

**ETHIOPIA URBAN PRODUCTIVE SAFETY NET
AND
JOBS PROJECT**

STAKEHOLDER ENGAGEMENT PLAN

Updated for Third Additional Financing

**September 2025
Addis Ababa**

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1. Introduction /Project Description

The parent project UPSNJP (P169943) is financed through an IDA Grant of US\$400 million equivalent (IDA Grant No. D7320) and US\$90 million contributed by the GoE. It became effective on January 28, 2021. With additional contributions via two AFs, the project budget is now US\$643 million. Of the total project resources, US\$70.5 million is donor contribution through Multi Donor Trust Fund (MDTF) and the Prospects Trust Fund. As of May 9, 2025, the project has disbursed 83 percent of the total IDA and Trust fund amounts, with the original grant at 92 percent disbursement. The current closing date is December 31, 2027.

The first AF (P177654) was approved in July 2022 in the amount of US\$58 million equivalent, financed by the Governments of Canada and the Netherlands (PROSPECTS TF, Recipient-Executed Disbursing Account - REDA) to scale up the Project with a particular focus on gender and IDPs following the conflict in Northern Ethiopia and the prolonged drought in large parts of the country which had caused extensive displacement. The second AF(P181550) was an IDA grant of US\$82.5 million – US\$75 million equivalent from the Window for Host Communities and Refugees (WHR) and US\$7.5 million equivalent from the National Performance-Based Allocation. In addition, a grant of US\$12.5 million was provided by the Partnership for Improving Prospects for Forcibly Displaced Persons (FDP) and Host Communities (PROSPECTS) Trust Fund (TF). During the AF2, the closing date of the project was extended from December 31, 2025, to December 31, 2027, to allow adequate time for the completion of the AF-supported interventions on refugees and host communities. The development of the SEP has been guided by the requirements of the World Bank’s Environmental and Social Standard 10 (ESS 10) on Stakeholder Engagement and Information Disclosure. The overall goal of the plan is to ensure effective stakeholder engagement processes that can help to build trust within communities and guarantee efficient implementation of decisions that can result in better allocation of services. The project is implemented with the leading Ministry of Urban and Infrastructure, and coordinated with Ministry of Women and Social Affairs, Ministry of Labor and Skill and Ministry of Finance. The project targeted beneficiary’s Public work, Direct Support, Urban Destitute and Non-employed youth.

1.1. Brief Description

The proposed AF3 will support the expansion of the urban productive safety nets, with a focus on job creation for youth and economic inclusion for the urban poor. The AF3 would help scale up the project activities supporting the vulnerable population in addressing increasing poverty and climate vulnerability in existing and new urban areas. The AF3 would be combined with a level 2 restructuring to adjust the results framework and increase targets based on the AF expansion. The project would be fully implemented within the remaining time, without extension of the current closing date.

Subcomponent 1.1. Climate-Smart Public Works (US\$90 million)

The proposed AF3 would expand temporary employment to additional 318,000 beneficiaries through the climate-smart public works activities in the existing UPSNJP cities.¹ The activities would be expanded to new kebeles and communities within current cities which are increasingly

exposed to climate hazards such as extreme heat (urban heat island effect), floods, landslides or wildfires. The implementation of the public works would continue to cover areas where municipality interventions are limited and experience higher climate vulnerability, especially where the poor and vulnerable live; to ensure that overlaps are limited and impacts are higher in poorer communities in enhancing the infrastructure and services to better respond to current and future climate hazards. The purpose of this AF is to expand the benefits of climate-smart public works to more urban communities in cities increasingly exposed to climate shocks and enhancing the adaptive capacity of climate vulnerable urban residents to respond to the adverse impacts of both, sudden and slow onset events, and foster safer, cleaner, and more climate-resilient urban environments, particularly where poor and vulnerable people live. Temporary employment would span for a shortened timeframe of 30 months (compared to the original timeline of 36 months), providing beneficiary more time to engage in their supplementary income generating activities and access to coaching services (under subcomponent 1.2). New beneficiaries would be assisted to open bank account, get national ID. Wages would be paid through the Commercial Bank of Ethiopia, enabling the promotion of saving and financial inclusion to enhance their capacity to withstand potential climate shocks.

Subcomponent 1.2 Livelihood Support (US\$75 million)

The AF3 would provide livelihood support to the new public works households targeted under subcomponent 1.1. Beneficiaries would receive the same package of support and services as the existing UPSNJP beneficiaries, including training in life skills, business and job search skills, and technical skills. Beneficiaries would also receive financial assistance in the form of a one-time grant of US\$600, as well as coaching and mentoring. Group coaching would be strengthened by reducing public works hours and extending coaching services. Beneficiaries would continue to get the daily wages while participating in training and coaching activities.

The AF3 would initiate a new intervention aimed at fostering business enhancement for female entrepreneurs, who have previously benefited from the urban safety net. Women make up the great majority of the informal sector due to long standing gender-driven inequalities to access education, employment, rural to urban migration and societal expectations. These female entrepreneurs also face heightened climate vulnerability due to their concentration in certain sectors and extra barriers to adaptation and mitigation, such as limited access to finance, technology, information, and supportive policies. The proposed pilot aims to promote women's economic empowerment by providing a package of support to selected 500 female beneficiaries who are running businesses.² A package of support may include trainings on business skill training, value chain and marketing training, coaching and mentoring, and a livelihood grant in the form of a matching fund, whereby participating financial institutions would allocate at least an equal amount of the matching fund to support the businesses. The design and delivery of the intervention will be informed by experiences and lessons of the World Bank-financed Women Entrepreneurship Development Project (WEDP; P122764).³

Under Subcomponent 1.2, the AF3 would also target beneficiaries under the PDS (beneficiaries under component 3.1) as a new approach to promoting livelihood to safety net beneficiaries. Currently, PDS is provided in the form of monthly cash transfers to labor-constrained households

with no work-able members to participate in public works. However, preliminary findings from an assessment conducted by MOWSA indicate that approximately five percent of PDS beneficiaries are either engaged in income-generating activities or are willing to start livelihood activities to become self-reliant, exiting from social assistance. To this end, under this AF, the project would pilot livelihood support interventions for 1,500 PDS beneficiaries in select cities to equip them with the necessary skills to start and sustain climate-resilient livelihoods. This initiative aligns with the GoE's Development Plan and the government's intent to create a dynamic social protection program. Beneficiaries would receive tailored interventions addressing their unique needs and situations, including differentiated implementation modalities and support. A potential range of livelihood support services includes training on life skills, financial literacy, and technical skills, business development services, livelihood grants, coaching, psychological support, and regular follow-ups by social workers. Upon initiating income-generating activities and assessing the viability of their livelihoods, PDS beneficiaries would exit from the program following an assessment.

Component 2: Fostering Labor Market Integration of Urban Youth (US\$52 million)

Subcomponent 2.1 Provide a First Work Experience for Less Educated Urban Youth (US\$49 million)

The AF3 would support the scale-up of the subcomponent in the existing cities as well as new cities, all of them exposed to more frequent and intense climate hazards such as extreme heat or urban floods, to increase the number of youths in life skills training and apprenticeship programs while enhancing their adaptive capacity to respond in the event of a climate shock. The AF3 would expand the youth apprenticeship program into 27 cities, including the current 11 cities, and target additional 97,500 youths, with 60 percent being women, including young mothers.

Subcomponent 2.2 Strengthen Employment and Intermediation Services (US\$3 million)

The proposed AF3 will increase the number of OSSCs that will be refurbished and capacitated to the total of 48 OSSCs (18 under the Parent + 30 under AF3). This effort aims to integrate and utilize the Labor Market Information System (LMIS) to better serve urban job seekers across various cities in Ethiopia. In addition to physical refurbishment, the MoLS will provide relevant trainings to equip OSSC employees with relevant technical skills to provide key services such as job matching.

Component 3: Social assistance and reintegration support to vulnerable urban residents and the homeless (US\$24 million)

Subcomponent 3.1 Expanding Permanent Direct Support (PDS) (US\$20 million)

The AF3 would maintain the PDS beneficiary caseload of 162,000 in the existing 83 UPSNJP cities to ensure continuous social assistance being provided to the most vulnerable labor-constrained households in climate-vulnerable areas. It addresses the needs of the poor and is in part aimed at building their resilience to the effects of climate change-driven drought and extreme heat in urban areas, by offering predictable long-term cash payments and service linkage which reduce their climate vulnerability due to comprised health condition, social isolation, limited access to resources and information and inadequate infrastructure. Monthly cash assistance would be provided as direct support for the duration of the project. Linkage to services would be facilitated by social workers, including access to community-based health insurance, education, psychosocial support, and food, among others.

Subcomponent 3.2 Services for the Urban Destitute (UD) (US\$4 million)

The AF would also scale up sub-component 3.2 on services to the UD in 10 existing cities to respond to the needs of 8,000 homeless people. The sub-component, which would be implemented by service providers, would identify and select UD beneficiaries based on the pre-identified four target categories.⁴ Based on key lessons learned from earlier implementation under the project, the implementing agencies would work with a government-run center (Lenegewa Women Rehabilitation and Skill Development Center in Addis Ababa) as well as with non-governmental organizations to provide rehabilitation services to UD beneficiaries with a goal to successfully reintegrate them into community, society, and family.

Component 4: Project Management, System Strengthening, and Monitoring and Evaluation (M&E) (US\$9 million)

This component aims to enhance institutional capacity, project management, and M&E efforts. It provides support to project management cost required for the implementation of project activities at the federal, regional and city level. The component will also enhance the project's GRMs based on a recently conducted assessment. Furthermore, the component focuses on developing the program's MIS to develop all modules and ensure sustainable development and management of the system. The system will allow the urban safety net program to identify climate-induced vulnerabilities and build community resilience. Finally, the component would strengthen and support key processes such as targeting, enrolment, payments, grievances, citizen engagement, and monitoring.

Component 5 CERC The CERC is activated and funded in case of a declared crisis that affects the economy or the environment and threatens to increase the vulnerability of the urban population.

2. Objective/Description of SEP

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. The SEP outlines the ways in which the Urban Productive Safety Net and Jobs Project will communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, or make complaints about the project and any activities related to the project. The SEP specifically emphasizes methods to engage groups considered most vulnerable and that are at risk of being left out of project benefits.

3. Stakeholder identification and analysis per project component

3.1. Methodology

The project stakeholders can be divided into project beneficiaries, implementing and other stakeholders. In the context of the UPSNJ project, there are primary stakeholders (beneficiaries and project affected groups) and implement stakeholders that are interested and have influence on the project and have responsibility for implementation of the project. These include implementing government ministries, development partners, regional states, sector offices and agencies, training and education institutions and other stakeholders include those that are interested and have some influence on the project. These are private sector actors, civic and community organizations. For the Urban Productive Safety Net and Jobs Project, the following stakeholders have been identified

and analyzed per project component. These stakeholders include affected parties Stakeholder Identification and Analysis

For the third additional financing preliminary consultation was conducted with stakeholder's details can be found in annex 5. Additional stakeholder consultation will be organized and conducted by the PCU beginning from May 2025. Consultation will be carried out with implementing partners. Input from the consultation will help fine-tune the project. The key issues discussed are proposed number of beneficiaries per component and different scenarios for new versus existing cities. The proposed AF III for scaling up component activities, including geographic expansion, budget allocation, targeting strategy, and processing timeline. Key design parameters agreed upon include: (i) focusing on existing cities to cover kebeles and sub-cities not currently included (ii) including all components except RHISN and IDP, unless new funding is obtained; (iii) using community targeting and PMT for beneficiary identification.

Table 1 Stakeholder Engagement Activities for third additional finance

Stakeholder Group	Institutions	Number of participants	Method of engagement	Topic of Consultation	Time frame	Venue
Implementing partner	MUI, Urban Food Security and Safety Net Office (FPCU) MoWSA, MoLS	25 Participants, Male-24 Female-1	Discussion	Concept note preparation for third additional finance	May 10,2025	Adama
Implementing partner	MUI, Urban Food Security and Safety Net Office (FPCU) MoWSA, MoLS	25 participants, Male-24 Female-1	Discussion	Initial discussion related to prospective options and implementation of the program	May 11,2025	Adama
Implementing partner and World Bank	Ministry of Urban and infrastructure, Urban Food Security and Safety Net Office (FPCU), MoWSA, MoLS and World Bank	36 participants,, Male-29, Female - 7	Discussion on third Additional financing	The proposed AF III for scaling up component activities, including geographic expansion, budget allocation, targeting strategy, and processing timeline.	May 23,2025	Addis Ababa

3.2. Affected parties

Project affected parties include all beneficiaries and the local communities who are expected to be targeted by the UPSNJ project interventions. The core safety net component of UPSNJ project targets the members of the urban poor households, vulnerable groups, which include women and children, unemployed youth, senior citizens and elder groups, people with disabilities, homeless individuals and urban destitute people in selected urban communities in which the project aims to support and to lift them out of poverty under the various project implementation components.

3.3. Other interested parties

At city level, Mayors of the target beneficiary cities, City Councils, Urban Development/Food Security office, Municipal Service Offices, private businesses and organizations, such as Chamber of Commerce, business enterprises, sectoral Sub Cities/Kebele administrations, religious and traditional associations (Ekub and Edir), urban dwellers in project areas (host communities) and nongovernmental organizations working in social service areas are other interested parties.

Table 3: List of UPSNJP stakeholders at National, Regional, City and Community level in accordance with project components and subcomponents

Component	Subcomponent Description	National level	Regional/City Level	Woreda/ Kebele Level
Component 1: Urban Safety Net	1) Labour Intensive Public Works Projects, and Livelihoods activities, as well as Refugee-host integration under the project and IDPs support cash transfer included for the additional financing	MUI, MoWSA, MoF, National Project Steering committee, PCU RRS, NDRMC and the World Bank and other development partners for Additional Financing such as the Government of Canada, the Government of Denmark and the Government of the Netherlands etc...	RoUDI, ULGs, City Councils, Regional/City RSS, Regional/city level, DRMC, WSA Offices, Regional/City Environment protection Authority/Offices, TVET and Enterprise Development Bureaus /Offices	Woreda/Kebele Administrations, community members, targeted beneficiary individuals and households, women and youth groups, NGO/CSOs, Religious and Traditional Institutions like Idir, Associations of Senior Citizens, People with Disabilities, Refuge and -host communities and IDPs support beneficiaries
Component 2: Foster Urban Youth Employment	Connect unemployed youth to jobs by alleviating key constraints to job search and providing youth with a first work experience	MUI, MoLS, TVET and Enterprise Development, Chamber of Commerce, development partners Private business consultants	Regional/City Level BoUDI, TVET Institutions, Private training institutions Chamber of Commerce, NGOs Employers' associations City Women entrepreneurship associations City chambers sectoral associations	Targeted beneficiary communities, unemployed youth, women groups, Association of People with Disabilities
	Subcomponent 2.1.: Provide a first work experience for urban youth	MUI/PCO, MoLS, TVET Institutions, RRS, Chamber of Commerce, Development partners	Regional/City Level BoUDI, TVET Institutions RRS, Chamber of Commerce,	Target beneficiary communities, unemployed youth, women groups,

Component	Subcomponent Description	National level	Regional/City Level	Woreda/ Kebele Level
			Employment Agencies, NGOs Business associations, city women entrepreneurs' associations	Association of People with Disabilities, Business owners
	Sub-component 2.2: Strengthen Employment and Intermediation Services	MUI, MoLS, PCU TVET Institutions, Chamber of Commerce, CSOs/NGOs	Regional/City Level BoUDI, TVET Institutions, Chamber of Commerce, Employment Agencies, CBOs/CSOs and NGOs	Targeted beneficiary communities, unemployed youth. representatives, women and youth groups, Association of People with Disabilities Volunteer individuals Prominent business owners
Component 3: Strengthen Social Services for the Urban Poor and Destitute	1) Social assistance for elderly and disabled covered by permanent income support (PDS) combined with case management 2) Service for the Urban Destitute through the recruitment of NGOs with the objective of homeless people's social, economic and educational reintegration, including street children.	MUI, MoWSA, MoH, NGOs	Regional/City Level Women and Social Affair Offices, Health Care Services, Schools, NGOs.	Woreda/Kebele Administrations. target community members, target beneficiary households/individuals, Social and Traditional Associations (Edir, Equib) and religious leaders
Component 4: Institutional Strengthening, Project Management and Monitoring and Evaluation	1) Training on capacity building and institutional collaboration to strengthen project management, 2) Support citizen engagement and social accountability 3) Strengthen Monitoring and Evaluation system with the use of MIS	MUI, PCO, MoWSA, MoF, MoLS, RRS at the national level	Regional /City level BoUDI, PCO, BoWSA/offices, RRS, Environmental Protection Authority/ Offices	Woreda/Kebele administrations, Woreda/Kebele level Urban development/Food security project implementation focal persons and RSS focal persons, and sector offices, Woreda/kebele LSA offices, NGOs, and CBOs

Table 4: Description of Stakeholders and their roles and interests in the project

	Description of Stakeholder	Expected Role	Information needs and interests
A.	<i>Overall UPSNJ Project</i>		
	<i>Federal Level</i>		
1	Ministry of Urban and Infrastructure (MUI)	Responsible for urban Infrastructure and food security	Project design, implementation reports, M&E, and other project related requirements

	Description of Stakeholder	Expected Role	Information needs and interests
		projects to alleviate urban poverty. The lead Ministry for overall management and implementation of UPSNJP through developing implementation guidelines, training materials and manuals and establishing project implementing agencies such as PCU	
2.	Ministry of Women and Social Affairs (MoWSA)	Implementing agency for component 3. Assign staff to constitute the respective subunits that will closely support the coordination of project activities in both institutions. Co-chair the UPSNJC National Steering Committee Provide policy direction and technical guidance for promotion of Women, children and youth welfare issues. Provide technical assistance and guidance to ensure fair, transparent and inclusive targeting is applied to women, children and youth, elders and ensures gender and child protection issues are adequately considered, addressed, monitored, and adjusted accordingly Contribute to the GBV plan and support its implementation and monitoring.	Project design, implementation reports and M and E focusing on Component 3
3	Ministry of Finance (MoF)	Responsible for financial management, budget managing payments (which are delivered through Commercial Banks and Financial Institutions)	Financial information from the project
4	Ministry of Labor and Skill (MoLS)	Overseas, guides, and monitors the job creation agenda. It has been closely involved throughout the design of Component 2 of the proposed project. The MoLS will be responsible for the implementation of Component 2 (Youth employment) Provide policy direction and technical guidance on project matters relating Employment and Labour issues	Project Implementation Updates and Reports, data and information on target beneficiaries, issues and concerns raised by beneficiaries

	Description of Stakeholder	Expected Role	Information needs and interests
5	UPSNJP Federal Steering Committee Chair: MUI Co-Chair: MoWSA Members:(MoF, MoLS, RRS, Regions and Development Partners (World Bank, and other development partners for Additional financing such as the Government of Canada, the Government of Denmark and the Government of the Netherlands)	Overall UPSNJP Policy oversight	Project updates, implementation challenges, replicable good practices, issues requiring attention and guidance
6	Technical Coordination Committee (TCC) Chair: Responsible directorate of MUI Co-Chair: Responsible directorate of MoWSA Secretary: PCU	Direction, guidance on implementation	Project implementation updates, identified concerns and challenges requiring additional guidance and attention
7	Project Coordination unit for UPSNJ Project	Management and Coordination of the Project, Reporting.	Project implementations follow ups, implementation reports and updates, challenges and concerns requiring immediate guidance and attention
B	<i>UPSNJP By Component-Federal Level</i>		
	<i>Component 1</i>		
1	MUI /Urban Food Security	Provides directions for projects, prepare & update implementation manual, arrange awareness creation and training projects for the community, identify cities for the projects with the help of regions	Project implementation updates, identified concerns and challenges requiring additional guidance and attention
2	Financial Institutes	Commercial Bank of Ethiopia Deliver payments to beneficiaries, provide training and awareness for the community regarding saving, facilitate loan/credit services for beneficiaries and ensure adequate savings available for graduation	Data and information on the number of enrolled beneficiaries in the project, status of participation in livelihood skills training
3	Refugee and Returnee Services (RRS)	RRS is an implementing partner in the RHISN, whose role is to co-ordinate the RHISN with the rest of refugee policy and to provide protection to refugees, per its institutional mandate.	Project implementation updates and reports, data and information on target beneficiaries, issues and concerns raised by beneficiaries focusing on subcomponent 1.3
4	National Disaster Risk Management Commission (NDRMC)	DRMC is a stakeholder in the IDPs, whose role in register, co-ordinates the IDPs as per its institutional mandate.	Project implementation updates and reports, data and information on target beneficiaries
	<i>Component 2</i>		

	Description of Stakeholder	Expected Role	Information needs and interests
5.	MUI	Implementation, coordination and support, information sharing and monitoring	Regular feedback from private businesses and training institutions, timely information on job posts,
6.	Chamber of Commerce and business associations	Participate in apprenticeship, follow up and reporting, information on job vacancies and skills requirements	How the program works and roles and responsibilities, incentives,
7.	Ministry of Labour and Skill (MoLS)	Oversight, implementation and M&E Coordinate and facilitate, support in identifying potential businesses for apprenticeship, business associations	Project design, implementation report
8.	Refugee and Returnee Services (RRS)	RRS is an implementing partner in the Bikat youth employment component, whose role is to co-ordinate Bikat with the rest of refugee policy and to provide protection to refugees, per its institutional mandate.	Project implementation updates and reports, data and information on target beneficiaries, issues and concerns raised by beneficiaries focusing on subcomponent 2.1
	<i>Component 3</i>		
9.	MoWSA	Implementation and coordination of component 3, contribute to development of guidelines, manuals and environmental and social documents, responsible for their implementation under component 3.	Data and information on beneficiaries, Reporting from implementing partners, monitoring quality of services and implementation challenges
C	Regional Level Bureaus		
	<i>Component 1</i>		
1	Regional Urban development and infrastructure Bureau	Provide directions for project entry Support the ordering of the roll-out to new cities by providing information on the existence of key capacities, support training and capacity building for cities targeted for expansion Facilitate information exchange and learning	Baseline data and information on beneficiaries, project implementation follow ups, implementation updates, SEP management challenges and concerns requiring immediate guidance and attention
	<i>Component 2</i>		
2.	Labor and skill	Support planning and implementation Coordinate and facilitate, support in identifying potential businesses for apprenticeship, business associations	Information on project activities and consultation Information on beneficiaries, project implementation follows ups, implementation updates, manage challenges and concerns requiring immediate guidance and attention
	<i>Component 3</i>		
3.	Regional BoWSA	Support planning and implementation	Information on project activities and consultation
D	City Level Offices		

	Description of Stakeholder	Expected Role	Information needs and interests
	Overall UPSNJP		
1	City Administration	Support the ordering of the roll-out to new cities by providing information on the existence of key capacities Support training and capacity building for cities targeted for expansion	Data and information on beneficiaries, project implementation follow ups, implementation updates, SEP and GRM management challenges and concerns requiring immediate guidance and attention
2	City level Technical Coordination Committee	Select kebeles/ ketena for inclusion in the UPSNJP participating cities following geographical targeting or expansion in client numbers, review client numbers to be allocated across kebeles/ ketene, approve the overall client list for the cities	Baseline data and information on beneficiaries, targeting implementation follow ups, implementation updates on SEP and GRM management, challenges and concerns requiring immediate remedial guidance
	UPSNJP by component-City Level		
	Component 1		
1.	Urban development and Infrastructure	Serve as secretariat of the city level technical committee Monitoring and reporting to the technical committee, guidelines and reporting formats, facilitate learning and exchanges, supervision on behalf of the technical committee, monitor fiduciary and safeguard	Reports from kebeles and ketene, implementation challenges, capacity building for city office
	Component 2		
2.	City level MSE offices	Facilitate CB for OSSCs, monitoring and communication on services offered	
3.	City Chambers of commerce and business/sectoral associations	Communication and motivation with businesses, coordination with city MSE office, sharing information on job openings and skills needs from member enterprises, support development of plans for apprenticeships,	Information on project and plans, consultation with members, feedback forums,
	Component 3.		
4.	City Level Women and Social Affairs Office	Identify and organize those individuals eligible for direct support and destitute component. Identify key partner NGOs, support and monitor implementation	data and information on beneficiaries, targeting implementation follow ups, implementation updates on SEP and GRM management, challenges and concerns

	Description of Stakeholder	Expected Role	Information needs and interests
5.	City level Urban & Infrastructure Task Force	Identify and verify eligible beneficiaries, create awareness about the targeting process to the community, review and approve client list, mobilize resource to assist vulnerable groups, prepare work plan and report about targeting, and support distribution of client cards	Identifying stakeholders at kebele levels, feedback on beneficiary list, activity reports
E	Woreda/Kebele Level		
	Overall UPSNJP		
I	City/Woreda Council and Kebele Administrations Urban administration units of government at Woreda and Kebele level. The city and woreda councils are elected by local citizens.	Decision making body on all subproject development matters taking place in the Woreda /Kebele	Project implementation work plans, follow ups and progress reports
	Component 1:		
2	Kebele/ Ketena Targeting Committee/ Community Care Coalition:	Identify and verify eligible beneficiaries, create awareness about the process and value of graduation and prepare plan and report about the targeting methods and procedures	Follow up and progress report
	Component 2		
3.	OSSC (One Stop Shop Centers)	Communication and outreach on project services, facilitation of consultations, maintaining data base of job seekers and job openings, skills data base of trainers and service providers, referral to training and counselling services,	Resources and capacity building and systems for managing workload,
4.	Participating in Private businesses	Implement apprenticeship, communication and information exchange	Developing apprenticeship plan, roles and responsibilities, incentives for businesses, information exchange on available vacancies and specific skills required,
	Component 3		
5.	Woreda/Kebele labor and social affairs office	Identify potential NGO partners, develop targeting criteria and set up beneficiary screening and selection committee communication and outreach, monitoring and reporting, coordination and facilitation	Capacity building needs for partners, information and data on beneficiaries, implementation challenges and lessons,
6.	NGOs and other non-profit service providers working on providing services for the homeless	In collaboration with Labour & Social Affair Offices provide and coordinate services to elderly, women, street children	Project implementation work plans and progress report, clarity of required standard of services,

	Description of Stakeholder	Expected Role	Information needs and interests
		homeless services for technical support all development matters taking place in the city	
F	<i>Beneficiaries</i>		
	Component 1		
1.	Urban Poor public works and livelihoods beneficiaries	Participate in PW, participate in training, and livelihood grants, provide information for project management,	Clarity regarding process and targeting, transparency in targeting decisions, grievance mechanisms, Rules and conditions of LIPW, timely transfers, criteria for qualifying for business development and livelihood grants, information on GBV and referral services, rights and exemptions e.g. for pregnant women, access to childcare services
	Component 2		
2.	Urban youth unemployed	Participate in training, counselling, apprenticeship,	Equity and accessibility of information for all interested, simple and clear message on project offer, clarity of registration process and requirements, transparency in selection process, terms and conditions of apprenticeship and assistance for job search GBV and referrals,
	Component 3:		
3.	Families with no able-bodied person-permanent direct support beneficiaries (elderly, orphans, disabled etc)		Accessing timely information on criteria for qualification. Transparency in targeting, effective GRM, regular feedback mechanism, ease and secure transfer for direct support, accessibility of project communication (door to door) communication and feedback may be preferred) and accessibility to GRM, information on community bases health services, support for accessing social services ease of access to health services eg. priority for senior citizens in public health centres, physical accessibility of health services (eg for wheelchair users)
4.	Homeless, including street children, women with children, adults and elderly	Participate and cooperate with social workers.	Information and rules for accessing services, time and location, form of communication, feedback and grievances, access to other project components
G	Development Partners		

	Description of Stakeholder	Expected Role	Information needs and interests
1	World Bank	- Provide technical support on project design and implementation - Provide project funding - Continue working with UNICEF to coordinate policy development capacity building and enhanced social work approach to strengthen MoWSA.	Project implementation updates and reports, status of social and environmental risk management, SEP implementation progress updates, period M&E reports
2	UNICEF	- Provide technical support on project design and implementation particularly for the direct support and destitute component of the project -Continue working with the World Bank and the government on policy development capacity building activities and efforts to strengthen MoWSA	Project implementation updates and reports

3.4. Disadvantaged / vulnerable individuals or groups.

Disadvantaged or vulnerable refers to those who may be more likely to be adversely affected by the Project. Such groups may be less able to take advantage of a project's benefits. Such groups are also more likely to be excluded from the consultation process. Various types of barriers may influence the capacity of such groups to articulate their concerns and priorities about project impacts. 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. Members of the community that are old might have mobility challenges to access venues for project activities, women and children, elderly and disabled individuals, persons with HIV/AIDS and chronic illnesses, refugee community and IDPs are often the most vulnerable members of society because of their limited access to information due to physical, social, cultural and structural barriers within the communities. These categories of people shall be particularly targeted with adequate information to understand the nature of the project activities and the anticipated positive and potential negative impacts of the project. They should also be provided with adequate information on how to access the grievance redress mechanism of the project whenever the need arises. Project should consult disability associations and organizations for engaging effectively with people with disability. Special efforts will be made to disseminate project information to these groups and to ensure their inclusion in the stakeholder engagement process. To involve women, particularly among the PAPs, in the stakeholder engagement process, the Project will work through female representatives in the affected communities, to identify suitable venues and timing for consultations. Regarding disabled groups, all venues for consultations, workshops and meetings should be selected with a view to facilitate physical access for disabled. Displaced PAPs (if any) will be informed about meetings and consultations via other community members in the area, and potentially through radio and social media.

Table 5: Characterization of Disadvantaged and Vulnerable Groups and Individuals

Stakeholder group	Key Characteristics	Language needs	Preferred notification	Specific needs
Elderly men and women participating in Direct Support	Constrained mobility, Health issues, carers,	Audio/verbal	One on one or small group verbal; communication, through churches, and Mosques and community-based organizations such as 'Iddir', traditional/ community leaders	Accessible venues for meetings, registration and processing of payments Flexibility of time and venue for meetings Minimise and shorten meetings at convenient times
Elderly men and women with disability	Physical disability/ mobility constraint Hearing and visual impairment	Assisted communication, brail and sign language where possible	One on one communication; visits at homes, project website, community-based organizations (Iddir), radio and disability associations, traditional/community leaders	Meet at homes/Shelter Use Partner NGOs for consultation and information written documents should be easy to read and understand.
Individuals/ Youth (potential apprentices) with disabilities	Hearing impairment (Hearing loss) Visual impairment (Low vision or blindness) Physical impairment (Mobility disabilities) Speech impairment, amongst others	Braille, audio, sign language	Written information, radios, social medial, associations; Project website.	Ensure accessibility of training venues, OSSCs, and other facilities, consult the special needs and provide sign-language translators/ interpreters where needed or hold separate and assisted meetings where possible.
Women	Consultation times will have to align with the needs of women. Women may have limitations about time of day or location for public consultation; they may need childcare for meetings or other additional support and resources to enable them to participate in consultations.	Local language as appropriate	Verbal, community announcement, focused group meetings, radios, traditional/community leaders etc	Meetings in close-by locations within communities Flexibility of time, duration and frequency of meetings Gender sensitive teaching and learning environments Accessible grievance redress system

Street Children	Street children lack basic needs such as food and drinks and may suffer from health issues Children are vulnerable to violence and exploitation Street children's high mobility challenges sustained consultation	Visual and activity based	Verbal communication Focus group and individual interviews, traditional/community leaders	Attending to meeting immediate needs (food clothing and immediate health needs) where appropriate in collaboration with partners Ensure child protection protocols are in place and followed by all in contact with children Experienced child participation as facilitator for meetings
Street children with disabilities	Hearing, visual and mobility impairment Complex health issues including mental health issues	Personal assistance, brail, audio, sign language	Verbal, sign language, posters, and written information, focus group and individual interviews, traditional/community leaders	Use professional assistance /social workers for communication Use experienced child participation facilitator Assist addressing immediate needs first. Ensure child protection protocols are in place when dealing with children
IDPs and refugee communities	Safety and assistance for necessities, such as food, shelter and social services including immediate medical services for IDPs	written documents should be easy to read, and in the language they can understand.	Verbal language, posters, and written information, focus group and individual interviews, traditional/community leaders	Assist addressing immediate needs first. Meet at Shelters/camps, Use host local administration and refugee representatives for consultation and information and assistance.
Ethnic minorities/linguistically differentiated groups	lack of equal representation Different cultural and linguistic traits	Particular language of the minority group	Face-to-face meetings at community level, traditional/community leaders	Feel marginalized and mechanisms need to be in place to empower and involve them in productive endeavors
Refugees with disabilities	Hearing, visual and mobility impairment Complex health issues including mental health issues	Personal assistance, brail, audio, sign language	Written information, sign language, radios, social media, associations; Project website; traditional/community leaders	Ensure accessibility of training venues, consult the special needs and provide sign-language translators/ interpreters where needed or hold separate and assisted meetings where possible.

4. Stakeholder Engagement Program

4.1. Summary of stakeholder engagement done during project preparation

Summary of Previous Stakeholder Engagement Activities

Several stakeholder consultations, formal and informal, have taken place since the start of the project design. The UPSNJ Project emerged from a series of stakeholder discussions and technical workshops that started back in 2016 among implementers of the ongoing UPSNP. Technical workshops and meetings were organized by the Ministry of Urban and Infrastructure with key partners of the UPSNJP including World Bank. As such, stakeholder engagement for the UPSNJ Project began early at project identification to allow stakeholders' views and concerns to be considered in the project design. Stakeholders during the project identification and preparation stages span government institutions, Development Partners, CSO/ NGOs, academia, youth groups, trade associations and private sector actors. Stakeholder engagement was further deepened during the preparation of the Social Assessment (SA), Environment and Social Management framework (ESMF) and Gender Based Violence Risk Assessment (GBV), which sought to identify potential environmental and social impacts including GBV from the proposed project activities, and to disseminate and disclose proposed mitigation measures.

Table 6:- Summary of Previous stakeholder engagement activities

Stakeholder Group	Institutions	Method of engagement	Topic of Consultation
Public work beneficiaries	Community members	Focus group discussion (FGD) and key informant interview (KII)	All issues related to the project including benefit level, rights and responsibilities, impacts and mitigation measures, GBV and other social risks. These discussions and interviews were conducted during the (UPSNJP) Project appraisal document preparation such as project ESMF and RPF in eight sample cities (Bahirdar, Jimma, Arbaminch, Adigrat, Shashemene, Dessie, Jigjiga and Addis Ababa) between October 10, 2019, and November 7, 2019. In all visited cities, 123 individuals were consulted during focus group discussion (FGD) and key informant interview (KII). Of the total participants, over 55 % were women. Moreover, awareness creation for project beneficiaries has been continuing during the project implementation.
Direct support	Community members	FGD and Key informant interview	Discussion and interview were conducted in eight sample cities as mentioned above from October 10, 2019, and November 7, 2019. In all visited cities with 32 representative individuals group discussion and interview were conducted. All issues related with the project including, benefit level, rights and responsibilities, impacts and mitigation measures, GBV and other social risks
Unemployed Youth	Community members	FGD	Overall objective of the project Their engagement with the labor market Potential GBV/SEA issues

			Opportunities and challenges /obstacles in the labor market. Focus discussion was carried out with 13 unemployed youth representatives in Addis Ababa city from October 19-20, 2019. In all visited cities with 32 representative individuals group discussion and interview were conducted
Vulnerable groups: homeless, elders and street children	Community Members	FGD	Overall information about component 3 of the project, potential challenges and opportunities they may face by participating in the project, potential social risks including GBV and others and mitigation measures. This was done with direct support beneficiaries in Addis Ababa city as stated on the above.
Contracted NGOs	Non-governmental organization	KII	On the overall objective of the destitute subcomponent of the projects, beneficiary groups, implementation arrangement for component III, potential risks and mitigation measures. Interview was conducted with two service provider representatives from Dessie and Addis Ababa city in October 30, 2019.
Private company representatives	Private sector	FGD	On the overall component of the Youth Employment component- specifically on the apprenticeship, opportunities and challenges. Discussion was conducted with five representative private company in Addis Ababa January 9, 2022,
Various government organization	Kebele, woreda, city level project implementers, Federal PCU Ministry of Women and Social affairs, Urban Development and Infrastructure, Ministry of Labor and Skill (MoLS), Refugee and Returnee Service (RSS)	KII & FGD	Over all objectives, activities of the project, options for intervention, potential challenges and mitigation measures, Overall capacity they have, and they lack. The practice of public consultation, key gaps and mitigation measures. Similarly, it was conducted between October 10, 2019 and November 7, 2019, and more than 48 participants were involved.

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

Awareness creation workshops and UPSNJP launch meetings with federal, regional and city level project implementers as well as with development partners were held. Moreover, consultative meeting and awareness creation training has been carried out with communities. Furthermore, the project has been announced with national broadcast media and information leaflets, and brochures distribution. Regarding, the first additional financing for the UPSNJP pre appraisal consultation workshop has been carried out with federal implementing stakeholders and representative from development partners such as the World Bank and the Government of Canada and will be

announced when it is approved and effective. Stakeholder engagement is a continuous process and depends on the needs of the project. For the project, awareness creation workshops and UPSNJP project launch meetings with federal, regional and city level project implementers as well as with development partners were held. Moreover, consultative meeting and awareness creation training with communities has been carried out. Furthermore, the project has been announced with national broadcast media and information leaflets, and brochures distribution. Regarding, additional financing for the UPSNJP pre appraisal consultation workshop has been carried out with federal implementing stakeholders and representative from development partners such as the World Bank and the Government of Canada and will be announced when it is approved and effective.

Federal MUI/ PCU and MoWSA project team have organized project launch meetings on a national level as well as organize meetings in each project city, woreda/kebele level with leaders, PAPs, and other interested parties. Meetings will be open-held events where PIU will present information, and people will be invited to make comments and express any concerns. A range of consultations with different stakeholders using various methods such as FGD, one on one discussion, community consultation, etc will be conducted and documented, and community level meetings will also be conducted with men and women (including vulnerable households) to better understand needs, expectations, and concerns of these population groups in relation to the project. The feedback received at these meetings will be documented and shared along with measures to be taken based on recommendations. Meetings in each of the city /woreda and kebele will also be organized on a quarterly basis.

Table 7: SEP Summary Table

N o.	Project Phase	Target Stakeholder	Topic of consultation or Message	Method Used	Responsibilities	Frequency /Timeline
1	Project Preparation Phase	Representatives of Government, Agencies and Departments Responsible for Implementation of the Project, NGOs and Development Partners (World Bank, and other development partners for Additional financing such as the Government of Canada, the Government of Denmark and the Government of the Netherlands)	Collect views on the design of the project, target beneficiaries, environmental and social risks, mitigation measures, grievance redress mechanisms and Stakeholder engagement plan	Public Consultation , FGD and Formal Meetings	MUI, MoWSA, MoLS.	Done during preparation stage
		Regional/ City Administration, City Councils, Municipal Offices, BoWSA, BoLS, EPA/Offices, BoFEC/offices, BoUDI/offices, TVET and other skills training institutions, Chamber of Commerce, business associations	Collect views on the design of the project, identification of target beneficiaries, environmental and social risks, mitigation measures, grievance redress mechanisms and Stakeholder engagement plan	Public Consultation , FGD and Formal Meetings	Regional/ City Administration , City Councils, Municipal Offices, BoWSA, BoLS, EPA/Offices, BoFEC/offices , BoUDI/offices , TVET	Done during preparation stage,

		Ordinary members of the community, target beneficiary groups, such as women, youths, the elderly and disabled, Members of NGOs, CSOs, Community Organizations, Religious Leaders Prominent business owners	Collect views on the design of the project, targeting project beneficiaries environmental and social risks, mitigation measures, grievance redress mechanisms and stakeholder engagement plan	Public consultation	Community, Beneficiary, NGOs and CSO	Done for the project, Launching of project for the AF
2.	Project Launch	National project launch: MUI, MoWSA, MoLS RSS and regional counterparts, NGOs, Development Partners (World Bank, and other development partners for Additional financing such as the Government of Canada, the Government of Denmark and the Government of the Netherlands).	Awareness of stakeholders on key project features aspects including fiduciary and safeguard, roles and responsibilities and roll out plans	Public consultation	MUI, MoWSA, MoLS RSS and regional counterparts, NGOs, Development Partners (World Bank	Done for the project, Launch of project for the AF
3.	Project Launch in participating cities	City administration, city level Food Security/Urban development, OSSCs, chamber of commerce, business associations, business owners, Youth groups and associations, Iddir and neighborhood associations, NGOs, residents, school directors and health service providers Elders, religious leaders, community leaders, CBOs, Women groups,	Explain key project features including fiduciary and safeguard, roles and responsibilities of each stakeholder, communication to beneficiaries and public	Formal discussion	City administration, city level Food Security/Urban development, OSSCs, chamber of commerce, business associations, business owners, Youth groups	
4	Project Implementation					Already done at the start of implementation of the project and will continue on quarterly bases and for the third additional financing
		Sub City and Kebele Administrations, Members of target communities, Senior	Mobilize and prepare target communities for project implementation,	Public consultation	Sub City and Kebele Administration	Ongoing on quarterly/

		Citizens Association, association s of people with disabilities, religious and political leaders, marginalized groups, business owners, youth groups, TVET colleges, schools and health service providers	provide specific information on project plan, clarify expectations Agree on effective means for communication and outreach		s, Members of target communities, Senior Citizens Association, association of people with disabilities, religious	monthly basis throughout the project period and for the third additional financing
		National, regional, city/town, and community level stakeholders	Provide and obtain ongoing information on project performances	Formal discussion	National, Regional and Cities	Quarterly throughout the project period and for the third additional financing
		Food Security & Job Creation Bureaus, Labor and social affairs bureaus at Regional, City, city/Town and Community level, Chambers of commerce and business associations, and business owners, Project Beneficiaries and stakeholders including Senior Citizens Association, Association of People with Disabilities, Women and Youth Groups, NGOs and CBOs	Provide and collect periodic feedback on project implementation progress and identify and discuss new and emerging issues,	Formal discussion	Food Security & Job Creation Bureaus, Labor and social affairs bureaus at Regional, City, city/Town and Community level,	
5	First additional financing	National, regional, city/town, and community level stakeholders	Provide and collect periodic feedback on project implementation progress and identify and discuss new and emerging issues,	Formal discussion	National, regional, city/town, and community level stakeholders	
6	Second additional financing	Ministry of urban and infrastructure (Urban Food Security and Safety Net Office, Project coordination Unit) Ministry of women and social affairs, Ministry of labor and Skills, Ministry of Finance	Collect views on the design of the project, identification of target beneficiaries, environmental and social risks, mitigation measures, grievance redress mechanisms and Stakeholder engagement plan	Public consultation, FGD and formal discussion	MUI	
	Third additional	City administration, city level Food Security/Urban	Awareness of stakeholders on key project features	Awareness creation and	City administration,	January, 2026

	financing launching	development, OSSCs, chamber of commerce, business associations, business owners, Youth groups and associations, Iddir and neighborhood associations, NGOs, residents, school directors and health service providers Elders, religious leaders, community leaders, CBOs, Women groups,	aspects including fiduciary and safeguard, roles and responsibilities and roll out plans Explain key project features including fiduciary and safeguard, roles and responsibilities of each stakeholder, communication to beneficiaries and public	formal discussion	city level Food Security/Urban development, OSSCs, chamber of commerce, business associations, business owners,	
7	Project Close Out Phase	Regional, city/town administrations and local level stakeholders, beneficiary communities and women, youth groups, Persons with disabilities,	Engage stakeholders on project exit strategy	Public participation	Regional, city/town administrations and local level stakeholders,	

4.3. Proposed strategy to incorporate the views of vulnerable groups

Awareness creation workshops and UPSNJP launch meetings with federal, regional and city level project implementers as well as with development partners were held. Moreover, consultative meeting and awareness creation training has been carried out with communities. Furthermore, the project has been announced with national broadcast media and information leaflets, and brochures distribution. Regarding, the first additional financing for the UPSNJP pre appraisal consultation workshop has been carried out with federal implementing stakeholders and representative from development partners such as the World Bank and the Government of Canada and will be announced when it is approved and effective. Stakeholder engagement is a continuous process and depends on the needs of the project. For the project, awareness creation workshops and UPSNJP project launch meetings with federal, regional and city level project implementers as well as with development partners were held. Moreover, consultative meeting and awareness creation training with communities has been carried out. Furthermore, the project has been announced with national broadcast media and information leaflets, and brochures distribution. Regarding, additional financing for the UPSNJP pre appraisal consultation workshop has been carried out with federal implementing stakeholders and representative from development partners such as the World Bank and the Government of Canada and will be announced when it is approved and effective.

Federal MUI/ PCU and MoWSA project team have organized project launch meetings on a national level as well as organize meetings in each project city, worda/kebele level with leaders, PAPs, and other interested parties. Meetings will be open-held events where PIU will present information and people will be invited to make comments and express any concerns. A range of consultations with different stakeholders using various methods such as FGD, one on one discussion, community consultation, etc will be conducted and documented, and community level meetings will also be conducted with men and women (including vulnerable households) to better understand needs, expectations, and concerns of these population groups in relation to the project. The feedback received at these meetings will be documented and shared along with measures to be taken based

on recommendations. Meetings in each of the cities /woreda and kebele will also be organized on a quarterly basis. Table 8 provides detailed engagement techniques, target audience and timeframes.

Table 8: Methods for stakeholder engagement

Engagement Technique	Description and use	Target audience	Timeframe
Websites	The Project PAD and PIM, as well as the ESMF, RPF and SEP will be published on official websites of partnering and implementing Ministries and Agencies and the World Bank	All stakeholders	Before Project Appraisal for the project. SEP updated version will be disclosed by appraisal while other Additional Financing documents to be disclosed after approval
Media announcements	Advance announcements of commencement of major project activities, project Grievance Redress Mechanism, and other outreach needs of the project e.g. call for skills training and sensitization on services	Project-affected stakeholders and communities	Throughout project implementation
Information Boards of key implementing agencies at all levels	Advance announcement of commencement and progress for major project activities	Project-affected communities	All the time
Community / public meetings	These interactive platforms will be used to convey general information on the Project, detailed discussions on sub-project activity that is planned by the project, project environmental and social risks and mitigation measures and to provide regular updates on implementation progress to local, regional and national stakeholders.	Project-affected communities	On quarterly basis
Correspondence by phone/ email/ written letters	Distribute project information to government officials, organizations, agencies and companies and invite stakeholders to meetings	Government officials, NGOs, CSOs, CBOs, trade associations, Development Partners	On quarterly basis
Printed media advertisement	This will be used to disseminate and disclose project documents intended for general readers and audience (e.g. ESMF, RPF, ESCP) Advertise project procurements, as applicable	General public	Twice in a year or more as required
Distribution of printed public materials: Project information leaflets, brochures, fact sheets	This will be used to convey general information on the Project and to provide regular updates on its progress to local, regional and national stakeholders.	General public and project beneficiary	Twice in a year
Internet/ Digital Media	Use of the official websites of partnering and implementing Ministries and Agencies to promote various information and updates on	Project stakeholders and other interested parties that	All the time

Engagement Technique	Description and use	Target audience	Timeframe
	the overall Project, impact assessment and impact management process, procurement, employment opportunities, as well as on Project's engagement activities with the public	have access to internet resources.	
One-on-one interviews	This will be used to solicit views and opinions on project impacts and solutions.	Targeted project beneficiaries including IDPs and Refugee communities, Vulnerable individuals, radio and local/traditional leaders. CSOs, NGOs/ business associations, job seekers, etc.	By the end of the budget year
Dedicated hotline and short code	A designated and manned telephone line will be set up that can be used by the public to make complaints and grievances, obtain information, make enquiries, or provide feedback on the Project.	Project affected person, and any other stakeholders and interested parties	To be started within six months of project effectiveness and will continue all the time though project implementation
Workshops	This channel will be used to: (i) Present project information to a group of stakeholders; (ii) Allow the group of stakeholders to provide their views and opinions; (iii) Use participatory exercises to facilitate group discussions, brainstorm issues, analyze information, and develop recommendations and strategies; and (iv) Recording responses.	Government, NGOs, CSOs, DPs, Private Sector Associations	On quarterly biases
Focus group meetings	This will be used to facilitate discussion on specific issues such as GBV, disability inclusion, etc. that merit collective examination with various groups of stakeholders including IDPs and Refugee community using Focus Group Meetings.	Vulnerable groups	During preparation and once every six months during implementation.
Surveys / Independent evaluations	Surveys will be used to gather beneficiary opinions and views about project interventions. CSOs could also be engaged to support citizen feedback surveys for the project.	Project beneficiaries including IDPs and Refugee communities	once in two years (bi annual)
Specialized Child participation methodologies (visual, art, drama, etc)	Activities, visual and art related methods will be used to ensure effective communication and inclusion of children as project beneficiaries. Partner NGOs, social workers and specialists in child participation could be contracted to conduct such engagements with children.	Project beneficiaries-children	On quarterly basis

Engagement Technique	Description and use	Target audience	Timeframe
Training on social/Gender and Environmental issues for City focal persons	Conduct training on ESMF and gender issues for regional level safeguard specialists, and focal persons at city level.	Project level experts	Annually

5. Resources and Responsibilities for implementing stakeholder engagement

5.1. Implementation Arrangements and Resources

The implementation arrangement for the project is backed on the decentralized government structures at National, Regional, City, Woreda/Kebele and Community level. At national level, the Implementation of the SEP shall be coordinated by MUI/Urban Food Security and Safety Net Office/ project coordination Unit (PCU) in collaboration with the Ministry of Women and Social affairs, Refugee Returnee Services (RRS) and Ministry of Labor and skill. The PCU is comprised of qualified and experienced persons including environmental and social risk management specialists drawn from various relevant ministries that have a stake in the UPSNJP project. These include the ministries of MUI, MoWSA, MoLS, RRS and NGOs/CBOs. At city level, a qualified and dedicated Environmental and Social Risk Management Focal Person as well as a social worker will be assigned to facilitate the implementation of the Stakeholder Engagement Plan of UPSNJP projects. The overall management responsibility for implementing the SEP of component I including IDPs, will rest with the Executive of the MUI, subcomponent 1.3(Refuge- host integration) will rest with RRS in collaboration with MUI, component II will rest with MoLS and Component III will rest with Ministry of Women and Social affairs (MoWSA).

The budget estimate for preparing and implementing SEP is ETB 4,800,000.00. The budget breakdown can be found in Annex 2.

6. Grievance Mechanism

The GRM of UPSNJP is applicable for both the first, second and third additional financing. The UPSNJP is a multifaceted project having multiple interventions that are mostly expected to have positive impacts in addressing urban poverty and unemployment in the target communities and the country at large. While considerable efforts have been made to include social and environmental risk management in the design and implementation of the project in order to minimize and prevent potential adverse impacts, there is always a possibility that interests of some individuals, groups and institutions may still be negatively affected by the activities of the project.

Typical grievances that are anticipated from the implementation of UPSNJP subprojects include claims and complaints about targeting and selection of project beneficiaries (inclusion, exclusion), transfer between components lack of transparency on cash transfers and payments, poor service delivery including delays, unfair treatment by project staff and discrimination based on sex or other physical and health conditions; and conflict over access and control of project generated resources/payments. Restrictions on land use, loss of property, disruption of access paths, corrupt practices, human rights violations, child labor, and gender-based violence and sexual exploitation and abuse are among the potential grievances that may arise during implementation of subprojects.

Grievances could be from project beneficiaries or non-beneficiaries and could be individuals, groups and institutions that may be affected. Therefore, a well-defined, clear and transparent system for receiving, recording and resolving potential concerns and complaints that may arise from

project-affected persons is an essential and necessary mechanism to provide remedies to grievance early enough to avoid unnecessary project implementation delays and obstructions.

In this regard, the project will strengthen the Grievance Redress Mechanism that was established under UPSNJP. The Grievance Redress and Management Committees, which were established at kebele/woreda, and city levels, will be reorganized and adequately capacitated. The GRM will also be extended to the national level and be expanded to handle all types of grievances arising from implementation of all the project related grievances. The GRM will have dedicated focal persons at kebele, woreda, city and federal level responsible for grievances coming from different components of project implementation.

The GRMs will be promoted as much as possible as part of a communication campaign and training to beneficiaries of the project are aware of channels through which they could voice their grievances and complaints.

A collaborative effort with cities resulted in the development and implementation of a plan aimed at raising awareness among community members. This comprehensive approach included identifying target audiences and conducting awareness sessions through various channels such as workshops, community meetings, and social media platforms including Telegram and Facebook. Additionally, regional TV and radio spots were utilized to maximize outreach. As a result, 524,616 community members were reached, with 233,819 males and 290,797 females (55%) actively participating in the initiative.

The GRM manual is being revised to strengthen the institutionalization of GRM in UPSNJP. The revision is specifically focusing on the composition of grievance and appeal committees, their terms of reference, connections with public GRM and institutions, as well as monitoring and evaluation. Additionally, it will evaluate the effectiveness of the project's GRM resolution process, including grievance uptake, acknowledgment, recording, sorting, processing, investigation, decision-making, appeal mechanisms, monitoring, record keeping, reporting, and follow-up.

The efforts were made to enhance the functionality of both the grievance and appeal committees to ensure they can operate effectively throughout the project life cycle. To achieve this, several activities have been carried out, including updating the list of grievance committee members, convening community meetings to re-elect missing members, revising the TOR of the committees, and monitoring and reporting its functionality in accordance with the ToRs. As of now, the updated number of GRM committees across regions stands at 11,375, with 53% of the committee members being female. Additionally, committees' offices have been established at both city and Kebele levels, staffed by city experts and officials, to provide a platform for resolving grievances and appeals.

Table 9: Potential Grievances and Grievances Sources

Component	Potential Grievances	Potential sources of complaint	Channels for addressing
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Component 1	Targeting (Exclusion, Inclusion), transparency in cash transfer and payments, violation of code of conduct in public works, restriction on land use, loss of property, disruption of access paths, corrupt practices, serious complaints (gender based violence and sexual exploitation) Social conflict in refugee- host integration and IDPs targeted cities	Kebele and city level implementing agencies, kebele and city level administration	Project GRM Both project and RRS GRM for Refugee-host integration subcomponent 1.3
Component 2	Targeting, transparency and equity in access to information, corrupt practices, gender-based violence and sexual harassment	City, woreda and kebele/ OSSC implementers, business associations and businesses	Project GRM use of GBV referral pathway for GBV related cases
Component 3	Poor quality of services, discrimination, violence, child abuse, child neglect, child exploitation and violence, gender-based violence and sexual harassment	Woreda WSAs, partner NGOs, Health service providers, schools, shelters and care centers,	Project GRM, GBV reporting, Protocol/action plan on child protection and guidance on GR related to child protection will be developed by the project in collaboration with the partner NGOS directly working with children.

6.1. Description of Grievance Mechanism (GM)

Table 10: Illustrative Table on the GM Steps - to be adjusted to each project

[Step]	Description of process (e.g.)	Timeframe	Responsibility
GM implementation structure	At City level the appeal committee, Compliance committee at kebeles level	At Kebele two days a week	Compliance committee
Grievance uptake	Grievances can be submitted via the following channels verbal, written and phone call	At any time during the working days	Team leader/ compliance committee
Sorting, processing	Any complaint received is forwarded to client; logged in a week; categorized according to the following complaint types:	Upon receipt of complaint	Local grievance focal points
Acknowledgement and follow-up	Receipt of the grievance is acknowledged to the complainant by compliance committee	Within 2 days of receipt	Local grievance focal points

[Step]	Description of process (e.g.)	Timeframe	Responsibility
Verification, investigation, action	Investigation of the complaint is led by compliance committee A proposed resolution is formulated by compliance committee and communicated to the complainant by compliance committee	Within 10 working days	Complaint Committee composed of <i>youth, Gender, disability, religious and elderly</i>
Monitoring and evaluation	Data on complaints are collected in paper and reported to urban food security office every month	Monthly	City and Kebele
Provision of feedback	Feedback from complainants regarding their satisfaction with complaint resolution is collected	Within a week	GRM committee
Training	Training needs for staff/consultants in the PIU, Contractors and Supervision Consultants		Urban Food Security office
Appeals process	If the complaints were not satisfied by the compliance committee decision at kebeles, appeal their complaints at city level using the decision from the compliance committee	At any time, unresolved complaints	Urban Food Security office

A grievance mechanism will be provided for all direct workers and contracted workers to raise workplace concerns. Such workers will be informed of the grievance mechanism at the time of recruitment and the majors put in place to protect them against reprisal for its use. Majors will be put in place to make the grievance mechanism easily accessible to all such project workers.

The Sexual Exploitation and Abuse/Sexual Harassment (SEA/SH) complaints will be safely implementing the project implementation using the GBV strategy and action plan.

7. Monitoring and Reporting

7.1. Summary of how SEP will be monitored and reported upon (including indicators)

The SEP will be monitored based on both qualitative reporting (based on progress reports) and quantitative reporting linked to results indicators on stakeholder engagement and grievance performance.

SEP reporting will include the following:

- (i) Progress reporting on the ESS10-Stakeholder Engagement commitments under the Environmental and Social Commitment Plan (ESCP)
- (ii) Cumulative qualitative reporting on the feedback received during SEP activities, in particular (a) issues that have been raised that can be addressed through changes in project scope and design, and reflected in the basic documentation such as the Project Appraisal Document, Environmental and Social Assessment, Resettlement Plan, Indigenous Peoples Plan, or SEA/SH Action Plan, if needed; (b) issues that have been raised and can be addressed during project implementation; (c) issues that have been raised that are beyond the scope of the project and are better addressed through alternative projects, programs or initiatives; and (d) issues that cannot be addressed by the project due to technical,

- jurisdictional or excessive cost-associated reasons. Minutes of meetings summarizing the views of the attendees can also be annexed to the monitoring reports.
- (iii) Quantitative reporting based on the indicators included in the SEP. An illustrative set of indicators for monitoring and reporting is included in Annex 3.

7.2. Reporting back to stakeholder groups

The SEP will be revised and updated as necessary during project implementation.

Quarterly 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 project managers.

Annexes

Annex 1: list of consultations carried out for third Additional financing

Stakeholder (Group or Individual)	Summary of Feedback	Response of Project Implementation Team	Date and time	Follow-up Action/Next Steps
Ministry of Urban and infrastructure, Urban Food Security and Safety Net Office (FPCU), MoWSA, MoLS	Initial discussion related to third additional financing and implementation of the program.	The different scenarios are incorporated in the concept note.	May 11,2025	
Ministry of Urban and Infrastructure, Urban Food Security and Safety Net Office (FPCU), MoWSA, MoLS	Concept note preparation for third additional financing.	The different scenarios incorporated in the concept note.	May 10,2025	
Ministry of Urban and infrastructure, Urban Food Security and Safety Net Office (FPCU), MoWSA, MoLS and World Bank	The JRIS mission discussed the proposed AF III for scaling up component activities, including geographic expansion, budget allocation, targeting strategy, and processing timeline. Key design parameters agreed upon include: (i) focusing on existing cities to cover kebeles and sub-cities not currently included; (ii) including all components except RHISN and IDP, unless new funding is obtained; (iii) using community targeting and PMT for beneficiary identification; (iv) setting an end-of-August processing timeline for approval.	The different scenarios incorporated in the concept note.	May 23,2025	

Annex 2: list of consultations carried out previously

No	Stakeholder (Group or Individual)	Topic of consultation / Summary of Feedback	Response of Project Implementation Team	Follow-up Action/Next Steps	Date
1	Project coordination unit (RHISN, PW and Bikat team) and World Bank team	Initial discussion related to utilization of AF prospective areas of utilization, prospective selection of cities and implementation of the program			November 6- 10
2	RRS, PCU and World Bank team	Prospective selection of cities and implementation of the program			
3	MoLS, PCU and World Bank team	Prospective selection of cities and implementation of the program			
4	MoF, PCU and World Bank team	Prospective selection of cities and implementation of the program			
5	UNHCR, PCU and World Bank team	Experience sharing in implementation of refugee employment.			
6	Addis Ababa RRS	Feasibility of implementing the Bikat program			Nov 28
7	Jesuit Refugee Counsel	Experience sharing since JRS			Nov 28
8	FDG discussion with refugee representatives	Interest of refugees to participate in RHISN and Bikat			Jan 18
9	FGD discussion with youth refugees	Interest of refugees to participate in Bikat			Jan 18
10	Visit of IDP sites by PCU	Assessment visit to Mekele			

Annex 3: SEP Budget Table

Budget categories	Quantity	Unit costs	Times/Years	Total costs	Remarks
1. Estimated Staff salaries* and related expenses					
1a. <i>E.g., Communications consultant</i>					
1b. <i>E.g., Travel costs for staff</i>					
1c. <i>E.g., Estimated salaries for Community Liaison Officers</i>					
2. Consultations/ Participatory Planning, Decision-Making Meetings					
2a. Project information disclosure	100	650	4	516,000	
2b Community / public meetings	10	650	2	300,000	
Focus Group Discussion (Discussion on specific issues such as GBV, disability inclusion, etc. that merit collective examination with various groups of stakeholders including IDPs and Refugee community using Focus Group Meetings).	70	650	2	500,000	
3. Communication campaigns					

3a. Distribution of printed public materials: Project information leaflets, brochures, fact sheets	176			450,000	
3b. Information Boards of key implementing agencies at all levels	88	3,977		350,000	
3c. Media announcements	1 time			300,000	
3d. Printed media advertisement (ESMF, RPF, ESCP & Advertise project procurements, as applicable)	14	6,000	1	84,000	
3e. Internet/ Digital Media			1	100,000	
3f. Specialized Child participation methodologies (visual, art, drama, etc)	4		2	300,000	
4. Trainings					
4a. Training on social/Gender and Environmental issues for City focal persons	230	650		700,000	
4b. E.g., Training on Gender-Based Violence (GBV) for PIU and contractor staff					
5. Beneficiary surveys					
5a. One-on-one interviews for targeted project beneficiaries including IDPs and Refugee communities, Vulnerable individuals, radio and local/traditional leaders. CSOs, NGOs/ business associations, job seekers, etc.	200	1250		250,000	
5b. E.g., End-of-project perception survey					
6. Grievance Mechanism					
6a. Conduct Workshop for project stakeholders and implementing partners on GRM mechanisms	88	3250		386,000	
6b. Suggestion boxes in kebeles	200			564,000	
6c. E.g., GM communication materials					
6d. E.g., Grievance investigations/site visits					
6e. E.g., GM Information System (setting up or maintenance)					
6f. Other GM Logistical Costs					
7. Other expenses					
7a. ...					
TOTAL STAKEHOLDER ENGAGEMENT BUDGET:				4,800,000	

*Note: Salary costs can be indicative

Annex 3. Sample Table: Monitoring and Reporting on the SEP

Key questions	evaluation	Specific Evaluation questions	Potential Indicators	Data Collection Methods
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GM. To what extent have project-affected parties been provided with accessible and inclusive means to raise issues and grievances? Has the implementing agency responded to and managed such grievances?	• Are project-affected parties raising issues and grievances? • How quickly/effectively are the grievances resolved?	• Usage of GM and/or feedback mechanisms • Requests for information from relevant agencies. • Use of suggestion boxes placed in the villages/project communities. • Number of grievances raised by workers, disaggregated by gender of workers and worksite, resolved within a specified time frame. • Number of Sexual Exploitation, and Abuse/Sexual Harassment (SEA/SH) cases reported in the project areas, which were referred for health, social, legal and security support according to the referral process in place. (if applicable) • Number of grievances that have been (i) opened, (ii) opened for more than 30 days, (iii) resolved, (iv) closed, and (v) number of responses that satisfied the complainants, during the reporting period disaggregated by category of grievance, gender, age, and location of complainant.	Records from the implementing agency and other relevant agencies
Stakeholder engagement impacts on project design and implementation. How have engagement activities made a difference in project design and implementation?	• Was there interest and support for the project? • Were there any adjustments made during project design and implementation based on the feedback received? • Was priority information disclosed to relevant parties throughout the project cycle?	• Active participation of stakeholders in activities • The number of actions taken in a timely manner in response to feedback received during consultation sessions with project affected parties. • The number of consultation meetings and public discussions where the feedback and recommendations received is reflected in project design and implementation. • Number of disaggregated engagement sessions held, focused on at-risk groups in the project.	Stakeholder Consultation Attendance Sheets/Minutes Evaluation forms Structured surveys Social media/traditional media entries on the project results
Implementation effectiveness. Were stakeholder engagement activities effective in implementation?	• Were the activities implemented as planned? Why or why not? • Was the stakeholder engagement approach inclusive of disaggregated groups? Why or why not?	• Percentage of SEP activities implemented. • Key barriers to participation identified with stakeholder representatives. • Number of adjustments made in the stakeholder engagement approach to improve projects' outreach, inclusion and effectiveness.	Communication Strategy (Consultation Schedule) Periodic Focus Group Discussions Face-to-face meetings and/or Focus Group discussions with Vulnerable Groups or their representatives

Annex4: GRM Registration Form (GRF)

Grievance ID:Date:

Priority: ☐ Low ☐ Medium☐ High

How to use this Form; This form should be completed for each grievance. Be sure to explain the problem as clearly as possible.							
General Information: Public work, Refugee & host integration through safety net, permanent direct support, Urban destitute & Youth employment							
Name		F-Name		Gender:	☐ Male ☐ Female		
Phone #:		Email:		Kebele		City:	
District/						Filled By:	
Position of complainant:		☐ Project beneficiary ☐ community member ☐ Others					
Uptake Channel:		☐ Physical Submission ☐ Email ☐ Hotline ☐ Text Message ☐ verbal					
Grievances Description:							
Grievances Categories							
1. Targeting							
1 ☐ Inclusion error ☐ Exclusion Error ☐ Others (Explain):							
2. Corruption							
☐ Misused of FUND ☐ Theft Request for Bribe ☐ Others (Explain):							
3. transfer							
☐ Late transfer ☐ amount reduction ☐ transfer total denial ☐ other							
4. Misbehavior							
☐ Awareness ☐ Unpunctual ☐ Staff Behaviors/Attitude ☐ Other (Explain):							
5. Safeguard related Issues							
☐ PPE ☐ Other (Explain)							

Signature / finger print of Complainant

Date: _____

Handled by:

Name: _____

Position: _____

Signature: _____

Date: _____

Annex 5: Acknowledgement Receipt

Registration No. Subproject: Location:

Name and Address of Complainant:

Date of Complaint (dd/mm/yyyy)

Documents comprising the complaint: (petition, supporting documents etc.)

Summary of 1)

2)

3)

4)

Complaint:

.....
.....
.....

Name and Signature of the Complainant:

Name and Signature of Person receiving the complaint:

Annex 6 Resolution Form

The entity responsible for proposing a response (as assigned by the committee), will then propose options to the complainant and any other related parties to address the grievance. This could include: i) direct organizational response/ action, ii) referral to a different mechanism (e.g., judicial grievance mechanism), or they could decide that the grievance is ineligible.

Where a resolution has been arrived at and the affected party accepts the resolution, the affected party along with two members of the GRMC members (preferably Chairperson and respective focal person) shall be required to sign the resolution and closure section in the Grievance Log and Resolution Form.

Subproject:Location:
Result of Grievance Redressal
Registration No.:
Name of Complainant:
Date of Complaint:
Summary of the Complaint:
Summary of Resolution:
Resolved at First Tier/Second Tier/Third Tier (Use appropriately)
Date of Redressal of the Grievance: (dd– mm – yyyy)
Signature of the Complainant in acceptance of the Solution to his /her Grievance
Name:.....
Signature
Signature of committee head:
Name:.....
Place:.....
Date:(dd –mm – yyyy):

Annex 7: Grievances Registration Book-

Region: city Name.....Kebele Name.....

No.	Date of received grievance	ComplainantName	Phone# of Complainant	Summary of Grievance	Action and Solution Summary
1					
2					
3					
4					