

Hashemite Kingdom of Jordan

Ministry of Agriculture

Hydroponics Farms In Al Mujib Valley /Karak Governorate & Al Tannour Dam/Tafilah Governorate

Stakeholder Engagement Plan (SEP)

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Contents

1. Introduction and Project Description	3
1.3 Objectives of the Stakeholder Engagement Plan (SEP)	4
1.4 Brief Summary of Previous Stakeholder Engagement Activities	5
2. Stakeholder identification and analysis	7
2.1.1 Project Affected Parties (PAPs)	8
Al Tannour Dam project site/Tafilah Governorate	8
Relevant Stakeholders for this Project are:	8
2.1.2 Al Mujib Valley project site/ Karak Governorate	9
3. Stakeholder Engagement Program	12
3.1 Proposed strategy for information disclosure	13
3.2 Stakeholder Engagement Plan	13
4. Review of Comments	16
5. Reporting Back to Stakeholders	16
6. Resources and Responsibilities for implementing stakeholder engagement activities	16
7. Management functions and responsibilities	17
9. Monitoring and Reporting	17
9.1 Involvement of stakeholders in monitoring activities	17
9.2 Reporting back to stakeholder groups	17
10. Grievance Redress Mechanism	18

1. Introduction and Project Description

Stakeholder engagement is the basis for building strong, constructive, and responsive relationships that are essential for the successful management environmental and social impacts. The purpose of stakeholder engagement is to establish and maintain a constructive relationship with a variety of stakeholders over the entire life of a Project. Initiating the engagement process in early phases helps ensure the timely public access to all relevant information and gives the stakeholders an opportunity to input into a Project design and the assessment of impacts.

Stakeholder Engagement Plan (SEP) lays out how the project will engage systematically with its stakeholders. The SEP identifies which information will be public domain, the different stakeholders involved in the project, the timing, tools and methods of engagement along the lifecycle of the project and how those should be adapted to the numerous groups of stakeholders and most importantly, to the vulnerable groups. The SEP will also indicate the interest of each stakeholder and the type of information that they would need to know. The SEP promotes two-way communication between MOA and different stakeholders continuously. Information regarding the project, environmental and social risks and impacts, proposed mitigation measures, will be shared with project stakeholders on a regular basis. It also provides channels for stakeholders to share comments and concerns, and tools for the project team to close the feedback loop by disclosing how those comments were assessed and taken into account in the project. It also describes the project's grievance mechanism and how to access it.

1.1 Project Background

Jordan's agriculture sector is well positioned to maximize the economic, social and environment benefits of advanced agriculture technologies. Hydroponics allows farmers to grow crops faster than traditional field-based agriculture while using a fraction of the water needed and allowed to produce vegetables by using the same water. Moreover, hydroponics can be fueled by solar energy and its crops can be grown in practically a pesticide free environment. The development and expansion of commercially viable business models based on hydroponic farm systems has huge potential in Jordan. These farming systems are not dependent on large volumes of water or land availability. Jordan's agriculture is currently the largest user of water. While farmers irrigate about 46% of the total agricultural land, agricultural water requirements represented around 50% of total national water supply. Jordan's system of subsidies affects the use of irrigation water, which necessitates strict rationing to allocate the remaining water resources.

1.2 Project Components

The project includes three main components:

Component 1: Supply, Installation, and Operations. This component will include the design, acquisition, installation and operations associating with pilot hydroponic technology that is appropriate to the climatic and social conditions of the target area.

Component 2: Business Model Development. This component will focus on creation and management of an innovation platform that will focus on the development of hydroponics business model (including access to finance, registration, access to services, etc.). The model will be designed to attract private investment, it should include features specifically to enable women and youth obtain access to hydroponics units and/or the related services (e.g. technical support, logistic, packaging, etc.) required for sustainability and commercial viability of the hydroponic units. Special emphasis will be given to maximizing the use of digital solutions. The platform will require inclusion of technical experts, civil society, universities, chambers of commerce, specialists in digital solutions and private sector.

Component 3: Dissemination and Training. Key areas for this component include the design, organization, and implementation of a campaign to generate awareness of production systems and to train targeted communities in the technology and/or business models. The campaign will specifically

focus on the sharing the lessons on the social, economic and environmental benefits of the production systems.

This project description applies to both site in Al Tafileh and Al Karak.

Implementation Progress

Al Tannour Dam project site at Tafilah Governorate

The establishment of the first project site in Al Tannour Dam/ Tafilah Governorate was completed and handed over by the contractor in June 2021, training was initiated, and a first crop harvested in March 2022. However, training was not completed due to the discontinuation of the training (practical component) by the trainer and the inability of all the trainees to continue participating due to the high cost of transportation to the project site. After handover, technical deficiencies within the site were discovered. MoA is litigating the initial contractor for failure to perform and has engaged another supplier to complete the work, expected by December 2022. A cooperative (Sad El Tannoor Cooperative SETC) was formed from the original roster of 46 trainees, with 26 trainees voluntarily registering and paying the cooperative dues. A management board of 5 personnel was elected, and the cooperative is currently setting its operations and management structure. The handover of the operation of the site from MoA to the cooperative has been delayed.

Al Mujib Valley project site at Karak Governorate

A second site in Al Mujib Valley/Karak Governorate was also selected. ESF instruments have been cleared and disclosed on the MoA website and the World Bank external website. A contract has been awarded and signed for installation at the project site. The supplier completed the supply and installation of the hydroponics system and greenhouses by the end September 2023. The trainer has been selected and the contract was signed with him, and training was initiated for a total of 53 trainees. The project will be based nearby the village of Ariha approximately 80 km southwest of the capital Amman. Wadi Al Mujib lies in the heartland of Jordan smallholder agriculture experiencing high rates of poverty. The project will take place on Government land (one and half hectare) registered for Ministry of Agriculture (MoA).

The project will: (i) be comparing traditional covered production system against high technology hydroponic production system; (ii) identify which of these systems is commercially and environmentally viable; and (iii) draw and disseminate lessons learned from the project and identify avenues for investment, replication and scaling up. Lessons learned would seek to inform future (public and/or private) investments in Al Mujib valley and beyond.

Additional Financing:

The MOA has secured additional financing On September 26, 2023, in the form of a grant through WB with the aim of installing solar power systems and other activities at the project sites. This will not only reduce the project carbon footprint but also ensure a reliable and sustainable source of energy for the project. The installation of solar panels will also serve as a model for other organizations and individuals in the community to adopt renewable energy solutions, thereby contributing to the larger goal of reducing greenhouse gas emissions and combating climate change. Also, the grant will cover Transport Vehicles, Cooling Trucks, nursery and crop seeds.

1.3 Objectives of the Stakeholder Engagement Plan (SEP)

The main goal of the Stakeholder Engagement Plan is to ensure that all relevant stakeholders affected by and/or interested in the project activities are engaged and information flow with these stakeholders is continuous throughout the project life. The Stakeholder Engagement Plan (SEP) enables the provision of appropriate and timely consultation and information disclosure throughout the entire program and its

interventions. SEP outlines the target groups and methods of stakeholder identification, engagement, and the responsibilities of implementing agencies in performing SEP activities. Specifically, SEP serves the following purposes: i) stakeholder identification and analysis; (ii) planning engagement modalities and effective communication tools for consultations and disclosure; (iii) defining role and responsibilities of different actors in implementing the SEP; (iv) defining the Grievance Mechanism and (v) providing feedback to stakeholders; (vi) monitoring and reporting of the SEP.

The overall objectives of SEP as stated in the ESS-10 are to:

- Understand the stakeholder engagement requirements.
- Provide guidance for stakeholder engagement such that it meets the standards of International Best Practice.
- Develop a stakeholders engagement process that provides stakeholders with an opportunity to influence project planning and design.
- Identify key stakeholders that are affected, and/or able to influence the Project and its activities to ensure their participation in all stages of the project cycle.
- Establish a systematic approach to stakeholder and citizen engagements that will help identify stakeholders and build and maintain a constructive relationship with them, in particular project affected parties.
- Promote and provide means for effective and inclusive engagement with project affected parties throughout the project cycle on issues that could potentially affect them;
- Ensure that appropriate project information on environmental and social risks and impacts is disclosed to stakeholders in a timely, understandable, accessible and appropriate manner and format taking special consideration for the disadvantaged or vulnerable groups;
- Identify the most effective methods, timing, and structures through which project information is shared, and to ensure regular, accessible, transparent, and appropriate consultation.
- Provide project-affected parties with accessible and inclusive means to raise issues and grievances and allow the Project Implementing Agency and its Delivery Unit to respond to and manage such grievances.
- 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.

Major operational challenges raised during consultations with Stakeholders: -

Cooperatives in both sites have encountered operational challenges related to transport, water/energy costs and marketing that are driven by their remote locations and imperil the sustainability of operations.

- (i) **Transport:** The primary concern raised from consultations with cooperative members was the unavailability of safe, accessible, and affordable transportation to and from the project sites. Both project sites are on the premises of research stations provided by the MoA on the outskirts of Tafilah and Karak. Currently, no public transport services are available, especially for women and refugee-inclusive options. As a result, the cooperative members struggle to organize transportation to the remote sites at a very high cost.
- (ii) **Water availability & energy use:** Due to drought, the dam water reserves that both sites rely on were depleted, necessitating the extraction of water from underground reservoirs. This led to unsustainable energy costs. Solar power modules would be effective in addressing this.
- (iii) **Marketing** is a significant issue due to the project's distance from high value markets in Amman, needed for the economic model to work. Relevant cooled transport capacity is locally unavailable in Tafilah.

Some of these challenges will be addressed through the additional financing like transport.

1.4 Brief Summary of Previous Stakeholder Engagement Activities

1.4.1 Public Consultation Sessions:

Initial Public consultation sessions with stakeholders in both sites took place back in 2019 and 2021 for Tafileh and Karak respectively.

- Tafilah Public Consultation session:

A public consultation session was organized on 11th, December 2019 by Tafileh Agriculture Directorate in the hall of the Professional Syndicate Complex with all relevant stakeholders' i.e. local community -including women and youth-potential beneficiaries, relevant government officials, CSOs and NGOs and independent farm owners. All stakeholders were invited including fruit and vegetable retailers at the stakeholder's engagement meeting in order to understand their requirements and input for improving marketability of Aquaponics & Hydroponic farm produce. All required logistical matters, pencils and papers were provided and submitted by the project owner. All attendees were asked before the presentation to write down their names, the association, department or ministry they represented, and contact information. The session started with an introduction by the MoA team through a PowerPoint presentation, during which they provided an overview of the proposed hydroponic project in the Al Tannour area, expected social and economic benefits, and opportunities envisaged. Moreover, the conditions for replicating the project on other farms were presented and explained. The project produces small amounts of solid and liquid waste with an organic content. Therefore, communication on the timing of project implementation and implementation of the Stakeholder Engagement Plan (SEP) is considered a critical component in minimizing these impacts. The MoA will be responsible for the successful implementation of this plan.

The grievance mechanism and integrated pest control system were presented and explained. The comments and feedback obtained from the stakeholders during the session were also documented by the team. Jordanian TV covered the workshop on 11, December 2019 and broadcast it in the economic newsletter and link for the episode. https://www.youtube.com/watch?v=D_-rqk9IYA0..

- Karak Public Consultation session:

A public consultation session was originally organized during the preparation of the E&S instruments related to the site in Karak during April 2021 by Alqasr Agriculture Directorate with all relevant stakeholders' i.e. local community -including women and youth-potential beneficiaries, relevant government officials, Civil Society Organizations (CSOs) and Non-Governmental Organizations (NGOs) and independent farm owners. All stakeholders were invited including fruit and vegetable retailers at the stakeholder's engagement meeting in order to understand their requirements and input for improving marketability of Hydroponic farm produce.

The purpose of the community consultation sessions in both sites was to build the awareness of the stakeholders on the social and economic opportunities and benefits envisioned in the development, management, and production phase of the environmentally sustainable hydroponics farm unit. Due to the possibility of replication of the hydroponic farm in other communities and the need to explain the rationale and the benefits of establishing this farm it was necessary, during the community engagement, to include farmers from other farming communities and villages in order to exchange views and experiences with them.

The project Grievance Redress Mechanism (GRM) was discussed and agreed upon during the community consultation sessions with the stakeholders.

The proposed GRM was prepared collaboratively and transparently with the stakeholders and made available by the MoA to farm laborers working on site in the Arabic language as well as to all other stakeholders. Any amendments or updates to the GRM will be based on prior consultations and announced prior to implementation and presented in printed format in the Arabic language by the MoA.

1.4.2 Field Visits/Interviews

Al Karak

The MoA team at the time interviewed vulnerable families, unemployed individuals, and a group of Syrian refugees in the Alqasr Agriculture Directorate during the field visit to the project site on the 21st and 22nd, April 2021. The expectations of the unemployed and the Syrian refugees were significant regarding the job opportunities generated by the project, whether seasonal or permanent. As for the vulnerable families, especially the poor, they had reservations about working on the project for fear of affecting the cash aid they get from the Jordanian (National Aid Fund).

The MoA team conducts regular site visit to both projects and these include the E&S focal points from the MoA Directorate in both governorates.

1.5 Process of selecting trainees for the hydroponic project:

Selection of trainees is conducted through the following steps: -

- 1- A public announcement is issued regarding the hydroponic agriculture project in both sites at Al-Qasr district and Al Tafileh governorate, and disseminated through various media channels.
- 2- Applications are submitted for participation in the project, along with completion of a specific application form that includes personal information, educational background, and any previous experience in agriculture.
- 3- The designated committee evaluates the submitted applications based on predetermined criteria such as previous experience in agriculture, interest in hydroponic agriculture, and availability to attend training sessions.
- 4- Shortlisted candidates are invited for personal interviews to assess their skills and knowledge in hydroponic agriculture, as well as their interest and commitment to the project.
- 5- Final trainees are selected based on specific conditions for participation in the project, such as:
 - The trainee must be a resident of Al-Qasr district or Al Tafilah governorate.
 - The trainee should not have an active social security subscription.
 - The trainee must be within the age range of 18 to 45 years old.
 - Priority is given to widows and divorced individuals.
 - Priority is given to recent graduates.
 - Priority is given to married individuals.
 - Priority is given to individuals with agricultural specializations.
 - For Syrian refugee applicants, possession of a valid security card is required

2. Stakeholder identification and analysis

2.1 Stakeholders Identification

The first step in the process of stakeholder engagement is stakeholder identification; that is, determining the various categories of project stakeholders, and their needs. This section 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); may be disadvantaged and/or vulnerable individuals or groups.

In accordance with the World Bank Environmental and Social Standard on Stakeholder Engagement (ESS10), this SEP categorizes the Project's stakeholders into two groups:

- **Project Affected Parties (PAPs)** - stakeholders that are directly or indirectly affected or likely to be affected by the project; because of actual impacts (positive and negative) or potential risks to their physical environment, health, security, cultural practices, well-being, or livelihoods. These stakeholders may include individuals or groups, including direct project beneficiaries and local communities. This group may include individuals or groups who may require special engagement efforts due to their

vulnerable or disadvantage status, therefore they called Vulnerable or Disadvantage groups. These groups and individuals are who may be more likely to be adversely affected by the project impacts and/or more limited than others in their ability to take advantage of a project's benefits.

These specific groups include but not limited to women, persons with disabilities, elder people, children and refugees.

• **Other Interested Parties (OIPs)** - other parties who may have an interest in the project. It refers to: individuals, groups, or organizations with an interest in the project. This group whose interests may be affected by the Project and who has the potential to influence the project outcomes such as regulators, Community Based Organizations (CBOs), Non-Governmental Organizations (NGOs), vocational associations or chambers of trade and industry, women organizations, etc.

Identifying stakeholder representatives is key to carrying out effective stakeholder engagement activities. These representatives do not only inform the project with their valuable information, but they also serve as a communication channel to disseminate information to large numbers of groups and receive feedback from them.

Stakeholder engagement is the basis for building strong, constructive, and responsive relationships that are essential for the successful management of a project's environmental and social impacts. It is an ongoing process that may involve, in varying degrees, the following elements: stakeholder analysis and planning, disclosure and dissemination of information, consultation and participation, grievance mechanism and ongoing reporting to the project-affected parties and other interested parties, etc... The nature, frequency, and level of effort of stakeholder engagement may vary considerably and will be commensurate with the project's risks and adverse impacts, and the project's phase of development.

This SEP is developed to enable participation of stakeholders and ensure that project design, approaches and activities are implemented in a participatory and inclusive manner, and in ways that minimize potential environmental and social risks. The stakeholders will be informed and consulted about the project at different levels.

The project produces small amounts of solid and liquid waste with an organic content. Therefore, communication on the timing of project implementation and implementation of the Stakeholder Engagement Plan (SEP) will be a critical component in minimizing these impacts. The MoA will be responsible for the successful implementation of this plan.

2.1.1 Project Affected Parties (PAPs)

Al Tannour Dam project site/Tafilah Governorate

Relevant Stakeholders for this Project are:

- **Project Affected Parties:**

- Local Farmers
- Local Farm owners
- Nearby Households and residents
- Local laborers (including women and youth)
- Local business owners

- **Other Interested Groups**

- International and Local CSOs and NGOs
- Fruit and Vegetable retailers
- Farmers from surrounding farming communities and villages who have interest in the project and can potentially benefit from project replication

- Technical experts and Specialists in Digital Solutions
- Farmers cooperatives
- Agricultural Engineers Association
- Charity Associations
- Women's Associations
- Governmental agencies: Tafilah Agriculture Directorate, Jordan Valley Authority and the Water Authority, Tafilah Municipality, MoA, Ministry of Planning and International Cooperation (MOPIC), Ministry of Labor (MoL), Ministry of Environment (MoEnv.), Ministry of Water and Irrigation (MWI), and Ministry of Energy and Mineral Resources (MEMR)
- Private sector
- The scientific community and academics
- Farmers Unions
- Cultural groups

2.1.2 Al Mujib Valley project site/ Karak Governorate

Relevant Stakeholders for this Project are:

- **Project Affected Parties:**
 - Local farmers
 - Local Farm owners
 - Nearby Households and residents
 - Local laborers (including women and youth)
 - Local business owners
- **Other Interested Groups**
 - International and Local CSOs and NGOs from Alqasr
 - Farmers and Farm owners from farmers and farm owners from adjacent locations including Ariha, Al Mughir, Abu Turabh and Masear
 - Agricultural cooperatives
 - Charity Associations
 - Women's Associations
 - Governmental agencies: Karak Cooperation Directorate, Jordan Valley Authority and the Water Authority, Greater Karak Municipality, MoA, MOPIC, MoL, MoEnv, MWI, and MEMR
 - Private sector
 - Scientific community and Academics
 - Farmers Unions

During the preparation of the original ESIA relevant to the site in Al Mujib- Karak (completed in 2021), the team at the MoA has identified the interests of the project affected parties and their roles in project design, implementation and decision-making processes. The project activities will lead to the use of the same water sources that are used by farmers in Al Mujib valley. The project produces small amounts of solid and liquid waste with an organic content. Therefore, communication on the timing of project implementation and implementation of the Stakeholder Engagement Plan (SEP) will be a critical component in minimizing these impacts. The MoA will be responsible for the successful implementation of this plan.

The project and will continue to identify other interested parties' interest and roles in the project's design, implementation and decision-making process and will engage them in stakeholder consultations throughout project implementation.

- **Disadvantaged / Vulnerable individuals or groups for the two project sites:**

The two project sites include a few villages that are classified as poverty pockets in Jordan. Additional disadvantaged / vulnerable individuals or groups in the project areas include "those registered as poor in local social services (National Aid Fund); women and refugee laborers who work in agriculture, female-headed households; families headed by disabled persons, unemployed people, and Syrian refugees in the project areas.

The ESIA of the project has clearly noted that even the minor impacts of the project can be important to some vulnerable people, especially the unemployed and the Syrian refugees, but the small project size does not meet the needs of the large numbers of vulnerable groups regarding employment opportunities and improving their livelihoods, this point was made clear in the Public Consultation Sessions. This SEP will ensure that these vulnerable and disadvantaged groups or individuals are consulted throughout project implementation and their feedback incorporated to ensure successful implementation of the project.

2.2 Stakeholders Analysis:

This section analyzes the identified stakeholders with their relation and role in both Tafilah and Karak Projects. Table 1 below presents this analysis of the identified stakeholders for the two projects, their key characteristics as well as their expected needs.

Consultation and community engagement activities should take place according to World Bank Environmental and Social Standards ESS10, as in the following table:

Table 1. Stakeholder Analysis for Tafilah and Karak

Community	Stakeholder	Key characteristics/ Role in the Project	Language needs	Preferred notification means (e-mail, phone, radio, letter)	Specific needs (Accessibility, large print, child care, daytime meetings)
Alqasr/Karak	Project Affected Parties (PAPs)				
	Parents with young children	Approximately 180 households affected; 300 children/ Beneficiary	Official language	Written information, radio	Childcare for meetings—late afternoon preferred timing
	Refugees	38 extended families, poverty level/ Beneficiary Improvement of livelihood and inclusion at available work opportunities	Official language	Visit with translator and civil society representative	Graphics, education on process
	Local Farmers	Beneficiary / Enhancement of working conditions and availability of job opportunities	Official language	phone	Daytime
	Trainees	Beneficiary/ Training on high technology farming and hydroponics	Official language	phone	daytime meetings, transportation to the meeting site
	Other Interested Parties				
	Amro Villages Charity Association	Approximately 26 Members	Official language	phone	daytime meetings, transportation to

					the meeting site
	Itlalat Tarajan Charity Association	Approximately 7 women members/ /Maintain and protect interests of women	Official language	phone	daytime meetings, transportation to the meeting site
	Technical experts and Specialists in Digital Solutions	Service Providers	Official language	phone	daytime meetings, transportation to the meeting site
	Skill and Perfection Charity Association	Approximately 30 women members/ /Maintain and protect interests of women	Official language	phone	daytime meetings, transportation to the meeting site
	The Royal Way Charity Association	Approximately 34 Members	Official language	phone	daytime meetings, transportation to the meeting site
	Umhat AL-Ezz Charity Association	Approximately 9 women members/ Maintain and protect interests of women	Official language	phone	daytime meetings, transportation to the meeting site
	Agriculture Committee / Decentralization Council in Karak Governorate	Committee elected at the level of Karak	Official language	Letter, phone	daytime meetings
	Farmers Union /Karak Governorate	Approximately 804 members/ Coordination/ Consultation	Official language	Letter, phone	daytime meetings
	Karak Cooperation Directorate	Governmental institutions/ Coordination/ Consultation/ Interested party	Official language	letter	daytime meetings
	Ministry of Labor	Regulator / Coordination / Compliance with relevant labor/ Regulations	Official language	Letter, phone	daytime meetings
	Project Affected Parties				
Qasabat Al Tafilah	Parents with young children	Approximately 180 households affected; 300 children	Official language	Written information, radio	Child care for meetings—late afternoon preferred timing
	Refugees	38 extended families, poverty level	Official language	Visit with translator and civil society representative	Graphics, education on process
	Local Farmers	Beneficiary / Enhancement of working	Official language	phone	Daytime

		conditions and availability of job opportunities			
	Trainees	Beneficiary/ Training on high technology farming and hydroponics	Official language	phone	daytime meetings, transportation to the meeting site
	Other Interested Parties				
	Tafilah Young Women Association	Approximately 35 Women member/Maintain and protect interests of women/ Interested party	Official language	phone	daytime meetings, transportation to the meeting site
	Technical experts and Specialists in Digital Solutions	Technical experts and Specialists in Digital Solutions	Official language	phone	daytime meetings, transportation to the meeting site
	Alduhul agricultural cooperative association	Approximately 16 farmers member/ Coordination/ Consultation	Official language	phone	daytime meetings, transportation to the meeting site
	Alnumtih agricultural cooperative association	Approximately 23 farmers member/ Coordination/ Consultation	Official language	phone	daytime meetings, transportation to the meeting site
	Agriculture Committee / Decentralization Council in Tafilah Governorate	Committee elected at the level of Tafilah/ Coordination/ Consultation	Official language	Letter, phone	daytime meetings
	Agricultural Engineers Association	Approximately 230 agricultural engineers of them, 60 are unemployed	Official language	Letter, e-mail	daytime meetings, transportation to the meeting site
	Farmers Union /Tafilah Governorate	Approximately 140 Member/	Official language	Letter, phone	daytime meetings
	Tafilah Cooperation Directorate	Governmental institution/ Coordination/ Consultation	Official language	letter	daytime meetings
	MoL/MoEnv	Regulator/ Coordination	Official language	letter	daytime meetings

3. Stakeholder Engagement Program

The main goals of the stakeholder engagement program are to inform, disclose and consult on various project documents and activities to establish a dialogue with Project Stakeholders from project planning through implementation and operation. Implementation of the stakeholder engagement plan will depend on a proactive approach; before implementation of each of the project components/activities. Appropriate engagement with stakeholders will be conducted whether through consultations, focus group discussions, dissemination of information through direct contact, announcements at information boards at MoA Directorates or through media and social platforms.

Purpose and timing of stakeholder engagement plan (SEP)

Stakeholder engagement is an inclusive process that must be conducted throughout the project cycle. Where properly designed and implemented, it supports the development of strong, constructive, and responsive relationships that are important for successful management of project's environmental and social risks. Stakeholder engagement is most effective when initiated at an early stage of the project and is an integral part of early project decisions and the assessment, management and monitoring of the project's environmental and social risks and impacts.

The two pilot projects are based in Al Mujib Valley/Karak Governorate and in Al Tannour Dam/Tafilah Governorate, the heartland of Jordan smallholder agriculture with high rates of poverty. A technical committee and two sub-committees (two teams) were established, one for environmental and social and one for financial and procurement. This committee will meet twice every month or whenever the need arises to discuss the issues that may arise during the implementation of the project, and ways to address them. Therefore, the proposed model will also contribute to enhancing social cohesion.

3.1 Proposed strategy for information disclosure

The two pilot projects will discuss the technical reports and outcomes of the project's work progress and transfer the project's experience to the stakeholders and farmers in the region through direct interviews in workshops. Brochures and social media of the MoA will also be used to publicize the project's activities. Visits will also be organized for the media and electronic news agencies to the project site to inform the local communities in other regions of Jordan the importance of the project in introducing modern technologies used in agriculture.

Project updates and information will be posted on MOA website. Construction signs and warnings will be placed at the two projects' sites. Disclosed documents will include project announcements, brief description of project, environmental and social studies,

3.2 Stakeholder Engagement Plan

Engagement of stakeholders is an evolving process that commences from the preparation phase and continues along the project's life. Access and communication with project target groups will be secured through workshops and focus groups on specific topics associated with the project such as activities associated with the preparation and construction phases of the project and so on. The views and concerns of the stakeholder groups will be documented and addressed by the MoA and will be taken into consideration in the overall project design and implementation. Various methods of engagement will be used along the life cycle of the project, depending on the identified needs of the stakeholders. All project engagements activities should be conducted in a systematic manner. The GRM will also play a vital role in ensuring the concerns and feedback of the stakeholders are captured and reflected in the overall project implementation.

Tables 2 and 3 below provide an overview of the methods that will be used under both Karak and Tafilah project sites for engaging with respective stakeholders during dates of project preparation and construction, operation and closure.

Table 2: Proposed Stakeholder Engagement Plan during the different stages of the project site in Karak

Project stage	Topic of consultation	Method of Engagement	Timetable (location, dates, year)	Target stakeholders	Responsibilities
Preparation and construction	Overall Project design, Project components and planned activities including associated risks and impacts,	Consultation meetings Filed Visits Calls SMS	Project site	Local Farmers (Laborers)	PMU (Including social Specialist)

	Environmental and Social Framework (ESIA), Environmental and Social Commitment Plan (ESCP), Stakeholder Engagement Plan (SEP), Labor Management Procedures, (LMP) Employment Opportunities, Project Grievance Mechanism, Awareness raising on Sexual Exploitation and Abuse/Sexual Harassment	Consultation meetings Focus Group Discussions Filed Visits Calls SMS	Project site	Vulnerable Groups (Including Refugees and Women labor in Agriculture)	PMU (Including social Specialist)
	Overall Project design, Project components and planned activities including associated risks and impacts, Community health and safety risks and impacts Grievance mechanism details, including GBV (SEA/SH) channels	Interviews Focus Group Discussions Public Consultation	Meeting in their locations As per agreed communication with them	Local Residents and Households	PMU (Including social Specialist)
	Overall Project design, Regular updates about the Project, Project scope, rationale, and E&S principles, Awareness raising on vulnerable groups.	Discussion with public meeting, Presentation	Professional Associations Complex, February 4, 2021, 11 a.m. Through official communication during official working hours	Agriculture Committee / Decentralization Council in Alqasr Sub Governorate, Farmers Union /Karak, Agricultural Engineers Association, Karak Cooperation Directorate, Amro Villages Charity Association, Itlalat Tarajan Charity Association, Skill and Perfection Charity Association, The Royal Way Charity Association, Umhat AL-Ezz Charity Association.	Project owner
Operation	Project progress reports	Discussion with public meeting, Presentation, Brochure, Media	The project site, June 17, 2021, 11 a.m. And Others		
Project Closure	Project final report and lessons learned Project outcomes, overall progress and major achievements.	Discussion with public meeting, workshop, Media	Professional Associations Complex, TBD		

Table 3: Proposed Stakeholder Engagement Plan during the different stages of the project in Tafilah

Project stage	Topic of consultation Group	Method used	Timetable location and dates	Target stakeholder s	Responsi bilities
Preparation and construction	Overall Project design, Project components and planned activities including associated risks and impacts, Environmental and Social Framework (ESIA), Environmental and Social Commitment Plan (ESCP), Stakeholder Engagement Plan (SEP), Labor Management Procedures, (LMP) Employment Opportunities, Project Grievance Mechanism, Awareness raising on Sexual Exploitation and Abuse/Sexual Harassment	Consultation meetings Filed Visits Calls SMS	Project site	Local Farmers (Laborers)	PMU (Including social Specialist)
		Consultation meetings Focus Group Discussions Filed Visits Calls SMS	Project site	Vulnerable Groups (Including Refugees and Women labor in Agriculture)	PMU (Including social Specialist)
	Overall Project design, Project components and planned activities including associated risks and impacts, Community health and safety risks and impacts Grievance mechanism details, including GBV (SEA/SH) channels	Interviews Focus Group Discussions Public Consultation	Meeting in their locations As per agreed communication with them	Local Residents and Households	PMU (Including social Specialist)
	Environmental impacts Social Impacts Grievance Redress Mechanism	Discussion with public meeting, Presentation	Professional Associations Complex, December 11, 10 a.m.	Agriculture Committee / Decentralization Council in Tafilah Governorate , Farmers Union /Tafilah, Agricultural Engineers Association, Tafilah Cooperation Directorate, Tafilah Young Women Association, Alduhul agricultural cooperative association, Alnumtih	Project owner
	Project design	Discussion with public meeting, Presentation	Professional Associations Complex, February 4, 2020, 11 a.m.		
Operation	Project progress reports	Discussion with public meeting, Presentation, Brochure, Media	The project site, June 17,2020, 11 a.m. And Others		
Project Closure	Project final report and lessons learned	Discussion with public meeting, workshop, Media	Professional Associations Complex, TBD		

				agricultural cooperative association,	
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Proposed strategy to incorporate the view of vulnerable groups

Vulnerable or disadvantaged groups will be contacted via direct interviews to ensure that they are not discriminated against in permanent jobs or as seasonal workers in the project. Their views, opinions and concerns will be documented and addressed and taken into consideration in the project design and implementation as relevant.

Timelines

The timeline for implementation of all phases including construction and operation is 8 months. During the construction/ installation and implementation stages, consultative meetings will be held with stakeholders covering all activities associated with preparation, construction, operation and closure of the two projects. Deadlines for comments will be two weeks after the proposed consultation meetings as outlined in Table 2 & 4 SEP.

4. Review of Comments

All comments, concerns, and input provided during or immediately after the community consultation by the invited stakeholders will be documented and responded to by the Alqasr Agriculture Directorate in Karak and by the Tafilah directorate in Tafilah.

If the answers cannot be made available for any reason to the requester during the consultation meeting, the MoA is committed to provide the written responses to the requester within 2 working days after the meeting. The answers can also be provided verbally by phone, but a written copy must be filed in the Farm office for future reference with all other questions and answers that were presented during the consultation meeting and made available to stakeholders if requested by them. All comments made throughout projects' implementation will also be documented and addressed within maximum delay of 1 week of the date of registration of the comment and this will be done verbally by phone.

5. Reporting Back to Stakeholders

The MoA / project owner will prepare semi-annual reports regarding environmental and social impacts, grievances, and project achievements. These reports will be presented to stakeholders from the meetings of the local committee for the project in Alqasr Sub Governorate in Karak, as well as the committee supervising the implementation of the project in the MoA. The MoA will issue special reports, upon request, in the event of any unexpected environmental or social impacts. These reports will be shared with stakeholders through direct meetings and interviews.

6. Resources and Responsibilities for implementing stakeholder engagement activities

The project owner representative, Alqasr Agriculture Directorate in Karak and the Tafilah directorate in Tafilah, will be organizing the public consultation meetings through coordination with the MoA and will send out invitations to all relevant stakeholders, informing them of the time and place of the meeting and the objective of the meeting.

It is the full responsibility of the MoA/project owner to ensure that all aspects of the SEP are implemented.

The cost of the necessary logistics i.e. paper, pencils, projector and screen, refreshments, Electrical connections chairs, tables, flip chart will be the responsibility of the Alqasr Agriculture Directorate and Tafilah directorate, these estimated expenditures costed 6622 USD and spent from the allocated budget in the business model of the project as outlined the table below:

Table 4: Stakeholder Engagement Plan - Budget

Stakeholder Engagement Activities	Quantity	Unit Cost (USD)	Total Cost (USD)
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Social media staff	3	200	600
Travel expense for staff	16	200	3200
Stationery, paper, pencils	3	75	225
Pastries, refreshments, coffee, Tea.	3	215	645
Hall	3	300	900
Communications materials (pamphlets, posters, PR kits-including design)	3	150	450
Contingency	1	602	602
Total			6622

A list of the responsible staff at the MoA for this task can be contacted by phone (00962 6) 5686151), or on the complaints page on the website of the MoA or sent on the MoA page on the Facebook link <https://www.facebook.com/groups/207233332651059/> or the Ministry website (www.moa.gov.jo), once the implementation of the project begins (Construction Phase). Documentation of meetings will be undertaken by Alqasr Agriculture Directorate and Tafilah directorate incorporating a list of all participants and their contact information of the MoA team.

7. Management functions and responsibilities

The MoA and the project owner representative, Alqasr Agriculture Directorate in Karak and the Tafilah directorate in Tafilah will be responsible for carrying out each of the stakeholder engagements as indicated in Table 2 & 3 of this SEP. The allocated staff at the MoA, the Alqasr Agriculture Directorate AND Tafilah directorate have the relevant experience to conduct meaningful consultations with the stakeholders and document and address any concerns or comments accordingly. All stakeholders will be encouraged to be involved in the discussions and proposed solutions to issues that arise during the consultation session. Stakeholder participation in project management will be ensured through the project's local committee.

It is imperative that all MoA team, Alqasr Agriculture Directorate and Tafilah directorate be present at planned public consultation meetings. Management will follow up closely on all the documented concerns and comments of the stakeholder engagement sessions and will ensure that these are addressed adequately.

Minutes of the stakeholder engagements will be taken and documented after each consultation session (as laid out in Table 2) with a list of the attendees, a summary of the main concerns, and a detailed explanation of how these concerns and comments were addressed.

A cooperative will be formed from the trainees, and after the end of the project the MoA will handover of the operation of the site to the cooperative.

9. Monitoring and Reporting

9.1 Involvement of stakeholders in monitoring activities

The Hydroponics farm project in Al Mujib Valley/Karak Governorate and in the Tafilah directorate cover 15 dunums (1.5 hectares) and there will be no need during this pilot phase for any third party to monitor project impacts and mitigation programs as all monitoring activities will be undertaken closely by the MoA.

9.2 Reporting back to stakeholder groups

A quarterly farm management and operations report should be sent to the MoA along with the quarterly financial report. These two reports are considered essential in identifying technical and financial issues related to the daily farm operations and its financial sustainability. Any stakeholder engagements and their outcomes should also be documented and shared with the MoA within these reports.

Stakeholders will always be reminded of the availability of the grievance mechanism. All recommendations and mitigation plans discussed and agreed upon in the community engagement

meetings will be filed under the Community Grievance folder in the manager's office and a copy should be posted on the project manager Bulletin Board outside his office for any visitor to read.

10. Grievance Redress Mechanism

The MoA receives complaints, grievances, queries, and suggestions. There are GRM Focal Points (FPs), in all Agricultural Directorates in the governorates and headquarters, who follow up on complaints processing and handling. The system provides several means for stakeholders to lodge their complaints and concerns related to the project, including phone, email, walk-in, written complaints, social media (Facebook, MoA's websites, etc.). The Ministry documents and tracks the complaints received through the "complaints log" in MoA's headquarters and its directorates.

The Project Management Unit (PMU)/committee at the MoA continues to monitor the GRM function through field visits to the project's sites by the PMU engineers.

Furthermore, the GRM is applicable to all contractors and consultants contracted by the project and who are required to maintain a complaint log and report complaints received directly from community members during their assignment. Contractors are required to provide a GRM system for their own workers who could lodge complaints in relation to their work on the project.

GRM Process

1. Uptake

1.1 The existing channels at the central level are:

- Complaints and suggestions are received on the platform "Bekhedmetkom". Its link is available on the website of the Ministry of Agriculture. The complaint is received by the head of the Institutional Development Department, who sends it to the relevant directorate. Complaints are issued a reference number that is sent to the person submitting the complaint or suggestion to inform him of the receipt of the complaint. The response to the complaints is then sent immediately upon response by the relevant directorate.
- The main Ministry's Telephone No.: (00962 6) 5686151 ext 295, Fax No.: (00962 6) 5686310 or fax No. 065661206
- Phone No. (065341116) has been approved for forestry's complaints for 24-hour communication
- The Ministry's WhatsApp number: 0799038533
- E-mail: agri@moa.gov.jo
- Complaints and suggestions box, managed by the Diwan (Alqaser and Tafila Agricultural Directorates)

The community is made aware of the relevant GRM contact numbers and focal point in the Ministry and agricultural directorates, the Ministry social media accounts, project signage at the construction sites. Moreover, all contractors are required to provide and install project signage at the project location including the basic information of the project. Most importantly, the project signage will also state the phone number of the GRM Focal Point at the Ministry.

1.2 Current uptake channels at the project level include:

- Field engineers/ Focal Points from the Agricultural Directorates in the field as detailed below:
 1. Focal Point at Tafila Site-Eng. Tariq Al-Abedyeen/ Director Of AL-Tafileh Agriculture Directorate telephone (0778336474)

2. Focal Point at Karak Site-Eng. Abedal-Hameed Al-Balwi/ Director Of Al-Muwjeb Agriculture Directorate telephone (0799028709)
3. The project's social team (Dr. Nada Al-Fraihat (naf_frh@yahoo.com, nada.alfrahat@moa.gov.jo), Engineer Mustafa Al-Atoum (myfather1927@gmail.com) and Engineer Rana Abu Saada (ranaabusaada.moa@gmail.com)
4. Complaints and suggestion box
5. Walk-ins in the project site
6. GRM focal point assigned on the project level
7. Contractors
8. Project WhatsApp groups, and project advertising sites

2. Receive and Document Grievances:

A grievance can be submitted either in writing or verbally. The system provides many channels for citizens to submit their complaints and concerns related to the project both on the central and in the field levels as explained above. All grievances received should be documented and registered in a "complaints log" regardless of how they were received.

A grievance can be submitted by any individuals, groups, communities, and organizations that are affected by the project's activities. The choice of channel for submission is based on the aggrieved persons' convenience. Anonymous grievances are also accepted.

Minimum requirements for submitting a grievance:

While there is no formal minimum requirement, to enable effective review and management, queries, suggestions and complaints must be specific and concise to the extent possible, and include basic information including:

- Name(s) of the complainant(s) for non-anonymous users;
- Information on whether the identity of the complainant should be kept confidential or can be disclosed to relevant authorities during the investigation process;
- Contact details (geographical location, telephone number, e-mail ...);
- Details of the grievance, what happened exactly, the place where it happened, the parties who were involved, the time or date when it happened, the circumstances under which it happened, as well as the impact of the problem.
- Complaints could be submitted verbally or in writing as detailed above

Means for Submitting and documenting grievances:

Complaint Forms and Complaint Boxes at the Project level:

i. Submitting complaints in writing:

- Complaint Forms are available near locked Complaint Boxes in a location chosen by the project beneficiaries/affected persons during the first sensitization meeting about the GRM for each project site.
- Complaint Forms are also available in hard copies with GRM Focal points or through Supervision Engineer or the contractor at the project site. In addition, hard copies of the complaints form are available at the central level, through the GRM focal point at MOA.
- Printed complaint forms and enclosing envelopes will have a dedicated place beside the complaints box.
- GRM FPs at the project level should be available to assist the beneficiaries to fill out the Complaint Form.
- In the case the project GRM FP becomes aware of serious complaints, they are responsible for keeping it confidential and rapidly reporting the complaint to Central level. Project GRM focal points will be trained in types of grievances they will be expected to receive and their roles and responsibilities.

ii. Submitting complaints verbally:

Persons who choose to submit the grievance verbally can do this via phone, or in person to project GRM Focal Points, the MOA Supervision engineer, or the on-site Contractor, or at the Ministry level by phone

or in person, depending on whom the beneficiary feels comfortable with. Any of these personnel should then fill out a Complaint Form on behalf of the person and log it in the Complaint Log.

Receiving complaints in the field:

MoA's supervision engineers, project level GRM Focal Points and/or Contractor on site are all considered the first level of GRM which offers the fastest and most accessible mechanism for the resolution of grievances. The Project GRM FP is responsible for documenting all grievances and complaints received and summarizing their status and how resolved in their regular reports submitted to the Ministry's GRM Focal Point and the PMU (through the field engineers).

Phone Calls:

The Project GRM FP should own a phone. Contact details for them should be shared with the community for reporting grievances. When receiving a grievance/during the uptake process, the Project GRM FPs receiving the complaint shall respect the wishes, choices, right and dignity of the complainant. The Project GRM FP receiving the phone call should guide the complainant on where to find the complaint form and where to submit it to record the grievance officially, or fill the complaint form him/hers through the phone.

Contractors:

GRM applies to all contractors and consultants with whom the project has contracted and who are also required to keep a register of complaints or record complaints received during their assignment. Contractors and consultants will also have hard copies of the Complaint Registration form. Additionally, the contractors are one of the GRM uptake channels, that are required to receive and document complaints relevant to the project. Also, the contractors are one of the important sources for verification and investigation process.

Public Service and Complaints System

At the Ministry level, the complainant submits a complaint in person or electronically via the Ministry's website or by telephone, where all complaints are lodged on the "Public Service and Complaints System" of the Directorate of Management and Support Services, through which the complaint is referred to the relevant party that follow up and inform the service recipient of response to his queries by phone, via e-mail.

The Government Electronic Complaints Platform "At Your Service" (Bekhedmetkom):

Complaints and suggestions are received on the platform (Bekhedmetkom). Its link is available on the website of the Ministry of Agriculture. The complaint is received by the head of the Institutional Development Department, who sends it to the relevant directorate. Complaints are issued a reference number that is sent to the person submitting the complaint or suggestion to inform him of the receipt of the complaint. The response to the complaints is then sent immediately to the complainant upon response by the relevant directorate.

3. Sorting and Processing

To consolidate, monitor and report on information related to grievances, it is essential to document the grievances received upon receipt as explained in Step 1, and to categorize and prioritize these inputs to manage the process effectively.

The documentation and registration process is completed by the person who receives the complaint, and the person whom the complaint is referred to either at the Project level or at MOA level. All relevant details at the first point where they have been lodged should be also documented. Documents should be collected and kept in a special file according to the archiving system approved by MOA and the project. It is important to ensure the confidentiality of complains at all stages in the response and process, this includes:

- Not sharing personal information without the consent of the complainant
- Keeping records of complaints in a safe place

- Not sharing the complainant's information with other parties.
- All records shall be kept and filed into the GRM database managed by the PMU.

Role of the GRM Focal Points at MOA level:

The Public Service Division, the Directorate of Management and Support Services, the Strategic Planning Directorate, and the Institutional Development Division are the main GRM FPs at the Ministry level. They are the key bodies at MOA who are responsible for receiving and handling complaints and grievances from anyone in the community relating to the project. The FP documents grievances and complaints in the Ministry complaints' logs with the following information: complainant name (unless anonymity is requested), contact address, date of the complaint, uptake channel, description of the grievance, procedures taken to resolve the complaints, timeframe of the resolution, description of the resolution, and name of the person who received the complaint. The FPs also handle the complaints that are within their power but refer all others to relevant directorate and divisions in the Ministry and continue to follow up on the complaint until it is resolved.

Role of the GRM Focal Points at the Project level:

The Project GRM FP is in charge of categorizing the complaints according to the list of services and activities in the projects, and transferring them to the relevant person /department in charge of handling grievances, as per the below:

- i. **Sorting and categorizing the grievances.** This will be one of the daily duties for the Project GRM FP, it will be through assigning a case reference number for all the submitted grievances for tracking purposes.
- ii. **Transferring the grievances.** The Project GRM FP then determines the person/department concerned with the complaint and transfers the complaint form to the relevant party.

4. Acknowledgment and Follow-up

To enhance the accountability of the GRM, all complainants, irrespective of the uptake channel (or their nature) they used to lodge their GRM or the party they lodged their complaints with should be informed of the receipt of their complaints. The complainant should receive an acknowledgment of the receipt of the complaint within a prescribed and reasonable timeframe, along with a case reference number which helps them track their complaints. Hence, after registering and categorizing the grievance, the complainant will be notified via text message or email, according to his contact information, of the receipt of the complaint and the time required to handle/resolve it. Each complaint has a reference number, whether it was submitted through the "Bekhadmatekom" platform or officially registered in the office of the Ministry of Agriculture or received at the Project level.

The standard response time to resolve a complaint is seven days but depending on the type and nature of the complaint, some are resolved instantly, and others could take up to one month. Should the grievance remain unresolved within this timeframe or if the complainant is not satisfied with the resolution provided, it is escalated to the project's PMU or the agricultural directorate/division relevant to the project, who will conduct the same steps in documenting the complaint and reviewing the complaint details and possible ways of resolving it. The Project GRM FP will provide a status update to the complainants, inform them if there will be delays in resolving their case, and provide the date for which they will be able to provide a response.

5. Verify, Investigate and Act

Procedures for handling grievances at the Project level

1. Complaints that are straightforward can often be resolved on the first contact, the Project GRM FP. If this is not the case, then the complaint may require further investigation where the Project GRM FP transfers the complaint to the specialized agricultural directorate/division relevant to the project.

2. Depending on the type and nature of complaint, the Project GRM FP can also forward the complaint to the MOA supervising engineer or the contractor on-site who can handle the complaint and work on investigating and resolving it.
3. If the type of the complaint requires it to be referred to one of the PMU members, in such case, the specialized PMU staff is the one who does the verification and investigation process.
4. The above-mentioned parties in charge of handling the complaints will gather the necessary information and data related to the received grievances, contact and meet with all the relevant parties to the complaints to collect information and supporting documentation that will help in reaching an acceptable resolution. Investigation of grievances/complaints also involves site visits and consultations with relevant parties (e.g., affected persons, contractors, witnesses, etc.).
5. All complaints have a specified timeframe for resolution. The typical time for resolving a case is 7 working days, with a maximum timeframe of 20 working days depending on the type of complaint. The Project GRM FP will follow up with the relevant parties mentioned above in charge of handling the complaints to ensure that the response will be provided within the agreed upon timeframe, and as soon as FP receives the response, he/she will communicate it to the complainant through sending an SMS, and record the response in the grievance log to be shown in the monthly report provided to the PMU.
6. All citizens have the right to appeal the decision/outcome of the complaint they submitted to the GRM. In case the complainant is not satisfied with the decision on his/her complaint, or in the event that the complaints cannot be addressed at the project level, the PMU or the specialized agricultural directorate/division relevant to the project act as the first level of escalation. The Project GRM FP forwards the complaint to the PMU staff or specialized agricultural directorate/division to be handled/investigated within 5 working days. If complainants are not satisfied with the resolution proposed by the PMU, they have the right to escalate their complaints to the Project Steering Committee, which conducts the appropriate investigation and provides response to the complainant within 10 working days through the PMU.
7. Once all possible means to resolve the complaint are proposed and if the complainant is still not satisfied, he/she has the right to resort to the courts.

Anonymous Complaints are recorded in a special register and are not neglected. They are given a case reference number, to which the phrase “unknown” is added. Anyone from the anonymous complainant’s side can use the case reference number to track the status of the complaint.

Complaints will be handled and processed in a serious and transparent manner. The nature of the relationship with the complainant shall not be affected, whether external or internal.

Procedures for handling grievances at MOA level

- 1- Once the complaints are received through the MOA uptake channels and assigned a case reference number, the MOA GRM FPs are the main responsible parties for handling, investigating, and resolving the complaints.
- 2- The MOA GRM FPs will handle the complaints that are within their power and will refer all other complaints to the relevant agricultural directorates and divisions in the Ministry.
- 3- Similar to the complaints received at the project level, the typical timeframe for resolving a case is seven working days, with a maximum timeframe of 20 working days depending on the type of complaint.
- 4- In case the complainant is not satisfied with the decision on his/her complaint, or in the event that the complaints cannot be addressed at the above-mentioned levels, complaints can be escalated to the Central MOA or the PMU, in which the MOA GRM FP transfers the complaint to them for handling and resolution within 5 working days. If complainants are not satisfied with the proposed resolution, they have the right to escalate their complaints to the Project Steering

Committee or the Central MOA Department heads, which conducts the appropriate investigation and provides response to the complainant within 10 working days through the PMU.

- 5- Once all possible means to resolve the complaint are proposed and if the complainant is still not satisfied, he/she has the right to resort to the courts.

Gender- Based Violence (GBV) Complaints:

The GRM receives and address all kinds of complaints, including grievances related to Gender-Based Violence (GBV). The GRM Procedures document provides more details on addressing and handling GBV complaints. It should be emphasized that any report should not contain specific information on individual cases. It is essential to protect the confidentiality and safety of GBV complainants.

6. Provide Response to the Complainant:

Once the resolution is identified and agreed upon, the GRM FP documents the resolution in the complaints log and provides a copy of the log with all received complaints and their status to the PMU on a monthly basis. Complainants who submitted their complaints through the different uptake channels are usually informed of the resolution of their complaints by phone through the GRM FPs or the complainant is requested to come to the Ministry's headquarters or Agricultural Directorate to close the complaints.

7. Reporting

GRM focal points for all projects will report to the MOA/PMU GRM focal point on a monthly basis. The reports should provide an overview of feedback received that is related to projects' implementation. Additional information should include:

- Nature of the feedback
- Aggregate information on the GRM users (beneficiaries/affected persons)
- Information on where the feedback was received and in what format.
- Information on the status of complaints and queries (resolved, under review, etc.).
- Information on how complaints and queries were resolved.
- Information on unresolved complaints/queries and why they are not yet resolved.

Such reports may also include recommendations for improving the GRM design and process. These recommendations should be based on the monitoring of the GRM, specifically the extent of the GRM's functionality and the types of feedback that have emerged.