STAKEHOLDER ENGAGEMENT PLAN (SEP)

FOR

GAZA EMERGENCY SUPPORT FOR SOCIAL SERVICES

NGO DEVELOPMENT CENTER (NDC)

MARCH 2022

Table of Contents

ACRONYMS

CERC	Contingent Emergency Response Component
C4S	Cash for Services
C4W	Cash for Work
ESO	Environmental and Social Officer
E&S	Environmental and Social
GBV	Gender Based Violence
GM	Grievance Mechanism
LMP	Labor Management Procedure
MHPSS	Mental Health and Psychosocial Services
MoF	Ministry of Finance
MoL	Ministry of Labor
MoSD	Ministry of Social Development
NDC	NGO Development Center
NGO	Non-Government Organization
OHS	Occupational Health and Safety Concerns
OIPs	Other Interested Parties
PAPs	Project Affected Parties
PLO	Palestine Liberation Organization
POM	Project Operational Manual
PTSD	Post-Traumatic Stress Disorder
SEA	Sexual Exploitation and Abuse
SEP	Stakeholder Engagement Plan
SH	Sexual Harassment
TFGA	Trust Fund Grant Agreement
UNRWA	United Nations Relief and Works Agency for Palestine Refugees in the Near East
WHO	World Health Organization

LIST OF TABLES

Stakeholders Engagement Plan (SEP)

1.   Project Description

1.1 Introduction

In accordance with the World Bank's Environmental and Social Standard 10 (ESS10), a stakeholder engagement plan (SEP) needs to be prepared and implemented for all Bank supported investment policy financing (IPF) projects.

This SEP includes an overview of the project components and the activities. It also outlines the environmental and social risks of the project and provides a summary of stakeholder engagement activities that have been undertaken to date, identifies the key stakeholders who will be informed and consulted about the project, including individuals, groups, or communities that are affected or likely to be affected by the project (Project-Affected Parties) and may have an interest in the project (Other Interested Parties). The SEP also describes the purpose and timing of stakeholder engagement program, summarizes the main goals of the stakeholder engagement program and the envisaged schedule for the various stakeholder engagement activities. It also includes the proposed strategy for information disclosure which briefly describes what information will be disclosed and the types of methods that will be used to communicate this information to each of the stakeholder groups. The SEP describes the resources and responsibilities for implementing stakeholders' engagement activities and summarizes the Grievance Mechanisms that have been established at the project's level and at the workers' level; and, describes the monitoring and reporting process.

1.2   Project Development Objective

The project development objective (PDO) is to provide selected social services to the most vulnerable populations and economic opportunities to target at risk population.

1.3   Project Components

The project components are as follows:
Component 1: Cash for Services to enhance psychosocial support provision in Gaza (Cash for Services)
This component will provide tailored training and sub-grants to selected NGOs to implement Cash for Service (C4S) sub-projects aimed to provide MHPSS to communities affected the recurrent outbreaks of violence in Gaza, including the recent May 2021 conflict. Services will include mental health and psychosocial support through either direct interventions or prevention activities. Services provided will be targeted towards women and children. The Component will support provision of MHPSS and other select relevant social services to vulnerable population focusing on women and children through C4S modality that targets unemployed ages between 20 and 40. Those receiving MHPSS as well as those temporary employed under C4S are direct beneficiaries of this component. Unemployment status will be verified against the Ministry of Labor's database, with additional checks to be performed by hiring NGOs as needed. To benefit as many households as possible, only one applicant (of C4S or e-work support) per household will be allowed to benefit from this project. Selected NGOs are also allowed to place beneficiaries in other NGOs and/or Community Based Organization (CBOs) or educational institutions if the support is delivered through them. The hosting NGOs/CBOs/educational institutions need to designate at least one room for the beneficiaries. If they do so, the NGOs/CBOs are entitled to a nominal fee to cover expenses.

In the selection of beneficiaries, NGOs and NDC will cross-check employment status with the Ministry of Labor, UNRWA, and other development agencies to verify unemployment status of beneficiary applicants.

Component 2: Support to youth empowerment through e-work (e-work):
This component will finance support for target youth to become e-workers/online freelancers and will aim to ensure significant reach to women beneficiaries to address existing gender gaps in the labor market and disproportionate impact of crisis on women. The type of e-work to be supported by the project includes both complex and simple tasks (e.g. software development, graphic design, media production, content development, website design, animations, e-marketing, translation, voice over, virtual assistance, labelling photos or videos, describing products, transcribing scanned documents, data gathering, answering calls). These tasks are linked to larger projects through online networks and platforms at the regional and global levels. Online freelancers can work on their own or as part of local freelancing companies.

The target age-range for this component is young people between the age of 18-34 years have the skills or potential to become e-workers/ online freelancers. At least 50% of beneficiaries of this component should be women. The e-work component is expected to benefit around 400 youth (200 women).

Component 3: Project Management and Monitoring:

This component will strengthen the NGO Development Center's (NDC's) capacity for Project management, monitoring, and evaluation through financing of office equipment, consultants' services, including audit, training, and incremental operating. The Project will be subject to various monitoring and reporting requirements, such as quarterly spot check audits, quarterly un-audited interim financial reports, and annual audit reports. The NDC will put in place a financial management (FM) system (i.e., a computerized accounting system) to monitor the disbursement process and to ensure the accuracy of transactions and promptness of payments.

Component 4: Contingent Emergency Response Component (CERC):
In the event of a future eligible crisis or emergency, the project will provide an immediate response, as needed. This component would draw from uncommitted funds under the other components of the project. If the CERC is activated, the restructuring of the project would need to occur within three months after activation. NDC will do the outreach to NGOs and prepare a single call for C4S proposals. Interested NGOs will prepare proposals based on project guidelines, including target beneficiaries and criteria for selecting sub- projects. NGOs will be asked to prepare C4S proposals based on their experience in delivering MHPSS services.

1.4 Implementation Arrangement:
The recipient of the grant is the Palestine Liberation Organization (PLO) for the benefit of the Palestinian Authority, represented by its Ministry of Finance (MoF). Therefore, the MoF will be the signatory of the Trust Fund Grant Agreement (TFGA). The NGO Development Center (NDC) will be the implementing agency of the Project in West Bank and Gaza. An on-granting agreement between the Ministry of Finance (MoF) and the NDC will make the proceeds of the grant available to NDC as the implementing agency and will be signed before Effectiveness. Accordingly, NDC's Director will be responsible for coordinating implementation and ensuring the overall technical coherence of the Project activities. Managers in NDC will report to the Director and supervise the work of their staff and consultants attached to their respective Units. They will also monitor the performance of the NGOs directly involved in the implementation of field activities.
NDC has appointed an existing staff member, a Programme Manager, in Gaza as the Environmental and Social Officer (ESO) for the project. The ESO will be responsible for the implementation of the environmental and social

(E&S) requirements of the project which include: labor management; occupational health and safety (OHS); community health and safety, stakeholder engagement and information dissemination and disclosure; grievance redress; management of potential cases of sexual exploitation and abuse (SEA), sexual harassment (SH) and gender-based violence (GBV); and application of a code of conduct (CoC) for workers. Similarly, NGOs receiving sub-grants (partner NGOs) will also appoint E&S Focal Persons in their organizations to ensure proper implementation of the E&S requirements of the activities being implemented under the grants. The ESO will prepare periodical reports on stakeholder engagement activities that will be submitted to NDC and the World Bank.

1.5 Potential social and environmental risks and impacts of the project

The environmental and social risks are classified as moderate

Environmental Risk- Moderate

The proposed project will not support any civil works or expansion of existing facilities or procurement of equipment. However, it will finance social services and operational costs. The project's ground operations will be conducted within existing offices spaces or online. There are potential risks related to worker and community health and safety concerns including risks associated with Covid-19 and other transmissible diseases (see ESS4 section). Therefore, the expected environmental risk of the proposed project is not significant and estimated to be 'Moderate'.

Social Risk: Moderate

The project is anticipated as having overall positive social impacts, particularly for vulnerable groups including children, women, youth, and persons with disabilities. The project does not include any civil works or land acquisition and resettlement. However, certain moderate level social risks have been identified at appraisal stage that need to be assessed and mitigated, as required, during implementation. The main social risk across both Components 1 and 2 pertains to exclusion and inequitable access to project benefits for certain marginalized or vulnerable groups. There is a potential risk that persons living in underserved and marginalized areas (e.g. access reduced areas (ARAs), rural and remote locations) may not benefit equitably from opportunities and services under both components due to limited project outreach to such locations. Similarly, while the project is focusing on persons with disabilities (PWD) under Component 1, particularly people with mental health issues, there is a risk that certain groups that are more vulnerable among the target groups (e.g. elderly women, children with disabilities) may not receive proper attention. PWD may also not be able to access project support under the e-work component. Additional social risks include labor management issues; risks associated with SEA/SH and GBV (see section on SEA/SH risks); and worker and community health and safety concerns including risks associated with Covid-19 and other transmissible diseases. Under Component 1, there may also be some risks associated with maintaining the "Do No Harm" principle in the provision of MHPSS (e.g. due to weak screening of potential C4S beneficiaries for protection concerns and insufficient training and supervision of service providers, particularly lay persons; burnout of MHPSS service providers due to lack of proper "care for caregivers" etc.); and potentially causing social tension and increase in stigma and isolation of people seeking care/support if there is resistance to provision of specialized support or referrals among affected families or communities. Social risks will be further assessed in the Social Impact Assessment (SIA) that will be prepared for the project and disclosed by effectiveness. Social risks will also be addressed through proper implementation of the measures identified in the: SIA (to be used to inform project design, sub-project grant agreements, and other relevant operational and technical guidelines and specifications for the project); project Labor Management Procedures (LMP); and Stakeholder Engagement Plan (SEP) including grievance mechanisms.

2. Stakeholder Engagement Plan (SEP) Objective:

The overall objective of this SEP is to define a program for stakeholder engagement, including public information disclosure and consultation, throughout the entire project cycle of the parent project. The SEP outlines the ways in which the project team will communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, or make complaints about project and any activities related to the project. The involvement of the local population is essential to the success of the project to ensure smooth collaboration between project staff and local communities and to minimize and mitigate environmental and social risks related to the proposed project activities

2.1 Brief Summary of Previous Stakeholder Engagement Activities

The Project stakeholders were consulted virtually on February 2, 2022, via Zoom technology. Around 50 people participated in the meeting representing 31 organizations. Participants included representatives of: several NGOs and CBOs working with women, youth and children in Gaza, including some who have been engaged in providing MHPSS and other social services; women's organisations, including those working on empowerment and gender-based violence; organisations working on skills training for youth and on rehabilitation of PWDs; ICT firms and business incubators; universities and media outlets. A complete list of participants including name of organizations, field of work and location is provided in **Annex 2**.

During the meeting, participants were informed about the project's main components, NGOs selection criteria for sub- projects under component 1 and component 2, implementation arrangements, targeted beneficiaries, beneficiaries' eligibility criteria, available funds, and implementation status. During the meeting, an explanation was presented on the environmental and social measures that are applicable to the project and approved by the World Bank. The importance of community engagement and disclosure of information was also highlighted. The potential positive and negative impacts of the project were listed and mitigation measures to minimize the negative impacts were presented. Participants were informed about the project's grievance mechanism (GM) including tools for filing grievances, the process and the timeframe for handling grievances. Participants highlighted several issues including regarding selection criteria for beneficiaries; salaries of the employed youth; and the need to have flexibility in the design of project activities so these can be adjusted to Covid-19 pandemic requirements. Participants also suggested that the project design should: include an employment quota for youth with disabilities; ensure equitable representation of beneficiaries from underserved areas and equity in distribution of benefits across various regions; publicly disclose the selection criteria for beneficiaries; and use a simple and unified mechanism for grievance redress. A detailed description of the issues raised during the meeting is provided in **Annex 1**.

3. Stakeholder identification and analysis

Project stakeholders are 'people who have a role in the Project, or could be affected by the Project, or who are interested in the Project'. Project stakeholders can be grouped into primary stakeholders who are "…individuals, groups or local communities that may be affected by the Project, positively or negatively, and directly or indirectly"… especially… "those who are directly affected, including those who are disadvantaged or vulnerable"

and secondary stakeholders, who are "…broader stakeholders who may be able to influence the outcome of the Project because of their knowledge about the affected communities or political influence over them".

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

(i)   are impacted or likely to be impacted directly or indirectly, positively or adversely, by the Project (also known as 'affected parties'). The project's affected people include vulnerable households and groups and people affected by protracted conflict in Gaza Strip including the Gaza war in May, 2021.Vulnerable groups including children, women, youth and persons with disabilities (PWD). Additional disadvantaged / vulnerable individuals or groups in the project area include poor women-headed households, widows and divorcees, people with disabilities, Covid-19 patients, sick and elderly.

(ii)   may have an interest in the Project ('interested parties'). They include individuals or groups whose interests may be affected by the Project and who have the potential to influence the Project outcomes in any way. Those may include specialists, lay persons, IT companies, local government units, related ministries teams such as Ministry of Labor and Ministry of Social Development.

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

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

3.1 Affected parties (PAPs)

Project Affected Parties or PAPs are persons, groups, and other entities within the Project Area of Influence (PAI) that are directly influenced (actually or potentially) by the project and/or have been identified as most susceptible to change associated with the project, and who need to be closely engaged in identifying impacts and their significance, as well as in decision-making on mitigation and management measures. The project's affected parties include

(i)   women and children (about 15,000women and girls, and 15,000 children (including girls) who have been impacted by recurring violence and the Covid-19 crisis and are in need of MHPSS and social services under component 1. Those include people who had lost their income or homes due to the war, lost family members or loved ones, suffered from physical or psychological war trauma or people suffering from post-traumatic stress disorders (PTSD), families in temporary accommodations like UN schools or tents. It is expected that 30,000 people will benefit MHPSS and social services under component 1;

(ii) unemployed who benefit from temporary support through C4S and e-work components. These include (a)unemployed youth, recent university graduates and specialists (950 at least 50% women), aged 20- 40, who will be employed by partner NGOs for the provision of MHPSS and social services under component 1; (b) unemployed youth (400 at least 50% women) aged 18 to 34 years who will receive skills training, on-the-job support and transportation allowance to enable them to become e-workers/online freelancers under component 2. These include, but not limited to, software development engineers, graphic designers, marketing graduates, language graduates;

(iii) NGOs who benefit from service delivery capacity strengthening (between 12 to 15 NGOs) for the provision of MHPSS and social services. The potential beneficiary NGOs should have work experience in the field of mental health and psycho-social support, early childhood and non- formal education, youth empowerment and health education such as the Gaza Community Mental Health Programme – GCMHP, Women Affairs Technical Committee (WATC), Ajyal Association for Creativity and Development and Maghazi Community Rehabilitation Society.

(iv) The project implementing agency, NGO Development Center (NDC): the project will strengthen the NDC capacity for Project management, monitoring, and evaluation through financing of office equipment, consultants' services, including audit, training, and incremental operating.

3.2 Other Interested Parties (OIPs)

The Project Other Interested Parties (OIPs) are individuals/groups/entities that may not experience direct impacts from the Project but who consider or perceive their interests as being affected by the project and/or who could affect the project and the process of its implementation in some way. The project's interested parties include (but are not limited to): household members of those benefiting from MHPSS and social services and employment opportunities provided through C4S and e-work interventions, CBOs in remote areas; government agencies such as the Ministry of Finance (MoF), Ministry of Social Development (MoSD) and the Ministry of Labor (MoL); hospitals and medical centres providing MHPSS and health services; international humanitarian agencies; women's groups; providers of support services and/or shelters for GBV survivors; youth organisations; organisations working on children's issues; organisations working on issues of disability; ICT incubators, particularly those working with youth; freelancing networks and organisations; educational institutions including schools, colleges and universities; and, the media. The Project's OIPs and their interest is summarized in Table 1 below:

Table 1 Project Other Interested Parties- OIPs

Category	Individuals/ Entities	Interest
Ministries	Ministry of Social Development	MoSD is part of the national referral system for victims of GBV, SH, SEA cases. The selected NGOs to implement component 1 will cooperate with the MoSD upon identifying victims of GBV, SH, SEA during project implementation and with the victim's consent. According to the Palestinian national protocol, the MoSD intervenes within 24 hours upon receipt of notification of first degree GBV victim and within 48 hours for second degree.
	Ministry of Labor	Data center "collection and verification". Participate in verifying the unemployment status as eligibility criteria for selecting beneficiaries for component 1.
	Ministry of Finance (MoF)	MoF will be the signatory of the Trust Fund Grant Agreement (TFGA), the recipient of the Grant and the Implementing Agency for the Project. The MoF will then disburse the Grant to NDC that will act as an implementing agency.
UN agency	UNRWA	Data center "collection and verification". Participate in verifying the unemployment status as eligibility criteria for selecting beneficiaries for component 1.

Community based organizations (CBOs),	e.g. Al Sahel Charitable Society and Rural Family Welfare, Charitable Society in Rafah area, Khuza'a Center for Continuous Agriculture in Khan Yunis and Taghreed Association for Culture and Development North in Beit Hanoun.	The CBOs working in access reduced areas and/or remote areas such as the Um-al-Nasser village in North Gaza, will be contacted by the selected NGOs under component 1 to arrange for project activities including host recreational, cultural, and debriefing activities for vulnerable communities under component 1. These CBOs will benefit from strengthened presence in their own communities and from revenues in return for renting their facilities.
Private and not for profite health providers including support services and/or shelters for GBV survivors	hospitals and medical centres providing MHPSS and health services; e.g. Metal Health Hospital (governmental hospital), Gaza Mental Health Program, International humanitarian agencies; e.g. Humanity and Inclusion (HI)	These organizations will refer potential beneficiaries to the partner NGOs.
	Women Affairs Center, Centre for Women's Legal Research &Counselling and Protection (GBV support)	The partner NGOs will cooperate with these organizations for identifying victims of GBV, SH, SEA during project implementation and with the victim's consent. The organizations receive/ provide support to GBV 3rd degree victims
youth and children NGOs, NGOs serving people with disability	• Ajyal Association for Creativity and Development (youth) • Save the children Palestine • Maghazi Community Rehabilitation Center	The organizations will be interested to refer some of their beneficiaries to benefit from sub-grants under component 1 and 2
Universities	Several universities working in Gaza will be involved in the project activities such as the University College of Applied Sciences in Gaza (UCAS)	The universities will be interested in component 2 to provide both freelancing skills and on the job training to youth who will benefit from improved freelance skills.

Private Sector	ICT incubators, media offices, translation offices, engineering offices in Gaza and abroad recruiting freelance employees and/ or working with remote staff such as Computer Land Company and Palm Media, Business and Technology Incubator-BTI	These companies will benefit from developed freelancing skills of the project beneficiaries under component 2.
Professionals	Referral specialists, psychologists, psychiatrists, doctors, lawyers	• Will provide specialized services and support to certain cases under component 1.
	Freelancing and technical skills	These professionals will provide skills training under component 2 including but limited to freelancing skills and technical skills
	Doctors, Psychiatrists, Social Workers	These professionals will provide on the job training to project beneficiaries
Press and media	TV and radio and online media platforms: Wafa News Agency, Palestine TV, Wattan Online news agency, Shehab FM, Mashareq Company, Ain Media Company	Inform communities in the project area and the wider public about the Project planned activities and eligible criteria for application and selection.
Household members of those benefiting from employment opportunities provided through C4S and e-work components.	Households and family members of 950 youth and professionals who will benefit from employment opportunities provided by the project under component 1 as well as households of 400 youth whose freelancing skills will be improved under component 2 and could potentially find employment	It is estimated that approximately 1,000 people (500 women) will benefit from component 1.

3.3 Disadvantaged/vulnerable individuals or groups

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

The project will target disadvantaged and vulnerable individuals and groups such as: disadvantaged women and girls; single women with underaged children; women headed households; women and children in who had suffered physical or psychological trauma because of the war, lost their homes and are in need of MHPSS and social services; the elderly; children and youth with disabilities; persons living in underserved and marginalized areas (e.g. access reduced areas (ARAs), rural and remote locations) who may not benefit equitably from opportunities and services under both components due to limited project outreach to such locations; and unemployed and poor youth living in communities in crowded areas (i.e. refugee camps).

Engagement with the vulnerable groups and individuals often requires the application of specific measures and assistance aimed at the facilitation of their participation in the project-related decision making so that their awareness of and input to the overall process are commensurate to those of the other stakeholders. Methods to engage with the vulnerable groups and individuals are described in section 4.3.

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

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

Table 2 Project Stakeholders Needs

Stakeholder group	Key characteristics	Language needs	Preferred notification means (e-mail, phone, radio, letter)	Specific needs (Accessibility, large print, child care, daytime meetings
Beneficiaries benefiting from C4S component benefits	Unemployed youth, recent university graduates and specialists aged 22- 40 (50% women) who will provide MHPSS support to vulnerable communities affected by the war	Arabic	NDC, implementing NGOs websites, Facebook pages and social media Employment pages/ groups on social media including Facebook. Local radios and TV stations, public announcement in local governments and mosques, emails, phone calls, local leaderships (for Bedouin women, children and elderly), individual meetings (if needed), media and written press	Daytime communication and outreach activities
Youth and recent university graduates benefiting from e- Work component	The project will provide training and capacity building activities to become freelance workers	Arabic	Local radios and TV stations, phone calls and text messages, public announcement in local governments, groceries and mosques, through NGOs communication outreach tools (websites and Facebook pages)	Daytime communication and outreach activities

Vulnerable people benefiting from services provided under C4S projects	people affected by the protracted conflict in Gaza including the May, 2021 war including but not limited to, women, children, families who had suffered physical or psychological trauma because of the war, lost their homes, persons with disabilities Women-headed households or single mothers with underage children; Unemployed and poor communities in crowded areas (i.e. refugee camps); Elderly people, women and children in Bedouin communities	Arabic	Local radios and TV stations, phone calls and text messages, public announcement in local governments, groceries and mosques, through NGOs communication outreach tools (websites and Facebook pages)	Daytime communication and outreach activities
Government officials	This could include MoSD and MoL, UNRWA who will verify employment status of beneficiaries under component 1	Arabic	Official letters; emails, phone calls, (virtual) meetings	Daytime (virtual) meetings
NGOs selected to implement sub-projects under component 1	NGOs providing Mental Health and Psychosocial Services (MHPSS) to vulnerable people affected by the May, 2021 war.	Arabic	Official letters; emails, phone calls, (virtual) meetings and workshops, public announcements, official websites	During Working hours
Specialized not for profit organizations who will implement component 2	specialized not-for-profit organizations, non- partisan organizations who would provide e-work support to target youth.	Arabic	Official letters; emails, phone calls, (virtual) meetings and workshops, public announcements, official websites	Daytime communications

vulnerable communities affected by the war including specific vulnerable groups	Vulnerable populations and specifically women and children benefiting from MHPSS (Under component 1) and other relevant social services provided through the project. These include people who had lost their income or homes due to the war, lost family members or loved ones, suffered from physical or psychological war trauma or people suffering from post-traumatic stress disorders (PTSD), families in temporary accommodations like UN schools or tents. Persons living in underserved and marginalized areas (e.g. access reduced areas (ARAs), rural and remote locations)	Arabic	NDC, implementing NGOs websites, Facebook pages and social media Local CBOs with established community networks, public announcement in mosques, phone calls, local leaderships (for Bedouin women, children and elderly), individual meetings (if needed), media and written press	
Mass media and associated interest groups	Including local and national printed and broadcasting media, digital/web-based entities, and their associations.	Arabic	Official letters, emails, and phone calls	

4. Stakeholder Engagement Program
4.1 Purpose and timing of stakeholder engagement program

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

Table 3 presents a proposed action plan for stakeholder engagement and the activities to be performed throughout the project by NDC and the selected NGOs, in addition to stakeholder communication techniques to ensure that all stakeholders are informed of the project and are engaged and aware of their rights and the mechanism for voicing out their concerns.

Table 3 Proposed Stakeholders' Engagement Action Plan for NDC

Project stage	Topic of consultation	Method used	Timetable: Location and dates	Target stakeholders	Responsibilities
Preparation Stage	• Project components and project timeline, eligibility criteria, GM tools for filing complaints and providing feedback • Outreach campaign to vulnerable groups	• Correspondences (Phone, Emails, official letters), media outlets • NDC and implementing NGOs websites, social media platform, CBOs with established networks in underserved/ vulnerable communities.	NDC office, Zoom, as required Social media platforms, venues accessible to vulnerable groups eg. Village councils, women associations As required	• Selected NGOs and specialized not- for profit organizations • Vulnerable communities, groups, women beneficiaries,	NDC Implementing NGOs

	Important highlights of Project, announcements of planned activities,	Emails, official letters and meetings (if needed) with relevant organizations	NDC office. NDC office, Zoom, as required	• NGOs, • governorates, • media, • private sector, • unions, • municipalities	NDC
Implementation Stage	1- Project status 2- Project progress 3- Risks & mitigation measures 4- Communication campaign: written information will be disclosed including brochures, flyers, posters, etc. Website to be updated regularly	- Formal meetings - Press releases - Press conferences - Communication materials (posters, flyers) - Reports (including number of public grievances received within the reporting period (e.g. quarterly progress reports and semi-annual progress reports) and number of those resolved within the prescribed timeline	NDC office, ZOOM, as required	• Selected beneficiaries, and NGOs, • social services, • Government agencies, • General population, including Vulnerable households, • Affected people due to war in Gaza • media, • private sector	NDC

Supervision & Monitoring	Project's outcomes, overall progress and major achievements.	- Formal meetings - Press releases - Press conferences - Public meetings - Reports (including Number of public grievances received within the reporting period and number of those resolved within the prescribed timeline	NDC offices Governorate and NGOs Offices	• Selected beneficiaries, and NGOs, • social services, • General population, including Vulnerable households, • Affected people due to war in Gaza • media, • private sector	NDC

4.2 Proposed strategy for information disclosure

The project intends to utilize various methods for consultations that will be used as part of its continuous interaction with the stakeholders. The format of every consultation activity should meet general requirements on accessibility. The NDC website (www.ndc.ps) and Facebook page will be used to disclose project documents including the updated SEP both in English and in Arabic. Project updates and information will also be posted on NDC's website and Facebook page. Details about the project Grievance Mechanism will also be posted on the website and Facebook page. Tables 4 and 5 show the proposed strategy to be adopted by NDC and selected NGOs for information disclosure through various stages of the project. Stakeholders will be kept informed as the project develops, including reporting on project environmental and social performance and implementation of the stakeholder engagement plan and grievance mechanism. To control the risks of virus transmission, the NDC, selected NGOs to implement sub- projects under component 1 and component 2 will be advised, when conducting stakeholder consultation meetings, to take into account the national restrictions regarding public gatherings during Covid-19 pandemic and the Bank's note on *"Public Consultations and Stakeholder Engagement in WB-supported operations when there are constraints on conducting public meetings"* (conduct small-group consultation sessions, respect social distancing, use facemasks and sanitizers.

Table 4 Proposed Information Disclosure Strategy for NDC

Project stage	List of information to be disclosed	Methods proposed	Timetable: Locations/ dates	Target stakeholders	Percentage reached	Responsibilities
Preparation Stage	Call for proposals, purpose of the project, Project components, project expected timeline, and type of activities, NGOs selection criteria and GM information for filing complaints and providing feedback, Health & safety issues including precautionary	NDC official website www.ndc.ps and social media pages, notification through Local Radio and TV News (eg. Radio 200, Palestine TV. - Official letters, emails, phone meetings with hierarchy (if needed)	Radio twice daily. TV all day. Information to be disclosed 3 weeks before appraisal	NGOs to benefit from component 1 and specialized not- for profit organizations to benefit from component 2	100 % of organizations	NDC

	measures for protection from infectious diseases (i.e Covid-19) such as ensuring proper distancing and proper health screening for workers and the use of adequate PPE (particularly facemask, gowns, gloves, handwashing soap and sanitizer) at the workplace and project locations.					
Implementation Stage	Implementation information to include (i) the timeline of the intervention, (ii) the targeting of the intervention, and (iii) the delivery mechanism. -GM including channels for accepting GBV and Sexual	Notification through Local Radio and TV News (e. Radio Raya 2000, Palestine TV) Mosques, community outreach organizations (CBOs), leaflets, municipalities' NDC Facebook page.	Throughout the project's implementation period	Vulnerable communities affected by the war in May 202, Bedouin communities NGOs and CBOs providing social services Government agencies	-Radio, TV and Social Media News reaches 80% of population -Poster and leaflets on bulletin board reach another percentage of the population -WhatsApp text	NDC,

	Harassment complaints, anonymous complaints and Worker's grievances.	- Official letters, emails, phone meetings with MoL, UNRWA to verify unemployment status of short-listed candidates under component 1		Trained health care providers, doctors, psychiatrists, psychologists, social workers, volunteers Media Affected people with war in Gaza	messages reach 95% of project beneficiaries -Official Letters and emails reach 100% of selected NGOs, social services, local governments and government agencies	
Supervision & Monitoring	Project outcomes, long-term expected outcomes such as improved psychosocial outcomes for children and women, increased economic inclusion of youth and women, improved service delivery (especially in MHPSS sector) and private sector development.	Notification through broadcasted and written media, press releases and conferences, websites of NDC, implementing NGOs and specialized not for profit organizations,	Throughout the project implementation period -1 week after project completion	Vulnerable Communities and beneficiaries in Gaza affected with war in Gaza NGOs and social services Media	100% of the stakeholders	NDC

	Improved freelance skills for trainees under e-work project					
	Strengthened capacities of NGOs selected under component 1					
	Satisfaction with GM process					

Table 5 Proposed Information Disclosure Strategy for NGOs

Project stage	List of information to be disclosed	Methods proposed	Timetable: Locations/ dates	Target stakeholders	Percentage reached	Responsibilities
	The purpose of the project, Project components, project expected timeline, and type of activities, information about employment training activities, beneficiaries' selection criteria and GM information for filing complaints	NGOs official websites and Facebook pages Notification through Local Radio and TV News (eg. Radio 200, Palestine TV. Mosques, leaflets, ministries websites and Facebook pages.	Radio twice daily. TV all day. Information to be disclosed 3 weeks before appraisal	Vulnerable people affected by May war 2021, Unemployed youth, recent university graduates and specialists aged 20- 40 (50% women) who have provide MHPSS support to vulnerable communities affected by the war	- Radio, TV and Social Media News reaches 80% of population - Poster and leaflets on bulletin board, - ministries' websites and municipalities' Facebook pages reach another percentage of the	NGOs

	and providing feedback Health & safety issues including precautionary measures for protection from infectious diseases (i.e Covid-19) such as ensuring proper distancing and proper health screening for workers and the use of adequate PPE (particularly facemask, gowns, gloves, handwashing soap and sanitizer) at the workplace and project locations.	- Official letters, emails, phone meetings with hierarchy (if needed) Outreach campaign for vulnerable groups (Social media, personal meetings in accessible venues), CBOs in underserved areas		Recent university graduates with potential to become e-workers aged (18- 34), women, people Bedouin communities and local governments 1- NGOs providing MHPSS 2- Specialized not- for profit organizations Trained specialists and professionals including doctors, psychiatrists, psychosocial specialists, social workers	population. - What's app text messages reach 90% of beneficiaries and their families. - Phone calls with community leaders reach 80% of remote Bedouin communities in the governorates. Official Letters and emails to reach 100% NGOs, social services, local governments and government agencies	
	Implementation information to include (i) the timeline of the intervention,	Notification through Local Radio and TV News (ex. Radio Raya 2000,	Throughout the project's implementation period	Vulnerable communities affected by the war in May 202, Bedouin communities	-Radio, TV and Social Media News reaches 80% of population	selected NGOs to implement sub- projects under component 1 and

Implementation Stage	(ii) the targeting of the intervention, and (iii) the delivery mechanism. -GM including channels for accepting GBV and Sexual Harassment complaints, anonymous complaints and Workers' grievances.	Palestine TV) Mosques, community outreach organizations, leaflets, municipalities' Facebook page, implementing entities website. - Official letters, emails, phone meetings with MoL, UNRWA to verify unemployment status of short-listed candidates under component 1 - Phone calls with Bedouin Community leaders, phone calls to women, disabled and elderly by local women associations and relevant CBOs.		NGOs and CBOs providing social services Government agencies Trained health care providers, doctors, psychiatrists, psychologists, social workers, volunteers Media Affected people with war in Gaza	-Poster and leaflets on bulletin board reach another percentage of the population -WhatsApp text messages reach 95% of project beneficiaries -Phone calls with leaders of remote Bedouin communities in the governorates reach 80% of the community members. -Official Letters and emails reach 100% of NGOs, social services, local governments and government agencies	specialized not- for profit organizations selected to implement component 2
	Project outcomes,	Notification through	Throughout the project	Vulnerable Communities	80% of the stakeholders	NGOs

| Supervision & Monitoring | long-term expected outcomes such as improved psychosocial outcomes for children and women, increased economic inclusion of youth and women, improved service delivery (especially in MHPSS sector) and private sector development.

Satisfaction with GM process

Improved freelance skills for trainees under e-work project | broadcasted and written media, press releases and conferences, websites of NDC, implementing NGOs and specialized not for profit organizations, | implementation period

-1 week after project completion | and beneficiaries in Gaza affected with war in Gaza

NGOs and social services

Media | | |
|---|---|---|---|---|---|---|

4.3 Proposed strategy to incorporate the view of vulnerable groups

In order to ensure disadvantaged or vulnerable needs are taken into consideration, and that they are reached, NDC and the implementing NGOs will implement an outreach campaign (communications) to ensure that beneficiaries understand the temporary nature of this project. This is important to avoid raising expectations and to emphasize the understanding that this is a permanent project. The outreach campaign will include annoucing project information on the official website and social media platform of NDC, and the implementing NGOs. Information about the project including call for proposals and call for beneficiaries to apply to the C4S and E- Work activities will also be announced on local receruitment Facebook pages, and through posters and leaflets in public places such as schools and clinics and through CBOs with established networks in marginalized communities. Ensuring the participation of vulnerable individuals and groups in project consultations may also require the

implementation of specific techniques such as reach out visits to individuals or families at their homes; holding separate small group discussions and awareness for men and women at an easily accessible venue; and reaching out to women through Women Associations to ensure inclusiveness.

As the project targets to hire at least 50 percent of women under components 1 and 2, NDC and the implementing NGOs will also include provisions to prevent and respond to sexual exploitation and abuse, sexual harassment or to the increase in domestic violence, and commensurate with the risks through formalizing referral pathways within the GM.

In addition, when designing the grievance mechanism, NDC will consider the availability of needed recourse for this group to give feedback, or file a complaint; for example, if internet option is not available to women at villages or Bedouin communities, the partner NGOs will assign a mobile number and contact person to whom they can raise their concerns.

5. Resources and Responsibilities for implementing stakeholder engagement activities
5.1 Resources and Estimated Budget

The NDC ESO will be responsible for the implementation of the SEP. The budget for the SEP is estimated to be around US$15,000 included in the costing table under the operational expenses of the project. The ESO will review this plan every six months to determine if any changes to stakeholder categories or engagement activities are required. The budget will be revised accordingly.

Table 6 SEP Costing Budget

Activities	Total Cost (USD)
Project Launch meeting	1,000
Public meetings for component 1	1,500
Public meetings for component 2	1,500
Communications materials (posters, pamphlets, including design)	4,000
Information disclosure including media	4,000
Training for NGOs on compliance with Bank's safeguards	3,000
Total	**15,000**

5.2   Management functions and responsibilities

The NDC will be the implementing agency for the project. The NDC Environmental and Social Officer (SO) will be responsible for the implementation of the SEP. The NDC will coordinate project implementation with the selected NGOs to implement activities under component 1 and specialized not for profit organizations under component 2 and will provide financial management and consolidated reporting for the components, progress monitoring, and procurement.

Name of focal point at NDC:	**Alaa Ghalayini**
Position:	Gaza Programme Manager
Telephone:	00970- 8- 2828999
Email:	complaints@ndc.ps

Website	www.ndc.ps

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

6. Grievance Mechanism

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

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

6.1 Project Grievance Mechanism

Project-level grievances will be resolved at the NGOs level. NDC will request the partner NGOs to have a well-functioning Grievance Mechanism (GM). Affected parties who believe that they are adversely affected by the project may submit complaints through the project's GM in each NGO. A grievance redress committee will be established at each implementing NGO to handle complaints related to the project in close coordination with the ESO. The project GM will also be used for the direct workers in the partner NGOs to raise and resolve workplace-related concerns including those that are related to GBV, SEA and SH with the same principles and provisions mentioned below.

NDC and the partner NGOs should inform PAPs, citizens, civil society organizations, NGOs, media, and other interested parties about the GM processes including the right to appeal and the available tools for lodging grievances during public consultations and throughout Project cycle. The affected people can use the GM to submit complaints related to the overall management and implementation of the Project. The GM must include the following outlets to lodge a complaint; a standard complaint form; a special email account, a dedicated mobile and telephone number or through submitting a complaint form in the complaint's box at the NGO office. The partner NGOs shall assign a GM officer to receive and handle grievances.

 The GM officer at the NGO level will keep a log of the complaints received and handled, timeframe and action taken. NDC/ESO will be responsible for monitoring the process of GM at the NGO level to ensure that grievance resolution is conducted in accordance with the procedures set in this SEP. NGOs will report on grievances received in monthly reports to NDC.

6.1.1 Project Grievance Mechanism and Process

The following steps shall be applied by the partner NGOs:

Step 1: Methods for filing a complaint

1) To file grievances, complainants and other project affected individuals can use the GM channels established at each NGO as follows:

a) By completing a written grievance registration form including all personal information and details of the complaint that will be available at NGOs offices. To control the risks of virus transmission during Covid-19 pandemic, the complainants will be advised to submit their complaints electronically via the electronic grievance form that should be available at the NGOs websites

b) By submitting the complaint electronically via a dedicated email.

c) To reach out to the GM officer through telephone assigned for complaints at the NGO.

2) Upon receipt of the grievance, the GM officer will ensure that the form is filled in accurately. The complainant receives a receipt or a confirmation email of acknowledgment with a reference number to track the complaint.

The following information will be registered in the Log:

- Complaint Reference Number
- Date of receipt of complaint
- Name of complainant
- Confirmation that a complaint is acknowledged
- Brief description of Complaint
- Details of internal and external communication
- Action taken: (Including remedies / determinations / result)
- Timeline for handling a complaint

NGO GM officer will inform the complainant via SMS or email that an investigation is underway within two business days. The complainant shall be informed of the estimated duration for resolving the complaint, which is no later than 14 business days from the date of receipt of the complaint. Where the complaint is unlikely to be resolved within the estimated duration, the NGO officer must promptly contact the complainant to request additional time and explain the delay. In any event, the complaint must be resolved no later than 28 business days from the date of receipt of the complaint.

Step 2: Investigating the grievance:

The NGO officer will investigate the grievance by following the steps below:

- Verify the validity of the information and documents enclosed.
- Ask the complainant to provide further information if necessary.
- Refer the complaint to the grievance redress committee within the NGO
- The grievance redress committee shall investigate the complaint and prepare recommendation to be taken and of any corrective measures to avoid possible reoccurrence.
- The NGO officer shall register the decision and actions taken in the GM log.

Step 3: Communication of the Response:

The NGO officer shall notify the complainant of the decision/solution/action either in writing, or by calling or sending the complainant an SMS message. When providing a response to the complainant, the NGO officer must include the following information:

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

- Detailed information of appeal process to NDC ESO. Appeal Process is presented below

Step 4: Grievance closure

A complaint is closed in the following cases:

- Where the decision/solution of complaint is accepted by the complainant.
- A complaint that is not related to the project or any of its components.
- A complaint that is being heard by the judiciary.
- A complaint that is not substantiated (a false complaint).

6.1.2   Appeal process

The NGO officer shall explain in the response letter/ email/ SMS to the complainant that he/ she has the right to appeal the decision by contacting the NDC ESO within 14 days of receipt of review response letter from NGO. Contact details of NDC ESO is provided below.

Name of NDC SO	Alaa Ghalayini
Telephone Number	00970- 8- 2828999
Email	complaints@ndc.ps
Link to complaint portal (If available)	To be determined

Upon receipt of the complaint, NDC ESO shall follow the same procedures listed under Steps 1- 5 and following the same timeframe for filing the initial grievance.

Once all possible resolutions have been proposed and if the complainant is still not satisfied then they should be advised to take a legal recourse.

6.1.3   Anonymous Complaints

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

6.1.4   Grievance Mechanism for complaints related to GBV/SEA/SH

The GM system will include special pathways for the GBV complaints and grievances, including grievances on sexual harassment and sexual exploitation and abuse and labor related grievances. Channels to accept and respond to GBV grievances, while ensuring high confidentiality, will be communicated to the project's affected beneficiaries during the consultation meetings and throughout project implementation. Training will also be provided by a GBV expert for the ESO and NGOs officer on detection of cases of gender- based violence and handling of inquiries, complaints and grievances related to GBV.

Grievances related to GBV, SEA and SH will be handled by NDC. The complaints related to SEA/SA should follow the principle of "confidentiality", "survivor centricity" and "survivor safety". The ESO will be responsible for

managing this type of complaints with high priority, seriousness, data protection and privacy. Contact details for NDC ESO will be communicated to project's affected parties during consultations and through different stakeholder engagement methods.

Grievance related to sexual harassment and sexual abuse grievance will be dealt with in the following manner:

- Accept the grievance/ complaint through the GM available channels, including anonymous grievances.
- Allow safe and confidential reporting: survivors should be able to report SEA/SH without being identified publicly.
- Maintain confidentiality and anonymity as a fundamental way to guarantee survivors' safety: survivor files should not be discussed with anyone.
- Request the consent of survivors (to be contacted by the ESO).
- Protect information about an SEA/SH allegation, and in particular the identity of the survivor and those involved, at all times.
- Log SEA/SH cases separately from other cases and should not include identifiable information in a logbook. A separate coding system for names should be created and stored in a locked cabinet. The complaint logbook should also be stored in a different locked cabinet.
- Support the creation of a supportive, dignified and protective environment for the SEA/SH survivor, and full respect of his/her rights, wishes and choices.
- Upon agreement from the survivor, refer the survivor to an NGO specialized in handling GBV incidents to be determined at a later stage;
- In the case the survivor decides to seek justice, the National Referral System for GBV incidents will be followed.
- Provide feedback on the case to the survivor only and exercise strong caution before communicating any results beyond the survivor.
- Follow up with the survivor, if they have provided their consent, to ensure just and proper care is provided to them. And obtain feedback from the NGO regarding the case for filing and closure.

6.2   Recommended Grievance Redress Time Frame

The table below presents the recommended time frames for addressing grievance or disputes and the procedures for submitting complaints by the implementing NGOs.

Proposed GM Time Frame

Step	Process	Timeframe
1	Receive and register grievance	Within 24 hours
2	Acknowledge	Within 48 hours
3	Assess grievance	Within 3 business Days
4	Assign responsibility	Within 3 business Days
5	Development of response	Within 14business Days
6	Implementation of response If agreements reached	Within 14business Days
7	Close grievance	Within 28 business Days

8	Initiate grievance review process if no agreement is reached at the first instance	Within 28 business Days
9	Implement review and close grievance	Within 6 weeks
11	Grievance taken to court by complainant	-

Summary of complaint submitting procedures and mechanisms

Complaint Submission			
Stage	**Responsibility**	**Means**	**Timeframe**
Submitting a complaint	NGO staff	Electronically via NGO web link • or send an email • By telephone • In person	-
Acknowledging or rejecting the complaint	acknowledging receipt of the complaint or providing reasoning for the rejection.	SMS message	2 working days
Complaint processing			
Stage	**Responsibility**	**Means**	**Timeframe**
Investigate the complaint	Investigate the complaint through contacting complainant Verify the validity of the information and documents enclosed. • Ask the complainant to provide further information if necessary. • Refer the complaint to the relevant department. • Relevant department investigate the complaint and prepare recommendation to be taken and of any corrective measures to avoid possible reoccurrence. • Register the decision and actions taken in the GM portal log	Interview, send an e-mail or an official letter	7 working days
Complaint Closure			
Stage	**Responsibility**	**Means**	**Timeframe**

Respond to the complaint	Notify the complainant of the decision/solution/action either in writing, or by calling or sending the complainant a text message. Information to include in the response: • A summary of issues raised in the initial complaint. • Reason for the decision.	NGO portal log	7 working days
Complaint closure	Documentation of the complaint	NGO portal log	8 working days
Appeal Decision	Implement review and close grievance	NGO portal log	Within 14 Days
	Appeal to NDC	Electronically via NDC web link or • send an email • By telephone: • In person	Within 14 Days

6.3   Project Workers' Grievance Mechanism

The NDC will prepare a labor management procedure (LMP) for this project. A grievance mechanism (GM) for all project worker's types to cover all the project activities shall be established, in line with the LMP and consistent with requirements under relevant national law as confirmed by the Bank and ESS2. The GM will receive any project related grievances from all project worker's types such as compensation, discrimination, OHS concerns, GBV/SEA/SH, and any other concerns as described in the LMP.

In line with the LMP, NDC will develop and implement a grievance mechanism for their workers/staff. NDC will require NGOs to develop and implement a grievance mechanism for their workforce including workers who will be employed or trained by the project, prior to the start of any activities. The NGOs shall provide within the application documents, a clear labor GM for the workers who will be employed or engaged in connection with the Project. The partner NGOs will also establish a Grievance Mechanism for their workers. The GM will include special referral pathways for workers' grievances on GBV and SEA/SH. This grievance mechanism also addresses child labor, GBV and sexual harassment related grievances. As a result, it develops features to accept and respond to the anonymous complaints. The anonymity of the complains is communicated to all affected parties during the consultation. Partner NGOs will be requested to inform the workers about the available tools to lodge grievances such as telephone number and email. The NGO officer will be responsible to receive and handle complaints related to the project. The GM officer at the NGO level will be responsible for managing and sorting complaints and for recording and tracking resolution of grievances in the complaints log. The NGO GM officer will report to the ESO on the received and handled complaints on monthly basis. The NDC ESO will monitor the compliance of NGOs regarding the implementation of the GM procedures and shall regularly evaluate the effectiveness of the existing complaints mechanism.
The workers grievance mechanism will include:

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

The workers grievance mechanism will be described in staff induction trainings, which will be provided to all project workers. Information about the existence of the grievance mechanism will be readily available to all project workers (direct and contracted) through notice boards, the presence of "suggestion/complaint boxes", and other means as needed.

6.4.   Part of the learning process

Project partners will identify all complaints and their serious consequences to be presented regularly during the meetings as part of the learning process.

7. Monitoring and Reporting

The NDC will report back to World Bank Six months throughout Project implementation, as part of overall project progress reports.

7.1. Involvement of stakeholders in monitoring activities

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

7.2. Reporting back to stakeholder groups

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

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

Information on public engagement activities undertaken by the Project during the project's life cycle may be conveyed to the stakeholders in two possible ways:
- Publication of a standalone annual report on project's interaction with the stakeholders.
- A number of Key Performance Indicators (KPIs) will also be monitored by the project on a regular basis, including the following parameters:
- Frequency of public engagement activities;

- Number of public grievances received within a reporting period (e.g. monthly, quarterly, or annually) and number of those resolved within the prescribed timeline;
- Number of press materials published/broadcasted in the local, and national media

ANNEX 1:

Summary of Public Consultation Meeting

In order to enhance community participation and disseminate information about the Gaza Emergency Response Project activities, a consultation meeting was held with stakeholders and the targeted communities/individuals in the Gaza Strip on February 2, 2022. The public consultation meeting was conducted virtually on February 2 2022 through Zoom, in order to achieve social distancing and reduce the chances of infection with Corona. 50 (number to be confirmed) participants from several NGOs working with women, youth, children, disable, CBOs in remote areas, specialized not for profit organizations, ICT companies as well as parents of vulnerable children affected by the war on Gaza. The participants were also informed about the importance of community engagement and disclosure of information between project implementers and project beneficiaries was also clarified. The grievance system has been discussed in detail in terms of the mechanisms that are put in place, the timeframe for handling grievances, and the steps that must be followed from receiving the complaint to responding and closing it. After the presentation, the floor was opened for the participants to ask questions and provide feedback. A detailed description of the meeting is provided below.

The meeting was divided into three parts as the following:

1. **General Description of the Project**

The first section of the meeting agenda was an online presentation. It provided an overview on of the project; its objective, components, source of fund, implementing partners and timeframe. Also, it focused on component one (Cash for Services) and component 2 (E- Work) in more details such as targeted households and eligibility criteria, available fund, and implementation status

Questions and Discussion

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

Comment1: I have a concern regarding the project GM. I know that each organization has a GM including GM manuals. We also received trainings on the complaint's manual with other organizations. You mentioned that the project's GM will be disclosed before the Project. This is important because there is a big need in Gaza, and we have to prepare for a lot of grievances and complaints. So my question is how detailed is the Project GM and Will the project GM be printed and published in detail in manuals before project implementation? Also will the project provide training on how to follow the GM for beneficiaries and stakeholders before the project?

As explained in the introduction, one of the main objectives of the stakeholders' consultation meeting is to introduce the project's GM to the organizations and to get their feedback and concerns. The results of the consultations will be enclosed in the project Stakeholder Engagement Plan or SEP which upon approval will be published by NDC in both languages (Arabic and English) on its website and the WB website. The project's GM was developed in consultation with NDC and taking into consideration the needs in Gaza and elsewhere. The selected organizations under all components will also receive a training before the Project about the GM in details.

Comment 2: As you know the unemployment rate in Gaza is very high and the number of beneficiaries is very small, and many people will object. We also want to highlight the importance of including People With Disabilities (PWD) as beneficiaries in the project which according to the Palestinian law should represent 5 percent of employees in any organization.

Under Component 1: between 80 – 120 youth will be employed for six months. The budget for this project is $7 million which is smaller than the previous one ($17 million). With regards to PWD, the project takes into consideration inclusion and fair opportunity for this group to benefit from its activities at all stages.

Comment3: How will the project handle administrative and financial costs in terms of salaries for project workers and beneficiaries? Learning from previous project (Cash for Work) the salary scale was low. Will the project ensure equal and fair geographical coverage, so that all of Gaza benefit from it? How will the NDC implement the project taking into consideration the COVID-19 experience

The Project took into consideration that the salary scale is close to the Palestinian minimum wage scale (550$), therefore we increased it for project employees to 380$. We consciously decided not to increase the salary to higher figures because we do not want people to leave their jobs for a 6 month opportunity.

With regards to the administrative costs; 25% of the budget is for administrative costs which also may include part of the organization current employees who will work in the project. By this we took in consideration, the organization's experience in implementing such projects including having to use its experts who will help the new graduates with their expert.
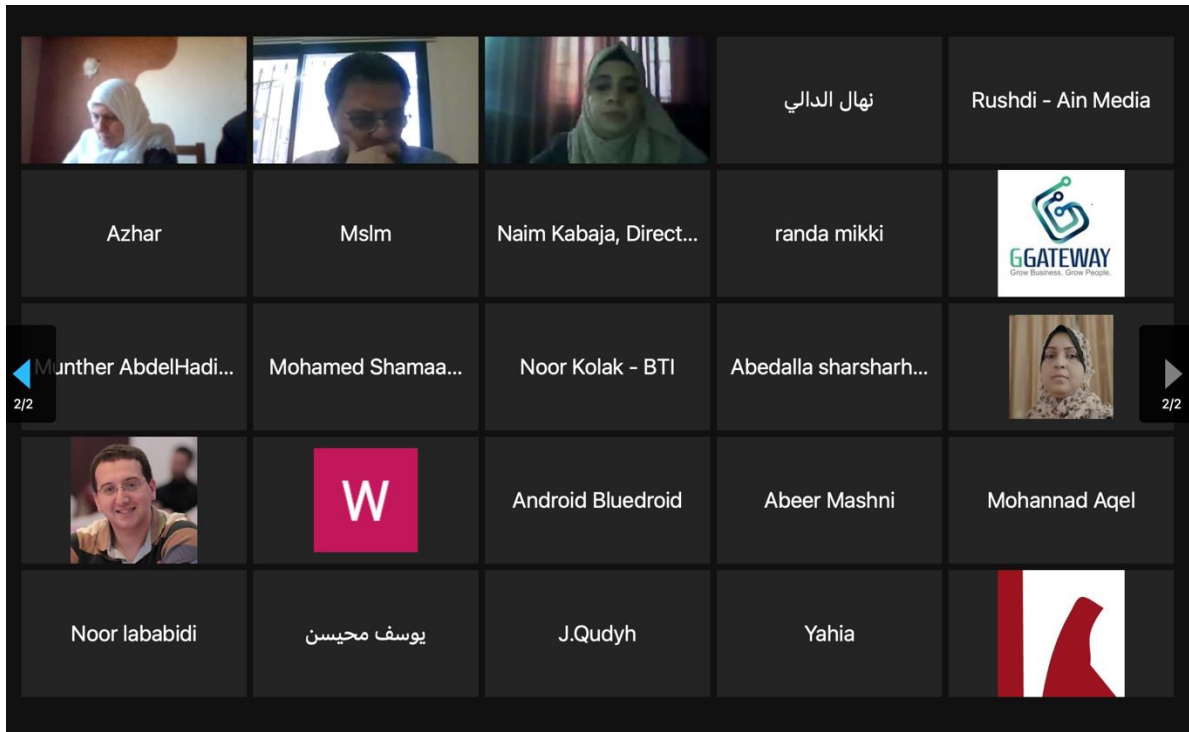
Regarding the Covid-19; this also a critical issue and NDC will do its best that it won't affect the grant. As mentioned, we have increase the administrative costs to include different factors that may affect the project implementation.

Question: When will the call for proposals be announced?

The call of proposals is still not appointed. But there is a timeframe for the project, this project will be submitted to the WB board to be approved in March. If the project was approved, the project will probably start either in April or May.

Question: In the previous project (C4W), the organizations organized capacity trainings for staff and beneficiaries from their budgets. I hope you clarify this point. Will the project budget cover trainings for the targeted beneficiaries and project employees

The project design is not final, we still can do the edits from your notes. The project focuses on supporting vulnerable people affected by the war by providing cash for services provided by unemployed youth and professionals. The project budget is small and we want to recruit the largest amount of people. We expect the selected NGO to give technical support for the beneficiaries. So, part of the grant will be put for the trainings. The trainings will probably be online, it may be deducted from the grant or be within the grant for technical support.

ANNEX 2

LIST OF ATTENDEES

NGOs	Brief Description	Field of Work	Target Group	Location
Stakeholder: NGOs providing MHPPS to vulnerable communities under component 1 (C4S)				
Gaza Community Mental Health Programme - GCMHP	GCMHP is a non-profit organization based in the Gaza Strip. It aims at delivering high quality mental health services to the Palestinian community of Gaza	Mental Health	All community	Gaza
Women's Affairs Center	WAC is an independent and non-profit Palestinian NGO with the purpose of empowering women and advocating women's rights and gender equality through capacity development, information and innovative research and advocacy programs. While implementing its strategy to fulfill its vision, WAC is guided by international human rights principles including empowerment and participation; equality and non-discrimination; and accountability to ensure justice and dignity for women.	Women's rights/ women empowerment	Women	Gaza
Women Affairs Technical Committee (WATC)	The Women's Affairs Technical Committee was established in Jerusalem in 1992. It is a coalition that unifies the feminist effort, for equal rights for women in Palestinian society, and to achieve partnership in decision-making and the national struggle.	Women's rights	Women	Gaza
Ajyal Association for Creativity and Development	Ajyal Association for Creativity and Development is a Palestinian civil organization established in 2003 to contribute to the development of the Palestinian society. It seeks to make the concepts of community work satisfy the needs of the community, and to spread awareness among the target groups to contribute to the real development process and to strengthen and develop the capabilities of the community.	Youth empowerment/ education/ psycho-social support	Youth, Women, Children	Gaza

East Gaza Association for Family Development	A charitable organization that provides development and social services and awareness-raising meetings on gender and enhances community participation for young people by building their capacities	Youth empowerment/ education/ psycho-social support	Youth, Women	Gaza
MAAN Development Center	MA'AN is an independent Palestinian development & training institution established in 1989. We work together with our constituents to maintain human dignity & achieve self-reliance through teamwork, participation, and equal opportunities	1. Agricultural and Food Security Program 2. Community Development Program 3. Women Development Program 4. Youth and Adolescent Development Program 5. Environment Protection Program	• Rural Women • Youth and Adolescents • Farmers • NGO's & CBOs and their members • Agricultural engineers and extension workers	Gaza
Right to Live Society	The Right to Live Society is a non profit Palestinian organization, that was established in 1992 to be the first and unique organization that works in rehabilitation of Down's Syndrome and Autism children	Rehabilitation of people with Down syndrome and autism/Education	Children, adults	Gaza/Khanyounis
Atfaluna Society for Deaf Children	Atfaluna Society for Deaf Children works in the field of deaf education and allied services since 1992. Approximately 15,000 persons are served annually at Atfaluna through deaf education, audiology, speech therapy, income generating programs for the deaf,	Rehabitaition of people with disabilities/Education	Children, adults, Youth	Gaza

	vocational training, community training and awareness programs,etc.			
Palestinian Organization for Development	The Palestinian Organization for Development established in the city of Deir al-Balah - Gaza Strip in 2000, and has obtained a work permit from the Ministry of Social Affairs in the year 2002. Distinguishing and devoting a culture of peace and non-violence are the basic foundations for the success of development and development programs in the Palestinian society in addition to contributing to achieving positive and solid changes in people's lives, and working with every possible effort to extend its field of work to all needy Palestinian areas.	Education/ psychological support/econo mic empowerment	Children , Adults, Youth,	Deir Balah
Rural Women's Development Society	The Rural Women's Development Association is a Palestinian non-governmental organization operating in the West Bank and Gaza Strip. The NGO has a strong rural community base presence with a network of more than 3000 members through 58 women's clubs. It also has a wide and large popular base of volunteers. It seeks to promote the rights of rural women by creating a supportive environment for them, by designing innovative projects	Economic empowerment, social and political participation, and combating violence against women	Women	Middle Area - Wadi Salqa
Maghazi Community Rehabilitation Sociaty	A Palestinian non-governmental organization that meets the needs of Maghazi camp in the areas of community rehabilitation, early childhood and non-formal education. The association is a member of the Coordinating Committee for Rehabilitation Centers for the Handicapped in the Gaza Strip.	early childhood and non-formal education	early childhood, adults	Middle Area - Maghazi

Al Tawasol Forum Society	The Tawasul Forum is a non-governmental organization that works to provide development programs in all fields, economic empowerment and enhancing youth participation, community and political participation and freedom of expression, developing the capabilities of different segments of society to contribute to achieving human and community development, training and capacity building, empowering economically marginalized women Socially, legally, reducing poverty for poor families, and networking and advocating with relevant parties	Psychosocial support and health and environmental education	Women, youth, children and the elderly	
Beit Lahia Development Association	Beit Lahia Development Association was established on 1/9/1994 as a non-profit association that works in development to achieve the goal of building a democratic society built on the basis of equality and social justice and the advancement of the process of sustainable human development.	Education/ agriculture/ culture/ infrastructure development/ environment/ humanitarian aid	All community	Beit Lahia
Family Development Association	The Charitable Family Development Association is an independent, non-profit civil organization that aims to develop and empower the Palestinian family through capacity building programs for the Charitable Family Development Association and partner institutions, consultations, and community education for marginalized families, developing the capabilities and talents of children, and alleviating poverty in marginalized families. During the realization of its vision, the Charitable Family Development Association is committed to the principles of human rights, which include commitment to the rule of law, transparency, tolerance, justice, equality, and focus on participation and empowerment of marginalized groups.	Charity/Family empowerment/ human rights	Children, Women, youth	Gaza

Zeina Women's Center	Zina Cooperative works on economic, social, cultural and environmental empowerment and produces educational and educational toys for children and a variety of wooden products	social, cultural and environmental empowerment	Youth, Women, Children	North of Gaza
Bayader for Environment and Development Association	Bayader Environment and Development is a non-governmental organization established in 2007 that aims to develop the Palestinian community in the areas of economic empowerment, child protection and education, community development and civic participation, emergency response and early recovery. Al-Bayader works in the field of community initiatives, mainly in non-profit activities with the community	Early childhood development, emergency response and early recovery for families affected by disasters and crises, promoting principles of democracy and human rights	All community	Gaza
Brilliant Future Association	It is a nongovernmental organization that works in Khan Yunis to strengthen the capabilities of the local community and empower marginalized groups (women, children, youth)	empowerment/ development	women, children, youth	Khan Younis
Wefaq Society for Woman and Child Care	It is a non-governmental organization that works in the southern Gaza Strip to care for marginalized women victims of violence and their families	Woman and Childcare/ psycho-social	women, children, youth	Rafah
Benevolent Society for Care of Rural Family	The Rural Family Welfare Charitable Association is a charitable association, established in 2006 in the city of Rafah, in response to the various needs of the Palestinian community. It works to spread awareness and eradicate illiteracy in the rural community, provide relief assistance to rural and marginalized families and provide support to farmers in various fields	Agriculture, relief, awareness	Women and men	Rafah

Virgin Mary Charitable Society	A non-governmental organization that obtained the license in 2007 working in the charitable field, but came to intensify efforts that would serve the Palestinian people. Holding awareness workshops for women in all fields, empowering women, girls and people with disabilities, relief services, holding workshops for young farmers, poultry farmers and breeders	Agriculture, relief, awareness	Wemen and men	Rafah
Specialized not for profit organizations **(E-Work)**				
GGateway for Outsourcing Information Technology	The first ICT Outsourcing Social Enterprise in Gaza-Palestine. Founded by group of entrepreneurs, started as an initiative late 2013 inside UNRWA (The United Nations Relief and Works Agency for Palestine Refugees in the Near East), became an independent well- established enterprise in Oct 2015. GGateway has a hybrid business module works as the first end to end solution form education to employment. GGateway contribute to the Gaza economic growth by expanding business opportunities and professional capacity to solve the high unemployment rate among youth, create economic opportunities and institute for outsourcing industry in Gaza.	Freelance education/E-work/youth incubator	Youth	
Islamic University - Community Services & Continuing Education - Business and Technology Incubator-BTI	It is a non-profit public university established in 1978 and operates under the supervision of the Palestinian Ministry of Education and Higher Education. In addition to academic and educational services, the university provides research and advisory services for the development of societies, societies, societies with the aim of upgrading the Palestinians and empowering their children in development in the various available fields and benefiting society from the experiences of the academic and administrative staff of the university	Freelance education/E-work/youth incubator	Youth	Gaza Strip

University College of Applied Sciences	It is an independent Palestinian academic non-profit organization registered in 1998. It provides technical and vocational education and training through a range of programs approved by the Ministry of Higher Education. Being the largest provider of technical and vocational education and training in Palestine, the University College offers its services to the Palestinian community with no discrimination	Freelance education/E-work/youth incubator	Youth	Gaza Strip
Media Companies				
Mashareq Company	It is a specialized company in integrated advertising resolution and media production	Advertisement/media production	All community	Gaza
Ain Media Company	Ain Media is a company that works in the field of artistic and media production in Palestine.	Media production	All community	Gaza
Palm Media	A company specialized in the field of digital and marketing media, live broadcasting and full media coverage and production.	Media production and coverage/marketing/live broadcasting	All community	Gaza
D. Information Technology Companies				
Hexa for Software Solutions	Hexa For Information Technology specialized in all IT solutions, development website and mobile application, Designing and Digital Marketing).	Computer Programming	All community	Gaza
Shift ICT	ShiftICT Company is a global software service provider focused on enterprise software services. We provide services in ERP (Enterprise Resource Planning)	Computer Programming	All community	Gaza
Vision plus	Provide training courses for the community.	Computer Programs Training	All community	Gaza
Computer Land	Provide training courses for the community.	Computer Programs Training	All community	Gaza
Parents of children who would be targeted by the Project				

Nihal al- Dali (Mother)		
Tayseer al- Shurafa (Father)		
Project Implementing Organization		
NGOs Development Center	Mr. Ghassan Kasabreh	NDC director/ Ramallah- Al- Ram
	Mr. Ala'a Ghalayini	Project ESO- Gaza City