



**COUNTY GOVERNMENT OF BUNGOMA**

## **STAKEHOLDER ENGAGEMENT PLAN (SEP)**

# **FINANCING LOCALLY-LED CLIMATE ACTION (FLLoCA) PROGRAM**

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MINISTRY OF  
FOREIGN AFFAIRS  
OF DENMARK  
*Danida*



## **ABBREVIATIONS**

CBO	Community- Based Organizations
CCU	Climate Change Unit
CSO	Civil Society Organizations
FLLoCA	Financing Locally-Led Climate Action
GBV	Gender-Based Violence
GRM	Grievance Redress Mechanism
KFS	Kenya Forest Services
KMD	Kenya Meteorological Department
KWS	Kenya Wildlife Services
MCA	Member of County Assembly
M&E	Monitoring and Evaluation
MMUST	Masinde Muliro University of Science and Technology
MP	Member of Parliament
MRV+	Monitoring, Evaluation and Verification
NEMA	National Environment Management Authority
NGO	Non-Governmental Organizations
PAD	Project Appraisal Documents
PAI	Project Area of Influence
SEP	Stakeholders' Engagement Plan
SOCOA	Society of Crop, Agribusiness Advisors



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## **EXECUTIVE SUMMARY**

The goal of this Bungoma County Stakeholder Engagement Plan (SEP) is to define a suitable programme and plan for stakeholder engagement in the design, implementation and outcomes of the financing locally led climate action (FLLoCA) program in Bungoma County. The SEP is designed to establish an effective platform for productive interaction with potentially project affected parties, interested parties and the vulnerable group at the community level in Bungoma County. Effective stakeholder engagement is a necessary aspect of any good project and the FLLoCA program stakeholders' engagement plan will help solicit feedback to inform project design and implementation while managing expectations of beneficiaries and interested parties about program outcomes.

The financing locally-led climate action Program which is supported by world bank and other development partners aims to reduce community level vulnerability and build resilience to climate change impacts. The program goal is to strengthen local communities' resilience to the impacts of climate change, natural hazards and other shocks/stressors by building local capacity to plan, budget, implement, monitor and report climate resilience investments. The lead implementing entity is the Ministry of National Treasury and Economic Planning in collaboration with the Ministry of Environment, Forestry and Climate Change. SEP outlines stakeholder engagement activities categorizing various groups, their interests and topics of consultations. The identification and analysis of stakeholder groups include government agencies, development partners, Civil Society and Non-Governmental Organizations, Community-based organizations, academia, research and the general public.

These stakeholder groups also cover affected and other interested parties, key characteristics of vulnerable groups and their specific needs. A stakeholder engagement programme also sets out details of the purpose, timing and methods of stakeholder engagement and the strategy for information disclosure which incorporates the view of vulnerable groups. A summary of key institutions and focal persons has been included in the SEP to allow for easy identification of roles and responsibilities. A Grievance Redress Mechanism (GRM) will be incorporated in an already existing GRM in the climate change directorate at the county level. Follow up on grievances and actions taken will form part of the overall monitoring of the project implementation unit.

## BACKGROUND AND INTRODUCTION

### 1.1 Program Description

Financing Locally-Led Climate Action Program (FLLoCA) is a government program co-funded by the World Bank and other bilateral partners. the program is being implemented by the National Treasury and Economic Planning in collaboration with the Ministry of Environment, Climate Change and Forestry, Council of Governors, County Government, And other line ministries.

The development objective of the program is to deliver locally led climate resilience action and strengthen County and National governments capacity to manage climate risks.

The program outcomes are:

- Deliver locally led climate resilience actions
- Strengthen the County capacity to manage climate risks
- Strengthen the National capacity to manage climate risks

**The program has components as described below;**

**Policy, Legal and Regulatory Frameworks:** Supports strengthened policy, legal and regulatory instruments for building climate resilience at the national and county level

capacity building: supports strengthened institutional and human capacity to enhance delivery of low carbon climate resilience actions. capacity building s carried out through formal and informal trainings as well as peer to peer and experiential learning.

**Climate Finance:** Supports strengthened policy and regulatory frameworks for financing climate actions, enhances capacity of council of governors and county governments to support climate resilience investments, enhances capacity to address climate change emerging issues and strengthen capacity of county structures responsible for climate related sectors.

**Community-Led Actions:** Support established modalities for community-led initiatives, capacity of communities to deliver climate resilience actions, finance local actions and incentivize private sectors to support climate resilience investments.

**Technology and Innovation:** Support increased access to green/environment friendly technologies for low carbon climate resilience investments and increased ability to finance green/environment friendly technologies.

**Monitoring, Reporting and Verification (MRV+):** to improve tracking, verification and reporting on climate finance by strengthening structures, systems and processes for collection, verification and reporting on climate change for enhanced transparency and accountability and improved reporting on climate change.

### **1.2 Purpose of Bungoma County Sep**

The overall purpose of this SEP is to ensure that a consistent, comprehensive and coordinated approach is taken to stakeholder engagement and Project disclosure throughout the project in Bungoma County under the financing locally led climate action program. Where properly designed and implemented, it supports the development of strong, constructive and responsive relationships that are important for successful management of a project's environmental and social risks.

Establishing trust between parties through a participatory process allows for open and constructive engagement is acknowledged as key for satisfactory resolution of grievances and issues, which, if left unmanaged, can present risks to a development in terms of unplanned delays and costs.

This Bungoma County SEP:

- Provides the approach to stakeholder engagement, showing how this will be integrated into the rest of the program implementation.
- Identifies the main categories of stakeholders and mode of engagement throughout the project implementation cycle.
- Identifies the ways to document engagement undertaken throughout the program implementation,

### **1.3 Objectives**

The overarching goal of this Stakeholder Engagement Plan (SEP) is to define a suitable programme and plan for stakeholder engagement that will apply across the project implementation cycle and will support the financing local-led climate action program in achieving its objectives.

The specific objectives for the plan include; -

- Provide guidance for stakeholder engagement such that it meets the standards of both National and International Best Practice;
- Identify key stakeholders that are affected, and/or able to influence the Project and its activities to inform success;
- Identify the most effective methods, timing and structures through which to share project information, and to ensure regular, accessible, transparent and appropriate consultation;
- Develops a stakeholders engagement process that provides stakeholders with an opportunity to influence project planning and design;
- Establish formal grievance/resolution mechanisms;
- 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.

## **STAKEHOLDER IDENTIFICATION AND ANALYSIS**

### **2.1 Project Stakeholders**

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

### **2.2 Stakeholder Categorization**

For the purposes of effective and tailored engagement, stakeholders of the proposed project(s) are divided into the following core categories:

*Affected Parties* – persons, groups and other entities within the Project Affected Persons (PAPs) that are directly influenced by the project and/or have been identified as most susceptible to change associated with the project, and who need to be closely engaged in identifying impacts and their significance, as well as in decision-making on mitigation and management measures;



*Other Interested Parties* – individuals/groups/entities that may not experience direct impacts from the Project but who consider or perceive their interests as being affected by the project and/or who could affect the project and the process of its implementation in some way; and

*Vulnerable Groups* – persons who may be disproportionately impacted or further disadvantaged by the project(s) as compared with any other groups due to their vulnerable status<sup>1</sup>, and that may require special engagement efforts to ensure their equal representation in the consultation and decision-making process associated with the project(s).

**Table 1: stakeholder groups and area/cause of engagement**

Stakeholder group	Identified stakeholders	Area of Interest/Cause in Engagement
County government	Department of Environment, Natural Resources, Water, Climate Change & Tourism; Agriculture, Livestock, Fisheries, Irrigation and Cooperatives; Trade, Energy and Industrialization; Health and Sanitation, Gender and	Legislation, execution, coordination, implementation, monitoring and reporting.

	social services, Culture, Youth, and Sports; Roads, Public Works & Infrastructure; and Education	
Semi-autonomous agencies	Ministry of National Treasury and Economic Planning, Ministry of Environment, Forestry and Climate Change Meteorological Department (KMD), water Resource Authority Kenya Wildlife Service (KWS), National Environmental Management Authority (NEMA) Ministry of interior Kenya Forest Service (KFS), Kenya	Legislation, execution, coordination, implementation, monitoring and reporting.
Non-state actors (international and local NGO)	Ripple Effect, JATONET Kenya, Bungoma Water Resources Users Association, Bungoma Irrigation Water Users' Association, Tree Initiative Africa, Kimaeti Farmers Association, CREADIS, Chepkitala Indigenous Development Project, Buteyo Miti Park, Wealth hunger Soil Project (WHH), Pinemark Africa, GFA Bungoma, VI - agroforestry, REAP Africa, CEFOS, WETPA, SOCAA, REDO AGEFA, Western Kenya Sanitation Project, Western Kenya Water Project, KTL Farm LTD, churches and mosque	Represents interests of different interested parties and the vulnerable groups.  Capacity building and awareness creation for communities, supporting implementation of climate resilient actions, and monitoring and evaluation.
County assembly and administration	MP, MCAs, sub-county administrators, ward administrators, village administrators, county commissioner, ACC, chiefs and assistant chiefs	Represents interests of affected communities and vulnerable groups
Academia, Research and scientific institutions	Masinde Muliro university of science and technology (MMUST), Kibabii university, technical institutes and schools	Provide science-based evidence for prioritizing climate change actions, Generation of climate knowledge, Piloting

		innovative activities and technologies, Capacity building county staff, CBO, on climate change effects and adaptation
Bungoma County Climate Change Steering Committee	Governor, deputy governor, county executive committee members, academia, community representation.	Coordination and oversight of the bungoma county climate change actions
Bungoma County Climate Change Planning Committee	County chief officers from key sectors implementing climate change actions, state departments and community representatives	Implementation and coordination of Climate Change actions in Bungoma County.
Bungoma County Ward Climate Change Planning Committees	Elected community representatives on matters climate Change coordination at the community level (women, female and male youth, people living with disabilities, faith based organization, civil society organizations, elderly and vulnerable representatives).	Community sensitization, awareness creation and consultation on climate change, development of community climate action proposals, monitoring and coordination of climate actions at the community, development of community participatory climate risk assessment reports and action plans, updating community PCRA and action plans
Project management committees	Project influence area representatives (women, youth, elderly, civil society representation, Local leadership, community based organizations)	Supervision of project implementation at the community, recording of grievances and making referrals to the ward planning

		committee for escalation
Mass media	Local TV and FM radio stations in the county (west	Information disclosure on the
	TV/FM, NYOTA, KHENDO, MUMBO)	Planned project activities.
Business community/private sector	Bungoma Hoteliers Association, Bungoma Chamber of commerce, SUNCULTURE, commercial Banks	Economically interested business entities and frequent customers of project developers
Local community/population	Land users and residents around the project area	Project beneficiaries and project affected persons
Project employees	Staff at the project sites and contractors	Project Technical understanding

### 2.3 Methodology for Stakeholder Engagement

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

- *Openness and life-cycle approach:* public consultations for the project (s) will be arranged during the whole life-cycle, carried out in an open manner, free of external manipulation, interference, coercion or intimidation;
- *Informed participation and feedback:* information will be provided to and widely distributed among all stakeholders in an appropriate format; opportunities are provided for communicating stakeholders' feedback, for analyzing and addressing comments and concerns;
- *Inclusiveness and sensitivity:* The participation process for the projects is inclusive when all stakeholders at all times are encouraged to be involved in the consultation process. Equal access to information is provided to all stakeholders. Special attention is given to vulnerable groups, in particular women, youth, elderly and the cultural sensitivities of diverse ethnic groups.

The following criteria, adjusted to take account of local specific conditions, are proposed to be used for the identification of stakeholders:

- *Liability*: project implementation or on-going operations may result in legal, financial or other liabilities of the proponent to a social group;
- *Influence*: a social group may be able to substantially influence project implementation or on- going operations;
- *Partnership*: there are opportunities for building partnership relations between the project developer and a given social group in the framework of the project implementation or on-going operations;
- *Dependency*: project implementation may significantly affect a given social group, in particular, it may affect vital interests of its representatives if they are dependent on the project on-going operations in economic or financial terms;
- *Representation*: a social group may have a right to represent interests with regard to a project or on-going operations, and this right is legitimated through legislation, custom and and/or cultural specifics;
- *Expressed interest*: a social group and/or individual may express interest to a project or on-going operations, and this group is not necessarily directly affected by the planned or current activities

## **STAKEHOLDER ENGAGEMENT PROGRAM**

### **3.1 Purpose and Timing of Stakeholder Engagement Program**

This Bungoma County Stakeholder Engagement Plan (SEP) is designed to establish an effective platform for productive interaction with the potentially affected parties and others with interest in the implementation outcome of the financing locally led climate action (FLLoCA) Program.

Meaningful stakeholder engagement throughout the project cycle will: Solicit feedback to inform project design, implementation, monitoring and evaluation; Clarify project objectives, scope and manage expectations; Assess and mitigate project environmental and social risks; Enhance project outcomes and benefits; Build constituencies and collaboration; Disseminate project information/ materials and Address project grievances

Adequate stakeholder consultations will require effective timing and advanced planning. To ensure information is readily accessible to affected stakeholders, and adequate representation and participation of the different groups in the process, the Financing locally-led climate action Program will adopt different methods and techniques based on an assessment of stakeholder needs.

### **3.2 Engagement Methods and Tools**

The program intends to utilize various methods of engagement that will be used by as part of its continuous interaction with the stakeholders. For the engagement process to be effective and meaningful, a range of various techniques need to be applied that are specifically tailored to the identified stakeholder groups.

The format of every consultation activity should meet general requirements on accessibility, i.e. should be held at venues that are easily reachable and do not require long commute, entrance fee or preliminary access authorization, cultural appropriateness and inclusiveness, i.e. engaging all segments of the local society, including disabled persons, the elderly, minorities, and other vulnerable individuals. If necessary, logistical assistance should be provided to enable participants from the remote areas, persons with limited physical abilities and those with insufficient financial or transportation means to attend public meetings scheduled by the project.

Ensuring the participation of vulnerable individuals and groups in project consultations may require the implementation of tailored techniques. Since their vulnerable status may lead to people's diffidence and reluctance or physical incapacity to participate in large-scale community meetings, visiting such individuals/ families at their homes or holding separate small group discussions with them at an easily accessible venue is a way for the project to reach out to the groups who, under standard circumstances, are likely to be insufficiently represented at community gatherings.

### **3.3 Description of Engagement Methods**

Various methods of engagement will be used as part of the project's interaction with the stakeholders, to ensure that different stakeholder groups are successfully reached and are involved in the process of consultation, decision-making and the development of impact management solutions.

International standards increasingly emphasize the importance of a consultation being ‘free, prior and informed’, which implies an accessible and unconstrained process that is accompanied by the timely provision of relevant and understandable information. In order to fulfil this requirement, a range of consultation methods are applied that specifically focus on this approach.

These parameters can be achieved by implementing the following approach:

- *Advance public notification of an upcoming consultation meeting follows the same fundamental principles of communication*, i.e. it should be made available via publicly accessible locations and channels. The primary means of notification may include mass media and the dissemination of posters/ advertisements in public places. Existing notice boards in the communities may be particularly useful for distributing the announcements, such as boards adjacent to the widely visited public premises such as chief offices, ward administrator offices.
- *Selecting the methods of communication that reach the potential audience with lower levels of literacy*. This includes involving the selected community representatives/ local NGOs/faith-based organizations and initiative groups to relay up-to-date information on the project and consultation meetings to other members of the community, Advertising the project and the associated meetings via radio or television and making direct calls is another method that allows reaching out to the remote audiences. The announcement of a public meeting or a hearing is made sufficiently in advance, thereby enabling participants to make necessary arrangements, and provides all relevant details, including date, time, location/venue and contact persons.
- *Placement of the project materials in the public domain*. This should be accompanied with a register of comments and suggestions that can be used by any member of the affected community and general public to provide their written feedback on the contents of the presented materials. a project representative should be made available to receive and record any verbal feedback in case some stakeholders experience a difficulty with providing comments in the written form.
- *Drafting an agenda for the consultation meeting*. It is an opportunity to provide a clear and itemized outline of the meeting’s structure, sequence, chairpersons, a range of issues that will be discussed and a format of the discussion.

- *Distribution of targeted invitations to the consultation meeting or a hearing.* Is an important element of the preparation process and is based on the list of participants that is compiled and agreed in advance of the consultation. Invitations may be sent both to certain individuals that have been specifically identified as relevant stakeholders (e.g. representatives of authorities, leaders of local NGOs and initiative groups, village leaders) and as public invites (e.g. addressed to initiative and professional bodies, local organizations, and other public entities. Means of distributing the invitations should be appropriate to the customary methods of communication that prevail locally in the Project Affected Persons (PAPs). The invitation should typically contain a clear request for confirmation of the participation, also specifying a date by which the confirmation is expected.

### 3.4 Stakeholder Engagement Methods, Tools and Techniques

Dissemination of information will allow stakeholders to express their opinions, observation and suggestion which depending on their feasibility could be incorporated into the project. The aim of this engagement is to;

- establish a systematic approach regarding the participation of the stakeholders to help maintain a constructive relationship with them;
- identify the topics of interest of the interested parties and allow their opinion to be taken into account in the implementation and monitoring of the project;
- demonstrate both the benefits and the guarantee of environmental and social sustainability of the project.

**Table 2: Stakeholders Engagement Techniques, Tools/Methods**

Engagement Technique	Description and Use	Target Group
County website	Information about Project operator and shareholders, Project development updates, health and safety, community relations, community updates, employment, procurement, environmental and social aspects.	Affected and interested parties, ward climate change planning committees, project management committees



Media announcements	Advance announcements of commencement of major project activities, project Grievance Redress Mechanism, and other outreach needs of the project	Project-affected stakeholders and Communities, ward climate change planning committees, project management committees
Community public meetings	These interactive platforms will be used to convey general information on the Project, detailed discussions on sub-project activity that is planned by the project, project environmental and social risks and mitigation measures and to provide regular updates on implementation progress to local, regional and national Stakeholders.	Project-affected communities, ward climate change planning committees, project management committees
Information Centre and Field offices	Advance announcement of commencement and progress for major project activities.	Project-affected communities, ward climate change planning committees, project management committees
Correspondence by phone/ email/ written letters	Distribute project information to government officials, organizations, agencies and companies and invite stakeholders to meetings	Government officials, NGOs, CSOs, CBOs, Associations, Development Partners, ward climate change planning committees, project management committees
Printed media advertisement	This will be used to disseminate and disclose project documents intended for general readers and audience Advertise project procurements, as applicable	General public, ward climate change planning committees, project management committees
Distribution of printed public materials: Project information leaflets, brochures, fact sheets	This will be used to convey general information on the Project and to provide regular updates on its progress to local, regional and national stakeholders.	General public, ward climate change planning committees, project management committees

Internet/ Digital Media	Use of the official websites of partnering and Implementing departments and Agencies to promote various information and updates on the overall Project, impact assessment and impact management process, procurement, employment opportunities, as well as on Project's engagement activities with the public	Project stakeholders and other interested parties that have access to the internet resources
One-on-one interviews	This will be used to solicit views and opinions on project impacts and solutions.	Vulnerable individuals, CSOs, NGOs Associations, ward climate change planning committees, project management committees
Dedicated hotline and short code	A designated and manned telephone line and short code will be set up that can be used by the public to make complaints and grievances, obtain information, make enquiries, or provide feedback on the Project.	Project affected persons, and any other stakeholders and interested parties, ward climate change planning committees, project management committees
Workshops	This channel will be used to: (i) Present project information to a group of stakeholders; (ii) Allow the group of stakeholders to provide their views and opinions; (iii) Use participatory exercises to facilitate group discussions, brainstorm issues, analyze information, and develop recommendations and strategies; and (iv) Recording of responses.	Government, NGOs, CSOs, Sectors and Associations, ward climate change planning committees, ward climate change planning committees, project management committees
Focus group meetings	This will be used to facilitate discussion on specific issues such as GBV, disability inclusion, etc. that merit collective examination with various groups of stakeholders using Focus Group Meetings.	Vulnerable groups, ward climate change planning committees, project management committees
Surveys / Independent Evaluations	Surveys will be used to gather beneficiary opinions and views about project interventions. CSOs could also be engaged to support citizen feedback surveys for the project	Project Beneficiaries, ward climate change planning committees, project management committees

Site Tours	Demonstration of specific examples of Project's design solutions and approaches to managing impacts	Ward climate change planning committees, project management committees. Elected officials. Media groups. NGOs and other initiative groups.
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### 3.5 Proposed Strategy for Information Disclosure

Stakeholder engagement on the Financing Locally-led climate Action program will follow the standard of project management cycle, which are: (i) Preparation and Design Phase; (ii) Implementation Phase; (iii) Monitoring Phase; and (iv) Completion and Evaluation Phase. The strategy for information disclosure is presented in Table 3 below.

**Table 3: Stakeholder Engagement and information Disclosure**

Stakeholder Group	Project Information Shared	Means of communication/ disclosure
Local population, ward climate change planning committees, project management committees	ADP, BPCRA, BCCAP, ESMPs, GRM & GRM Log and Stakeholder Engagement Plan, Regular updates on Project development	Public notices, Electronic publications and press releases on the Project web-site. Dissemination of hard copies at designated public locations. Consultation meetings, Information leaflets and brochures. Separate focus group meetings with vulnerable groups, as appropriate
Non-governmental and community-based organizations	BPCRA, BCCAP, ESMPs, GRM & GRM Log and Stakeholder Engagement Plan, Regular updates on Project development	Public notices, electronic publications and press releases on the project web site. Dissemination of hard copies at designated public locations. Consultation meetings. Information leaflets and brochures
Government departments / semi-autonomous agencies.	BPCRA, BCCAP, ESMPs, GRM & GRM Log and Stakeholder Engagement Plan, Regular updates on Project development	Electronic publications and press releases on the Project web site. Dissemination of hard copies of the ESMPs, BCCAP, BPCRA, BGRM & GRM log and SEP at ward administrators' offices, Project status reports. Meetings and round tables.

Businesses communities and private sectors	Stakeholder Engagement Plan; Public Grievance Procedure; Updates on Project development and tender/procurement announcements	Electronic publications and press releases on the Project web-site. Information leaflets and brochures. Procurement notifications.
Project Employees	Labour and working condition procedures, Employee Grievance Procedure; Updates on Project development.	Staff handbook. Email updates covering the Project staff and personnel. Regular meetings with the staff. Posts on information boards in the offices and on site. Reports, leaflets.

### **3.6 Planned Stakeholder Engagement Activities**

Stakeholder engagement activities will need to provide stakeholder groups with relevant information and opportunities to voice their views on topics that matter to them.

The table below presents the stakeholder engagement activities that will be undertake for the project(s) under FLLoCA program. The activity types are based on the three main project stages: project preparation (including design, procurement of contractors and supplies), construction, and operation and maintenance.

**Table 4: Stakeholders Engagement Planned Activities**

<b>Project stage</b>	<b>List of information to be disclosed</b>	<b>Method proposed</b>	<b>Target Stakeholders</b>	<b>Topic of consultation</b>	<b>Responsibility</b>
	Project Appraisal Document (PAD)	Public meetings Face-to-face meetings Mass/social Media communication, Written information: brochures, posters, flyers, website Information boards or desks Newsletter	People, residing in project area, Vulnerable Households' agencies and departments, NGOs, CSOs, Development partners Media experts and information users including women, youth and VMGs, ward climate change planning committees, project management committees	ESMPs, Project scope and rationale Project E&S principles Grievance mechanism process, community sensitization on climate change actions	CCCU
	ESMPs, SEP, GRM	Official websites, Workshops Community Consultation, with affected parties, Distribution of printed documents.	ward climate change planning committees, project management committees, Press and Media, NGOs and CBOs, Businesses and business organizations, Academic institutions Government department, General public, jobseekers	Legal compliance issues Project information scope and rationale and E&S principles, Coordination activities, Land acquisition process, Grievance mechanism process, ESMPs implementation & monitoring	CCCU

STAGE 2: CONSTRUCTION AND MOBILIZATION ACTIVITIES	ESMP, Labor Management Procedure, Occupational Health and Safety Plan Emergency preparedness and response Project Monitoring and safeguard compliance report	Face-to-face, Meetings, Trainings/workshops Public meetings, open houses, Disclosure of written information: brochures, posters, flyers, website, Information boards in settlements Notice board(s) at construction sites Grievance mechanism Invitations to public/community meetings	ward climate change planning committees, project management committees, People residing in project area, Vulnerable Household, Press and Media, NGOs, business, organizations, Academic Institutions, county and National Government Ministries and Departments General public, jobseekers	Project information - scope and rationale and E&S principles, Project status Health and safety impacts Employment opportunities Environmental concerns Grievance mechanism process	CCCU
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STAGE 3: OPERATION AND MAINTENANCE	Quarterly and Annual Performance reports, Environmental and Social Audit reports, Updates on project activities	Outreach to individual PAPs Grievance redress mechanism, newsletter, Website, Face-to-face Meetings, Submission of reports as required	People residing in project area Vulnerable Households Press and media, NGOs Businesses and business Organizations, Workers' organizations, Academic institutions Government Departments, ward climate change planning committees, project management committees	Project performance, GRM, Security, GBV & SEAH education/sensitization	CCCU
COMPLETION PHASE	Project Completion Report	Institutional completion reports	All Stakeholders including ward climate change planning committees, project management committees	Project results	CCCU

### **3.7 Proposed Strategy to Incorporate the View of Vulnerable Groups**

The principle of inclusiveness will guide the stakeholder engagements, particularly with respect to vulnerable individuals and groups. In cases where vulnerable status may lead to people's reluctance or physical incapacity to participate in large-scale community meetings, the project will hold separate small group discussions with them at an easily accessible venue. This way, the project will reach out to groups who, under normal circumstances, may be insufficiently represented at general community gatherings. Some strategies to be adopted to reach out to these groups include:

- Identify leaders of vulnerable and marginalized groups to reach-out to these groups
- Through the existing industry associations, maintain a database of marginalized groups e.g. Federation of Disabled Persons.
- Leverage existing mining and e-waste projects which include vulnerable populations who overlap with this project to use their systems to identify and engage them
- Engage community leaders, CSOs and NGOs working with vulnerable groups
- Organize face-to-face focus group discussions with these populations

### **RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING PLANNED SEP ACTIVITIES**

#### **4.1 Resources Required**

Funding for the SEP implementation will be included as part of project cost.

#### **4.2 Project Implementation Arrangements.**

Bungoma County Climate Change Steering Committee: Receive and approve project proposals for funding; receive and consider reports on challenges and disputes identify obstacles on the implementation of climate change programs and make proposals for resolving the obstacles; and monitor disbursement; oversee budget execution;

County climate change unit: Preparation of M&E plan and coordination of M&E activities, Undertake Participatory Climate Risk Assessments and Reporting on all Grievance Redress Mechanism activities

County assembly: Approving climate change annual plans and budget as part and parcel of county annual planning and budget Approval and adoption and climate change reports for subsequent reporting to the national directorate of climate change.

Semi-autonomous agencies: Providing technical and analytical assistance based on identified needs, helping counties in monitoring, reporting and verification (MRV) actions and Creating awareness on environmental standards.

Community based organization: Community advocacy and engagement in activity selection, planning and implementation and Local dissemination of information.

Academia/research institutions: Provide science-based evidence for prioritizing climate change actions.

### **GRIEVANCE MECHANISM (GRM)**

The main objective of a Grievance Redress Mechanism (GRM) is to assist an entity to resolve complaints and grievances in a timely, effective and efficient manner that satisfies all parties involved. Specifically, the GRM:

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

Having multiple stakeholders, the project could lead to complaints, misunderstandings, conflicts and disputes. The project will provide a grievance mechanism that would provide all direct and indirect beneficiaries, service providers and other stakeholders the opportunity to raise their concerns. Stakeholders would be informed of the grievance mechanism in place, as well as the measures put in place to protect them against any reprisal for its use. This will be done during sensitizations and other interactions with stakeholders.



## 5.1 Grievance Redress Mechanism

The Safeguards Specialists (environment focal point, social focal point and grievance redress focal point) Would be responsible for management of the central grievance redress system.

The proposed GRM recommends four key steps as follows:

- Receive and register grievances or complaints;
- Acknowledge, assess and assign (Acknowledge receipt of grievance, outline how grievance will be processed, assess eligibility and assign responsibility)
- Propose Response
- Agreement on Response
- agreement is reached, implement agreement
  - If agreement is not reached, review case and
  - If no agreement is reached under the review process, then the case can be referred to other existing system.

## 5.2 Recommended Grievance Redress Time Frame

Table 5 below presents the recommended periods for addressing grievance or disputes related to project(s) implementation.

**Table 5: Grievance Redress Timeframe**

STEP	PROCESS	TIME FRAME
1	Receipt and record	within 24 hours
2	Assess and assign	Within 2 Days
3	Acknowledgement	Within 3 Days
4	Investigate	Within 14 Days
5	Response/feedback	Within 3 Days
6	Follow up and close out	within 30 Days

### **5.3 Grievance Documentation and Report**

Resolved and escalated grievances/cases would be documented daily by the county grievance redress focal point person. The Safeguards Specialists and grievance redress focal point person would exercise oversight over the system and track the resolution of all grievances/cases.

Monthly case/ grievance reports will be generated from the system by the grievance redress focal point person and report to the county grievance redress committee to inform management decisions. Quarterly reports would also be generated and reported as part of the Project's Progress Reporting to the program implementation unit (PIU) for subsequent reporting to the partners. Periodic reports will also be generated within a reasonable time frame for stakeholders upon request irrespective of the period (e.g. bi-annual, annual etc.)

## **MONITORING AND REPORTING**

Monitoring and Tracking of Stakeholder Engagement is important to ensure effective continuous engagement and follow-up.

Monitoring reports presented to the Climate Change Steering Committee, County Assembly and the program implementation unit (PIU) will include Stakeholder Engagement as well as feedback from the GRM. It may also include for instance, how the climate change unit responded to the concerns raised, how these responses were conveyed back to those consulted, details of outstanding issues and any planned follow up. There will be annual reporting of the SEP as part of the project monitoring report.

The Project will also develop an evaluation form to assess the effectiveness of every formal engagement process. The questions will be designed as appropriate for the relevant audience.

### **6.1 Involvement of Stakeholders in Monitoring Activities**

As indicated earlier, the climate change Unit will have oversight over the SEP implementation. The Grievance redress focal point person, Environmental and Social Safeguards Specialists will monitor the Stakeholder Engagement Plan (SEP) in accordance with the legal requirements in collaboration with the ward climate change planning committees and other established county committees under climate change action implementation. The team will monitor and document any commitments or actions agreed during consultations, including changes resulting from changes in the design of the project or the SEP.

Data for monitoring of beneficiaries, enterprises, associations and training providers, will be collected through self-reporting, following a schedule and using standardized forms and procedures. Information from these beneficiaries will also be collected through monitoring visits by climate change unit (CCU) staff from implementing county departments and agencies. In addition to the monitoring responsibilities by the CCU and the respective implementing departments, independent third parties will also be engaged periodically to monitor progress and performance on the project.

### **6.2 Reporting Back to Stakeholder Groups**

Reports back to stakeholder groups will be done through various means including county annual sector performance review meetings of all the implementing departments. Through the project's planned communication channels, results of the project will be disseminated to stakeholders at the county and community levels.