دولة فلسطين
وزارة التنمية الإجتماعية

Social Protection Enhancement Project II (SPEP II)

Project ID: P507278

Stakeholder Engagement Plan (SEP)

March 2025

1. Introduction/Project Description

The Social Protection Enhancement Project II (SPEP II) aims to provide integrated social services to selected beneficiaries and to strengthen the adaptative and shock-responsive capacity of the national social protection system. In the SPEP II Project, strengthening adaptative and shock-responsive capacity is defined as expanding the identification of poor and vulnerable people within the Social Registry (SR) and improving its capability to adjust in times of crisis, enabling the more rapid expansion or coordination of coverage of the existing safety nets, following a covariate shock, such as a climate- or conflict-related shock. SPEP II will continue to support the provision of social services to the poor and vulnerable. Additionally, it will strengthen the SR and Case Management System (CMS) to identify those in need and deliver integrated support packages, enhancing the response to shocks and coordinating assistance across government, partners, and service providers.

The SPEP II Project comprises the following components:

- **Component 1: Support to Social Services:** This component aims to provide integrated and responsive social services to selected beneficiaries through two main activities. Firstly, it will finance hiring approximately 1,000 young graduates as temporary social workers tasked with conducting household intake assessments, data verification, and supporting family planning development. Secondly, the component will support approximately 40 competitively selected Non-Governmental Organizations (NGOs) to deliver essential multi-dimensional social services—including health services, psychosocial support, Gender-Based Violence (GBV) interventions, and elderly care—to approximately 1,500 vulnerable households. Beneficiaries will be selected from households registered in the Social Registry (SR) based on comprehensive intake forms and informed case manager assessments. Selection and service delivery will align with tailored and approved family plans, designed to address specific vulnerabilities and household needs. These activities will substantially strengthen the MoSD's capacity to respond effectively and inclusively to multi-dimensional poverty and vulnerability.
- **Component 2: Social Protection Systems Strengthening:** This component will support the strengthening of the Social Registry (SR) and Case Management System (CMS), and promote the adoption of digital payment modalities to create a more adaptive and shock-responsive social protection system while promoting transparency and fiduciary control. Investments will improve data accuracy, privacy, security, and inclusivity in the SR, ensuring effective management of household data and enhancing data quality. The CMS will be enhanced to harmonize service referrals, monitor the quality of the services, address high caseloads, and improve eligibility criteria for social services. Additionally, digital payment modalities, such as e-wallets, will be introduced to improve transparency, financial inclusion, and efficiency in disbursing benefits.
- **Component 3: Program Management and Monitoring:** This component aims to strengthen MoSD's capacity through targeted capacity-building programs for MoSD and its personnel, both at central and regional levels. Additionally, the project will establish an adequately staffed Project Management Unit (PMU) to oversee project implementation, including a social specialist.
- **Component 4: Contingent Emergency Response Component (CERC):** In the event of a future eligible crisis or emergency, the project will provide an immediate response, as needed. This component would draw from uncommitted funds under the other components of the project.

The Social Protection Enhancement Project II (SPEP II) is being prepared under the World Bank's Environment and Social Framework (ESF). Per Environmental and Social Standard ESS10 on Stakeholder Engagement and Information Disclosure, the implementing agencies should provide stakeholders with timely, relevant, understandable, and accessible information, and consult with them in a culturally

appropriate manner, which is free of manipulation, interference, coercion, discrimination, or intimidation.

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 project team will communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, or make complaints about project activities or any activities related to the project.

3. Stakeholder identification and analysis

3.1 Methodology

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

- *Openness and life-cycle approach:* Public consultations for the project(s) will be arranged during the whole life cycle, carried out in an open manner, free of external manipulation, interference, coercion, or intimidation.
- *Informed participation and feedback:* Information will be provided to and widely distributed among all stakeholders in an appropriate format; opportunities are provided for communicating stakeholder feedback, and for analyzing and addressing comments and concerns.
- *Inclusiveness and sensitivity:* Stakeholder identification are undertaken to support better communications and build effective relationships. The participation process for the projects is inclusive. All stakeholders at all times are encouraged to be involved in the consultation process. Equal access to information is provided to all stakeholders. Sensitivity to stakeholders' needs is the key principle underlying the selection of engagement methods. Special attention is given to vulnerable groups that may be at risk of being left out of project benefits, particularly women, the elderly, persons with disabilities, displaced persons, and the cultural sensitivities of diverse ethnic groups.
- *Flexibility:* The ongoing conflict in Gaza and its aftermath, including current political tension in the West Bank, and its repercussions in terms of transportation restrictions, security concerns, closures, and other forms of communication and mobility interruptions, currently inhibit traditional forms of face-to-face engagement, and such challenges are expected to remain for some time after a ceasefire. Hence, other forms of engagement, including primarily bi-lateral communication (e.g., phone calls and virtual meetings), as well as hybrid formats (e.g., a combination of face-to-face and virtual meetings), will be used until more traditional forms of engagement are possible.

3.2. Affected parties and other interested parties[1]

Affected parties include local communities, community members, and other parties that may be subject to direct impacts from the Project. Specifically, the following individuals and groups fall within this category: All poor and vulnerable individuals and households within the West Bank and Gaza eligible for or currently benefiting from the Cash Transfer Program (CTP), and those registered within the enhanced Social Registry (SR), particularly households completing comprehensive intake forms and receiving tailored and essential social support services. Additionally, affected parties also include approximately 1,500 additional vulnerable households identified through enhanced multi-dimensional assessments conducted by social workers and case managers. These households will benefit from integrated, needs-based social services (including health, psychosocial support, GBV interventions, elderly care, and similar social support services), delivered by competitively selected NGOs. This group encompasses temporary

social workers, estimated at around 1,000 young graduates, specifically hired under the project for conducting household intake and verification processes, and supporting the development and implementation of personalized family plans. Affected parties also entail full-time and contracted case managers and social researchers employed by MoSD and partner NGOs, directly involved in developing, coordinating, and overseeing family plans and case management processes for beneficiary households. As well as MoSD staff, policy makers, administrators, and personnel, including social workers, administrative staff, and technical personnel directly involved in operationalizing the improved CMS and coordinating with NGOs, who will also benefit from enhanced capacity and systems under SPEP II.

The projects' stakeholders also include parties other than the directly affected communities, including institutional actors such as the Ministry of Finance (MoF), Ministry of Interior (MoI), Ministry of National Economy (MoNE), Palestinian Central Bureau of Statistics (PCBS), Ministry of Women Affairs (MoWA), Ministry of Education (MoE), Ministry of Health (MoH), Ministry of Agriculture, Ministry of Planning and International Cooperation (MoPIC), Higher Council for Youth and Sport, Ministry of Telecommunications and Digital Economy (MTDE) in relation to the proposed digital financial modalities, and local government units (LGUs) including municipalities and village councils. Other Interested Parties (OIPs) also include regional and international development partners and donors including the European Union (EU), International Labor Organization (ILO), as well as United Nations Agencies including United Nations Children's Fund (UNICEF), World Food Programme (WFP), UNFPA, and UNRWA. This also includes local NGOs and Community-Based Organizations (CBOs) such as the Independent Commission for Human Rights (ICHR), Juzoor for Health and Social Development, the Palestinian Working Woman Society for Development, Juhood for Community and Rural Development, and Inash Alusra Association. These organizations also include ones representing vulnerable and marginalized groups such as women, youth, and persons with disability including SAWA, the General Union of Disability, and Qader. Moreover, OIPs include private sector entities like e-wallets and financial services providers such as Reflect and Palpay, as well as national and local media outlets and channels such as Wafa, Al Hayat, Ajjyal Radio, and Al Ayyam newspaper. Universities and academic institutions such as Al Quds University and Birzeit University are also within this group.

3.3. Disadvantaged/vulnerable individuals or groups[2]

Within the Project, vulnerable or disadvantaged groups may include but are not limited to the following:

#	Vulnerable or disadvantaged groups	Barriers to accessing information and/or Project Benefits	Representative Organizations in Stakeholder Engagement
1	Low Income households and households vulnerable to poverty / Households that lost their income following October 7th	1. Deteriorating and fragile political and socio-economic contexts in the West Bank and Gaza, resulting in reduced access to information. 2. Movement restrictions and closures hinder access to project stakeholders. 3. Loss of income, the socio-economic situation, and purchasing power priorities (including internet) results in lower information access.	MoSD, Civil Society Organizations and International organization working in in the West Bank and Gaza.
2	Women and Women headed households	1. Deteriorating and fragile political and socio-economic contexts in the West Bank and Gaza, resulting in reduced mobility and access to information. 2. Cultural norms, fear, and stigma against women participating in the digital sphere. 3. Lack of internet services and infrastructure, including financial and digital literacy to engage with digital payment systems.	MoSD, MoWA, Civil Society Organizations and International organizations in addition to GBV organizations

3	Conflict affected households	1. Ongoing conflict, destruction of infrastructure, and displacement disrupt access to project information and services. 2. Limited mobility due to security concerns. 3. Psychological trauma and socio-economic instability reduce engagement capacity.	MoSD, UNRWA, Red Crescent Society, and international humanitarian organizations, as well as local NGOs and CBOs operating in Gaza and the West Bank.
4	Female and Children Survivors of Gender Based Violence	1. Social stigma and fear of exposure prevent them from accessing information or engaging with project stakeholders. 2. Limited mobility due to safety concerns or restrictive social norms. 3. Lack of representation, particularly for children. 4. Lack of specialized services addressing trauma and GBV-related challenges, hindering participation and access to benefits.	MoSD, MoWA, GBV-focused Civil Society Organizations including SAWA, UN Women, UNFPA, UNICEF, and local families/ women's shelters.
5	Persons with disability and their caretakers	1. Physical and infrastructural barriers limit access to project facilities and consultations. 2. Lack of accessible communication materials, including sign language and braille, restricts information dissemination. 3. Social stigma and exclusion reduce their participation in stakeholder engagement activities.	MoSD, Civil Society Organizations and International organization such as QADER and the General Union of People with Disabilities.
6	The elderly	1. Limited mobility due to health issues or physical frailty restricts participation in consultations or access to project services. 2. Lack of digital literacy reduces engagement with digital payment systems and information platforms. 3. Social isolation may hinder awareness of available project benefits.	MoSD, local community centers, health organizations, local and international NGOs and CBOs.
7	People living in remote and rural locations, and people living in Access Reduced Areas (ARAs), including school children in these communities who have difficulties accessing internet services.	1. Deteriorating and fragile political and socio-economic contexts in the West Bank and Gaza, resulting in reduced access to information. 2. Damage to infrastructure resulting in reduced access to internet and information. 3. Movement restrictions, closures, and security concerns.	MoSD, Civil Society Organizations and International organization working in ARAs.
8	Social workers, including MoSD staff, NGOs staff, and direct and contracted field workers.	1. High caseloads and limited resources hinder their ability to effectively engage with beneficiaries and stakeholders. 2. Exposure to safety and security risks, particularly in conflict-affected areas. 3. Lack of insurance coverage, and workers' accident insurance under politically-related circumstances, accidents, and incidents.	MoSD, NGOs involved in the project, and international organizations providing support.
9	Unaccompanied Children	1.Lack of guardians or caregivers to advocate for or facilitate their access to project benefits. 2. Psychological trauma and emotional distress. 3. Limited access to education or digital tools. 4. Limited representation by local actors including institutional ones, NGOs, and CBOs.	MoSD, UNICEF, UNRWA, and child protection organizations operating in the West Bank and Gaza.
10	Temporary Youth Social Workers	1. Limited experience with social services provision and case management systems could impede efficient beneficiary engagement and case assessments. 2. Potential safety and security risks in conflict-sensitive or restricted areas, impacting their ability to engage with communities effectively. 3. Insufficient initial training and orientation on E&S procedures, grievance mechanisms, and GBV referral pathways, potentially impacting stakeholder interactions and service provision quality.	MoSD, youth-focused Civil Society Organizations, educational institutions, local NGOs providing training and mentoring, and youth support organizations.

Vulnerable groups within the communities affected by the Project may be added, further confirmed, and consulted through dedicated means, as appropriate. Description of the methods of engagement that will be undertaken by the project is provided in the following sections.

4. Stakeholder Engagement Program

4.1. Summary of stakeholder engagement done during project preparation

During project preparation, the following public consultation meetings were conducted; refer to Annex Table 1 for details;

- A hybrid public meeting (i.e., in person and virtual) was conducted on the 3rdof December2024 at 09:30 am in MoSD's main meeting hall and via Zoom. The invitee list contained 64 invitees from different ministries such as MoF, MoP, MoSD General Directorates and Governorate Offices, MoNE, PCBS, MTDE, MoI, MoE, and MoH, in addition to NGOs, INGOs, CSOs, and international development partners such as the EU, ILO, UNICEF, Maan Development Center, Red Crescent Society, Qader, SAWA, Juzoor for community and health development, and the Palestinian Working Woman Society for Development. Local Government Units (LGUs) and municipalities were also invited such as Al Aizaria and Ein Al Beida Councils. The list included universities such as Al Quds University, as well as private sector representatives through the Trade Chambers Union, and the local media including Wafa, Al Hayat newspaper, and Ajjyal Radio. The attendance included 23 stakeholders that joined via Zoom, and 20 in person at MoSD, with a total of 48 attendees. The consultation session aimed to introduce the SPEP II Project and present the main concepts of the SEP and its preparation in addition to review the achievements, challenges, and lessons learnt under SPEP I. The session also overviewed the SPEP I and SPEP II Development Objectives, management structures, and the SPEP II proposed components. The Environmental and Social applicable laws, guidelines, and standards including national ones and the World Bank's ESF and applicable ESSs were reviewed, the SEP methods, tools, and techniques, in addition to the potential social risks, and the proposed management plans and mitigation measures. Moreover, disclosure mechanisms, the grievance mechanism, GBV (SEA / SH) referral pathways, anonymous grievances, workers' GM, and the World Bank's Grievance Redress Service (GRS) were discussed. Refer to Annex Table 1 for details.

- Between September and November 2024, 5 meetings were conducted between MoSD and the World Bank to discuss the project design and components, in addition to the preparation of the environmental and social instruments for SPEP II including the implementation of the ESF and ESSs, and the preparation of the SEP and ESCP during the appraisal stage, as well as the Environmental and Social Management Manual (ESMM) which includes Labor Management Procedures during the implementation stage.

- Additionally, on March 09th, 2025, another round of bi-lateral in-person and phone consultations were carried out in response to the change in project design in regard to component 1 and the new proposed activities as described in section 1 of the SEP. 2 meetings took place in person with MoSD Departments; namely the Information Technology unit responsible for the CMS, and the Service Purchasing Unit at the Societies Department, in addition to 2 bi-lateral phone consultations with Juzoor for health and social development, and SAWA. The discussions reviewed the proposed interventions under component 1, providing the stakeholders with a refresher on the project, its activities, design, and its E&S instruments. Stakeholders' feedback is detailed in Annex Table 1.

The environmental and social reports and plans were disclosed through MoSD's website accessible through: https://www.mosd.gov.ps/en/. Feedback received during consultations was focused on the critical need for coordination and harmonization of national systems (SR and CMS) across Gaza and the West Bank, addressing logistical challenges in Gaza, the Social Registry in Gaza following the aggression, and unifying grievance mechanisms. Stakeholders emphasized the importance of adapting methodologies for poverty measurement, review of indicators, data privacy and security, and capacity building to be responsive to the current situation. Feedback also stressed the inclusion of vulnerable groups such as those who lost income post-war, Palestinians in Jerusalem, and in marginalized areas and ARAs, in addition to improving field-level operations, and aligning food security efforts with MoA strategies. Feedback included harmonizing efforts under the project with other development agencies strategic plans, ensuring a unified approach and coordinated efforts the discussion also included overview from PCBS on the current survey mechanisms that are being conducted in Gaza, adapting the methods to be responsive to the situation, and providing an overview of the challenges and future surveying efforts relevant to Gaza and the West Bank. MoSD discussed the current short-intake form developed which helped inform the SR and CMS in the current situation. MoP provided an overview of the coordinated efforts and plans under "Building Palestine" and the strategies for interventions following a cease fire. Attendees stressed the importance of continuous, responsive, and complimentary engagement with the project's stakeholders. MTDE in its turn provided information on a survey they conducted under the TECHSTART project regarding the number of enterprises closed and individuals who lost income following October 7th events. Stakeholders also suggested an assessment for SPEP I, including site visits, indicators, lessons learnt, and challenges to inform the design of SPEP II.

During the bilateral consultations that took place on the 9th of March 2025, MoSD departments stated that they are aware of the new proposed interventions under component 1 as they are involved in the project design and periodic meetings, with the Service Purchasing Unit requesting a follow-up meeting which the project team has coordinated to take place on the same week. Juzoor raised concerns about the elimination of the cash transfers from component 1, as the current socio-economic situation in the West Bank, as stated by them, requires, in many instances, direct financial support and that economic empowerment for these vulnerable and marginalized groups is critical. The project team clarified that under other World Bank-supported projects, economic empowerment is integrated such as cash-for-work programs, and other economic empowerment projects for women, Persons with Disability (PwD), and projects such as IPSD and others. SAWA on the other hand stressed the importance of supervising the new graduate hires that will be involved in the project, given the sensitivity of the work the project is engaged in, and ensuring that they are provided with adequate supervision and guidance through their roles' duration.

A summary of the main recommendations received and integrated into the Stakeholder Engagement Plan is provided in Annex Table 1.

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

Different engagement methods are proposed and cover different stakeholder needs as stated below:
these methods take into consideration the current socio-economic and political situation and aim to allow for meaningful consultations. These methods, tools, and techniques include bi-lateral face-to-face or phone consultations, virtual focus meetings, in person focus groups, hybrid modality meetings, one-on-one interviews, and site visits among others.

Methods, Tools, and Techniques	Objective
Non-technical Summaries	• Present project information and progress updates. • Disclosure of relevant project documents.
Correspondences (phone, emails)	• Distribute information to civil society, NGOs, local governments and organizations/agencies. • Inviting stakeholders to meetings and follow-up.
Individual meetings (bi-lateral phone or in person meetings)	• Obtaining feedback and opinions. • Allowing stakeholders to speak freely about sensitive issues. • Building personal relationships.
Formal meetings (virtual, hybrid, and in-person)	• Present project information to a group of stakeholders. • Allow the group to comment, and provide opinions and views. • Building relationships with stakeholders. • Disclosing project related information and updates.
Public meetings (virtual, hybrid, and in-person)	• Present project information to a large group of stakeholders, particularly communities. • Allow the group to give its views and opinions. • Building relationships with communities, especially PAPs and vulnerable groups. • Distributing non-technical information including the GM, and GBV referral mechanisms. • Record discussions, comments, and questions.
Focus group meetings (virtual and in-person)	• Present project information to a group of stakeholders. • Allow stakeholders to give their opinion on targeted information. • Building relationships with communities, especially PAPs and vulnerable and marginalized groups and their representatives. • recording responses and meetings.
Project leaflets, brochures, printed media	• Brief information on the project to ensure awareness • Specific project information. • Access to project benefits, and Grievance Mechanism uptake channels.
Site Visits	• Conducting E&S screening as needed for the activities. • Engaging with local communities and stakeholders. • Obtaining views and opinions, as well as feedback.
Local media including radio, TV, and social media	• General updates on project progress • GM and uptake channels (GBV; SEA/ SH) referral mechanisms • Timeline and project awareness

4.3. Stakeholder engagement plan

Project Stage	Estimated Date/Time Period	Topic of Consultation/ Message	Method Used	Target Stakeholders	Responsibilities
Preparation Stage	*Information to be disclosed before project appraisal date.*	*Project activities, timeline, and announcements of planned activities, GM associated E&S risks and mitigation measures* *Digital payment modalities planning.*	*Virtual, hybrid, or in person group and one-to-one meetings.* *Non-technical summaries* *Correspondence (Phone /SMS, Emails, official letters)* *Formal meetings*	*Public institutions such as MoSD and its staff, MoP, PCBS, and MoNE. As well as International Development Partners including ILO, UNRWA, and UNICEF. in addition to NGOs and their workers, private sector digital financial services providers, and local media.*	*PMU / MoSD*
	Information to be disclosed before project appraisal date.	*GM tools for filing complaints and providing feedback, Codes of Conduct, associated E&S risks and mitigation measures.* *In-depth discussion, to register feedback and concerns.*	*One-to-one Meetings (virtual or face to face) as the situation allows.* *Social and Printed Media* *Engagements with vulnerable and marginalized groups' representative NGOs, CBOs, and INGOs* *Correspondence (Phone / SMS or traditional means)* *Site visits* *For disadvantaged and vulnerable groups suitable and customized tools shall be used such as dissemination information through representatives, and organizations working with vulnerable groups, Local radios and TV stations, designated phone numbers for inquiry calls, social media and outreach activities.*	*Vulnerable and marginalized groups and their representative organizations: low-income households, households vulnerable to poverty, women and women-headed households, GBV survivors, persons with disability and their caregivers, the elderly, people living in ARA, social workers including MoSD staff and NGO workers, in addition to unaccompanied children.*	*PMU/ MoSD*

Implementation Stage	*Throughout the project's implementation period*	*Project status and progress, Eligibility criteria and CTP mechanisms.* *Updates on E&S risks and mitigation measures* *SR and CRM updates.* *Available digital payment modalities.* *GM including channels for accepting GBV and Sexual Harassment complaints anonymously*	*Public meetings, focus groups (virtual, hybrid, or face to face), as the situation allows.* *Formal meetings with high impact and influence stakeholders.* *Local press releases for major announcements* *Correspondences (Phone, SMS)* *Disclosure of project documents on MoSD website*	*Government institutions such as MoF, MoP, PCBS, MoNE, MoI, and MoA. In addition to international and local development partners such as UNRWA, Qader, UNICEF, ILO, and EU. GBV organizations such as SAWA, local media, private sector companies providing digital financial solutions.*	*Social Specialist / PMU / MoSD*
	Throughout the project's implementation period	*Project status and progress.* *Information about the CTP, eligibility criteria, benefits, frequency, SR, and CRM.* *Information about digital financial modalities.* *Information about gender inclusion activities* *Associated E&S risks and mitigation measures.* *GM including channels for accepting GBV and Sexual Harassment*	*SMS text messages* *For disadvantaged and vulnerable groups suitable and customized tools shall be used such as dissemination information through representative organizations, Local radios and TV stations, printed and social media, designated phone number for inquiry calls and SMS, and outreach activities, as the situation allows.*	*Project Beneficiaries* *Including vulnerable groups (as stated above)*	*Social Specialist / PMU / MoSD*
Supervision & Monitoring	*Throughout the project implementation period* *Following each activity's completion*	*Project overall progress and major achievements and outputs,* *Challenges, lessons learnt,* *GM system.*	*Quarterly progress reports* *Non-technical summaries* *Closure events* *Monitoring and site visits* *Formal meetings, and public meetings* *Press releases, social media, and traditional media (TV, Radio)*	*Project Beneficiaries including PAPs and vulnerable groups as stated above* *OIPs including Government and Development agencies.* *NGOs and CBOs* *Local Media* *Private sector as stated above*	*Social Specialist / PMU / MoSD*

Information will be disclosed as follows: the SEP, ESCP, GM procedures and its uptake mechanisms will be disclosed on MoSD Website through the following link: https://www.mosd.gov.ps/en/. Other information including brochures, leaflets, videos, campaigns, and other outreach material will be shared on the website, and on MoSD social media outlets, in addition to local media engagement. All material will be available in Arabic Language.

4.4. Reporting back to stakeholders

Stakeholders will be kept informed as the project develops, including reporting on project environmental and social performance and implementation of the stakeholder engagement plan and Grievance Mechanism, and on the project's overall implementation progress.

5. Resources and Responsibilities for implementing stakeholder engagement activities

5.1. Resources

The MoSD, through its PMU, will be in charge of stakeholder engagement activities.

The budget for the SEP is 25,000 USD and is included in component 3of the project.

Budget Category	Quantity	Unit Costs	Times/Years	Total Costs	Remarks
1. Estimated staff salaries* and related expenses					
1a. Social Specialist at MoSD PMU	1	-	Throughout project implementation	0	Included in project design
2. Events					
2a. organization of focus groups	1	200$	6	1200$	
3. Communication campaigns					
3a. posters, flyers	LS	LS	LS	3000$	
3b. social media campaign	2	1000$	4	8000$	
3c. Video campaigns	1	4000$	2	8000$	
4. Trainings					
4a. training on E&S procedures for PMU and NGO staff	1	500$	2	1000$	
4b. Training on the recommendations of the SIA	1	300$	-	300$	
4c. On-job training and support for the social specialist	1	-	Throughout project implementation	-	
5. Beneficiary surveys					
5a. mid-project perception survey	*1*	-	-	-	Included in project design

5b. end-of-project perception survey	*1*	-	-	-	Included in project design
6. Grievance Mechanism					
6a. GM communication materials	LS	LS	LS	1500$	
7. Other expenses					
7a. Miscellaneous	LS	LS	LS	2000$	
TOTAL STAKEHOLDER ENGAGEMENT BUDGET:				25,000$	

Note: *Salary costs can be indicative.

5.2. Management functions and responsibilities

The entities responsible for carrying out stakeholder engagement activities are MoSD and the PMU through the PMU's Social Specialist to be hired in line with the SPEP II Environmental and Social Commitment Plan (ESCP).

The stakeholder engagement activities will be documented by establishing a stakeholder engagement log that will detail the date, location, stakeholders involved, method of engagement, topics of discussion, follow up actions, remarks, photos, and any other useful information such as minutes of meeting and links to media and press releases as available. Additionally, the PMU shall furnish quarterly progress reports with sufficient details on stakeholder engagement activities in line with the ESCP requirements. Updates on stakeholder engagement will be reflected to the SEP which shall be updated if needed.

6. Grievance Mechanism

The main objective of a GM is to assist to resolve complaints and grievances in a timely, effective, and efficient manner that satisfies all parties involved. A consultation meeting was conducted with the Complaints Unit at MoSD following the public consultation session on December 3rd 2024 which provided information of available uptake channels, GBV (SEA / SH) Referral mechanisms, processing procedures, challenges, and needs. The details of the GM are reflected in the table in section 6.1 below.

6.1. Description of GM

Step	Description of Process	Time Frame	Responsibility
GM implementation structure	Stakeholders will be able to raise their grievances/concerns and submit their inquiries or complaints through the MoSD centralized complaint system. MoSD has a Complaints Unit for addressing complaints, the complaints unit functions in accordance with the complaint's bylaw No.8 of 2016 and its accompanying Cabinet Decisions. The complaints mechanism also deals with complaints regarding sexual exploitation and abuse/sexual harassment (SEA/SH) and includes a referral mechanism for survivors through the national GBV referral system and MoSD Departments (e.g., women affairs).	Throughout the project's implementation	MoSD / PMU Social Specialist/ Complaints Unit

Step	Description of Process	Time Frame	Responsibility
	The GM currently used by MoSD will be strengthened (in accordance with ESS10) and used to receive & facilitate resolution of grievances promptly and effectively and in a transparent manner that is culturally appropriate and readily accessible. The use of MoSD's GM Framework for SPEP II. SPEP II will ensure proper implementation of the special features for SEA/SH in the GMs (project and for workers), and strengthen MoSD's complaints system and capacity with requisite features to accept, process and address potential SEA/SH complaints (e.g., anonymity, referral features for support providers); and providing training to the personnel responsible for handling such complaints. The implementation of these measures/features will be monitored closely. Mitigation measures, proportionate to the level of risk, will be included in the Environmental and Social Management Manual (ESMM) to be prepared.		
Grievance uptake	Grievances can be submitted via the following channels: • Toll-free telephone hotline No. 189 • E-mail: shakawi@mosa.gov.ps • Submittal in person through visiting MoSD office: Ramallah, Al Masyoun, Khalil Al Wazir St., Adjacent to Prime Minister's Office. • Submittal at any of MoSD Governorate Offices. • Through Calling MoSD main phone number: 022948433 • Fax: 02 2989096 • Through the centralized Complaints system accessible through: cs.pmo.gov.ps • Complaints representatives / focal points in the field. Complaint form to be lodged via any of the above channels	Throughout the project's implementation	Complaints Unit / PMU Social Specialist
Sorting, processing	Any complaint received is forwarded to the relevant Directorate General depending on its nature, for GBV (SEA / SH) complaints, and complaints regarding MoSD employees conduct, these are directly transferred to the Minister's office and are resolved through specialized committees formed by the	Upon receipt of complaint	Complaints Unit

Step	Description of Process	Time Frame	Responsibility
	Minister's office. Received complaints are logged in the centralized complaints system, and categorized according to 27 types, these include; New cash assistance, re-establishment of assistance, increasing or decreasing the value of assistance, reporting suspension of assistance, project funding, medical insurance, food supplies, orphan sponsorship, housing renovation, medical rehabilitation, psychosocial rehabilitation, vocational rehabilitation, academic rehabilitation, improving living conditions, customs exemptions, loans for persons with disabilities, reports of abuse, nursery licensing, service procurement, reporting ineligibility for assistance, damage caused by having a nursery in a residential building, housing rehabilitation, objections to child visitation and custody arrangements, childcare, financial entitlements, and other issues. Additional categories might be added in line with the needs of SPEP II.		
Acknowledgment and follow-up	Receipt of the grievance is acknowledged to the complainant by an instant automatic reply if the complaint is received through the centralized complaints system. For in person and phone calls, the acknowledgement is provided verbally. However, for email and written complaints there is no acknowledgement of receipt. The SPEP II will work to enhance this process of acknowledgement and follow up with 2 business days to confirm receipt of grievances the latest.	Within 2 business days of receipt	Complaints Unit / Social Specialist
Verification, investigation, action	Verification of complaints/ grievances shall be done within 3 days of complaint receipt the latest in accordance with bylaw No. 7 of 2016. Complainant shall be by then notified of the acceptance or rejection of the complaint and the reason for it. Investigation of the complaint is led by relevant directorates / departments depending on the categorization of the complaint, or by a specially formed committee by the Minister depending on cases aforementioned. proposed resolution is formulated by the directorate / committee and communicated to the complainant by the complaints unit.	Verification within 3 days Resolution within 40 days	Complaint Committee formed by the Minister Directorates General Depending on the categorization/ subject of the complaint

Step	Description of Process	Time Frame	Responsibility
Monitoring and evaluation	Data on complaints are collected in a grievances log that shall contain at least gender, name (if provided), age, date of receipt, date of acknowledgement, date of acceptance / rejection, reason for rejection (if relevant), subject of complaint, resolution date, proposed resolution, status of complaint (open/ rejected / closed), date of closure, any other relevant information. Currently, the complaints unit report complaints data to the Minister on a monthly basis and to the centralized complaints unit at the Cabinet of Ministers on a yearly basis. The complaints unit, in cooperation with SPEP II Social Specialist shall produce monthly and quarterly data on complaints relevant to SPEP II which shall be reported on in the project's quarterly progress report.	Monthly for data collection Quarterly for periodic reporting	Complaints Unit / PMU Social Specialist
Training	Training needs for complaints unit staff as discussed during the consultation are as follows: - Complaints sorting and uptake for SPEP II project and understanding project-related complaints. - Communications and uptake training - Response mechanisms and how to deal with complainants. - Complaints registry, classification, and statistical data.	Within 1 year from project effectiveness date	PMU

The GM will provide an appeal process if the complainant is not satisfied with the proposed resolution of the complaint. Once all possible means to resolve the complaint have been proposed and if the complainant is still not satisfied, then they should be advised of their right to legal recourse.

The project will have specific referral pathways as mentioned in the table above to handle sensitive and confidential complaints, including those related to Sexual Exploitation and Abuse/ Harassment (SEA/ SH) in line with the World Bank ESF Good Practice Note on SEA/SH. SEA / SH complaints once submitted to the Complaints Unit at MoSD are raised to the Minister's Office directly, these are treated with confidentiality, where the Minister forms a specialized committee to investigate and resolve the complaint. Where support is needed, such as medical through the ministry of health, or police intervention by the Family and Juvenile Protection Police, the National GBV Referral system is followed and the case is managed by the MoSD. As part of the uptake channels at MoSD require providing Personal Identifying Information (PII) such as name, surname and ID number, especially through the Centralized Complaints System, the PMU shall provide uptake channels that guarantee confidentiality and anonymity through project dedicated uptake channels including a phone number, email address, and walk-in visits. These measures shall be established within six months of project effectiveness date and are to be

disclosed on the project's webpage at MoSD's website and through engagement activities and disclosure mechanism as detailed in section 4.2.
SPEP II in addition to the above will have an effective and accessible workers' GM. The Workers' GM will be shared with all project workers, and an E&S training including workers' GM will be provided to direct, and contracted workers. Contracted workers shall be provided with the workers' GM through their employers, as the workers' GM will be included in the bidding documents as a requirement. The Worker's GM will be described in detail in the Labor Management Procedures (LMP).

The World Bank and the MoSD do not tolerate reprisals and retaliation against project stakeholders who share their views about Bank-financed projects.

7. Monitoring and Reporting

7.1. Summary of how SEP implementation will be monitored and reported

The Project provides the opportunity to stakeholders, especially Project Affected Parties (PAPs) to monitor certain aspects of project performance and provide feedback. The GM will allow PAPs to submit grievances and other types of feedback. Frequent and regular meetings and interactions with the PAPs and other local stakeholders and Interested Parties will be organized in accordance with this SEP. Monitoring indicators will include number of meetings and engagement activities conducted, segregated by stakeholder categories (e.g., PAPs, OIPs) and topics of meeting, numbers of attendees, gender of attendees, numbers of brochures and other printed media handed out. In addition to numbers of social media posts, outreach and engagement statistics, TV interviews, news articles, and radio announcements.

Quarterly E&S reporting will also include SEP and stakeholder engagement aspects, including summary of stakeholder engagement activities, information related to number of received complaints and inquiries, resolution timeframe and status, and feedback received.

7.2. Reporting back to stakeholder groups

The SEP will be periodically revised and updated as necessary in the course of project implementation. Quarterly summaries and internal reports on public grievances, enquiries, and related incidents, together with the status of implementation of associated corrective/preventive actions, will be collated by responsible staff and referred to the senior management of the project. The quarterly summaries will provide a mechanism for assessing both the number and nature of complaints and requests for information, along with the Project's ability to address those in a timely and effective manner. Information on public engagement activities undertaken by the Project during the year may be conveyed to the stakeholders in various ways: such as non-technical summaries, updates on SEP disclosed on project page, news announcements through local media, social media posts, videos, interviews, and articles.

Annexes

Consultation Meeting Photos

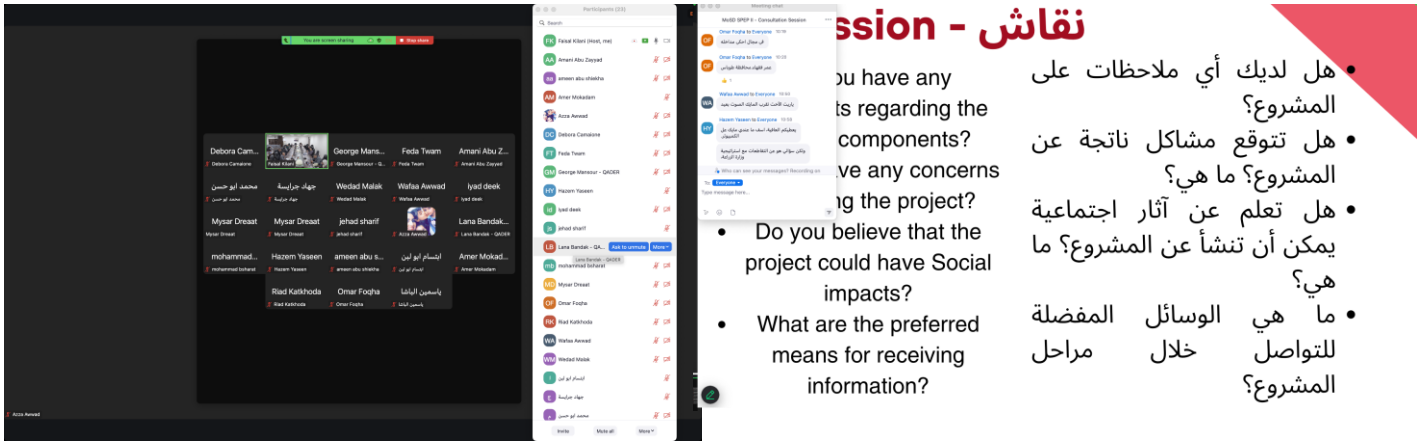

Table 1. Template to Capture Consultation Minutes

Stakeholder (Group or Individual)	Dates of Consultations	Summary of Feedback	Response of Project Implementation Team	Follow-up Action(s)/Next Steps	Timetable/ Date to Complete Follow-up Action(s)
Governmental Institutions (MoSD, MoP, MoA, PCBS, MoNE, MTDE), Local Government Units (Ein Al Beida Council, Al Izariya Council), International Development Partners (EU, WFP, World Bank, UNICEF, ILO), Local NGOs and CBOS (Qader), Universities (Al Quds University)	03rd of December 2024 09:30 – 11:30 In person at MoSD and via Zoom (hybrid)	• Participants raised questions about the project duration, implementation in Gaza, and complementarity with existing efforts like the RDNA. MoSD highlighted challenges in adapting methodologies for Gaza due to ongoing conflict. • The need to harmonize national systems (e.g., SR, CMS) and unify grievance mechanisms across the West Bank and Gaza was emphasized. Stakeholders also stressed capacity building and privacy safeguards for family data importance. • Received feedback included the importance of adapting surveys for the implementation of national plans and services in Gaza. In addition to revising indicators for poverty, criteria, and other parameters, as well as the introduction of hybrid tools that are responsive to the situation. • MoP discussed their "Building Palestine" plan that has been launched to coordinate efforts for relieve following a ceasefire. • PCBS shared findings from their recent survey in Gaza, and showcased the tools that were adapted for the situation including updating the forms, using phone calls as channels, and adapting the indicators. The surveys are 15-20 minutes long. PCBS also shared that the non-response rate reached 25-30% likely due to	• MoSD clarified that SPEP II is in the preparatory phase and will run for five years starting Q1 2025. Emphasis was placed on using the SR and CMS which are the backbone of social services. • The project team acknowledged the fragmentation of grievance mechanisms and highlighted the need for unified systems. They agreed on the importance of capacity building and data privacy safeguards. • MoSD discussed the need for a comprehensive assessment in Gaza, the discussion included required short and mid-term interventions. In addition to the short intake form which is being conducted that will help survey beneficiaries and households. MoSD provided examples of the short-intake form being filled by families currently located in Egypt and displaced within Gaza. • MoSD and the attendees agreed on the importance of updating parameters and indicators to be responsive to the situation and the need for the introduction of hybrid modalities. The short-intake form was discussed as an example of these efforts. • MoSD team provided a detailed explanation on the engagement efforts that will be conducted under SPEP II in line with the SEP, and provided an overview of the ESF and ESS10 and the requirements for stakeholder	• Households and individuals that lost their income have been added to the SEP as an identified vulnerable and marginalized group. • Stakeholders' feedback and recommendations to be raised to MoSD project management and the World Bank team. • Provide the Appraisal SEP to stakeholders to review, comment, and provide feedback • Integrate received feedback from stakeholders to the SEP. •	• Stakeholder's list to be updated in the SEP prior to SPEP II appraisal. • MoSD and World Bank teams to receive stakeholders' feedback no later than 5 days following the consultation session's date. • SEP to be shared with stakeholders no later than by 8th of December 2024. • Reflect received feedback, if any, prior to appraisal.

		displacement, loss of communication or fatalities. These surveys will be continued in 2025 with 3 rounds. • Stakeholders commended the stakeholder consultation session and stressed the importance of complimentary engagements given that such efforts were not comprehensive during the implementation of SPEP I. • Attendees stressed the need for aligning implementation and plans with other agencies in a coordinated framework manner. • MoSD attendees from local directorates explained the situation in the field including in ARAs and marginalized zones such as the Jordan Valley and East Jerusalem, and stressed the importance of the inclusion of populations in these areas. In addition to the lack of infrastructure and facilities they have such as tablets, vehicles, and internet. • Attendees proposed conducting an assessment for SPEP I that include site visits, review of indicators, and review of challenges and successes to inform SPEP II. • attendees discussed the different stakeholders' group within the project, and recommended adding individuals and households that lost their income following October 7th. • MoA raised a question regarding intersection of the project with MoA strategy, and MTDE provided statistics on their conducted survey with Tech-start on enterprises that closed and individuals that lost income following October 7th.	engagement that are detailed in them as well as the commitment under ESCP. • MoSD discussed the intersection between SPEP II and the general MoSD efforts along with MoA particularly under the WFP programs. The discussion highlighted food security as a main intersection between the two ministries.		

MoSD IT Department responsible for the CMS MoSD Service Purchasing Unit in the Societies Department Juzoor for Health and Social Development (NGO) SAWA (NGO)	09th of March 2025 Bi-lateral consultations both in person and phone	• MoSD IT department did not raise any feedback or concern as they are and familiar of the project and the recent changes in component 1 design. They also participate in the project's weekly meetings. • The Service Purchasing Unit had no further feedback. • Juzoor raised concerns on the elimination of the Cash Transfer Program contribution from component 1, and stated that financial support is a critical aspect of comprehensive social services, where even for GBV survivors financial empowerment is a key tool. • SAWA raised concerns on the involvement of a large number of fresh graduates in such sensitive roles, and stated that they require stringent supervision.	• The project team agreed to set up a follow up meeting with the service purchasing unit to provide more details. • The project team elaborated on the project design, particularly component 1 to Juzoor, and stated that economic empowerment is still existent, however under other projects including ones financed by the World Bank. • SAWA's remark has been noted, and the roles of the fresh graduates will be discussed with the PMU's management.	• Set up a follow up meeting with the service purchasing unit on the same week of March 09th 2025. • Integrate received feedback from stakeholders to the SEP. • Raise received feedback to project team and PMU.	• By the end of the week of March 09th 2025 a meeting shall take place between the project team and the service purchasing unit. • Reflect received feedback prior to appraisal.

Endnotes

[1]For the purposes of effective and tailored engagement, stakeholders of the proposed project(s) can be divided into the following core categories:

- **Affected Parties:** Persons, groups, and other entities within the Project Area of Influence (PAI) that are directly influenced (actually or potentially) by the project and/or have been identified as most susceptible to change associated with the project, and who need to be closely engaged in identifying impacts and their significance, as well as in decision-making on mitigation and management measures.
- **Other Interested Parties:** Individuals/groups/entities that may not experience direct impacts from the Project but who consider or perceive their interests as being affected by the project and/or who could affect the project and the process of its implementation in some way.
- **Vulnerable Groups:** Persons who may be disproportionately impacted or further disadvantaged by the project(s) compared with any other groups due to their vulnerable status, and that may require special engagement efforts to ensure their equal representation in the consultation and decision-making process associated with the project.
- It is important to note that sometimes projects have different components with very different sets of stakeholders for each component. Those different stakeholders should be considered in preparing the SEP.

[2]It is particularly important to understand whether project impacts may disproportionately fall on disadvantaged or vulnerable individuals or groups, who often do not have a voice to express their concerns or understand the impacts of a project, and to ensure that awareness raising and stakeholder engagement be adapted to take into account such groups' or individuals' particular sensitivities, concerns, and cultural sensitivities and to ensure a full understanding of project activities and benefits. Engagement with 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 into the overall process are commensurate with those of other stakeholders.