be established in relation to the sub-project implementation and therefore at the sub-project level. It includes local governments and the PCU, and relevant staff will be included as necessary depending on the complaint (procurement, finance, M&E, SEA/SH Specialist and communications). The GRC will meet regularly to review minor complaints, progress on complaints resolution, review the development and effectiveness of the grievance mechanism, and ensure that all

staff and communities are aware of the system and the project. Immediate meetings will be held in case of significant complaints to be addressed.

Verify, Investigate and Act: An acknowledgement of receipt will be sent to the complainant within 7 days of receipt of the complaint. At all times, the PCU will provide feedback promptly to the aggrieved party, for example through the phone or through the community structures established for addressing GRM. Feedback will also be communicated through stakeholder meetings and beneficiary meetings during Project activities. For sensitive issues, feedback will be given to the concerned persons bilaterally.

Where a negotiated grievance solution is required, the aggrieved party (or a representative) will be invited to decide on a solution, which is acceptable to both parties and allows for the case to be closed, if both parties agree. After deciding a case, an appeal mechanism is to be provided to the aggrieved party, which is constituted through the PCU. This is important in cases in which the aggrieved party is dissatisfied with the solution provided. In these instances, the PCU will step in and provide an appeals mechanism.

Monitor, Evaluate and Feedback: Records of all feedback and grievances reported will be established by the PCU. All feedback will be documented and categorized for reporting and/or follow-up if necessary. For all mechanisms, data will be captured in an excel spreadsheet. The information collected, where possible and for only for non-SEA/SH complaints, will include the name of the person reporting, district, contractor where applicable, project activity, and the nature of the complaint or grievance.

The PCU, specifically the Social Safeguards Specialist, will be responsible for monitoring the access to and implementation of the GRM. The Specialist will include the GRM in his/her supervision and monitoring missions to the field and conduct spot checks on its implementation, or, where access is difficult recruit local teams to do so.

The Social Safeguards Specialist will provide analytical synthesis reports on a quarterly basis to the PCU Project Manager, which will include the number, nature and status of grievances. These reports will form the basis of all regular reports from the PCU to the World Bank.

Appeals and Escalation Mechanism: Where no agreement on grievance resolution has been reached, the project team will offer the complainant with appeal options and processes available in the country.

Arbitration: If the GRC fails to address the issue an arbitrator who is external to the committee will be asked to help resolve the issue. The person chosen as an arbitrator will be well trained in peace and conflict management and resolution.

Court Option: Where the case was not closed, the affected parties shall be advised to seek justice from the Court of Law and the decision made by the Court of Law shall be final.

Criminal and Other Special Cases. All cases recorded by the GRM that are found to be criminal in nature shall immediately be reported to the police. Communities will also be sensitized to report criminal cases directly to the police.

The PCU will further provide an excel sheet summary of the feedback and grievances reported, which will be linked to the M&E Results Framework. It will further maintain a documented record of stakeholder engagements, including a description of the stakeholders consulted, a summary of the

feedback/grievances received during community consultations. The PCU will extract lessons from the GRM and conduct an analysis on the overall grievances, and share the results with all PCU staff.

SEA/SH: SEA/SH cases are substantively different from other complaints that are typically handled through the grievance redress mechanisms, their information will be handled in a special way within the GRM to ensure that the information is confidential.

Cases of SEA/SH can be reported through the general Project GRM. However, additional channels for reporting SEA/SH complaints will be identified and integrated into the GRM. The survivor has the freedom and right to report an incident to anyone: community member; project staff; GBV case manager; or service provider. Given to the sensitive nature of GBV complaints, the GRM will provide different ways to submit grievances such as phone, text message and email. All relevant staff of the PCU will receive training on handling SEA/SH complaints and referral systems, ideally during the project initiation phase and as part of the staff welcome package. GRM-relevant staff will be trained on key protocols including referral, reporting and informed consent protocols to receive those cases in an appropriate manner and immediately forward them to the SEA/SH referral system. The GRM staff will ensure appropriate response by: (i) providing a safe caring environment and respect the confidentiality and wishes of the survivor; (ii) if survivor agrees, obtain informed consent and make referrals; and (iii) provide reliable and comprehensive information on the available services and support to GBV survivors.

The GRM proposes the following key features on preventing SEA/SH: (i) identify a female focal person in the community level grievance management; (ii) provide multiple channels to receive complaints (channels to be determined after community consultation); (iii) resolve complaints at the point of service delivery to reduce information and transaction costs and gender sensitive independent channels for redress; and (iv) communicate GRM services at the community level to create SEA/SH awareness and enable project-affected persons to file complaints.

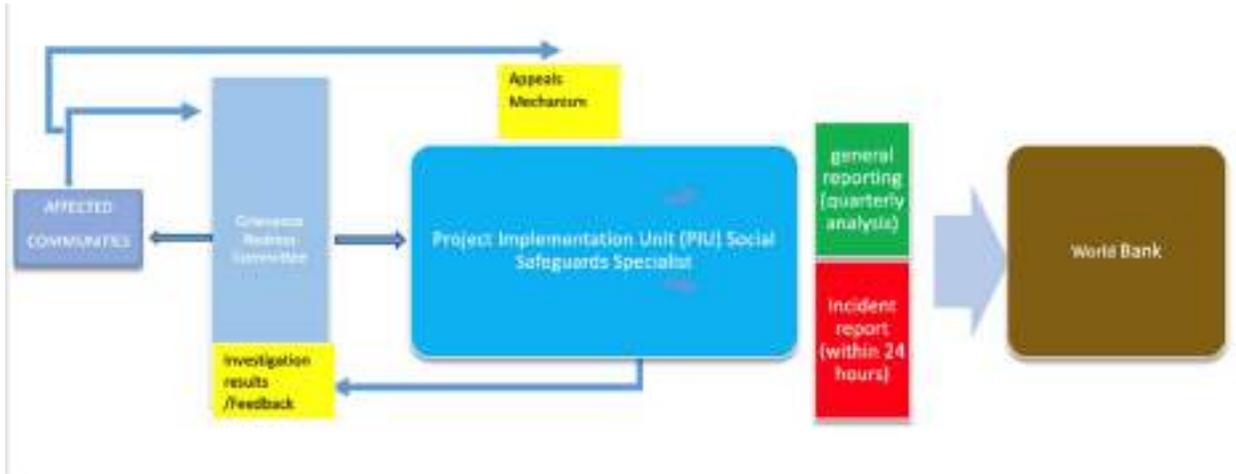
Beneficiaries and communities will generally be encouraged to report all SEA/SH cases through the dedicated SEA/SH referral system and complaints resolution mechanism. This will be made explicit in all community awareness sessions, as well as be part of the publicly disclosed information. The SEA/SH referral system will guarantee that survivors have access to necessary services they may need, including medical, legal, counselling, and that cases are reported to the police should the survivor choose to do so or if the case requires mandatory reporting.

If a SEA/SH case is reported through the Project GRM, the Social Safeguards Specialist will report the case within 24 hours to the PCU, and the PCU is obliged to report this case to the WB within 24 hours. Furthermore, cases of SH will be reported through the workers' GRM, if it concerns a direct worker or a worker from a contractor, following a survivor-centered approach. The PCU will be in charge of holding sensitization sessions for contractors regarding the CoC obligations and awareness raising activities in communities. All reporting on SEA/SH will limit information in accordance with the survivor's wishes regarding confidentiality and in case the survivor agrees on further reporting, information will be shared only on a need-to-know-basis, avoiding all information which may lead to the identification of the survivor and any potential risk of retribution.

Monitoring: Effectiveness of the GRM should be monitored on a regular basis. This is important because it helps find solutions to challenges as they arise and dealing with them promptly. Some of the measures put in place for this include a quarterly report on the number of grievances received, those resolved and the ones outstanding to ensure there is a continuous flow of the project. This will be undertaken and

reported to PCUs. As part of stakeholder engagement and consultation, involving the views of the stakeholders for whom the Grievance Mechanism is designed will be part of PCU Monitoring.

Table 7 Flowchart GRM



6. Stakeholder Engagement in Monitoring and Reporting

Inclusive and participatory monitoring and evaluation is also necessary to minimize misconceptions and misunderstandings about the programme and maintain a positive perception about the programme and projects.

Stakeholder Engagement monitoring involves collecting data, assessing the level of engagement and using insights from the data collection to adjust strategies and tactics for engaging effectively with stakeholders. These will be responsibility of PCU in collaboration with implementing partners.

Monitoring will verify:

- i). The socio-economic and environmental impacts of the Project;
- ii). Compliance and effectiveness of the SEP and the ESCP and application of the recommended standards, stakeholder engagement and implementation of the grievances redress mechanism.

Annual reviews of the project and the implementation of the E&S instruments will be conducted at the end of each year. The monitoring reports for E&S implementation will be prepared by the PCU and will be used as a monitoring and review tool to track effectiveness. In the review process, the PCU will play the lead role in coordinating the process with key stakeholders.

Adequate institutional arrangements, systems and resources will be put in place to monitor the implementation of the SEP. This will be led by the PCU E&S Specialist with the assistance of the M&E Specialist. The Project's M&E Plan will include monitoring indicators for the measurement of the performance of the SEP.

Table 8 Monitoring Indicators

Sector	Activity	Indicator
Information Dissemination	- Communication of information about Project throughout design and implementation	- # of meetings with the community to share information about the project and the content of the CoC with communities - # of meetings with vulnerable groups - # of radio broadcasts disseminating information about the project - # of instruments and project reports disclosed on Project website
Stakeholder Consultations	- Consultation of stakeholders throughout Project design and implementation	- # of consultation meetings at the community in preparation of subprojects - # of meetings with vulnerable groups in preparation of subprojects
GRM	- GRM address is in place - Cases are handled and responded to	- Existence of GRM address - % of cases closed

The PCU will collect all reporting, as well as its own findings, and produce an overall environmental and social progress report on a quarterly basis, which will contain a distinct section of stakeholder engagement and which will be provided to the World Bank. The project will follow a quarterly reporting cycle. These quarterly reports will further be shared with all stakeholders, as defined in the SEP.

The PCU will prepare and regularly avail important information on project status to stakeholders (based on information need) including project implementation progress, actions on commitments made to various stakeholders and any new or corrected information since the previous report. The Table below outlines some of the reports, target audience, method of correspondence and timelines.

Table 9 Methods and frequency of reporting to stakeholders

Reporting Party	Reporting Method	Stakeholder	Reporting Information	Frequency
Project Implementation Unit (PCU)	Official Correspondence Correspondence by email or postal mail Website and social media	All stakeholders	Project progress Plans for next steps Issues and changes	Quarterly

6.1. Reporting Back to Stakeholder Groups

Results of stakeholder engagements will be regularly reported back to the stakeholders, as well as the relevant local authorities. It will be the responsibility of the PCU to ensure that all relevant reporting is shared through the above defined public means. Specifically, the PCU will report back on the participatory stakeholder engagements in subproject design and follow up on any agreements made with stakeholders during the consultations.

Annex 1: GRM Register

The grievance register will contain the following information (ideally in an excel file, or if at local level in a book):

Table 10 Grievance Register

Type of Information	Response
Complaint/ Log number	
Reference document (s)	
Date complaint made	
Date complaint received	
Category of Grievance	
Method of Logging: Direct Communication; Suggestion Box; Toll-free Line;	
Complaint name (state if anonymous)	
Location in which complained action took place (district, village)	
Caller contacts for follow up	
Gender	
Age	
Parties against whom complaint is made (unit/contractor/agency etc)	
Nature of Complaint ["SEA/GBV"; "Timing of Payment"; "Amount of Payment"; "Inclusion or Issue regarding Project benefits" or create standard categories based on complaint type]	
Description of Complaint	
Nature of feedback (describe)[In case issue type is GBV/SEA immediate referral to the GBV referral system]	
Verification and investigation (describe)	
Recommended action (describe)	
Timeline of Initial feedback (within 5 days) [investigate the claim within 5 working days, and share findings/feedback with relevant stakeholder]	
Status update (and justification if it is not expected to be resolved within the timeframe set out)	
Date resolved	
Indicate if a spot check has been conducted (you can include then in the narrative reports spot checks for resolutions of x number of complaints have been conducted)	

Annex 2: GBV/SEA Case Registration Form

The following incident form will be completed by the PCU in the case of SEA/SH cases, within 24 hours:

Table 11 Incident Report Form for SEA/SH cases

B1: Incident Details		
Date of incident intake by the project/GM:	Date Reported to PIU:	Date Reported to WBG:
Reported to project/GM by: <input type="checkbox"/> Survivor <input type="checkbox"/> Third party <input type="checkbox"/> Other: _____	Reported to PIU by: <input type="checkbox"/> GM operator <input type="checkbox"/> Directly, by Survivor <input type="checkbox"/> Directly, by third party <input type="checkbox"/> Other: _____	Reported to WBG by: <input type="checkbox"/> PIU <input type="checkbox"/> Directly, by Survivor <input type="checkbox"/> Directly, by third party <input type="checkbox"/> Other: _____
Is a record of this incident in GM? Yes <input type="checkbox"/> No <input type="checkbox"/>		
B2: Incident type (please check all that apply) See Appendix 1 for definitions		
Sexual exploitation <input type="checkbox"/> Sexual abuse <input type="checkbox"/> Sexual harassment <input type="checkbox"/>		
B3: Provide the following details from the GM record		
Age of survivor (if recorded in GM):	Have the national legislation or mandatory reporting requirements been followed? Yes <input type="checkbox"/> No <input type="checkbox"/>	
Sex of survivor (if recorded in GM): Male <input type="checkbox"/> Female <input type="checkbox"/> Other <input type="checkbox"/>	Was the survivor referred to service provision? ¹⁹ Yes <input type="checkbox"/> No <input type="checkbox"/>	
Is the survivor employed by the project (as indicated by the survivor or complainant and reported in the GM)? Yes <input type="checkbox"/> No <input type="checkbox"/>	Is the alleged perpetrator employed by the project (as indicated by the survivor or complainant and reported in the GM)? Yes <input type="checkbox"/> No <input type="checkbox"/>	
B4: Basis for further action		
a. Has the complainant provided informed consent to lodge a formal complaint? Yes <input type="checkbox"/> No <input type="checkbox"/>	c. Has the survivor provided informed consent to be part of an investigation into misconduct? Yes <input type="checkbox"/> No <input type="checkbox"/>	
b. Does the employer have a suitable administrative process and capacity in place to investigate misconduct relating to SEA/SH in a survivor-centered way? Yes <input type="checkbox"/> No <input type="checkbox"/>	d. Has the complaint been filed anonymously or through a third party? Yes <input type="checkbox"/> No <input type="checkbox"/>	
If the answer to any of these questions is no, has the GM assessed the risks and benefits of carrying out an investigation into the alleged misconduct, taking into account the survivor's safety and wellbeing? Yes <input type="checkbox"/> No <input type="checkbox"/>		
Will an investigation into misconduct be undertaken in addition to an investigation into adequacy of project systems, processes or procedures? Yes <input type="checkbox"/> No <input type="checkbox"/>		

The following form will be completed by the PCU in case of SEA/SH cases – following investigations:

Table 12 SEA/SH incident report form after investigations

C1: Findings of the investigation		
Have sanctions against a perpetrator been recommended as part of an investigation into misconduct? Yes <input type="checkbox"/> No <input type="checkbox"/>	Has an investigation into adequacy of project systems, processes or procedures been undertaken? Yes <input type="checkbox"/> No <input type="checkbox"/>	
C2: Corrective actions to be implemented (To be fully described in Corrective Action Plan)		
Short Description of Action (SEA/SH examples)	Responsible Party	Timeline for completion/Status
<i>Referral of Survivor to holistic care services</i>		
<i>Undertake disciplinary investigation in accordance with GM timelines and confirmed process</i>		
<i>Disciplinary actions, including sanctions, to be applied following misconduct investigation by Employer</i>		
<i>Increased training on Codes of Conduct (CoC)</i>		
<i>Audit of implementation of SEA/SH safety mitigation</i>		
<i>Strengthened awareness training on project-related risks, CoC and how to report incidents for project-affected community</i>		
<i>Training for project supervisors on the need to follow guidelines of behaviour in CoC and their supervisory responsibilities</i>		
<i>Plan to improve coverage/quality of service provision</i>		
<i>Any other system strengthening measures or corrections for system failures that are necessary</i>		
C3: For incidents involving a Contractor:		
Has the incident been referred to the DAAB? Yes <input type="checkbox"/> No <input type="checkbox"/>		

Annex 3 Stakeholder Consultations

Annex 1 – List of People Consulted

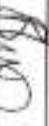
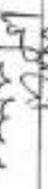
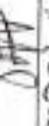
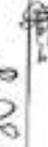
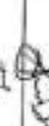
No.	Name	Position
<i>Ministry of Finance and Economic Affairs</i>		
1	MacDonald Mwale	Secretary to the Treasury
2	Nations Msowoya	Acting Director of Debt and Aid
3	Issa Elias	Finance Officer Debt and Aid
<i>Ministry of Water and Sanitation</i>		
4	Elias Chimulambe	PS
5	James Chitete	Director of Water Resources
6	Modesta Kanjaye	Director of Sanitation
	Dwight Kambuku	Chief Executive Officer - NWRA
7	Phideria Moyo	Deputy Director of Water Supply Services
8	Sydney Kamtukule	Deputy Director of Water Resources
9	John Chingawale	Principal Civil Engineer
10	Mercy Sowoya	Chief Economist
11	Gertrude Botomani	Principal Water Engineer
12	Aaron Mapsere	Civil Engineer
13	Hastings Mbale	Principal Hydrologist
14	Rodrick Kumkwezu	Senior Water Resources Development Office
15	Engineer Emmanuel Chiundira	Principal Water Resources Development Office
16	Frank Chisambilo	Director of Corporate Services - NWRA
17	Toney Nyasulu	Director of Water Resources - NWRA
<i>Department of Disaster Management Affairs</i>		
18	Charles Kalemba	Secretary and Commissioner
19	Peter Chimangeni	Director of Resilience and Recovery
20	Boyd Hamela	Chief Planning Officer
21	Samuel Gama	Chief Resilience and Recovery Officer
22	Annie Mapulanga	Planning Officer
23	Hastings Mwanjoka	Deputy Director
<i>Ministry of Natural Resources and Climate Change</i>		
24	Yusuf Mkungula	PS
25	Lucy Mtilatila	Director of Climate Change and Meteorological Services
26	Taonga Mbale	Director of Environment Affairs
27	Charles Vanya	Deputy Director of Climate Change and Meteorological Services
28	Evance Njewa	Deputy Director - EAD
29	Chimwemwe Yonasi	Environmental Officer
30	Titus Zulu	Deputy Director - DoF

<i>Ministry of Agriculture</i>		
31	Dickxie Kampani	PS – Agriculture
32	Geoffrey Mamba	PS – Irrigation
33	Anderson Mbozi	Deputy Director – Irrigation Services
34	Joseph Kanyangalazi	Deputy Director - LMT
35	Enock Whayo	Chief Land Resources Conservation Officer
<i>Ministry of Local Government</i>		
36	Douglas Mkweta	Director Local Government Services
37	Melayi Mhone	Director of Planning and Development – Blantyre District Council
38	Thokozile Munthali	Director of Planning and Development – Chikwawa District Council
39	Smith Mnenula	Director of Planning and Development – Nsanje District Council
40	Precious Kamtsitsi	Director of Planning and Development – Zomba District Council
<i>Ministry of Transport and Public Works</i>		
41	Ganizani Liwewe	Chief Economist
<i>Roads Authority</i>		
42	Sam Kadangwe	Director of Major Projects
43	Florence Ndenguma	Director of Maintenance
44	Flora Hauya	Senior Engineer
<i>MRDRMP PCU</i>		
45	Peter Kadewere	Project Coordinator
<i>Blantyre City Council</i>		
46	Denis Chimseu	Chief Executive Officer
47	Costly Chanza	Director of Town Planning and Estates Management
48	Eng. Chimwemwe Mndelemani	Director of Engineering Services
49	William Chimzinga	Deputy Director of Environment

Lists of people/institutions consulted in the northern, central and southern region in September 2023.

Table 13 People and institutions consulted in the northern region

List of people consulted on the RCRP, 9th September 2023.

SN	Name	District	Position	Phone Number	Signature
1	Daniel Ogunremoke	Kosofe	BNL	0913246300	
2	Stephen Oluwalabi	Ikorodu	DBD	0884478749	
3	Shayikun Oluwalabi	Kosofe	DBA	0999911391	
4	Femi Oluwalabi	MOSI	CEB	0913205374	
5	Rabbi Akkanni	Ikorodu	FE	0913246435	
6	Ben Tonho	KK	DC	0999238385	
7	Malunjo Koyin	Local Govt	DPP	0777 198 913	
8	Walter Chikani	MDC	DBD	0913206469	
9	Femi Oluwalabi	Kosofe	DBD	09132372116	
10	Femi Oluwalabi	Ikorodu	DBD	0777344196	
11	Emmanuel Nyasulu	Miami	CEB	09982473760	
12	Lusi Alhane	Alimosho	DC	099387602	

SN	Name	District	Position	Phone Number	Signature
13	KUNDE WAKANI	LL	DP	0993502345	
14	Vivian Muma	LL	PIE	077444570	
15	General C. Mwachia	Quipia	CEO	0998770113	
16	Genita Mson	Luoga	Assistant	0998885712	
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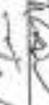
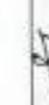
SN	Name	District	Position	Phone Number	Signature
26	Abubakar Nkhoma	Likoma	DC	0991313 084	
27	Robert Emoty	Moching	DC	099820 156	
28	Emmanuel Bulukwa	Rumphi	DC	09989881	
29	GENGE RUFANI	NKHOMBI	DC	09972805	
30	Allan Chitete	Machingo	DC	099220812	
31	Enin Chinga	Ngochi	DC	088497712	
32	Isaak Phwa	Machochi Lilongwe	General	099840072	
33	Macmillan Magonso	CHITPA	DC	08802948	
34	Joran Tembo	CHITPA	DC	088772958	
35	RICHARD T. KATHA	CHITPA	General	099573566	
36	Arnold Kambole	MFEA	DC	0888195055	

Table 14 People and institutions consulted in the central region

REGISTRATION FORM FOR NEW / EXISTING CONSULTANTS (METHUEN)
 WITH ATTACHED PHOTO CARDS (NAME OF THE CONSULTANT)

No.	Name	Address	Telephone	Mobile	Home	Work	Bank Name	Bank No.
1	Paul Hill	MIEEA	09930099	09930099	09930099	09930099	50 Bank	19930099
2	Cyrcles Komen Nono DC	DPD	01830006	01830006	01830006	01830006	50 Bank	19930099
3	Stacy Watsong Dwartha	DL	01830006	01830006	01830006	01830006	50 Bank	19930099
4	Chang Mofa	DL	01830006	01830006	01830006	01830006	50 Bank	19930099
5	Shahrest Funggi Sjudine dic	DL	01830006	01830006	01830006	01830006	50 Bank	19930099
6	Felix Mofa	DL	01830006	01830006	01830006	01830006	50 Bank	19930099
7	Mingso Sombor Duan DC	DL	01830006	01830006	01830006	01830006	50 Bank	19930099
8	Mingso Sombor Duan DC	DL	01830006	01830006	01830006	01830006	50 Bank	19930099
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49	Mingso Sombor Duan DC	DL	01830006	01830006	01830006	01830006	50 Bank	19930099
50	Mingso Sombor Duan DC	DL	01830006	01830006	01830006	01830006	50 Bank	19930099

Table 15 People and institutions consulted in southern region

District Consultations on Environmental and Social Safeguards Instruments for the Regional Climate Resilience Program (RCRP), 3rd September 2023

No.	Name	District	Position	Phone Number	Signature
01	Waluyungu Kapira	Local Govt Z. Tanganyika	Director of Planning	0999 198 913	
2	Francis Mtelembe	Changochu	DC	0994145511	
3	Rashid Chwaka	Zomba	DC	0854002179	
4	Daniel Gaudin	Mulanje	DC	8999400631	
5	Douglas Moffat	Phalombe	DC	0897237760	
6	W. McPHEE MUMARA	Ludewa	GEO	0898 289060	
7	Nardin Kambar	Chikanda	DC	0999342403	
8	Alex Mufumba	Bicantyre	DC	099917342	
9	FRANCIS MUBAYA	CZ	N/A	0884398080	
10	Blessing Madzala	Tyolo	Chair BAGPRA	0880141 973	
11	Rebecca Naudessu	Thyolo	DC	099924502	

No.	Name	District	Position	Phone Number	Signature
12	Pillay M. S.	BPD	BPD	099295814	
13	Felix Kto Kigali	Chadli	Chadli	099295814	
14	Paul JEL	Wanda	PM	099295814	
15	Napendo Chongo	Wanda	Chongo	099295814	
16	Busta Chironi	Wanda	Wanda	099295814	
17	Chiraneu Mndetemi	BSC	DEI	099295814	
18	Dadain Mphondo	NESS	DPW	099295814	
19	Lukon Mchats	BSC	DOA	099295814	
20	Melaji Mhone	RC-DC	DPW	099295814	
21	Isitho MANDYA	Wanda	DPW	099295814	
22	Darius Manda	Nisuse	DC	099295814	
23	Dumbain Matisa	Zomba	EDH	099295814	

No.	Name	District	Position	Phone Number	Signature
1	Thomson Shambani	Ms. Sh. Shambani	MS. Sh. Shambani	099 245 5634	
2	Sydney Rumbani	Ms. Sydney Rumbani	Ms. Sydney Rumbani	099 245 5634	
3	Edward Nkhumbwe	Ms. Edward Nkhumbwe	Ms. Edward Nkhumbwe	099 245 5634	

ID	NAME	INSTITUTION	INFORMATION	EMAIL ADDRESS	PHONE
1	Isidore Mwanza	UPEU	UPEU	isidore.mwanza@upeu.co.zw	099 245 5634
2	Isidore Mwanza	UPEU	UPEU	isidore.mwanza@upeu.co.zw	099 245 5634
3	Isidore Mwanza	UPEU	UPEU	isidore.mwanza@upeu.co.zw	099 245 5634
4	Isidore Mwanza	UPEU	UPEU	isidore.mwanza@upeu.co.zw	099 245 5634
5	Isidore Mwanza	UPEU	UPEU	isidore.mwanza@upeu.co.zw	099 245 5634
6	Isidore Mwanza	UPEU	UPEU	isidore.mwanza@upeu.co.zw	099 245 5634
7	Isidore Mwanza	UPEU	UPEU	isidore.mwanza@upeu.co.zw	099 245 5634
8	Isidore Mwanza	UPEU	UPEU	isidore.mwanza@upeu.co.zw	099 245 5634
9	Isidore Mwanza	UPEU	UPEU	isidore.mwanza@upeu.co.zw	099 245 5634
10	Isidore Mwanza	UPEU	UPEU	isidore.mwanza@upeu.co.zw	099 245 5634
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15	Isidore Mwanza	UPEU	UPEU	isidore.mwanza@upeu.co.zw	099 245 5634
16	Isidore Mwanza	UPEU	UPEU	isidore.mwanza@upeu.co.zw	099 245 5634
17	Isidore Mwanza	UPEU	UPEU	isidore.mwanza@upeu.co.zw	099 245 5634
18	Isidore Mwanza	UPEU	UPEU	isidore.mwanza@upeu.co.zw	099 245 5634
19	Isidore Mwanza	UPEU	UPEU	isidore.mwanza@upeu.co.zw	099 245 5634
20	Isidore Mwanza	UPEU	UPEU	isidore.mwanza@upeu.co.zw	099 245 5634
21	Isidore Mwanza	UPEU	UPEU	isidore.mwanza@upeu.co.zw	099 245 5634

Notes

No	Name	District	Position	Phone Number	Signature
1	Leoneo Chikwanda	Zomba	Barista	0995385583	[Signature]
2	David Mwanza	Phalombe	Barista	0995754696	[Signature]
3	Esther Mwanza	Chitipa	Barista	0995408193	[Signature]
4	Louisa Shumba	Chikwanda	Barista	0995408266	[Signature]
5	Arille Kapfwa	Blantyre	Barista	0995366309	[Signature]
6	Louisa Mwanza	Chitipa	Barista	0995366309	[Signature]
7	Alice Mwanza	Chitipa	Barista	0995366309	[Signature]
8	Esther Mwanza	Chitipa	Barista	0995366309	[Signature]
9	Isaac Kapfwa	Blantyre	Barista	0995366309	[Signature]
10	Leoneo Chikwanda	Zomba	Barista	0995385583	[Signature]
11	D. SINDI	Phalombe	Barista	0995385583	[Signature]
12	Mwanza Mwanza	Phalombe	Barista	0995385583	[Signature]

REGISTRATION FOR REGIONAL CLIMATE RESILIENCE PROGRAMME: STAKEHOLDER CONSULTATIONS MEETING IN
SOUTH PEAK LOCK HOTEL, BANTYBI, 31ST SEPTEMBER 2021

No	Name	Address	Organization	Phone	Other
1	Mr. Shereh	25, Kumbur	25, Kumbur		
2	Mr. S. S. S. S.	25, Kumbur	25, Kumbur		
3	Mr. S. S. S. S.	25, Kumbur	25, Kumbur		
4	Mr. S. S. S. S.	25, Kumbur	25, Kumbur		
5	Mr. S. S. S. S.	25, Kumbur	25, Kumbur		
6	Mr. S. S. S. S.	25, Kumbur	25, Kumbur		
7	Mr. S. S. S. S.	25, Kumbur	25, Kumbur		
8	Mr. S. S. S. S.	25, Kumbur	25, Kumbur		
9	Mr. S. S. S. S.	25, Kumbur	25, Kumbur		
10	Mr. S. S. S. S.	25, Kumbur	25, Kumbur		
11	Mr. S. S. S. S.	25, Kumbur	25, Kumbur		
12	Mr. S. S. S. S.	25, Kumbur	25, Kumbur		
13	Mr. S. S. S. S.	25, Kumbur	25, Kumbur		
14	Mr. S. S. S. S.	25, Kumbur	25, Kumbur		
15	Mr. S. S. S. S.	25, Kumbur	25, Kumbur		
16	Mr. S. S. S. S.	25, Kumbur	25, Kumbur		
17	Mr. S. S. S. S.	25, Kumbur	25, Kumbur		
18	Mr. S. S. S. S.	25, Kumbur	25, Kumbur		
19	Mr. S. S. S. S.	25, Kumbur	25, Kumbur		
20	Mr. S. S. S. S.	25, Kumbur	25, Kumbur		