



Afghanistan Community Resilience and Livelihoods Project



Updated STAKEHOLDER ENGAGEMENT PLAN (SEP)

18 March 2022, amended on 2 June 2025 to include Second Additional Financing (AF2), and further revised on 2 July 2026 to incorporate Digital Payment Arrangements

Table of contents

1. INTRODUCTION	4
1.1 Project Background	4
1.2 Project components	5
1.2.1 Component 1: Livelihoods Support and Climate Resilience Productive Assets in Rural Areas	5
1.2.2 Component 2: Livelihoods Support and Services in Urban Areas	6
1.2.3 Component 3: Social Grants for Women and the Most Vulnerable in Rural and Urban Areas	7
1.2.4 Component 4: Strengthening Community Institutions for Inclusive Service Delivery especially for Women	8
1.2.5 Component 5: Implementation Support	8
1.2.6 Component 6: SEA/SH Risk Mitigation	9
1.3 Project Management Structure	9
1.4 Key Social and Environmental Risk Mitigation Instruments	11
1.5 Policy Requirements	11
1.6 Purpose of the Stakeholder Engagement Plan (SEP)	12
1.7 Brief Summary of Previous Stakeholder Engagement Activities	12
2. STAKEHOLDER MAPPING AND ANALYSIS	16
2.1 Stakeholder Mapping and Analysis	16
2.2 Positively and Adversely Affected Parties	17
2.3 Other Interested Parties	19
2.4 Disadvantaged / Vulnerable Individuals and Groups	20
2.5 Summary of Project Stakeholder Needs	21
3. STAKEHOLDER ENGAGEMENT PLAN	31
3.1 Purpose and Timing of Stakeholder Engagement Plan	31
3.2 Plan for Information Disclosure	31
3.3 Digital Payment Information Disclosure at Community level	32
3.4 Plan for Consultations	36
3.5 Proposed Strategy to Incorporate the View of Vulnerable Groups	37
3.6 Timelines	38
3.7 Review of Comments	39
3.8 Implementation Arrangement for Stakeholder Engagement	39

3.8.1 Implementation Arrangements	39
4. GRIEVANCE REDRESS MECHANISM	40
4.1 Objective	40
4.2 Principles	40
4.3 Description of GRM	41
4.4 GRM for SEA/SH grievances	43
5. MONITORING AND REPORTING	45
5.1 Involvement of Stakeholders in Monitoring Activities	45
5.2 Reporting Back to Stakeholder Groups	45
5.3 Reporting to the World Bank	46
6. ESTIMATED BUDGET	46

Acronyms and Abbreviations

ARTF:	Afghanistan Reconstruction Trust Fund
CCAP:	Citizens' Charter Afghanistan Project
CDC:	Community Development Council
CIP:	Cities Investment Program
CSO:	Civil Society Organization
CRG:	Community Representative Group
E&S:	Environmental & Social
ESCP:	Environmental & Social Commitment Plan
ESIA:	Environmental and Social Impact Assessment
ESMF:	Environmental and Social Management Framework
ESMP:	Environmental and Social Management Plan
ESS:	Environmental and Social Standard
GBV:	Gender Based Violence
GIS:	Geographical Information System
GRM:	Grievance Redress Mechanism
HH:	Household
IP:	Implementing Partner
IDP:	Internally Displaced Person
ITA:	Interim Taliban Administration
LIW:	Labor-Intensive Works
M&E:	Monitoring & Evaluation
MIS:	Management Information System
NGO:	Non-Governmental Organization
OHS:	Occupational Health and Safety
PIU:	Project Implementation Unit
PDO:	Project Development Objective
PWD:	Person with Disabilities
RAP:	Resettlement Action Plan
REAC:	Covid-19 Relief Effort for Afghanistan Communities and Households
SEA:	Sexual Exploitation and Assault
SEP:	Stakeholder Engagement Plan
SH:	Sexual Harassment
TPMA:	Third-Party Monitoring Agent
TPMP:	Third-Party Monitoring Program
UN:	United Nations
UNDP:	United Nations Development Program
UNICEF:	United Nations Fund for Children
UNOPS:	United Nations Office for Project Services
US:	United States
WB:	World Bank

1. INTRODUCTION

1.1 Project Background

Afghanistan remains profoundly fragile following the political transition in August 2021. The country faces a complex humanitarian and economic crisis, exacerbated by declining international aid, a large influx of migrant returnees, recurring natural disasters, and increasingly restrictive policies. Despite these challenges, the World Bank Group (WBG) and its partners have adopted pragmatic approaches to sustain essential services and livelihoods, reaching over 25 million Afghans through coordinated aid and innovative delivery mechanisms under Approach Paper 3.0 (February 2024).

The Afghanistan Community Resilience and Livelihood Project (CRLP) are financed by Afghanistan Resilience Trust Fund (ARTF) with a sum of USD 265 million under the Parent Project (PP), the CRLP's first Additional Financing (AF1) received an additional USD 70 million from ARTF and a sum of USD 84 million from the Bank's International Development Association (IDA). The Project received an additional sum of US\$ 143 million under its Second Additional Financing (AF2), with USD 48 million from ARTF and USD 95 million from IDA, bringing the total project funds to USD 562 million; with the United Nations Office for Project Services (UNOPS) as its Implementing Partner (IP). CRLP under AF2 is to reflect the transition from emergency response to a medium-term resilience-building approach that emphasizes private sector engagement, the PDO is revised to: "promote livelihood opportunities and improve access to essential services and productive assets for the target population, in particular women, in rural and urban areas". UNOPS, as the recipient of the grant established a Project Implementation Unit (PIU), which is responsible for the management of the CRLP, including ensuring compliance with the World Bank's Environmental and Social Framework (ESF) and more specifically the project's Environmental and Social Management Framework (ESMF).

Afghanistan achieved important development gains between 2001 and 2021, driven by the reestablishment of a basic functioning state and a huge influx of international grant support. Development gains are now at high risk, as the political transition in August 2021 has resulted in an abrupt cessation of most international aid and all international security assistance. Afghanistan now finds itself in the midst of a major economic and humanitarian crisis.

With the implementation of AF2 the Project coverage will reach 132 rural districts and 14 cities in all 34 provinces of Afghanistan and aims to support livelihood opportunities and build community resilience in response to the economic and humanitarian crises the country is facing.

Poverty was high even before 2021, and many Afghans now face increasingly desperate living conditions. The economic crisis that followed the political transition has negatively impacted the labor market in both urban and rural areas and had severe negative impacts on local businesses, employment and income. Basic service delivery is also suffering during this time of crisis, with approximately 30-40 percent of rural populations still in need of clean water sources. Improved access to transport, roads and electricity remains essential for economic productivity, jobs, and connecting remote communities to schools and health facilities. The large influx of IDPs in cities and peri-urban areas has created challenges in terms of the availability and quality of basic

services, infrastructure, and economic opportunities. Furthermore, Afghan women and girls were already vulnerable prior to the regime change and are now facing new restrictions.

Major international efforts are underway to address immediate humanitarian needs and to provide support for essential basic services. The project has two main objectives: to provide households in crisis with immediate livelihood opportunities to meet their basic cash and food needs, and to sustain urgent basic services such as clean water supply, sanitation, roads and other climate-resilient assets that strengthen the resilience of households and communities to drought, floods and other risks. A project period of 24 months is planned.

Under AF2, the Afghanistan CRLP has introduced digital payment mechanisms to deliver labor payments and social grant cash transfers to eligible beneficiaries. The system aims to improve transparency, accountability, efficiency, and traceability while reducing risks related to cash handling, payment delays, leakage, and exclusion.

Building on lessons from the AF1 digital payment pilot, implementation requires close coordination among UNOPS, Facilitating Partners, contractors, Afghanistan International Bank (AIB), AIB agents, CRGs, community leaders, and beneficiaries. Special attention will be given to ensuring that women, persons with disabilities, elderly people, returnees, IDPs, low-literacy beneficiaries, and female-headed households can access information, complete registration and biometric verification, receive payments safely, and use grievance channels without fear of retaliation.

The SEP has been updated because digital payments introduce new actors, responsibilities, implementation arrangements, communication needs, and potential social risks. These changes may create additional barriers for women, persons with disabilities, returnees, IDPs, low-literacy beneficiaries, female-headed households, and people in remote areas, particularly related to documentation, phone access, mobility, biometric verification, interaction with agents, transport costs, and understanding payment procedures.

The updated SEP identifies relevant stakeholders including Afghanistan International Bank (AIB), AIB agents, payment service providers, contractors, CRGs, Facilitating Partners, community leaders, and beneficiaries, and clarifies their roles in coordination, information sharing, monitoring, escalation, and grievance resolution.

1.2 Project components

1.2.1 Component 1: Livelihoods Support and Climate Resilience Productive Assets in Rural Areas

The Parent Project under this component provided assistance in the form of cash-for-work and support for the rehabilitation of small-scale economically productive infrastructure. Poor households were each provided with a minimum of 28 days of paid work, benefiting nearly 6,000 rural communities in 67 districts in 26 provinces. A total of 755,201 households benefitted through paid labor. This component was implemented using NGOs serving as Facilitating Partners (FPs).

The Additional Financing one (AF1) expanded the rural coverage; an additional 2,685 rural communities in 27 districts in 19 provinces were covered. It is estimated that an additional 372,000 HHs will receive jobs by creating over 13 million labour days, and 3.2 million people in these areas will receive services such as the rehabilitation of small-scale community assets (e.g., improved roads, protection walls, community drainage and water canals, agroforestry, and climate resilient infrastructure).

The Second Additional Financing will continue to provide livelihoods support and services through investments in productive community assets using a cash-for-work approach. The AF2 coverage will include around 2,153 rural communities in 38 districts in 23 provinces. Coverage includes around 480 communities in 18 districts in 6 provinces in the CASA-1000 transmission line corridor of impact (CoI) within the country.

This will bring the total rural coverage for the Project to around 10,500 communities in 130 districts in all 34 provinces of the country. The CASA coverage will be limited to communities within the CoI, while all communities are covered in the other rural districts. Key revisions to this component will include the following: digital labor payments across the 5 FP lots, additional DRM related training and early warning systems in all rural communities covered, increased focus on climate resilience infrastructure or infrastructure contributing towards climate resilience.

This component will continue to provide livelihood support and services through investments in community-level productive assets using a cash-for-work approach.

While the primary focus of this Component will remain livelihoods support, lessons learned and community feedback from the parent project and AF1 inform proposed design adjustments to strengthen the impacts of community level productive assets on climate-resilience and economic productivity by: (i) revising the cost ratio for non-labor/ materials to a maximum 50:50; (ii) revising the minimum number of unskilled labor days per eligible household to 24; and (iii) prioritizing disaster risk mitigation and climate resilience in subproject design and selection. Consultations with community members, FPs and UNOPS have all indicated a distinct preference by the intended beneficiaries for more substantive, sustainable subprojects. Such subprojects, when also supporting disaster mitigation and/or climate resilience, would require higher material inputs, which would then also necessitate lowering the ratios for unskilled labor costs and would decrease the number of paid labor days available. The AF2 proposes to cover around 70 percent of households in rural communities, which on average would be 112 households per community. The Project will strengthen efforts to increase and monitor the participation of women as direct beneficiaries.

1.2.2 Component 2: Livelihoods Support and Services in Urban Areas

The parent project provided livelihood opportunities for skilled and unskilled labourers and responded to urgent service delivery needs in urban areas through the provision and implementation of small-scale Labour-Intensive Works (LIWs). This component covered 520 labor intensive sub projects across eight cities (namely Kabul, Herat, Mazar, Kandahar, Jalalabad, Kunduz,

Bamyan and Khost) which: (i) have witnessed a high influx of internally displaced persons (IDPs); (ii) were part of Community Investment Project (CIP)/EZ-Kar projects; and (iii) are hubs of economic and private sector activity.

Through Additional Financing one (AF1) a total of seven cities were targeted. CRLP continued to operate in Kabul, Kandahar, Herat, Jalalabad and Mazar-e-Sharif, by expanding to neighbourhoods in these cities that have not been previously covered under the CRLP. In addition, two new provincial capital cities were included: Gardiz in Paktia province, and Ghazni in Ghazni province. The LIWs would provide around 60 days of work per beneficiary, 2 directly benefiting approximately 62,000 households by creating 2.8 million labour days. Approximately 1.9 million urban residents will benefit from improved services under the LIW. CRLP has good experience of implementation through the private sector and will continue to deliver through private sector contractors in order to preserve and strengthen the local civil works implementation capacity.

Second Additional Financing (AF2) under component 2 will target a total of eight cities selected based on several criteria. Priority will be given to cities that (i) lie along the COI of the CASA transmission route in Afghanistan (Mahmud Razi, Bazarak, Mehterlam, Jalalabad/Bih-sud, Kunduz); (ii) have high population density and a significant presence of returnees and internally displaced persons (IDPs), which contributes to substantial infrastructure and service gaps; (iii) are highly impacted by climate change, especially flooding; and (iv) have an adequate Community Representative Groups (CRGs)/Gozars presence to support implementation and management. Based on these criteria, in addition to the aforementioned cities in the CASA-1000 COI, CRLP will continue its work in Kabul, Kandahar and Baghlan Jadeed / Pul-i Khumri, which host large numbers of returnees and IDPs and thus face intensified pressure on already strained infrastructure and services, as well as poverty and unemployment. In addition, those cities are highly vulnerable to climate impacts, further compounding existing challenges.

1.2.3 Component 3: Social Grants for Women and the Most Vulnerable in Rural and Urban Areas

Whereas under this component, both PP and AF1 provided Social Grants for Women and the Most Vulnerable in Rural and Urban Areas, AF1 also supported Women's Economic Activities (C3b).

The PP provided social grants for food packages (in rural areas) and cash grants (in urban areas) to the most vulnerable households. Through this component, 122,450 vulnerable households were assisted.

AF1 continued to provide Social Grants as per the existing implementation norms, with a small, fixed-amount social grant to the most vulnerable households who cannot participate in the paid labor under Components 1 or 2 in the project targeted areas, with cash packages in urban and in-kind packages in rural communities. A total of 60,000+ households are benefitted under AF1.

Under the AF1, a sub-component (C3b) focused on increasing women's economic livelihood activities and was implemented on a pilot basis. Component 3b targeted the same FHHs who

received benefits through Component 3b. The women were provided opportunities to participate in a poultry-raising activity with provision of training and assets.

AF2, will consist of two sub-components, both targeting the most vulnerable households in the community, especially those excluded from the paid labor components under Components 1 and 2, but in the same rural and urban communities as covered by them. Component design is adjusted to take a sustainable livelihood approach by reducing the funds allocated to social grants and increasing the funds allocated to asset transfers, skills training, and market linkage support.

AF2 will continue to provide Social Grants (Sub-Component 3a) to households headed by women, disabled/very elderly and drug addicted persons. Given lessons-learned and the advantages noted of cash over in-kind packages, the social grants will take the form of cash in both urban and rural communities. Each household will receive the Afghani equivalent of US\$100 as a one-time transfer. Social grants are expected to cover around 49,000 households benefitted (including around 27,000, i.e. 55 percent, female-headed) by the AF2. Women's economic livelihood activities (Sub-Component 3b) will also be continued under the AF2 with increased focus on capacity building and sustainability, and an increase in the asset transfers from the earlier (Afghani equivalent of) \$ 100 to around \$235 per beneficiary household.

1.2.4 Component 4: Strengthening Community Institutions for Inclusive Service Delivery especially for Women

Through the PP and AF1, this component (Strengthening Community Institutions for Inclusive Service Delivery especially for Women), built the capacity of CRGs and local communities for long-term sustainability and social resilience. It continued to support FP's costs for activities related to community planning, implementation, monitoring, and training on a variety of topics, such as community mobilization, development planning, women's solidarity, and health awareness (through the WB/ARTF-supported health project).

In the 2nd AF, this component continues with the same content and approach as PP and AF1. Importantly, communities will receive additional support and training on disaster risk management and climate adaptation.

1.2.5 Component 5: Implementation Support

This component has supported the costs of the UN implementing partner, UNOPS, to manage and oversee the program, including technical support, training, financial management, procurement, monitoring, and reporting results. Based on experience from the PP, under AF1, the project adjusted the staffing to strengthen a few areas including financial management, environmental and social oversight, and procurement.

AF2 will continue to support the costs of the UN implementing partner, UNOPS, to manage and oversee the program. The CRLP Project Implementation Unit (PIU) with headquarters in Kabul and regional units around the country, will be financed under this component, as well as costs shared by UNOPS along with other UN agencies housed in the UNOCA compound in Kabul. This Component will cover the overall Project management and technical support, contracting and

oversight of FPs for Components 1, 3 and 4, contracting and oversight of works contractors for Component 2, financial and procurement management, management information systems (MIS), monitoring and evaluation (M&E), grievance redressal mechanisms (GRM) and Environmental and Social Standards (ESS), public communications and donor/ inter-UN liaisons. In addition to covering bank fees and the costs for cash import to the country, this Component will also cover costs to facilitate implementation of project activities including: digitalizing payments for paid labor under Component 1 and 2, and social grant cash payments under Component 3, procurement of SMS services to support community-based disaster risk management capacities under Component 4. This component includes an allocation towards supporting the Resident Coordinator's office staff costs (2 x staff) and includes contribution towards Awaaz' personnel, operational and indirect costs to support crucial services that support the CRL project GRM processes. UNOPS management fees are included under Component 5. The fees remain low in comparison to other UN agencies.

Under AF2, CRLP will implement digital payment mechanisms for 100% of eligible selected project activities and beneficiary groups, building on the lessons learned and recommendations from the digital payment pilot undertaken during AF1. Digital payments are intended to enhance transparency, accountability, and efficiency in the delivery of project benefits while reducing payment-related risks. The Project will ensure that beneficiaries receive adequate information on registration requirements, payment procedures, available grievance channels, and support mechanisms, with particular attention to women, persons with disabilities, elderly beneficiaries, returnees, and other vulnerable groups.

1.2.6 Component 6: SEA/SH Risk Mitigation

This Component 6 - SEA/SH Risk Management was added under the AF1. UNOPS will implement a set of activities relating to SEA/SH risk mitigation in support of CASA-1000 implementation, following, inter alia, the Bank's "Good Practice Note on Addressing SEA/SH in IPFs Involving Civil Works". Implementation will take place in the CASA-1000 communities.

Through AF2 (US\$0.4 million IDA), UNOPS will implement the SEA/SH Action Plan and associated Accountability Framework in communities falling within the CASA-1000 corridor of impact. This includes time bound and resourced actions with plans and indicators for monitoring covering the key areas of: (i) initial assessment of SEA/SH risks under CASA-1000 and regular monitoring and adaptation of SEA/SH risk management plans; (ii) awareness raising of SEA/SH risk at community level; (iii) regular training of project workers on prevention of SEA/SH and on the Code of Conduct (CoC); (iv) management of the SEA/SH grievance mechanism (GM) through the Awaaz hotline and associated systems; (v) intake, case management, and referrals to GBV services following a survivor-centered approach of survivors reporting SEA/SH cases linked to the project; and (v) incident reporting to the Bank following Environmental and Social Incident Response Toolkit (ESIRT) procedures.

1.3 Project Management Structure

The Project management structure remains the same as the parent and additional financing (AF1) project. The parent project and AF1 have been implemented completely through non-government actors. UNOPS is the primary implementing entity. UNOPS finances select NGOs and local urban

contractors to deliver assistance to communities. Building on longstanding community development and urban operations in Afghanistan, the network of international and local NGOs as well as urban contractors that have prior Bank experience and recognized capacities on the ground (notably in community organization, planning and implementation of activities) is well known. This network of local NGOs and contractors have built trust with community elders and non-governmental actors over decades. This network of well-established NGOs and local contractors has been essential to delivering services quickly during this emergency. The AF2 activities will be based on this experience and will continue to be channeled through non-governmental institutions.

UNOPS has been responsible for overall coordination, procurement arrangements with local organizations and contractors; engagement with communities; fiduciary and environmental and social safeguards management; quality assurance; monitoring and reporting; and managing technical assistance activities of the parent and AF1 project and will continue to do the same under the AF2.

UNOPS has been implementing component 1 through the network of NGOs, building on lessons learned over the longstanding engagement in Afghanistan. Component 2 has been implemented by private contractors. Previous experience has shown that there is good contractor capacity at the local level. The local community and CRGs have been involved in the selection of interventions and oversight under the parent and AF1 projects. The same modalities will be used for AF2.

UNOPS has been housing the Project Implementation Unit (PIU), which includes staff supporting several key functions: program and contract management, financial management, procurement, social mobilization and training, engineering, reporting, monitoring and evaluation, regional coordination, gender, grievance redress, and environmental and social risk management. The WB has been providing implementation support and supervision to ensure that the technical design is sound, activities are proceeding according to plan, and there is close coordination with other development partners. A coordinated approach is critical across the different actors and service providers so that basic services and livelihoods assistance reach those most in need quickly and effectively.

A Third-Party Monitoring Agent (TPMA) has been helping with the supervision of activities and has ensured that funds reach the intended beneficiaries and activities remain independent of ITA control. The WB has set up its largest TPMA in Afghanistan, covering fiduciary controls and project oversight as well as close monitoring on the ground. The existing TPMA uses digital platforms to enhance transparency and accountability. The TPMA will also cover the activities under the AF2.

The UNOPS PIU has been responsible for monitoring the activities implemented by the NGOs and contractors and reporting upon progress. UNOPS ensures that NGOs and contractors are properly trained on implementation arrangements, working closely with CRGs and communities. An Operations Manual sets the operating principles and procedures to be monitored and reported upon. The Manual will be expanded to cover AF2.

CRGs have been helping with community monitoring, local accountability mechanisms, and grievance redress. CRGs have appointed monitoring and grievance focal persons who provide

```

graph TD
    Funders[Multilateral/Bilateral FUNDERS] -- Fund flow --> UNOPS[UN agency (UNOPS)]
    UNOPS -- Fund flow --> NGO[NGO partners]
    UNOPS -- Fund flow --> Local[Local contractors]
    NGO -- Fund flow --> CRG1[CRGs]
    NGO -- Fund flow --> CRG2[CRGs]
    CRG1 -- Participation and dialogue --> Comm1[Communities]
    CRG2 -- Participation and dialogue --> Comm2[Communities]
    Local -- Fund flow --> Urban[Urban residents]
    Comm1 -.-> Urban
    Comm2 -.-> Urban
    subgraph Monitoring [World Bank/ Third Party Monitoring Supervision]
        Comm1
        Comm2
        Urban
    end

```

Fund flow (solid blue arrow)
Participation and dialogue (dashed blue arrow)

Multilateral/Bilateral FUNDERS

UN agency (UNOPS)

NGO partners

Local contractors

CRGs

CRGs

Communities

Communities

Urban residents

World Bank/ Third Party Monitoring Supervision

1.4 Key Social and Environmental Risk Mitigation Instruments

11

1.5 Policy Requirements

The World Bank's Environment and Social Standard 10 (ESS10) sets out that a Borrower has to engage with stakeholders as an integral part of a Project's environmental and social assessment and project design and implementation. The nature, scope, and frequency of the engagement should be proportional to the nature and scale of the Project. Consultations with stakeholders have to be meaningful and be based on stakeholder identification and analysis, plans on how to engage stakeholders, disclosure of information, actual consultations, as well as responses to stakeholder grievances, and reporting back to stakeholders.¹

1.6 Purpose of the Stakeholder Engagement Plan (SEP)

This updated SEP defines a structured, purposeful, and culturally appropriate approach to consultation and disclosure of information, in accordance with ESS10. UNOPS recognizes the diverse and varied interests and expectations of project stakeholders and seeks to develop an approach for reaching each of the stakeholders in the different capacities at which they interface with the Project. The aim is to create an atmosphere of understanding that actively involves project-affected people and other stakeholders, leading to improved decision-making.

Overall, this SEP serves the following purposes, building upon what has been learned over the past 36 months from the parent and AF1 project:

- Define a plan for stakeholder engagement, including information disclosure and consultation, throughout the project lifespan.
- Stakeholder identification and analysis.
- Planning engagement modalities through effective communication, consultations and disclosure.
- Provide enabling platforms for influencing decisions.
- Define roles and responsibilities for the implementation of the SEP.
- Define reporting and monitoring measures to ensure the effectiveness of the SEP and periodical reviews of the SEP based on findings.
- Elaborate on the Project Grievance Redress Mechanism (GRM).

1.7 Brief Summary of Previous Stakeholder Engagement Activities

During the implementation of the parent and AF1 project, activities have been prepared through and accompanied by stakeholder engagement. All implementers and informal community structures/CRGs and members of vulnerable groups from project-affected communities were informed and consulted on project activities. Information was disclosed in Pashto/Dari, English, and other respective local languages. Women, persons with disabilities (PWDs), the elderly, female-headed households, IDPs, ethnic minorities and other members of the vulnerable groups participated effectively and meaningfully in the consultative processes.

¹ World Bank, Environmental and Social Framework. Setting Environmental and Social Standards for Investment Project Financing, August 2016.

Key events, approaches, and methods used for information disclosure included community meetings in coordination with local leaders and CRG members, phone communication (SMS) particularly for the female stakeholders, notice boards, and social media such as the CRLP Website and Facebook Page. UNOPS Website and AFCD X/Twitter.

A total of 36,520 community consultations were conducted under the Parent Project across Components 1, 2, 3, and 4 by all Facilitating Partners (FPs) and the UNOPS team. Under Additional Financing 1 (AF1), an additional 16,468 community consultations were carried out across the same components, bringing the cumulative total to 52,988 community consultations under the Parent Project and AF1. The same consultation approach will continue under Additional Financing 2 (AF2), during which a further 13,218 community consultations are planned.

During the community consultation and spot-check monitoring visits under the Parent and Additional Financing 1, the community feedback related to the project implementation are as follows:

1. The communities appreciated and were grateful for the implementation of the LIW and CFW projects. They are requesting the expansion of the Project and the coverage of more areas.
2. Under Component 1, communities requested that the sub-project cost ratio be adjusted from 80/20 to at least 50/50, allocating equal shares to labor and materials. This request was addressed in Additional Financing 2, where the sub-project cost ratio under Component 1 is revised to 50/50 in response to community requests.
3. Under Component 1, the communities requested that the duration of the sub-projects should be expanded from 28 days to at least 3-6 months to create more job opportunities for the laborers in rural communities.
4. Women were interested in participating in the community consultation meetings and taking an active part in the decision-making at the Gozar and the CRG levels. Under the AF2, the rural expansion of activities will focus on areas that allow women's participation in the CRGs.
5. Female participants suggested that the Project should create job opportunities for women, as most of them are college graduates and currently have no job opportunities after the government collapse. They requested literacy courses and capacity-building courses for girls who cannot go to school. Vocational training or sustainable projects for women were requested as they really need it because most of them are breadwinners of their families. Women in some areas suggested women's engagement in monitoring, surveying, and GRM. Under the AF2, a subcomponent will continue to foster women's economic empowerment. The rural Women's Economic Activities (Sub-Component 3b), initiated as part of the AF1, will continue with adjustments to increase the size of asset transfers and provide additional skills training and market linkage support. The activity will target de facto female-headed households in rural communities that are covered by the social grants.
6. Most of the CRGs requested rehabilitation/construction of their irrigation canals and water supply projects and long-term projects for their communities because climate change and

drought have severely affected them, and now, they are faced with a shortage of drinking water as well as agricultural water. The AF2 activities will focus on climate change, risk management and climate resilience.

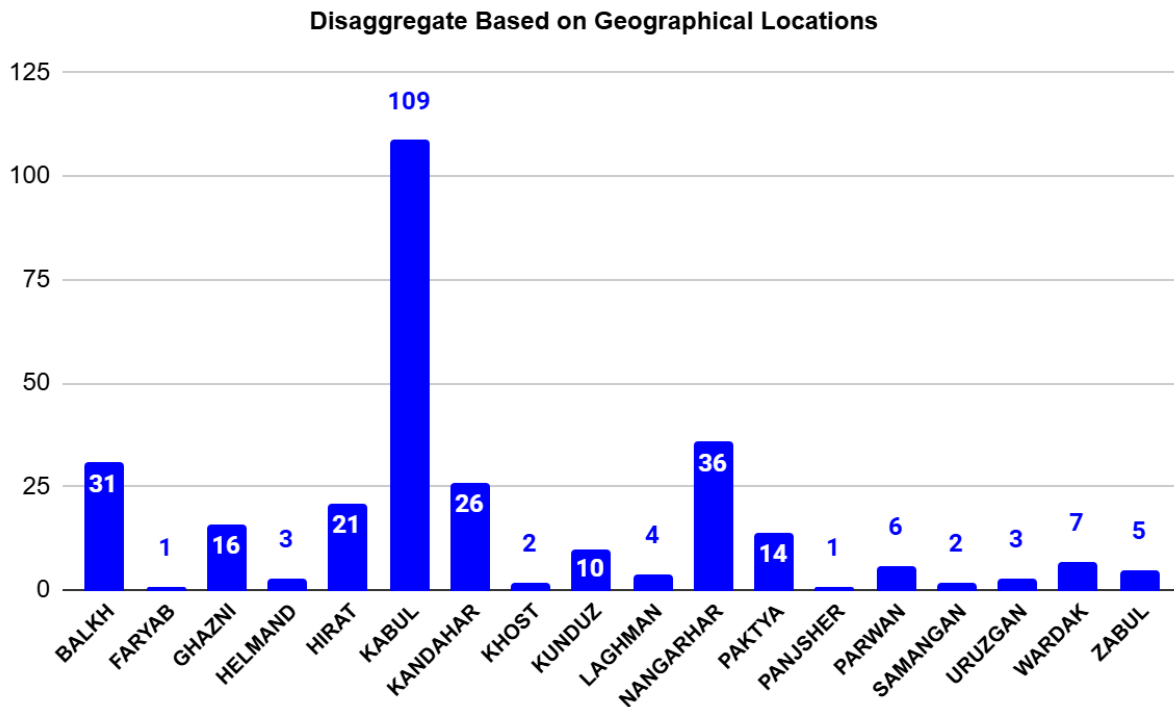
7. CRGs requested power supply projects for their villages.
8. The communities requested additional projects such as electricity, gabion walls, bridge construction, irrigation canals, school building, and drinking water.

According to community members, there are more eligible families for social grants, but due to limited budget, all the eligible families are covered. Under the AF2, the social grants (Sub-Component 3a) will continue to be provided to households headed by women, disabled/ very elderly, and drug addicted persons. Given lessons learned and the advantages noted of cash over in-kind packages, the social grants will take the form of cash in both urban and rural communities. Internal consultations indicated that beneficiary households preferred cash over the in-kind food packages, given the flexibility to use the funds for other needs, including access to medical services (transport costs to clinics and purchase of medicines) and debt repayment.

Lessons learned from the implementation of the parent project have shown that Facilitating Partners require an increased budget for the implementation of environmental and social risk management, including stakeholder engagement. Similarly, Facilitating Partners require more frequent capacity building in E&S tasks. This will be included in the AF2 activities. In stakeholder engagement, under the parent project and AF1, the Facilitating Partners indicated difficulties in maintaining records of all stakeholder engagements due to the high number. Going forward, the Project team will assist Facilitating Partners in improving their record-keeping.

Under the implementation of the grievance mechanism, a total of 1,026 cases/grievances under Parent Project have been received, and all of them have been resolved to the complainants' satisfaction. Under AF1, a total of 297 cases/grievances have been received, and nearly 94.61% percent of these cases were resolved within the designated time frame of 30 days. The remaining (5.39 percent) cases/grievances are open and are referred to the relevant team members for follow-up and are currently under process. Out of a total of 297 cases/grievances, 228 are from C2 (LIW), 48 from C1 (CFW) and 21 from C3 (SG).

The table below indicates the number of cases/grievances received from different locations in the country.



The main issues reported by both males and females are labor and wage payments, subproject implementation, and subproject design. Previously, in the parent project, most of the cases received were labor and wages. However, in AF1, beneficiaries' awareness and engagement in the subprojects have been significantly increased. Therefore, they raise concerns about subproject implementation and subproject design as well.

The project manages 6 different uptake channels through which grievances are reported. The highest number of grievances reported in AF1 (289) was received through Awaaz-Afghanistan due to the easy accessibility and connectivity in the country. The reason for having the highest number of grievances through AWAAZ is due to the fact that it's a toll-free number and accessible all over the country with multilingual services on Awaaz. The remaining (8) grievances are received through CRL. Shekayat.

Out of the total of 297 cases, 268 of them pertain to grievances focused on various issues. Additionally, there are 10 cases classified as suggestions and 19 cases categorized as inquiries. Based on the content of grievances, 268 grievances have been classified into various categories. The highest number of complaints, totaling 92, are related to labor and wage issues such as delays in payments. There are also 10 environmental/OHS reported cases, predominantly focusing on safety tools and dust and water pollution. Additionally, there are 59 grievances concerning subproject implementation, addressing different issues such as the quality of materials, workmanship, and services on the ground. Subproject design accounts for 27 grievances, recruitment and staffing for 11, social issues for 16, stakeholder consultation for 15, financial management for 2, and misbehavior of staff for 16.

2. STAKEHOLDER MAPPING AND ANALYSIS

2.1 Stakeholder Mapping and Analysis

Stakeholder engagement is the interaction with, and influence of, project stakeholders to the overall benefit of the project and its advocates. ESS 10 recognizes two broad categories of stakeholders: 1) those likely to be affected by the Project because of actual impacts or potential risks to their physical environment, health, security, cultural practices, well-being, or livelihoods (project affected parties), and 2) other interested parties.

In view of the Project, affected parties' have been key beneficiaries, including poor and ultra-poor households in rural areas, women, female-headed households, IDPs, elderly people, and PWDs, as well as CRG members and other community members and leaders. Affected parties in urban areas include poor and ultra-poor households, women, IDPs, host communities, PWDs, female-headed households, NGOs and CSOs, UN agencies, construction companies in Kabul, Kapisa, Panjshir, Kandahar, Jalalabad, Laghman, Kunduz and Baghlan. For the AF2 activities, affected parties are similar with a few additional groups, such as returnees, NGOs or CSOs engaged in climate risk mitigation, and NGOs, CSOs or CBOs fostering women's economic empowerment. It is important to note that these parties are mostly vulnerable, and they are beneficiaries of the Project, rather than being negatively affected by the Project. While not every party affected is also a beneficiary, it is crucial to disseminate information and continue to engage with all stakeholders on project modalities as well as on the selection criteria of beneficiaries in the affected areas. For project activities using digital payments, engagement may also include payment service providers and beneficiary groups participating in digital payment arrangements.

Disadvantaged and Vulnerable Groups under Digital Payment Activities

The following groups may face additional barriers under digital payment activities and should receive targeted support:

- **Women and female-headed households**, especially where mobility, phone access, documentation, or interaction with male agents is restricted.
- **Persons with disabilities**, including those with physical, visual, hearing, or cognitive impairments, who may need accessible registration sites, assisted communication, or support at payment points.
- **Elderly beneficiaries**, particularly those with limited mobility, low literacy, or no access to phones.
- **IDPs and returnees**, who may lack documentation, social networks, stable addresses, or awareness of project procedures.
- **Poor and ultra-poor households**, especially those with limited digital literacy or inability to travel to registration or payment points.
- **Low-literacy beneficiaries**, who may not understand written notices, forms, SMS instructions, card use, or grievance procedures.
- **Households without able-bodied members**, including female-headed, child-headed, elderly-only, or disability-affected households.

- **Beneficiaries in remote rural areas**, where distance, network coverage, liquidity of agents, or transport costs may affect payment access.

2.2 Positively and Adversely Affected Parties

Effective consultations and other stakeholder engagements with the project-affected communities have been conducted by UNOPS and Facilitating Partners throughout the last 36 months and will continue, including AF2 activities throughout the life cycle of the parent, AF1, and AF2 projects.

Table 1: Beneficiaries of Livelihoods and Basic Services

Stakeholder	Description
Rural community members and leaders	Rural community members are consulted about proposed project activities, selection of subproject activities, and eligible beneficiaries. The community undertakes several orientation meetings and mapping exercises to determine who are the poorest and most vulnerable in need of jobs and social grants. The elected member/s of a community under the CRG. They are democratically elected by all village residents.
Urban community members and leaders	Currently, the Communities in urban centers, including Kabul, Herat, Kandahar, Mazar-e-Sharif, Jalalabad, Gardiz, and Ghazni. A total of seven cities were targeted through AF1. CRLP will continue to operate AF2 activities in Kabul, Kandahar, Jalalabad, Laghman, Kapisa, Panjshir, Kunduz, and Polikhumri.
Poor households and ultra-poor households in rural communities	Almost 70 percent of the rural population depends on agriculture. Crops are mainly rain-fed, which makes agriculture a vulnerable livelihood. Livestock levels have fluctuated due to droughts. Generally, droughts as well as flooding, and years of protracted conflict have resulted in high levels of poverty among rural households. These HH include returnees and <u>earthquake-affected communities</u> .
Community Representative Groups (CRGs)	The CRLP Components 1 to 4 engaged with Community Development Councils (CDCs) established under earlier projects and remobilized/reactivated by the CRLP, during the Parent Project. With the dissolution of the CDCs, the roles and responsibilities earlier handled by the CDCs for the CRLP have since been reassigned to the Community Representative Groups (CRGs) for the AF1 and AF2.
Urban host communities	Tension can sometimes be reported between IDPs and their host communities. It is therefore important to also attend to the needs of host communities.

Afghan returnees from Pakistan	In October 2023, the Government of Pakistan announced its decree, the “Illegal Foreigners’ Repatriation Plan” (IFRP) , starting the deportation of undocumented Afghans in Pakistan to their country of origin. While initial phases targeted an estimated 1.1 to 1.3 million undocumented Afghans, the plan's scope has heavily impacted individuals across multiple documentation statuses. Cumulatively, between 15 September 2023 and 31 May 2026, the International Organization of Migration (IOM) and UNHCR report that over 2.44 million individuals have returned from Pakistan to Afghanistan.
Poor households in urban communities	Urban growth has significantly increased in Afghanistan over the last couple of decades. In 2020, the WB recorded 3.4 percent of urban growth. The urban population accounted for over 10 million people in the country. This has come along with increased poverty, and many poor urban households are living in slums due to disorganized urban growth.
IDPs	Suffering from protracted conflict, Afghanistan has been subject to an acute internal displacement crisis. Since the US withdrawal from the country, more than 240,000 Afghans have been internally displaced. An estimated 3.5 million are displaced in total. IDPs often constitute the most vulnerable populations in urban as well as rural environments, given their lack of access to livelihoods, loss of homes, and lack of social infrastructure.
Women in rural and urban areas	There is gender-specific protection and inclusion concerns particularly among rural and urban populations. In terms of livelihoods, women dominate in many aspects. Although women play a critical role in the maintenance of household livelihoods, they generally have less access to productive resources, services and employment opportunities, contributing to a significant gap between men and women’s productivity. Given the protracted conflict situation, there are serious GBV concerns across Afghanistan.
Vulnerable households lacking abled bodied members in urban areas	The most vulnerable households lack any able-bodied members that could potentially participate in cash for work schemes. These include, for example, female-headed households, children-headed households, or households only consisting of elderly people.
Female-headed households	Given many men have died in the decades of conflict, a continuous increase in female-headed households has been recorded. This has resulted in changes in the intra-household roles. Female-headed households are more likely to be vulnerable.

Elderly people	Afghanistan has been named the worst country for elderly people to live in for several years. ³² Elderly people have little access to economic resources, no pensions, and little access to services. Where communities cannot cater to elderly people, they belong to the poor societal groups.
Persons with Disabilities (PWDs)	PWD are particularly marginalized in Afghanistan. PWD are more likely to be excluded from participation and benefiting from public services.

2.3 Other Interested Parties

Stakeholder	Description
Community leaders	With formal administration systems in question under the present circumstances, community leaders including clan and religious leaders play a vital role in community entry and the attainment and social license to operate
UN agencies	A variety of UN agencies has continued to operate in Afghanistan and is engaged in humanitarian assistance as well as continuation of development activities. Agencies in the fields relevant for this Project include UNDP, UNICEF, UN Women, UN Habitat, UNFPA, and IOM.
NGOs and CSOs (including those working on climate resilience and women's economic empowerment)	A variety of NGOs and CSOs exist throughout the country at national, regional and local levels. Many of them engage in sector work relevant for this Project. For example, there are a variety of NGOs and CSOs concerned with issues of women empowerment and gender equality. NGOs and CSOs will play a crucial part in the implementation of the Project activities.
De Facto Authorities under the ITA	There are line ministries, urban municipalities and provincial directorates that need to be engaged for smooth implementation.
Afghanistan International Bank (AIB)	Digital payment service provider
AIB Agents	Beneficiary registration, biometric verification, card issuance, payment support
Digital Payment Beneficiaries	Laborers, women beneficiaries, social grant recipients (as a sub-set of the community stakeholder groups mentioned above)

²See HelpAge International's Global Age Watch Index:
<https://www.reuters.com/article/us-foundation-elderly-index-idINKCN0HP2MC20140930>

2.4 Disadvantaged / Vulnerable Individuals and Groups

The parent and AF1 project have been targeting disadvantaged and vulnerable individuals and groups. Components 3 and 4 make concerted efforts to reach women and vulnerable groups, while Components 1 and 2 include ultra-poor households. It is anticipated that the key disadvantaged and vulnerable individuals and groups include poor and ultra-poor households in urban and rural settings, women, female-headed households, elderly people, IDPs, and PWDs. However, vulnerability also depends on the specific context of a particular location and is assessed based on activities as well. It therefore includes individuals that are war victims, nomadic communities, unemployed persons, illiterate individuals and others. Intersectionality can particularly contribute to vulnerability, for example, where IDPs or PWDs are female and heading a household. Special attention is paid on a case-by-case basis on such intersectionality. The AF2 activities will target additional disadvantaged and vulnerable groups, such as Afghan returnees, and it will increase the focus of the Project on women.

Disadvantaged and vulnerable individuals and groups will be particularly catered for by stakeholder engagement modalities to ensure that information reaches those most disadvantaged, and that they are also consulted on project activities, risks, and impacts. This is particularly important, as the disadvantaged and vulnerable form a key beneficiary group of this Project. Women in Afghanistan are a distinct, vulnerable group. In community consultations, they have expressed a strong desire to work. While they were included in activities under the parent project, such as CfW and LiW activities, the proposed AF2 will provide greater opportunities for women to receive vocational training and undertake home production activities, including kitchen gardens, poultry-raising, and other food processing activities.

2.5 Summary of Project Stakeholder Needs

Table 2 Project Stakeholder Needs

Community	Stakeholder Group	Key Characteristics	Language needs	Preferred notification means (email, radio, phone, letter)	Specific needs (accessibility, large print, childcare, daytime meetings, etc.)
Rural Communities	Community leaders and members	Their authority will and the strength of community leaders of other groups; leaders can have significant influence in the communities	Pashto/Dari and/or depend on the presence of regional languages	Community meetings, individual meetings, noticeboards, social media, community radio, TV	They can also be used as a means to reach the broader public
	Poor and ultra-poor households	Depending on vulnerable livelihoods	Pashto/Dari and/or regional languages	Community radio, community meetings, notice boards	
	CRG members	Experience in prioritization exercised and consultations	Pashto/Dari and/or regional languages	Community radio, telephone, community meetings, individual meetings, social media	

Community	Stakeholder Group	Key Characteristics	Language needs	Preferred notification means (email, radio, phone, letter)	Specific needs (accessibility, large print, childcare, daytime meetings, etc.)
	Women	Often not part of the decision-making structure, lower literacy rates	Pashto/Dari and/or regional languages	Community radio, telephone, women's group meetings, notice boards	May require communication means that are independent of locality (e.g., mobile phone or radio). Gender disaggregated consultations, Inclusion in project benefits, and access to GBV services as required
	Elderly people	Vulnerable and little access to assistance	Pashto/Dari and/or regional languages	Community radio, community meetings, notice boards, and community mobilizers to reach out	May require special assistance to attend community meetings, may not have access to electronic means
	PWDs	Often not included in decision-making processes, and more likely to be excluded from public services and participation.	Pashto/Dari and/or regional languages	Community radio, community meetings, and other social media, depending on accessibility needs, community mobilizers	Consider working with NGOs focusing on disabilities to ensure full reach of PWDs, including through the use of media (e.g.,

Community	Stakeholder Group	Key Characteristics	Language needs	Preferred notification means (email, radio, phone, letter)	Specific needs (accessibility, large print, childcare, daytime meetings, etc.)
				will reach out	Braille, sign language, etc.) and locations that are accessible and appropriate to ensure their participation
	NGOs and CSOs		Pashto/Dari and/or regional languages	Community radio, social media, mobile phone, and email	
	Female-headed households	Often not integrated in Communal decision-making processes, lower literacy <u>rates</u>	Pashto/Dari and/or regional languages	Mobile phone, radio, and community mobilizers to reach out	Gender disaggregated consultations, inclusion in project benefits, and access to GBV services as required
	Digital Payment Beneficiaries (as a sub-set of the various community groups identified	Low literacy male and female beneficiaries, Elderly persons, Persons with disabilities, returnees and IDPs	Pashto/Dari and/or regional languages	Community meetings, SMS, Posters, Female-only sessions where required	May require alternative communication methods (e.g., mobile phone) and support to participate in community meetings.

Community	Stakeholder Group	Key Characteristics	Language needs	Preferred notification means (email, radio, phone, letter)	Specific needs (accessibility, large print, childcare, daytime meetings, etc.)
	above)				Ensure gender-disaggregated consultations, equitable access to project benefits, and access to GRM and GBV support services, as needed.
Urban Communities	Community leaders and members	Deal with all concerns of the communities	Pashto/Dari and/or regional languages	Individual meetings, community meetings, newspapers, emails, and mobile phones	Roles and responsibilities, including support in stakeholder engagements, information dissemination, and grievance redress
	CRGs	Experience in prioritizing community engagements and consultations	Pashto/Dari and/or regional languages	Individual meetings, email, and mobile phone	Roles and responsibilities, including support in stakeholder engagements, information

Community	Stakeholder Group	Key Characteristics	Language needs	Preferred notification means (email, radio, phone, letter)	Specific needs (accessibility, large print, childcare, daytime meetings, etc.)
					dissemination, and grievance redress
	Urban host communities	Can originate from different backgrounds	Pashto/Dari and/or regional languages	Community meetings, mobile phone, internet/email, newspapers,	
	Poor and ultra-poor households	Potentially low literacy rate	Pashto/Dari and/or regional languages	Community meetings, radio, and mobile phone	Cater for low literacy through radio communication
	IDPs and returnees	Lack of social cohesion/leadership	Pashto/Dari and/or regional languages	Community meetings, radio, and notice boards	
	Women	Lack of decision-making power, lower literacy levels	Pashto/Dari and/or regional languages	Community meetings with women's groups, specifically radio, mobile phone	Cater for low literacy through radio communication. Hold meetings at times when women are not engaged in duties

Community	Stakeholder Group	Key Characteristics	Language needs	Preferred notification means (email, radio, phone, letter)	Specific needs (accessibility, large print, childcare, daytime meetings, etc.)
	Vulnerable households lacking abled bodied members in urban areas	Lack of decision-making power, lower literacy levels	Pashto/Dari and/or regional languages	Community meetings, community mobilizers to assist, radio	Cater for low literacy through radio communication.
	Female-headed households	Lack of decision-making power, lower literacy levels	Pashto/Dari and/or regional languages	Community meetings, community mobilizers to assist, radio	Cater for low literacy through radio communication.
	Elderly people	Unable to work, lower literacy levels	Pashto/Dari and/or regional languages	Community meetings, community mobilizers to assist, radio	Cater for low literacy through radio communication.
	PWDs	Unable to work, lower literacy levels	Pashto/Dari and/or regional languages	Community meetings, community mobilizers to assist, radio	Cater for low literacy through radio communication.
	NGOs and CSOs	Understand community voices, represent associations formed	Pashto/Dari and/or regional languages	Email, internet, radio, mobile phone, social media	Ensure that NGOs and CSOs from different backgrounds are considered for

Community	Stakeholder Group	Key Characteristics	Language needs	Preferred notification means (email, radio, phone, letter)	Specific needs (accessibility, large print, childcare, daytime meetings, etc.)
		around community issues			engagement
	Construction Companies	Good capacity	Pashto/Dari and/or regional, English	Email, internet, radio, mobile phone, social media	Ensure that companies from different backgrounds are considered for engagement
	Digital Payment Beneficiaries (as a sub-set of the various community groups identified above)	Low literacy male and female beneficiaries, Elderly persons, Persons with disabilities, returnees and IDPs	Pashto/Dari and/or regional languages	Community meetings, SMS, Posters, Female-only sessions where required	May require alternative communication methods (e.g., mobile phone) and support to participate in community meetings. Ensure gender-disaggregated consultations, equitable access to project benefits, and access to GRM and GBV support services, as needed.

Community	Stakeholder Group	Key Characteristics	Language needs	Preferred notification means (email, radio, phone, letter)	Specific needs (accessibility, large print, childcare, daytime meetings, etc.)
National Level	UN agencies, international NGOs, and bilateral donors		English	Internet/email	Preparation and implementation support, as well as training and capacity building
	National CSOs, NGOs	Good capacity	English Dari & Pashto	Internet/email, individual meetings, telephone	Preparation and implementation support as well as training and capacity building
	Afghanistan International Bank (AIB)	Good capacity	English, Dari & Pashto	Internet/email, individual meetings, telephone, and exchange of letters	Coordination on digital payment implementation, beneficiary payment mechanisms, grievance resolution, training and capacity building, and implementation support.
	Ministry of Rural Rehabilitation	Good capacity	Pashto/Dari and/or regional	Internet/email, individual meetings, telephone, and	To ensure the project is implemented based on the NGOs

Community	Stakeholder Group	Key Characteristics	Language needs	Preferred notification means (email, radio, phone, letter)	Specific needs (accessibility, large print, childcare, daytime meetings, etc.)
ITA			languages	exchange of letters	framework
	Ministry of Finance	Good capacity	Pashto/Dari and/or regional languages	Internet/email, individual meetings, telephone, and exchange of letters	To ensure the project is implemented based on the NGOs framework
	Ministry of Economy	Good Capacity	Pashto/Dari and/or regional languages	Internet/email, individual meetings, telephone, and exchange of letters	To ensure the project is implemented based on the NGOs framework
	Kabul Municipality	Good Capacity	Pashto/Dari and/or regional languages	Internet/email, individual meetings, telephone, and exchange of letters	Supervision of the construction works
	General Directorate of Municipalities	Good Capacity	Pashto/Dari and/or regional languages	Internet/email, individual meetings, telephone and exchange of letters	To ensure support and facilitation through the provincial municipalities
	Provincial Governor's Office	Good Capacity	Pashto/Dari and/or regional languages	Internet/email, individual meetings, telephone, and exchange of letters	Supervision of the construction works

Community	Stakeholder Group	Key Characteristics	Language needs	Preferred notification means (email, radio, phone, letter)	Specific needs (accessibility, large print, childcare, daytime meetings, etc.)
	Provincial Municipalities	Good Capacity	Pashto/Dari and/or regional languages	Internet/email, individual meetings, telephone	Supervision of the construction works
	Provincial Directorate of Rural Rehabilitation	Good Capacity	Pashto/Dari and/or regional languages	Internet/email, individual meetings, telephone	Supervision of the construction works
	Provincial Directorate of Economy	Good Capacity	Pashto/Dari and/or regional languages	Internet/email, individual meetings, telephone	Supervision of the construction works

3. STAKEHOLDER ENGAGEMENT PLAN

3.1 Purpose and Timing of Stakeholder Engagement Plan

The purposes of consultations and information dissemination in the CRLP, AF1 and the AF2 are: (a) understanding of the needs of the affected populations; (b) ensuring of coordination between all implementers and informal community authority structures/CRGs; (c) reception of feedback and comments as well as grievances from all stakeholders on project design and implementation; (d) provision of transparent and accountable mechanisms on all aspects of Project design and implementation; and (e) ensuring that members of vulnerable groups from project affected communities are able to participate fully in the consultation process and enjoy project benefits. To ensure this, a GRM is included, which has been rolled out in all Project locations under the parent and AF1 project, and which will continue under the AF2 activities. A national Hotline number and information material for the Hotline is made available. It allows affected individuals and groups to report on project-related grievances or can provide comments and feedback.

Representatives of particular community groups have been consulted under the parent and AF1 project and will continue to be consulted for the AF2 activities. Strategies are employed to include smaller meetings, small FGDs to be conducted as appropriate, taking full precautions on staff and community safety. Where meetings are not permitted, traditional channels of communications such as radios and public announcements are implemented. Other strategies include one on one meetings through phones for community representatives, CRG members, NGOs/CSOs, and other interests' groups.

Given the current political context, stakeholder engagements with the interim Taliban administration (ITA) have been avoided to the extent possible. Engagements have been undertaken directly by the above listed implementers (UNOPS and FPs). Implementers focus on the CRGs as a key vehicle for information dissemination and consultations at the community level. Consultations with higher level partners have been undertaken directly by UNOPS and national NGO partners. This modality will also be applied for AF2 activities.

Beneficiaries will need timely, simple, and repeated information on eligibility, registration requirements, biometric verification, card issuance, payment schedules, withdrawal procedures, data confidentiality, unauthorized fees, and grievance channels. Information should be provided in Dari, Pashto, and relevant local languages through SMS, posters, helpdesks, community meetings, CRG briefings, and female-only sessions where needed.

3.2 Plan for Information Disclosure

Information disclosure to the affected populations and beneficiaries has been relying on the following key methods: Community meetings in coordination with local leaders and CRG members, phone communication (SMS), CRL Project Website, Facebook Page and notice boards. Community mobilizers ensure the inclusion of those with special needs for participation or communication. At the national level information has been disclosed mainly by email and through social media.

Information is disclosed in Pashto/Dari, English or respective local languages. Local leaders and CRG members have been requested to inform communities in community meetings and through disclosure on social media – depending on whether the target locations are rural or urban. These modalities will be continued under the AF2.

3.3 Digital Payment Information Disclosure at Community level

Prior to beneficiary registration and payment activities, UNOPS, Facilitating Partners, Contractors, and AIB shall disclose information regarding:

- Eligibility criteria
- Registration requirements
- Biometric enrolment procedures
- Required identification documents
- Payment schedule
- Withdrawal options
- Data protection and confidentiality measures
- GRM and complaint channels
- SEA/SH reporting channels
- Support available for vulnerable groups

Information shall be disclosed through:

- Community meetings
- CRGs
- SMS
- Posters
- Notice boards
- Social media
- Female-only consultations where appropriate

Table 3: Plan for Information Disclosure

Project Stage	List of information to be disclosed	Methods proposed	Timelines: locations/dates	Target Stakeholders	Responsibilities
Project Design	ESCP, SEP, ESMF (Including GRM)	Community meetings/telephone/ notice boards	Amended instruments: October 2023, January 2024, June 2025, and June 2026.	Rural and urban levels	PIU
		Email	Amended instruments: October 2023, January 2024, June 2025, and June 2026.	Urban level	PIU
		Websites	Amended instruments: October 2023, January 2024, June 2025, and June 2026.	Urban and national level	PIU
	Other relevant project documents and information	Community meetings/telephone/ notice boards	Amended instruments: October 2023, January 2024, June 2025, and June 2026.	Rural and urban levels	PIU
		Email	Amended instruments: October 2023, January 2024, June 2025, and June 2026.	Urban and national level	PIU
		Websites	Amended instruments: October 2023, January 2024, June 2025, and June 2026.	Urban and national level	PIU

Project Implementation	Activity – or site-specific ESMPs /, LMP, etc.	Community meetings/telephone/ notice boards	Continuous	Rural and urban levels	PIU and FPs
		Email	Continuous	Urban and national level	PIU and FPs
		Website	Continuous	Urban and national level	PIU and FPs
		Radio	Continuous	Urban and national level	PIU and FPs
	Any project-related information (on activities, beneficiary selection, etc.)	Community meetings/telephone/ notice boards	Continuous	Urban and national level	PIU and FPs
		Facebook Page	Continuous	Urban and national level	PIU and FPs
		Mobile phone	Continuous	Urban and national level	PIU and FPs
		Email/website	Continuous	Urban and national level	PIU and FPs
	GRM	Community meetings/telephone/ notice boards	Continuous	Urban and national level	PIU and FPs
		Facebook Page/email	Continuous	Urban and national level	PIU and FPs
		Mobile phone	Continuous	Urban and national level	PIU and FPs
		website	Continuous	Urban and national level	PIU and FPs

Implementation of Digital Payment Activities (where applicable)	Digital payment procedures, information on eligibility criteria, beneficiary selection, registration requirements (including biometric verification), card issuance, expected timelines, payment schedules, payment locations, withdrawal procedures, required documents, data confidentiality, safety measures, available support for vulnerable groups, GRM and complaint channels, reporting of payment-related issues, beneficiary feedback, and follow-up on unresolved grievances will be disclosed to relevant stakeholders through appropriate communication channels.	Community meetings, mobile phone, SMS, posters, notice boards, female-only, CRG briefings, Helpdesks, verbal briefings, AIB agents, community mobilizers, follow-up calls, monitoring visits, GRM reports, and social media.	Continuous	Beneficiaries participating in digital payment activities, CRGs, community leaders, women, PWDs, elderly, IDPs, returnees and TPMA.	UNOPS, FPs, Contractors, AIB, Payment Service Provider (where applicable)
Key messages should be simple, repeated, and delivered in Dari, Pashto, and relevant local languages. Beneficiaries should be informed that no informal fees are required, complaints may be submitted anonymously, and payment-related concerns can be raised through Awaaz, CRGs, helpdesks, FPs, UNOPS, or other established channels.					

3.4 Plan for Consultations

This plan lays out the overall consultative processes of the parent, AF1, and AF2 with their different stakeholders. In principle, the PIU and all FPs implementing sub-component activities, will continue to follow their existing participatory engagement and consultation methods, especially with affected communities and beneficiaries. These follow specific tools and methods of community consultations that partners have developed in their sectoral fields (e.g., in health, agriculture, cash for work, WASH etc.). However, throughout the procurement/bidding process, SEP-related activities are included, and FPs are called upon to budget for SEP-related activities that are under their responsibility.

The GRM will continue as another means of consultation, as complaints received are filed, assessed and responded to (see below).

Table 4: Plan for Consultations

Project stage	Topic of consultation	Suggested Method (by FP)	Target stakeholders	Responsibilities
Project Design	Overall Project activities and E&S risks and impacts	Community meetings, community mobilizers' assistance, email, and social media	Rural and urban level stakeholders	PIU and FPs
		Stakeholder meetings, email	National level stakeholders (UN agencies, NGOs/CSOs)	PIU and FPs
		Email	National-level stakeholders	PIU
Project Initiation and Implementation	Cash transfers and digital payment arrangements (where applicable)	Community meetings, selected group meetings for cash transfers, and mobile phone	Rural and urban level stakeholders	FPs
	Community infrastructure work plans, prioritization exercises	Community meetings, community mobilizers' assistance, email, and social media	Rural and urban level stakeholders	FPs
		Stakeholder meetings, email	Urban and national level stakeholders	FPs
	Sub-Project Specific ESMPs E&S risks and impacts, and mitigation	Community meetings, community mobilizers' assistance, email, and social media	Rural and urban level stakeholders	FPs

	measures			
Digital Payment Rollout	Registration process, biometric enrollment, payment procedures, smart card use, grievance channels	Community meetings, focus groups, SMS, female-only sessions	Beneficiaries, women, elderly, PWDs, IDPs, returnees, CRGs, AIB	FPs, Contractors, AIB

3.5 Proposed Strategy to Incorporate the View of Vulnerable Groups

The PIU and FPs ensure that women, PWDs, elderly, ethnic minorities, returnees, and other members of vulnerable groups participate effectively and meaningfully in consultative processes and that their voices are not ignored. Project implementation has shown that this requires specific measures and assistance to afford opportunities for meetings with vulnerable groups in addition to general community consultations. For example, women are often more outspoken in women-only consultation meetings than in general community meetings. Similarly, separate meetings are held with young people, PWDs, returnees or minority groups. Further, it is important to rely on other consultation methods as well, which do not require physical participation in meetings, such as social media, email or SMS, to ensure that groups that cannot physically be present at meetings can participate.

Most importantly, community mobilizers have been deployed, they are mostly recruited from the target communities. They have been providing special encouragement and assistance where necessary to vulnerable individuals, and groups and with that ensure that information reaches them and that they can participate meaningfully in consultations. Community Mobilizers work closely with the CRG members in identifying vulnerable individuals and groups. Community Mobilizers will be rolled out in AF2 activity areas as well.

In view of promoting gender equality, especially for rolling out the new sub-component on women's empowerment under the AF2 activities, 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 on issues such as community infrastructure will continue to be encouraged, especially in various fora that predominantly consist of men. Community Mobilizers and CRG members (also consisting of female members) have proven to be an important asset in ensuring women's active participation. FPs have been similarly encouraged to deploy female staff, in particular where staff interfaces with community members.

GRMs are designed in such a way that all groups identified as vulnerable have access to the information and can submit their grievances and receive feedback as prescribed.

For digital payment activities, special attention will be given to ensuring that women, elderly persons, persons with disabilities, returnees, and low-literacy beneficiaries can access project information, registration processes, grievance channels, and payment-related support, where

required. Appropriate measures may be adopted based on the local context and operational requirements to facilitate their participation and access to project benefits.

3.6 Timelines

The CRLP Parent and AF1 Project duration ended by 31 December 2025. It has now been extended for another 21 months to allow the implementation of AF2. Information disclosure and consultations have been relevant throughout the implementation of the parent and AF1 project so far and will continue throughout the entire life cycle of the AF2 Project.

Project design of the AF2 is based on national-level and urban and rural-level consultations of project-affected parties. Activities under each sub-component of the parent, AF1 project and the AF2 will continue to include consultations prior to commencement. This ensures a broadly inclusive selection of beneficiaries, transparency and accountability on project modalities, and allows community voices to form the basis for the concrete design of every intervention; consultations continue throughout the project cycle. Consultations for the AF2 activities have been held during the design and preparation phase of the AF2 since June 2025.

3.7 Review of Comments

Under the parent and AF1 project, the UNOPS and FPs implemented different sub-components of the Project and gathered all comments and input originating from community meetings, GRM outcomes, SMS, emails and other communication modalities. The information gathered is submitted to the Social Specialists in the UNOPS PIU, to ensure that the Project has general information on the perception of communities, and that it remains on target. It is the responsibility of the UNOPS PIU and the different FPs to respond to comments and inputs, and to keep open a feedback line to the communities. For the AF2, these modalities will continue. Under the parent and AF1 project, training on environmental and social standards has been facilitated by the WB. Renewed training will be provided upon the commencement of the AF2 activities. The PIU will further roll out training to FPs and communities as per the ESMF capacity-building schedule.

This SEP has been providing overarching guidelines for the rolling out of stakeholder engagements under the parent, AF1, and AF2 projects. The UNOPS PIU has been monitoring the capacity of the E&S staff of the different FPs and has recommended and implemented appropriate actions, e.g., refresher training. This will continue under the AF2.

3.8 Implementation Arrangement for Stakeholder Engagement

3.8.1 Implementation Arrangements

Similar to the parent and AF1 project, the overall responsibility for the implementation of the SEP lies with the head of PIU in UNOPS through the PIU. The head of PIU will be overseeing the E&S team, who are part of the UNOPS staff. They form part of the Risk Management Unit inside the UNOPS PIU. The team is further supported by GRM Specialists and a Gender Specialist.

The Social and Environmental Specialists maintain a stakeholder database for the overall project and lead a commitment register. However, while the PIU oversees all coordination and disclosure-related consultations, the FPs implement the SEP at the rural and urban levels in their respective project sites and report on their activities to the PIU E&S Specialists on a quarterly basis. Where UNOPS implements activities directly or through construction companies, UNOPS is responsible for all local stakeholder engagement. The PIU E&S team undertakes field verification activities jointly with the IPs, at least every other month, or during planned events.

Each FP identifies dedicated staff responsible for the implementation of the SEP within the organization. Staff names are submitted to the PIU E&S Specialists. Selected staff must have ample qualifications to implement the SEP, as stipulated by the terms of reference for the position in the FPs' HR system. FPs also commit to communicating the stakeholder engagement strategies for their respective sub-components internally.

FPs who contract local companies for construction work, or local NGOs or CSOs for the implementation of their activities, submit plans to the Social and Environmental Specialists at the PIU. The Specialists verify the implementation of those plans during field visits.

The designated Environmental and Social Specialists have clear ToR for day-to-day E&S management. The assigned Specialists conduct periodic site visits to ensure compliance and report to the higher management.

4. GRIEVANCE REDRESS MECHANISM

Grievance Redress is a key mechanism within the CRLP that allows individuals and communities affected by the project to raise complaints regarding inequitable, non-transparent, non-accountable, non-participatory, or non-representative development and governance practices. Complaints can relate to a wide range of issues, including subproject selection, design, implementation, beneficiary selection, financial management, environmental and social impacts, labor and workplace issues, land and asset issues, corruption, governance of Community Representative Groups (CRGs), occupational health and safety, and gender-based violence. The GRM ensures fair and just resolution when project staff, partners, or local governance structures fail to follow accountable, inclusive, and pro-poor practices. Complaints unrelated to CRLP or its partners are not eligible for redress under this system.

4.1 Objective

The objective of the Grievance Redress Mechanism (GRM) is to facilitate the timely, effective, and efficient resolution of complaints. Project-level GRMs provide a structured platform for stakeholders to raise issues and concerns that affect them, ensuring transparency, credibility, and fair outcomes. By promoting corrective actions and community involvement, the GRM strengthens trust, cooperation, and ownership of the project among stakeholders.

This project's GRM is designed in accordance with the World Bank's ESS2 and ESS10 standards, benefiting all project-affected persons, including workers and other stakeholders. It also addresses grievances related to Sexual Exploitation and Abuse (SEA) and Sexual Harassment (SH).

4.2 Principles

The project-level GRM is designed to be culturally appropriate and responsive to the needs and concerns of all affected parties.

1. **Awareness and Publicity:** The GRM will be widely publicized to ensure all affected populations are aware of it. UNOPS and FPs/Contractors will conduct awareness campaigns among the affected communities. UNOPS, FPs and Contractors will brief targeted stakeholders on the mechanism's scope, confidentiality, response timelines, referral, and appeal procedures.
2. **Accessibility:** The GRM will be clear, inclusive, and accessible to all segments of affected communities living near project and subproject sites. Multiple avenues and channels are available for registering grievances. The system is sensitive to the needs of women, men, boys, girls, and vulnerable populations, including persons with disabilities, the elderly, displaced persons, returnees, and other marginalized groups.
3. **Confidentiality and Protection Against Retaliation:** The GRM is designed to safeguard stakeholders' rights to provide feedback or raise complaints, including escalating grievances to higher management if necessary. Participants can share concerns freely, knowing that no retribution will occur. To ensure safety and encourage participation, anonymous complaints are also permitted.
4. **Information and Feedback:** The GRM will provide regular updates and feedback to the aggrieved parties regarding the status and resolution of their complaints.
5. **Responsiveness:** The mechanism ensures timely and effective resolution of grievance by facilitating engagement with the relevant actors in the implementation chain.
6. **Transparency and Accountability:** All complainants will be heard, treated fairly, and taken seriously. Communities and stakeholders will have a clear understanding of project expectations, GRM procedures, its purpose, and how to access it.
7. **Appeal and Judicial Access:** The GRM includes provisions for appeal if grievances are not resolved satisfactorily. Participation in the GRM does not restrict access to judicial or administrative remedies.
8. **SEA/SH Cases:** For SEA/SH cases, three guiding principles of confidentiality, survivor centrality and survivor safety are applied to specific cases of SEA/SH cases as per the World Bank's guidance. Reporting mechanisms will enable complainants to report SEA/SH cases without being publicly identified given the risk of stigma, reprisals, and rejection associated with SEA/SH.

4.3 Description of GRM

Awaaz Afghanistan: The United Nations in Afghanistan has a well-established grievance uptake

mechanism, Awaaz Afghanistan (<https://awaazaf.org>) (Awaaz), which is implemented by UNOPS on behalf of various UN and humanitarian response agencies. Awaaz operates as a toll-free, nationwide hotline (410) that enables affected populations to access information and submit feedback and complaints related to humanitarian assistance programs.

As a two-way communication channel, Awaaz collects needs and priorities reported from the field and circulates this information to partners to support continuous improvement in the quality and effectiveness of humanitarian programming in Afghanistan. Awaaz operates in line with common principles and has established processes and policies for receiving complaints and feedback, ensuring data protection, and facilitating inter-agency referrals. The mechanism is designed to be accessible, collaborative, timely, and effective in addressing and resolving concerns.

Awaaz is staffed by 16 multilingual operators, 63 percent of whom are women, and has handled more than 674,709 calls since receiving its first call in May 2018. Awaaz agents provide services in Dari, Pashto, Uzbeki, and English. Through established referral pathways with clusters and partners, cases requiring follow-up are shared—subject to the consent of the affected individual—in a timely manner, enabling the humanitarian response to better align assistance delivery with actual needs.

Based on the results of community consultations, three-tiered Grievance Redressal Committees have been established. The first tier is the GRT at the community level, the second tier is at the facilitating partners, and the third tier is the national level GRT, which would operate through UNOPS' mechanisms. There is a provision for appeals, and any aggrieved party is able to directly approach the national level GRT as well. The formation of the GRTs was done prior to the commencement of project activities based on consultations.

Digital payments may generate complaints related to registration errors, biometric verification failures, payment delays, non-payment, card issues, agent conduct, unauthorized charges, exclusion, accessibility barriers, data confidentiality, and SEA/SH. The updated SEP strengthens procedures for receiving, categorizing, tracking, escalating, and resolving these grievances in a timely, confidential, and non-retaliatory manner.

The GRM includes confidential and anonymous reporting, survivor-centered handling of SEA/SH complaints, safe access to payment points, clear reporting lines, escalation procedures, and feedback loops to ensure payment-related issues are identified and addressed quickly.

While the Awaaz and other existing mechanisms were leveraged for this project, in order to address other requirements of ESS10, the system was augmented for the purposes of this project in accordance with the principles given above and the following steps:

- **Step 1: Uptake** – Project stakeholders are able to provide feedback and report complaints through several channels. The aggrieved party is able to select the most efficient institution, the most accessible means of filing a grievance, and is able to circumvent partial stakeholders in the Project, which may be implicated in the complaint. He or she is able to bypass some grievance channels that are perceived as potentially not responsive or biased. The means to file a grievance include a toll-free hotline, email (crl.shekayat@unops.org), filling

up grievance forms, verbally, sending a letter, to implementing agencies, via the implementing institutions' websites, and helpdesks. Anonymous grievances can also be raised. All uptake channels should permit grievances in Dari and Pashto as well.

- A help desk has been set up by the respective facilitating partners during the implementation of sub-project activities in an area manned proportionate to the nature of the activity. At the help desk, aggrieved parties can inquire about project activities, give suggestions, or they can file a grievance directly with the person manning the desk. Grievances can be filed in writing or verbally at the Help Desk.
- Relevant assigned CRG members are available at each sub-project site. They are requested to accept formal grievances and ensure that avenues for lodging grievances are accessible to the public. The first point of contact for all potential grievances from community members is the CRG member. The CRG member is required to accept formal grievances, or they can guide aggrieved persons to the Hotline Operator's number.
- The staff manning help desks, CRG members and those operating the toll-free hotline number is trained by the PIU for (a) the registration of a grievance; (b) the interaction with complainants; (c) appropriate responses to SEA/SH issues; (d) grievances of workers; and (e) Project components and Facilitating Partners (FP).
- **Step 2: Sorting and processing** – All grievances received are transferred to the GRM Focal Point at the respective implementation partner at local or national level and the PIU. The GRM focal point categorizes the complaint and forwards it to the responsible unit. The GRM focal point also records grievance in the same format as used at the PIU.
- **Step 3: Acknowledgement and follow-up** – Within three (3) days of the date a grievance is submitted, the GRM focal point communicates with the aggrieved and provides information on the likely course of action and the anticipated timeframe for resolution of the grievance. The information provided to aggrieved also includes, if required, the likely procedure if the grievance had to be escalated outside the unit and the estimated timeline for each stage.
- **Step 4: Verification, investigation, action and documentation** – This step involves gathering information about the grievance to determine the facts surrounding the issue and verifying the validity of the grievance and then developing a proposed resolution. Many or most grievances are resolved at this stage. All activities taken during this and the other steps are fully documented, and any resolution logged in the register. In case the grievance is not resolved at this stage, it is escalated to the next tier.
- **Step 5: Monitoring, Evaluation and Reporting** – Monitoring refers to the process of tracking grievances and assessing the progression toward resolution. Each implementing agency maintains a grievance register and records all steps taken to resolve grievances or otherwise responds to feedback and questions. GRM data is collated and reported monthly at all levels.
 - The TPMA provides independent operational reviews of overall project implementation and project results, including the implementation of the SEP and GRM. The PIU synthesizes all reporting by TPMA and IPs, as well as its own findings, and produces an overall environment and social progress report with a distinct section on stakeholder engagement in line with a template to be provided. The

project provides quarterly reporting.

- **Step 6: Providing Feedback** – This step involves informing those who have raised complaints, concerns or grievances the resolutions to the issues they have raised. Whenever possible, complainants are informed of the proposed resolution in person, which gives them the opportunity to ask follow-up questions. If the complainant is not satisfied with the resolution, he or she is informed of further options. GRM does not prevent access to judicial and administrative remedies. Each complaint must be closed within thirty (30) days of receipt - either resolved, withdrawn or escalated.

4.4 GRM for SEA/SH grievances

Sexual Exploitation Abuse and Sexual Harassment related grievances are handled through a survivor-centered approach. All grievance uptake channels can be used to report on SEA/SH issues within 24 hours to the UNOPS Kabul Office. No grievance uptake mechanism can reject such grievances, and all personnel directly receiving grievances will be trained in the handling and processing of SEA/SH-related grievances. The Awaaz call center also includes support for safe and confidential reporting of incidents of sexual exploitation and abuse (SEA). Any recipients of the grievance should, with the survivor's informed consent, report the case to one of the Project's formal grievance recipients using a coding system to protect the identity of the survivor and should be saved in a password secure manner in the database. A survivor can ask someone else to act as a survivor advocate and report on her/his behalf.

Absolute confidentiality would be maintained for all grievances related to SEA/SH issues. This means that no information shall be disclosed at any time to any party without the informed consent of the person concerned. The survivor's consent would also be sought for undertaking any action on the grievance. Under no circumstances should the survivor be pressured to consent to any conversation, assessment, investigation, or other intervention with which they do not feel comfortable. A survivor can withdraw such consent at any time as well. If a survivor does not consent to share information, then only non-identifying information can be released or reported on. In the case of children, informed consent is normally requested from a parent or legal guardian and the children.

However, there are also mandatory reporting procedures for SEA cases for all humanitarian and development organizations. UNOPS PSEA and UN Afghanistan Task Force need to be consulted by the project team to ensure all project personnel know how to handle disclosure.

Data on Gender Based Violence cases recorded will only include the nature of the complaint (what the complainant says in her/his own words), whether the complainant believes the perpetrator was related to the project. Additional demographic data, such as age and gender, will be collected and reported, with informed consent from the survivor. The GRM provides the survivor referral to pre-identified GBV Service Providers in the area. Services can include health, psycho-social, security and protection, legal/justice, and economic reintegration support. This would be offered even if the survivor does not wish to file a formal complaint or if the complaint is not related to the project before closing the case. The SEA/SH Action Plan will list referral services in the different Project areas.

Where SEA/SH grievances have been allegedly committed by an FP staff, the grievance will also be reported to the respective employing agency. The Gender Specialist will follow up and determine jointly with the GRM Focal Point of the respective partner the likelihood that the allegation is related to the Project. The Gender Specialist will follow up and ensure that the violation of the Code of Conduct is handled appropriately. The responsibility to implement any disciplinary action lies with the employer of the perpetrator, in accordance with local labor legislation, the employment contract, and the code of conduct. The GRM focal point will report back to the survivor on any steps undertaken and the results. All SEA/SH incidents would be reported to the World Bank in accordance with the informed agreement by the survivor within 48 hours.

Since this Project assumes a fully survivor-centered approach, no information can be passed on without the consent of the survivor and this information will be shared only on a need-to-know basis, avoiding any information that could lead to the identification of the survivor or put her/him at risk. If the survivor does not wish for the case to be pursued, the survivor shall be offered access to referral services and the GRM Focal Point should note that the survivor did not wish for the case to be pursued, and the case is considered solved.

If the survivor does not want to make a complaint with the employer (e.g. IP), the case is closed. If the complaint proceeds, the case is reviewed by Gender Specialists in the PIU, and a course of action is agreed on with the respective IP/employer. The alleged perpetrator's employer is taking agreed-on disciplinary action. Once the action is deemed appropriate by the Gender Specialist, the case is recorded as closed.

Project GRM will also receive, and address complaints related to digital payment activities where applicable. Such complaints may include issues related to beneficiary registration, access to payments, payment delays, beneficiary identification, exclusion concerns, and other payment-related matters. Complaints may be submitted through the existing Project GRM channels, including the Awaaz Hotline, GRM focal points, community representatives, Facilitating Partners, UNOPS field offices, and other established communication channels. Where relevant, UNOPS will coordinate with the payment service provider to facilitate timely resolution.

5. MONITORING AND REPORTING

5.1 Involvement of Stakeholders in Monitoring Activities

The parent and AF1 project have involved project stakeholders in the monitoring of project activities, including project performance as well as environmental and social risks and impacts. This will be continued under AF2. The CRGs, which have been established at the community level by previous projects, are the key stakeholders serving in a monitoring function. Representing the community, the CRG members are able to represent the voices of the community on project performance and impacts from a local perspective through regular consultation meetings with the Project implementers (UNOPS and NGO/CSO partners) at the local level (using methods described above).

Digital payment risks and grievance trends should be monitored through TPMA, field visits, beneficiary feedback, GRM reports, and quarterly reporting. Stakeholder feedback should be used to adjust registration processes, payment schedules, communication methods, and mitigation measures during implementation.

The Third-Party Monitoring Agency (TPMA) will continue to monitor project performance and E&S risks and impacts at all levels, including those of the AF2 activities. The TPMA submits monitoring reports directly to the UNOPS PIU and the World Bank.

5.2 Reporting Back to Stakeholder Groups

The above-listed plan for information dissemination to the project-affected parties also includes the information dissemination and disclosure of Project monitoring results. As under the parent and AF1 project, for the AF2 activities, the PIU at UNOPS, in close coordination with the other FPs, ensures that monitoring results on Project performance as well as E&S risks and impacts and implemented mitigation measures are made available to the above identified stakeholders at the local and national level. The implementation of the stakeholder consultation plan (see above), in turn, allows project-affected parties to react and voice their feedback with regards to the monitoring results. Information dissemination always includes information on the available Project GRM and its different channels to file a grievance or provide feedback.

5.3 Reporting to the World Bank

The UNOPS PIU will continue to provide quarterly Project Progress Reports to the World Bank, including AF2 activities. These quarterly reports consist of project performance and results as per Project Component; financial and procurement information; E&S risks and impacts as well as mitigation measures applied, and additional E&S instruments prepared and implemented. The UNOPS PIU receives quarterly inputs from its FPs prior to the preparation of the quarterly report and includes those inputs in the quarterly Report. The quarterly report further contains a section on stakeholder engagement initiatives undertaken in the report, as per this SEP, as well as a section reflecting on the results of stakeholder consultations. A synthesis report and analysis of grievances filed under the Project GRM and the workers' GRM are included.

6. ESTIMATED BUDGET

The costs associated with implementation of the Stakeholder Engagement Plan, including stakeholder consultations, information disclosure, grievance management, communication materials, and capacity building, will be financed through the project budget. Adequate financial and human resources have been allocated to ensure effective implementation of the SEP throughout AF2.