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**ກອງປະຊຸມເຜີຍແຜ່**

**ການຄຸ້ມຄອງສິ່ງແວດລ້ອມ ແລະ ສັງຄົມ**



ກະຊວງການເງິນ  
ສາຍດ່ວນ 1519

# **Ministry of Finance**

## **Enhancing Public Financial Management through Information and Communication Technology and Skills (EFITS) 2 Project**

**Draft**

Stakeholder Engagement Plan (SEP)

June 27, 2025

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**List of Acronym**

ESCP	Environmental and Social Commitment Plan
ESF	Environmental and Social Framework
ESS	Environment and Social Standards
FMIS	Financial Management Information System
GBV	Gender-based Violence
GoL	The Government of Lao PDR
GRM	Grievance Redress Mechanism
IA	Implementing Agency
ICT	Information and Communication Technology
LGBTQI+	Lesbian, gay, bisexual, transgender, queer, intersex+
LMS	Learning Management System (LMS)
MoF	Ministry of Finance
PMU	Project Management Unit
PSO	the Permanent Secretariat Office
PFM	Public Financial Management
SEA/SH	Sexual Exploitation and Abuse/Harassment
SEP	Stakeholder Engagement Plan

## 1. Introduction and Project Description

The Government of Lao PDR (GoL) has requested World Bank (WB) financing for the Enhancing Public Financial Management through Information and Communication Technology and Skills (EFITS) 2 Project (hereafter “the Project”). The project budget is estimated at around US\$ 18 million. The Project aims to enhance government systems and skills to manage public finances effectively. The Ministry of Finance (MoF) will be the implementing agency (IA) of the Project. The Project will help improve the management of public finances and MoF’s internal processes. The Project will be implemented at central, provincial and district levels.

The EFITS 2 builds on the achievements of E-FITS 1 and continues to support implementation of the activities initiated under E-FITS 1. Specifically, the Project supports: i) implementation of the Financial Management Information System (FMIS) at central, provincial and district levels and its use for budget preparation and financial reporting; ii) reengineering and documenting in manuals and procedures business processes and workflows which will be digitized through FMIS, as well as analyzing the need for any legislative changes related to e.g. use of digital signature and reducing processing steps and approvals; iii) installing requisite IT equipment necessary for the FMIS roll out, with an emphasis on ensuring that users at the subnational level can access the system; iv) updating and continued roll out of the PFM skills program to reach more MoF staff, with a focus on women; v) training and capacity building to users of the IT systems supported by the Project, complemented by change management. The main beneficiaries are MoF staff at the central, provincial, and district levels and civil servants of line ministries’ finance departments, who will increase their knowledge and implementation capacity of PFM, and who will benefit from the reduction of manual processes and from the availability of more timely and reliable budget execution and other financial data, which will enhance their decision-making capabilities. The digitization brought about by the FMIS will contribute to Laos’ NDCs through reducing the use of paper and transportation, supporting climate mitigation and adaptation agenda of the GoL

The Project has three components as followings:

- Component 1: Enhancing PFM Systems: This component will support the roll out of the FMIS procured under E-FITS 1 complementary activities focused on change management and identifying process which need to be reengineered and automated, thereby improving overall operational efficiency, transparency, and timeliness in managing public resources.
- Component 2: Improving PFM Skills: This component will support the roll out of PFM Skill Program initiated under E-FITS 1, thereby improving MoF’s human resources capacity to managing public resources. Component 2 will have two subcomponents.

- **Component 3: Project Management:** This component will continue funding of the Project Management Unit (PMU) at the MoF, which provides overall project coordination across MoF departments, supports and oversees project implementation, undertaking procurement and fiduciary tasks, and monitoring implementation progress and achieving Project outcomes. This will include the hiring of local consultants, including procurement, financial management (FM), M&E, and project management consultants; technical advisers, including international advisers may be hired to assist with the supervision of the FMIS and other IT contracts implementation as needed. This subcomponent will also provide funding for the PMU's operational costs and the annual external audit. It is foreseen that funding for the PMU consultants and operational costs will be shared with the Recipient-executed part of the PFM Reform Program, subject to funds availability, as the same consultants are working on both projects.

The EFITS 2 is being prepared under the World Bank's Environmental and Social Framework (ESF). Per Environmental and Social Standard ESS10 on Stakeholder Engagement and Information Disclosure, IA 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. Objectives of the Stakeholder Engagement Plan**

The overall objective of this Stakeholder Engagement Plan (SEP) is to define a program for stakeholder engagement, including public information disclosure and consultation, throughout the 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 to foster public trust. The objective is consistent with the citizen engagement concept set out in the Project Appraisal Document (PAD).

## **3. Stakeholder Identification and Analysis**

Under this project, the main stakeholders will refer to the project beneficiaries who are civil servants at national, provincial and district levels, and who will benefit from the systems and training supported by the Project. There will be other group of citizens who may be interested in the Project as discussed below.

### **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 stakeholders to provide feedback, and for the Project to analyze the feedback received and to determine feasible and effective ways of addressing the comments and concerns received.
- *Inclusiveness and sensitivity:* Stakeholder identification is 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 migrant workers and communities, and the cultural sensitivities of diverse ethnic groups.

### **3.2 Affected Parties**

Affected parties include those that may be subject to direct impacts from the Project. In this project, stakeholders who are likely to benefit and be directly affected, and involved in the project's activities include:

- MOF and its departments,
- Provincial Department of Finance
- District Office of Finance
- Government branch offices at national and subnational levels,
- Line ministries at central level and their representatives at subnational level,
- The Bank of Lao PDR,
- Commercial banks in Lao PDR, and
- MoF's officials targeted for training, capacity building by the Project.

### **3.2 Interested Parties**

A wide range of stakeholders may be interested in the project activities because of their official or personal interests. These stakeholders could include:

- Government officials from other ministries such as environmental protection, public health authorities, culture, information and tourism, labour and social welfare, commercial banks, and state-owned enterprises,
- IT/training providers,
- Mass media authorities and unions (Lao Women Union, Lao Youth Union, Lao National Front for Development and Lao Trade Union),
- Non-government organizations and civil society organizations in Laos,
- Media,
- Development partners, and
- Academic institutions.

### 3.3 Disadvantaged / Vulnerable Individuals or Groups

Within the Project, vulnerable or disadvantaged groups can be defined by their vulnerability and disadvantage, person's origin, gender, age, health condition, minority ethnicity and disadvantage status. The vulnerable groups in the Project may include but are not limited to the following:

- Government officials at national, provincial and district levels who are ethnic minority groups engaged in project activities;
- Female staff;
- Project staff with disabilities;
- Government officials engaged in project activities with computer illiteracy; and
- Project staff with [LGBTQI+](#) background

Description of the methods of engagement that will be undertaken by the project is provided in the following section.

## 4. Stakeholder Engagement Program

### 4.1 Summary of stakeholder engagement done during project preparation

During the project preparation, meetings were held with MoF representatives to discuss the background of EFITS 2, including E&S requirements of the WB and stakeholders to be engaged in the EFITS 2 Project. The kick off meeting with PMU head and deputy PMU head took place on 27 March 2025 at the MoF's office to brief the objectives and plan for preparing E-FITS 2 Project and ESF requirements for the project to PMU. The second meeting with PMU was held on 12 May 2025 at the MoF's office to update the progress of ESF instruments preparation to PMU and information from PMU to support updating ESF instruments. There was also a meeting with PMU at MoF's office on 13 May 2025 to identify stakeholders the E-FITS 2 Project and the MoF's current management of e-waste and grievance mechanism.

After the ESF instruments for the Project were drafted, a hybrid (online and offline) consultation workshop with government and private stakeholders were organized on 20 June 2025 at Suphattra Hotel, in Vientiane Capital. The workshop was participated by 128 people (34 participants who are all Lao ethnic group, including 12 women in person and 94 participants online, including 4 male ethnic officials from remote districts) from departments of MoF and its branch offices at provincial and district levels, line ministries such as Ministry of Agriculture and Environment and the Bank of Lao PDR, and waste management service providers. The objective of the workshop was to engage stakeholders in a comprehensive discussion with beneficiaries and interested parties on the ESF instruments such as SEP, Environmental and Social Commitment Plan (ESCP) and E-waste Management Plan (EWMP) and to introduce project activities, enhance understanding, gather feedback, and explore strategies for effective implementation and integration of environmental and social considerations for Enhancing Public Financial Management. A few key points raised from the workshop include: 1) participants' suggestion to engaging ICT equipment suppliers to



take back e-waste from the Project because waste collection vendors and waste junction shops' lack of proper management of e-waste; 2) Engagement of Financial Information Technology Department in monitoring ICT equipment and maintenance activities to help lasting lifetime of the equipment; 3) Based on lessons learnt from EFITS 1, participant's suggestion to PMU to reporting project implementation progress, including status of contracts and renewal, to the Debt Management Department to avoid delay of project activities. The details of findings from the workshop are presented in **Annex 2**. The issues brought up by stakeholders during meetings were incorporated into this SEP and EWMP. MoF will disclose the version of the SEP and other ESF instruments on the MoF's website.

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

To maintain engagement of key stakeholders identified under EFITS 1, as part of EFITS 2 preparation and implementation, the stakeholder analysis will continue to be updated, ensuring effective engagement of citizens/beneficiaries and seeking their feedback to reconfirm their satisfaction with project activities. Different engagement methods are proposed and cover different stakeholder needs as follows: (i) structured agendas; (ii) focus group meetings/discussions with relevant ministry stakeholders and different department within the MoF, its office at provincial and district levels, target users of FMIS; (iii) the consultations and workshops conducted as part of change management and communication activities; (iv) solicitation of beneficiaries' feedback following training, workshops and consultations supported by the Project; (v) an annual survey to solicit beneficiaries' feedback on their satisfaction with project activities; and (vi) different channels for grievance redress (through the MoF's existing hotlines, Facebook page, and suggestion boxes).

#### **4.3. Stakeholder engagement plan**

The Project plans to undertake stakeholder engagement activities both during preparation and implementation of the Project. The Project will apply multiple stakeholder engagement strategies. These include public consultations, training programs, and group discussions, in which all directly affected and beneficiaries, and other interested parties (see Table 1) will be invited. The Project will promote participation of individuals with disabilities and vulnerability and ethnic groups. Specifically for ethnic groups, according to MoF as of May 2025, MoF has 6,318 staff, including 2,222 women, and among 50 identified ethnic groups under four main ethnic groups (Lao-Tai, Mon-Khmer, Chine-Tibet, Hmong-Lumien) in Laos, 38 are represented among MoF staff with Lao being the largest group with 5,215 individuals, followed by Khmu with 150, and Leu with 149, The Project will ensure engagement of civil servants of ethnic minority groups in remote districts with limited ICT skills in consultations, training and access to project information. PMU should register number of civil servants by ethnicities and districts when they attend training, consultations meetings during project implementation, ensuring adequate engagement and benefits of civil servants of ethnic groups.

Table 1: Potential stakeholders of the project and public consultations

Project stage	Estimated date/time period	Topic of consultation and message	Method used	Target stakeholders	Responsibility
<b>Preparation</b>	Before decision meeting and appraisal of the Project	<ul style="list-style-type: none"> <li>• The Project design</li> <li>• The Project's E&amp;S documents</li> </ul>	<ul style="list-style-type: none"> <li>• Public consultation in a hybrid (in-person and online) approach and disclose project information</li> <li>• Engagement with representatives of relevant groups, including those for women and minority groups</li> <li>• Dissemination of project information and E&amp;S requirements</li> </ul>	<ul style="list-style-type: none"> <li>• Departments of MoF</li> <li>• MoF offices at provincial and district levels</li> <li>• Disadvantaged/ vulnerable groups and ethnic groups as identified in sections 3.2 and 3.3</li> </ul>	PSO
<b>Implementation</b>	Throughout project implementation	<ul style="list-style-type: none"> <li>• Updated E&amp;S documents for the Project</li> <li>• Progress of project implementation</li> <li>• Feedback on project's interventions, challenges, and impacts of project's activities</li> <li>• Feedback on the project's capacity building activities (PFM skills program)</li> </ul>	<ul style="list-style-type: none"> <li>• Virtual and/or offline meetings with provincial and district beneficiaries, including those who are female and ethnic groups.</li> <li>• Dissemination of project information through Internet pages, social media pages</li> <li>• Communication materials will be made available to explain the project goals, with special attention to the most vulnerable stakeholders, if required</li> <li>• Survey's will be utilized post-capacity building activities (e.g. after trainings)</li> </ul>	<ul style="list-style-type: none"> <li>• Departments of MoF</li> <li>• MoF offices at provincial and district levels</li> <li>• Other interested parties as identified in Section 3.2</li> <li>• Disadvantaged/ vulnerable groups, especially ethnic civil servants, as identified in 3.3</li> </ul>	PMU

#### 4.4. Reporting back to stakeholders

Comments from consultations, workshops, and discussions will be recorded and reviewed during each consultation (see Annex 1 for consultation minutes template) and responses will be shared with concerned stakeholders. The E&S focal person will incorporate the comments and responses into the half-yearly E&S reports. The feedback collected will be used by the PMU to inform any potential course corrections to project design and implementation, as needed.

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. This will also include any adjustments to project implementation as a result of feedback (or grievances) received. The updated project information will be available for stakeholders via MoF's website and Facebook page.

### 5. Resources and Responsibilities for implementing stakeholder engagement activities

#### 5.1 Resources

The PMU will be responsible for the overall coordination of the stakeholder engagement activities for the Project. The PMU will assign its E&S focal point for environmental and social performance to manage the day-to-day implementation of and compliance with the project ESF tools. The consultations and workshops conducted as part of change management and communication activities; solicitation of beneficiaries' feedback following training, workshops and consultations supported by the Project and annual survey to solicit beneficiaries' feedback on their satisfaction with project activities will be implemented under the Project's component.

An indicative budget for implementation of SEP measures and other ESF instruments throughout the project's life is presented in Table 2 below. The budget is included in Subcomponent 1.2 of the Project.

**Table 2: Indicative budget for stakeholder engagement**

Budget Category	Quantity	Unit Costs (in US\$)	Times/Years	Total Costs	Remarks
<b>1. Estimated staff salaries* and related expenses</b>					
1a. environmental and social consultant (if required)	50 days	250	Throughout project life	12,500	
1b. Travel cost of E&S consultants to provinces and districts	30 days	250	Throughout the	7,500	

for consultation meetings and training			project's life		
<b>2. Events</b>					
2a. Consultation meetings with stakeholders at national, provincial, and district levels of MoF to disseminate project information and safeguards policies and training activities	3 times	1,500	Throughout project life	6,000	
<b>3. Communication campaigns</b>					
3a. Poster/flyers of GRM and emergency response communication materials	2 sets	500	1 time	1,000	
<b>4. Training</b>					
4a. Training on social/environmental issues, including GRM, for PMU and project staff	2 sets	1,500	2 times	3,000	One for each group
4b. Training on gender-based violence (GBV) for PMU and contractor staff	1 set	1,500	1 time	1,500	Once for both PMU and contractor staff
<b>5. Grievance Mechanism</b>					
Include in the training activities above and day to day operation cost					
<b>TOTAL STAKEHOLDER ENGAGEMENT BUDGET:</b>				31,500	

## 5.2 Management Functions and Responsibilities

The entities responsible for carrying out stakeholder engagement activities are the PMU and E&S focal point. Their responsibilities associated with stakeholder engagement activities are listed in Table 3.

The stakeholder engagement activities will be documented through stakeholder consultation reports, meeting minutes, attendance records, feedback logs, periodic progress reports, and the project's grievance redress mechanism (GRM) database. These records will be maintained by the PMU and shared with relevant stakeholders where applicable.

**Table 3: Responsibilities of different actors for stakeholder engagement activities**

Actor	Stakeholder engagement responsibilities
PMU	<ul style="list-style-type: none"> <li>• Provide administrative advice and assistance to E&amp;S and communication consultants (if any)</li> <li>• Supervise the quality control of the consultants' works</li> </ul>
E&S focal point/E&S consultant	<ul style="list-style-type: none"> <li>• Develop E&amp;S materials for the Project</li> <li>• Review and update E&amp;S instruments when needed</li> <li>• Develop E&amp;S training materials</li> <li>• Deliver E&amp;S training activities</li> <li>• Prepare six-monthly E&amp;S performance and compliance reports</li> <li>• Liaise with and manage the relationship with any contracted person/communication entities producing communication materials (posters, flyers, videos, webpages, Facebook pages...)</li> </ul>

## 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.

### 6.1 Description of GRM

The **Grievance Mechanism (GM) Process** outlines a structured approach to handling complaints effectively and transparently. The GRM for this project is based on the current GRM for EFITS 1 project with update to be in line with the requirements of ESS10. Below is a detailed description of each step in the process:

**Table 4: Grievance monitoring and reporting**

Step	Description of processes	Timeframe	Responsibility
GRM implementation structure	The project will follow the existing GRM procedure and committees established within MoF and branch offices at provincial and district levels.	Throughout project implementation	PMU and national and local GRM committees.
Grievance uptake	Grievance or complaints can be submitted in different	Throughout project implementation	E&S focal person and the team leader of PMU

	channels such as a formal complaint letter to grievance focal points at branch offices of MoF through Facebook page, complaint box, MOF hotline for citizens, and phone to the PMU		
Sorting, processing	Any complaint received is forwarded to PMU, logged in the project GRM logbook, and categorised and proceeded according to complaint types: social, environment, health and safety, operational, other, etc.	Upon receipt of a complaint	Officers of MoF's branch offices at provincial and district levels, E&S focal person and the team leader of PMU
Acknowledgement and follow-up	Receipt of the grievance is acknowledged to the complainant by local MoF officers at provincial and district levels/the E&S focal person of the PMU via SMS, the MoF's existing hotline, email, or written letter.	Within 2 days of receipt	Team leader of PMU and existing Grievance Committee within MoF and local grievance committees within branch offices of MoF at provincial and district levels.
Verification, investigation, and action	Investigation of the complaint is led by the PMU and grievance focal points of MoF and its branch offices. The proposed resolution is proposed and formulated by the PMU and return the proposed resolution to the complainant.	Within 10 working days	Team leader of PMU and grievance focal points within MoF and at each branch offices at provincial and district levels

Monitoring and evaluation	Data on complaints are collected and recorded in the project grievance tracker log. Complaints and resolutions are reported back to the PMU, PSO and relevant stakeholders bi-annually.	Bi-annually	Team leader of PMU and Grievance focal points within MoF and its branch offices at provincial and district levels
Provision of feedback	Feedback from complainants regarding their satisfaction with the complaint resolution is collected via follow-up calls/surveys/meetings and documented.	Within 30 days of resolution	Team leader of PMU and Grievance focal points within MoF and its local branch offices
Training	Training needs for project staff of the PMU, contractor, and suppliers are assessed and analysed regarding GRM.	Annually after implementation of the Project	E&S focal person and the PMU

If required, in order to facilitate women, ethnic groups and vulnerable people's access to the mechanism, these groups of people will be consulted to ensure they are able to access the GRM. The GRM will also accommodate receiving complaints in ethnic minority languages when needed.

**Table 5: Contact information for GRM**

Description	Contact details
Implementing agency	Head of PMU
Main contact	The Permanent Secretariate Office of MoF GRM focal point: To be designated for the EFITS2 project prior to Project Effectiveness
Address	23 Singha Road Vientiane capital, Laos
E-mail	<a href="mailto:webmaster@mof.gov.la">webmaster@mof.gov.la</a> / <a href="mailto:admin@mof.gov.la">admin@mof.gov.la</a>
Website	<a href="https://www.mof.gov.la/index.php/en/home/">https://www.mof.gov.la/index.php/en/home/</a>
Phone number	(856)-21-911336

The GM will provide an appeals 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 through national fiduciary systems such as the courts, the Provincial Council and the National Assembly.

At this stage of project development and based on project CESRS, the risks connected to Sexual Exploitation and Abuse/Harassment (SEA/SH) and Gender-based Violence (GBV) is expected to be low. However, if any SEA/SH complaint received, the project will have other measures in place to handle sensitive and confidential complaints, including those related to SEA/SH in line with the World Bank ESF Good Practice Note on SEA/SH To enable women to safely access the GM, multiple channels through which complaints can be registered in a safe and confidential manner and trusted. The information in the GM must be confidential, especially when related to the identity of the complainant. For SEA/SH, the GM should primarily serve to: (i) refer complainants to the GBV service provider; and (ii) record resolution of the complaint. No identifiable information on the survivor should be stored in the GM.

The World Bank and the Borrower 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 will implement a Stakeholder Engagement Plan (SEP) monitoring and reporting system to ensure continuous engagement and transparency, and responsiveness to stakeholders needs. Key monitoring indicators will include the number of engagement activities such as workshops, feedback sessions, communication activities, surveys to solicit beneficiaries' feedback on their satisfaction with project activities; the frequency and accessibility of information disseminated. Additionally, the project will monitor the effectiveness of the grievances received and resolved through the project's grievance mechanism.

### **7.2 Reporting back to stakeholders**

The SEP will be periodically revised and updated as necessary in the course of project implementation. Six-monthly summaries and internal reports on public grievances, enquiries, and related incidents, together with the status of implementation of associated corrective/preventive actions, will be collected by responsible staff and referred to the senior management of the project. The six-monthly 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: emails and hard copies of the summaries.



## Annex 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)
Beneficiaries (at national and local levels, including women and ethnic civil servants) and other interested parties (line ministries and waste recycling entities).	20 June 2025	<ol style="list-style-type: none"> <li>Participants' suggestion to engage ICT equipment suppliers to take back e-waste from the Project because waste collection vendors and waste junction shops' lack of proper management of e-waste.</li> <li>Engagement of Financial Information Technology Department in monitoring ICT equipment and maintenance activities to help lasting lifetime of the equipment; 3) Based on lessons learnt from EFITS 1, participant's suggestion to PMU to</li> </ol>	<ol style="list-style-type: none"> <li>The suggestion will be further discussed with the PMU and the World Bank, ensuring the option with good environmental practice will be selected and included in the e-waste management plan</li> <li>E&amp;S consultant will discuss with a representative of this department to understand current practice of e-waste management of MoF and how to engage the department in e-waste</li> </ol>	<ol style="list-style-type: none"> <li>Update of the e-waste management plan based on the feedback.</li> <li>The feedback will be incorporated into the e-waste management plan and ensuring PMU's coordination with this department in maintenance of ICT equipment and e-waste management of EFITS 2.</li> <li>PMU will coordinate with</li> </ol>	<ol style="list-style-type: none"> <li>Completion of final e-waste management plan and implement throughout project implementation</li> <li>PMU's coordination with the department throughout project implementation</li> <li>Throughout project implementation period</li> </ol>

		<p>reporting project implementation progress, including status of contracts and renewal, to the Debt Management Department to avoid delay of project activities.</p> <p>3) the Debt Management Department's suggestion to PMU, based on lessons learnt from EFITS 1, to reporting project implementation progress, including status of contracts and renewal need, to the Debt Management Department to avoid delay of project activities.</p>	<p>management of EFITS 2.</p> <p>3)</p>	<p>the department on the progress of project implementation and support in relation to contract renewals.</p>	
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## **Annex 2: Minutes of the pre-appraisal consultation workshop with stakeholders at national and local stakeholders**

### **Minutes of Consultation Workshop with Stakeholders on ESF Instruments**

**Time:** 8:30-12:00 AM, 20 June 2025

**Location:** Suphattra Hotel, Vientiane Capital

**Objective of the meeting:** to engage stakeholders in a comprehensive discussion on the Environmental and Social Framework (ESF). The workshop aims to introduce project activities, enhance understanding, gather feedback, and explore strategies for effective implementation and integration of environmental and social considerations for Enhancing Public Financial Management Through Information and Communication Technology and Skills (E-FITS) 2 Project. The meeting also presented key findings of ESF instruments for the Project.

**Participants:** The meeting was chaired by Mr. Douangphaseuth Thiphichan (Deputy Director General of the Permanent Secretariate Office (PSO) of the Ministry of Finance (MoF) and was participated in person by 34 participants, including from departments of MoF, Ministry of Agriculture and Environment, the Bank of Lao PDR. Meanwhile, 94 people, including 4 ethnic participants, from 18 provincial Finance Departments and 74 districts across Lao participated online. The workshop was also attended by staff members of the World Bank and 2 hazardous waste management service providers. A list of participants of the meeting in person is presented in Annex 1.

**Main themes of discussion are summarized below:**

#### **1. Introduction by the chair of the meeting**

An introduction by Mr. Douangphaseuth Thiphichan, Deputy Director General of PSO of the MoF. The chair of the meeting briefed the background of the EFITS 2 Project and objectives of the meeting, and environmental and social safeguards requirements for the Project. He emphasised the fund implementing agency's compliance with the requirements, which are the important conditions under WB-funded Projects, including non-civil work projects, in order to minimise potential natural environment and social impacts from project implementation.

#### **2. Presentation of Project description:**

Deputy Head of PMU presented objectives and timeline of the EFITS 2 Project and adding some details of project components and engagement of stakeholders at national, provincial and district levels in the Project.

#### **3. Presentation of ESF instruments:**

The environmental and social Safeguards Consultant presented key information for the following ESF topics:

- The World Bank's Environmental and Social Framework for the Project
- The Project's Environmental and social Commitment Plan
- Stakeholder Engagement Plan
- E-waste Management Plan

- The Project's Grievance Mechanism

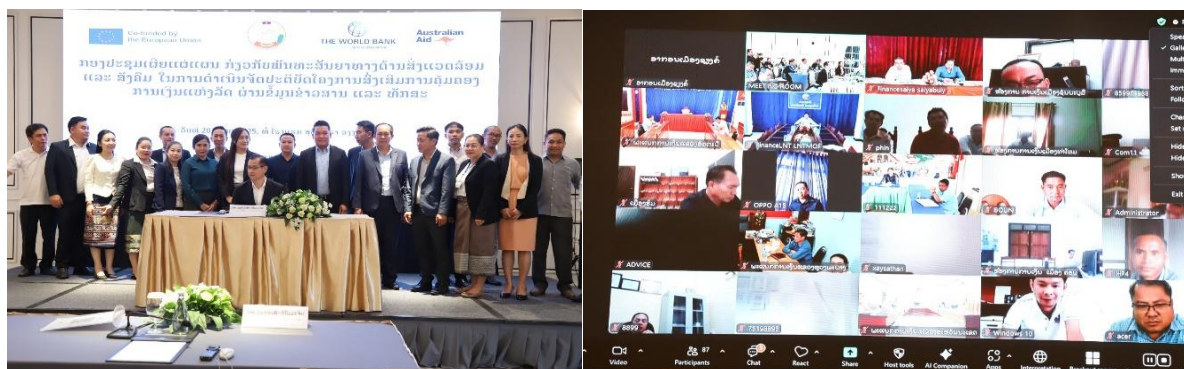
#### 4. Q&As

After the presentation of the topics above, all participants were encouraged to ask questions and provide their comments on the information disclosed. Key questions and comments received and responses during the Q&A session are summarized in the following table.

Comments	Responses
Tax Department of MoF: Can EFITS 2 apply lessons learned of e-waste management approaches from EFITS 1 rather than developing new approaches and measures.	<i>E&amp;S consultant:</i> the ICT equipment package of EFITS 1 has not been retired and disposed. Also, the preparation of e-waste management for EFITS 2 partly relied on the current e-waste management practice of MoF. Different departments store retired ICT equipment in their office and sometimes are collected by waste collection vendors without information where such waste is transported to and how e-waste is managed. Thus, PMU should ensure to have proper e-waste management (by qualified e-waste vendor/ICT equipment supplier(s) for EFITS 2.
Ministry of Agriculture and Environment: <ul style="list-style-type: none"> <li>•The project has proposed two alternatives of service providers (waste junk shop and ICT equipment provider) to manage e-waste of the Project. The representative from this ministry suggested that it is better to engage ICT equipment provider to manage the e-waste of the Project because currently waste junk shops in Laos lack proper management (transportation, handling, storage facility and recover) of e-waste.</li> <li>•Is it possible to engage technical personnel from relevant departments of the ministry as trainers/co-trainers when there is training activities on e-waste management?</li> </ul>	<i>E&amp;S consultant:</i> <ul style="list-style-type: none"> <li>• will consult with the PMU to consider engagement of the awarded ICT equipment provider and inclusion of e-waste management to the provider's scope of work.</li> <li>• It is possible to engage relevant expert(s) sharing their experience and lessons learnt from other projects when training on e-waste is in place during implementation of the Project. This proposed idea will also be incorporated into the updated e-waste management plan.</li> </ul>
Public Debt Management Department of MoF: Based on the Lesson learned from EFITS 1, there was a delay of project implementation, partly due to changes	The PMU: will coordinate with and inform the department the progress of project implementation and support in relation to contract renewals.

and renewal of contracts. PMU should report implementation progress status and performance, including renewal of contracts earlier to the department to ensure effective and successful implementation of EFITS 2.	
<p>Savan EMC Company – hazardous waste and e-waste management service providers:</p> <p>The company provided a brief on its partnership with government agencies to develop an e-waste management system, through segregation, recovery of recyclable parts, and waste reduction through a manifest system, in Laos. It has also provided services of hazardous waste management to industrial factories and mining projects in Laos. The company suggested that current e-waste is disposed of inadequately at landfills, including the one in Vientiane Capital. The company also suggested that the Project should coordinate and discuss with the ICT equipment service provider to take back old ICT to recover components of the equipment.</p>	<p>E&amp;S consultant:</p> <p>The suggestion will be further discussed with the PMU and the World Bank.</p>
<p>M&amp;E of EFITS 1 PIU:</p> <ul style="list-style-type: none"> <li>• Who and how is e-waste going to be monitored?</li> <li>• Is safeguard classified low or moderate?</li> <li>• Is it possible to fix lifetime of ICT equipment to help decide when such equipment need to be retired and disposed?</li> </ul>	<p>E&amp;S consultant:</p> <ul style="list-style-type: none"> <li>• It is indicated in ESCP and e-waste management plan of how to monitor and who will be responsible for monitoring of e-waste to be generated from EFITS 2.</li> <li>• It is indicated in the Concept Environmental and Social Review Summary that environmental and social risks of the Project is moderate. More specifically, environmental risks are moderate while social risks are low.</li> <li>• It would not be practical to give a fix lifetime of ICT equipment for EFITS 2 as lifetime of ICT equipment can be flexible, depending on workload and maintenance.</li> </ul>
<p>The Institute of Finance and Accounting:</p> <ul style="list-style-type: none"> <li>• Different government and private agencies understand current challenges of handling e-waste.</li> </ul>	<ul style="list-style-type: none"> <li>• The updated e-waste management plan will include a requirement for PMU to ensure periodic check and maintenance of ICT equipment.</li> </ul>





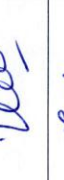




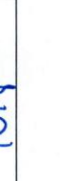
<ul style="list-style-type: none"> <li>• Government agencies should undertake monthly or annual check and maintenance or upgrades of ICT equipment to extend lifetime of ICT equipment.</li> <li>• There should be monitoring of ICT equipment and e-waste to monitor if the awarded junk shop or ICT equipment provider follows the requirements set out in the e-waste management for EFITS.</li> </ul>	<ul style="list-style-type: none"> <li>• The e-waste management plan sets out a need for monitoring of e-waste and disposal approaches applied.</li> </ul>
<p>Financial Information Technology Department:</p> <p>It would be good if the project can engage the department to support the project monitoring ICT equipment and maintenance activities as well as e-waste issues.</p>	<ul style="list-style-type: none"> <li>• E&amp;S consultant will discuss with a representative of this department to understand current practice of e-waste management of MoF.</li> <li>• It is important to engage this department during implementation of the project.</li> </ul>
















5. A list of participants for the consultation workshop

ໃບລົງທະບຽນ / Registration Form

ກອງປະຊຸມເຜີຍແຜ່ແຜນ ກ່ຽວກັບຜົນທະສັນຍາທາງດ້ານສິ່ງແວດລ້ອມ ແລະ ສັງຄົມ ໃນການດຳເນີນຈັດປະຕິບັດໂຄງການ EFITS 2 ຄັ້ງວັນທີ 20 ມິຖຸນາ 2025, ທີ່ໂຮງແຮມ ສຸໂມດາລາ ວຽງຈັນ, ມະຄອນຫຼວງວຽງຈັນ

ລດ/No	ຊື່ ແລະ ນາມສະກຸນ / Name and Surname	ຕຳແໜ່ງ / Title	ນາມສ່ວນ / Organizations	ເບີໂທລີຟັງ / Contact	ລາຍເຊັນ / Signature
1	ທ່ານ ສາວປະເສີດ ທິພົມວິໄລ	ຮອງຫົວໜ້າອົງການ	ທຸກອົງການ	55499777	
2					
3	Vangvane Phommangkhon	PSS	WIS	56419465	
4	ທ. ປະເສີດ ປິສິດ	ຮອງຫົວໜ້າ	ກົມກວດກາ	98878788	
5	ຂ. ສິດສາ ສຸຂະເສລີ	ທ/ພ ພ/ພ	ກົມຄວບຄູ່	56633994	
6	ມ. ພູ ສາວ ສາວສິນ	ວິຊາ	ອ. ກ.	5943222	
7	ນ. ກະສິ ສາວ ສາວ	ESF consultant	PIU	22333328	
8	ປ. ສາວ ສາວ ສາວ	ສຸພາບ	ທຸກອົງການ	55645969	
9	ສ. ວິໄລ ສາວ ສາວ	ວິຊາ	ກະສັດ	22894519	
10	ປ. ສາວ ສາວ ສາວ	ວິຊາ	ກົມກວດກາ	99519345	
11	ມ. ສາວ ສາວ ສາວ	ວິຊາ	ກົມກວດກາ	2828896	



ລ/ດ/No	ຊື່ ແລະ ນາມສະກຸນ / Name and Surname	ຕຳແໜ່ງ / Title	ພາກສ່ວນ / Organizations	ເບີໂທລີຟັງ / Contact	ລາຍເຊັນ / Signature
12	ທ່ານ ສິມສາລາ	ທ່ານ ພ. ພ. ພ.	ກຸງ, ສະຫະລັດ	581555	
13	ທ່ານ ສິມສາລາ	ສະຫະລັດ ສະຫະລັດ	ສະຫະລັດ	56970862	
14	ນ. ສິມສາລາ ສິມສາລາ	ວິຊາ	ສະຫະລັດ ສະຫະລັດ	56532546	
15	ນ. ສິມສາລາ ສິມສາລາ	ນ. ສິມສາລາ ສິມສາລາ	PIU	52896999	
16	ນ. ສິມສາລາ ສິມສາລາ	ສະຫະລັດ	ສະຫະລັດ	59875650	
17	ນ. ສິມສາລາ ສິມສາລາ	—	ສະຫະລັດ	58622891	
18	ນ. ສິມສາລາ ສິມສາລາ	—	ສະຫະລັດ	2992444	
19	ນ. ສິມສາລາ ສິມສາລາ	ພາ ພາ ພາ	ສະຫະລັດ	5475956	
20	ນ. ສິມສາລາ ສິມສາລາ	ສະຫະລັດ ສະຫະລັດ	PIU	5571004	
21	ນ. ສິມສາລາ ສິມສາລາ	ສະຫະລັດ	ສະຫະລັດ	59905829	
22	ນ. ສິມສາລາ ສິມສາລາ	ສະຫະລັດ	PIU	59496365	
23	ນ. ສິມສາລາ ສິມສາລາ	ສະຫະລັດ	PIU	55708992	
24	ນ. ສິມສາລາ ສິມສາລາ	ສະຫະລັດ	ສະຫະລັດ	92451486	



ລດ/No	ຊື່ ແລະ ນາມສະກຸນ / Name and Surname	ຕຳແໜ່ງ / Title	ພາກສ່ວນ / Organizations	ເບີໂທເຕີດີ / Contact	ລາຍເຊັນ / Signature
25	ທ. ພະຍຸດສອນ ພັກວິສັກ	ວິຊາກຳລັງ	ບົວລະພອນ ເປີມ	໐໗໗໓໓໓໓໓໓	
26	ນ. ອາເມດສະລາ ພັນທະວົງ	ວິຊາກຳລັງ	ບຸກຄົນ	54451721	
27	ທ. ບຸນທຸກ	—	—	5400899	
28	ທ. ພອນບໍາວິໄສ ສີມາລາເງີ	ອາຫານ	ສູນປັບປຸງກຳລັງ	23863777	
29	ທ. ພາກສາ	ວິຊາກຳລັງ	ອາໄສ ກຸມ	0905540167	
30	ທ. ພິມວົງ ດິນວິມົນ	—	ອາໄສ	78336167	
31	ທ. ພອນສິດ ອາວຸດ	ພັກສາວຸດ	ບຸກຄົນ ປຸມ	83098702	
32	ນ. ອາເມດສະລາ ພັນທະວົງ	ຮູບ	ຮູບ	83098702	
33	ນ. ສິນທິພອນ ພັນທະວົງ	ນັກວິຊາ	ອາໄສ	77777777	
34	ທ. ພິມວົງ ດິນວິມົນ	PIE	PIU	2989550	
35					
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# **Ministry of Finance**

## **Enhancing Public Financial Management Through Information and Communication Technology and Skills 2 Project**

### **ENVIRONMENTAL AND SOCIAL COMMITMENT PLAN (ESCP)**

**Appraisal Version**

**26 June 2025**

## ENVIRONMENTAL AND SOCIAL COMMITMENT PLAN

1. The Lao People's Democratic Republic (the Recipient) through the Ministry of Finance (MoF) will implement the Public Financial Management through ICT and Skills Project 2 (P510862) ("the **Project**"), through the Permanent Secretariat Office (PSO), as set out in the Financing Agreement. The International Development Association (the Bank) has agreed to provide the financing for the Project, as set out in the referred agreement.
2. The Recipient shall ensure that the Project is carried out in accordance with the Environmental and Social Standards (ESSs) and this Environmental and Social Commitment Plan (ESCP), in a manner acceptable to the Bank. The ESCP is a part of the Financing Agreement. Unless otherwise defined in this ESCP, capitalized terms used in this ESCP have the meanings ascribed to them in the referred agreement.
3. Without limitation to the foregoing, this ESCP sets out material measures and actions that the Recipient shall carry out or cause to be carried out, including, as applicable, the timeframes of the actions and measures, institutional, staffing, training, monitoring and reporting arrangements, and grievance management. The ESCP also sets out the environmental and social (E&S) documents that shall be prepared or updated, consulted, disclosed and implemented under the Project, consistent with the ESSs, in form and substance acceptable to the Bank. Said E&S documents may be revised from time to time with prior written agreement by the Bank. As provided for under the referred Agreement, the Recipient shall ensure that there are sufficient funds available to cover the costs of implementing the ESCP.
4. As agreed by the Bank and the Recipient, this ESCP will be revised from time to time, if necessary, to reflect adaptive management of Project changes or unforeseen circumstances or in response to Project performance. In such circumstances, the Bank and the Recipient agree to update the ESCP to reflect these changes through an exchange of letters signed between the Bank and the Recipient's Representative specified in the Financing Agreement. The Recipient shall promptly disclose the updated ESCP.
5. The subsection on "Indicators for Implementation Readiness" below identifies the actions and measures to be monitored to assess Project readiness to begin implementation in accordance with this ESCP. Nevertheless, all actions and measures in this ESCP shall be implemented as set out in the "Timeframe" column below irrespective of whether they are listed in the referred subsection.

MATERIAL MEASURES AND ACTIONS		TIMEFRAME	RESPONSIBLE ENTITY
<b>IMPLEMENTATION ARRANGEMENTS AND CAPACITY SUPPORT<sup>1</sup></b>			
A	<b>ORGANIZATIONAL STRUCTURE</b> <ul style="list-style-type: none"> <li>Maintain a Project Management Unit (PMU) with qualified staff and resources to support management of environmental, social, health and safety (E&amp;S) risks and impacts of the Project.</li> <li>The PMU shall appoint an E&amp;S focal person, who will serve as an integral part of the organizational structure of the Project, to be responsible for the daily management and supervision of E&amp;S activities under the Project.</li> <li>The PMU may recruit a part-time Environmental and Social consultant, as needed, with experience, qualifications and terms of reference satisfactory to the Bank.</li> </ul>	<p>Appoint E&amp;S focal person at PMU within 30 days of the Project Effectiveness.</p> <p>Maintain the PMU and the E&amp;S focal person throughout Project implementation.</p>	PMU
B	<b>CAPACITY BUILDING PLAN/MEASURES</b> <p>Prepare and implement the following capacity building measures and training activities:</p> <ul style="list-style-type: none"> <li>Provide training to PMU and project staff on: (i) the Bank's current process and ESF; (ii) stakeholder mapping and engagement; (iii) grievance redress mechanism (GRM) in Project management; (iv) environmental and social supervision, monitoring, and reporting; and (v) labor management procedures including occupational health and safety (OHS).</li> <li>Provide training to project staff on proper disposal of e-waste and hazardous materials as per the Electronic Waste Management Plan before any disposal occurs.</li> </ul>	<p>Training on ESF topics including B. I-V topics and e-waste management to PMU and project beneficiaries of IT system and equipment before commencement of activities</p> <p>Provide related refresher trainings as needed and prior to disposal of e-waste.</p>	PMU
<b>MONITORING AND REPORTING</b>			
C	<b>REGULAR REPORTING</b> <p>Prepare and submit to the Bank regular monitoring reports on the environmental, social, health and safety (ESHS) performance of the Project. The reports shall include:</p> <ul style="list-style-type: none"> <li>Status of preparation and implementation of E&amp;S documents required under the ESCP.</li> <li>Summary of stakeholder engagement activities carried out as per the Stakeholder Engagement Plan.</li> <li>Complaints submitted to the grievance mechanism(s), the grievance log, and progress made in resolving them.</li> </ul>	<p>Submit the six-monthly reports to the World Bank after the project Effectiveness and throughout project implementation no later than 45 days after the end of each reporting period.</p>	PMU

<sup>1</sup> For all actions, consult with the country lawyer to ensure consistency with the legal agreement in cases where some actions need to be completed before the project becomes effective (effectiveness condition) or before certain disbursements can occur (disbursement condition).

MATERIAL MEASURES AND ACTIONS		TIMEFRAME	RESPONSIBLE ENTITY
	<ul style="list-style-type: none"> <li>Number and status of resolution of incidents and accidents reported under action E below.</li> <li>Status of training activities associated with E&amp;S topics.</li> </ul>		
D	<b>CONTRACTORS' MONTHLY REPORTS</b> Since the project does not involve civil works, this action is not currently relevant.	NA	NA
E	<b>INCIDENTS AND ACCIDENTS</b> Promptly notify the Bank of any incident or accident relating to the project which has, or is likely to have, a significant adverse effect on the environment, the affected communities, the public or workers, including those resulting in death or significant injury to workers or the public; acts of violence, discrimination or protest; unforeseen impacts to cultural heritage or biodiversity resources; pollution of the environment; dam failure; forced or child labor; displacement without due process (forced eviction); allegations of sexual exploitation or abuse (SEA), or sexual harassment (SH); or disease outbreaks. Provide available details of the incident or accident to the Bank upon request.  Arrange for an appropriate review of the incident or accident to establish its immediate, underlying and root causes. Prepare, agree with the Bank, and implement a Corrective Action Plan that sets out the measures and actions to be taken to address the incident or accident and prevent its recurrence.	Notify the Bank no later than 48 hours after learning of the incident or accident. Provide available details upon request.  Provide review report and Corrective Action Plan to the Bank no later than 10 days following the submission of the initial notice, unless a different timeframe is agreed to in writing by the Bank.	PMU
<b>ESS 1: ASSESSMENT AND MANAGEMENT OF ENVIRONMENTAL AND SOCIAL RISKS AND IMPACTS</b>			
1.1	<b>ENVIRONMENTAL AND SOCIAL ASSESSMENTS AND/OR PLANS</b> Prepare and implement the below instruments for the project, consistent with relevant ESSs. <ul style="list-style-type: none"> <li>Occupational health and safety (OHS) management measures as part of the Project Operation Manual (POM)</li> <li>E-waste management Plan (EWMP)</li> <li>Stakeholder Engagement Plan, which includes grievance mechanism</li> </ul>	Prepare the POM prior to the Project Effectiveness.  Prepare EWMP prior to the Project Effectiveness.  Implement the SEP, POM and EWMP throughout Project implementation.	PMU
1.2	<b>MANAGEMENT OF CONTRACTORS</b> Since the project does not involve civil works, this action is not currently relevant.	NA	NA
1.3	<b>TECHNICAL ASSISTANCE</b> Carry out the consultancies, studies, capacity building, training, and any other technical assistance activities under the Project in accordance with terms of reference acceptable to the Bank, that are consistent with the ESSs. Thereafter prepare and finalize the outputs of such activities in compliance with the terms of reference.	Throughout Project implementation.	PMU
1.4	<b>CONTINGENT EMERGENCY RESPONSE FINANCING</b>  Not Relevant		

MATERIAL MEASURES AND ACTIONS		TIMEFRAME	RESPONSIBLE ENTITY
1.5	<b>ASSOCIATED FACILITIES</b> Not Relevant	NA	NA
1.6	<b>USE OF THE BORROWER'S ENVIRONMENTAL AND SOCIAL FRAMEWORK</b> As per the Borrower's Framework Assessment (2024) for Lao PDR, the national legal framework including the Labor Law (2013), Law on Social Security (2018) and Law on Health Insurance (2018), various national guidelines and protocols on health care relevant and applicable to the project are largely in line with ESS2, thus, the Borrower's Environmental and Social Framework will be applied in part under the project to manage labor and working condition issues, OHS risks.	Implement the relevant national legal framework throughout Project implementation.	PMU
1.7	<b>COMMON APPROACH</b> Not Relevant	NA	NA
1.8	<b>ACTIVITIES SUBJECT TO RETROACTIVE FINANCING</b> Not Relevant	NA	NA
<b>ESS 2: LABOR AND WORKING CONDITIONS</b>			
2.1	<b>LABOR MANAGEMENT PROCEDURES</b> Stand-alone Labor Management Procedures (LMP) will not be required based on the Borrower's Framework Assessment (2024), which the Bank deems, is largely in line with ESS2 The project will apply the national legal framework, including the Law on Labor (2013) and Law on Health Insurance (2018), Law on Social Security (2018), Decree on Operational Health and Safety (2019) and various health care protocols will be applied under the project to manage the OHS risk.	Implement the relevant national legal framework throughout Project implementation.	PMU
2.2	<b>OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT PLAN</b> Prepare and implement OHS Management measures as part of the POM.  Require ICT equipment suppliers/contractors and subcontractors to implement OHS Management Measures in accordance with the POM.	Include the OHS as part of the POM prior to the Project Effectiveness  Implement the OHS measures throughout Project implementation.	PMU
2.3	<b>GRIEVANCE MECHANISM FOR PROJECT WORKERS</b> Establish and operate a grievance mechanism for project workers in accordance with the Law on Labor (2013) and Law on Grievance Handling (2015), which is required to be prepared and implemented under the project. The key provisions of these national regulations are largely aligned with ESS2.	Establish grievance mechanism prior to engaging any Project workers.	PMU

MATERIAL MEASURES AND ACTIONS		TIMEFRAME	RESPONSIBLE ENTITY
		Maintain and operate GRM throughout Project implementation.	
<b>ESS 3: RESOURCE EFFICIENCY AND POLLUTION PREVENTION AND MANAGEMENT</b>			
3.1	<b>WASTE MANAGEMENT PLAN</b> Prepare and implement an E-Waste Management Plan (EWMP) for the Project to manage hazardous and electronic wastes, consistent with ESS3.	Prepare the EWMP prior to the Project Effectiveness.  Implement the EWMP prior to commencement of related activities and disposal of e-waste.	PMU
3.2	<b>RESOURCE EFFICIENCY AND POLLUTION PREVENTION AND MANAGEMENT</b>  Incorporate resource efficiency (use of energy efficient equipment) and pollution prevention and management consideration in the POM as well as in the bidding and contract documents for ICT equipment supplier(s), n consistent with ESS3 requirements.	Include in the bidding document prior to the bidding process.	PMU
<b>ESS4: COMMUNITY HEALTH AND SAFETY</b>			
	No relevant		
<b>SS 5: LAND ACQUISITION, RESTRICTIONS ON LAND USE AND INVOLUNTARY RESETTLEMENT</b>			
	Not relevant		
<b>ESS 6: BIODIVERSITY CONSERVATION AND SUSTAINABLE MANAGEMENT OF LIVING NATURAL RESOURCES</b>			
	Not relevant		
<b>ESS 7: INDIGENOUS PEOPLES/SUB-SAHARAN AFRICAN HISTORICALLY UNDERSERVED TRADITIONAL LOCAL COMMUNITIES</b>			
	The Project shall be carried out in accordance with the applicable requirements of ESS7, including, inter alia: (i) ensuring that the Stakeholder Engagement Plan (SEP) includes meaningful consultations with officials from ethnic groups or serve specific remote ethnic areas throughout Project implementation so they can be fully informed, participate and benefit from the project; (ii) implementing measures in the SEP to ensure that they are able to access the Project's grievance redress mechanism (GRM) in a culturally appropriate manner.	Implement the SEP throughout Project implementation.	PMU
<b>ESS 8: CULTURAL HERITAGE</b>			
	Not relevant		
<b>ESS 9: FINANCIAL INTERMEDIARIES</b>			
	Not relevant		
<b>ESS 10: STAKEHOLDER ENGAGEMENT AND INFORMATION DISCLOSURE</b>			
10.1	<b>STAKEHOLDER ENGAGEMENT PLAN</b>  Prepare and implement a Stakeholder Engagement Plan (SEP) covering Citizen engagement activities for the Project, consistent with ESS10, and integrating relevant ESS7 requirements, which shall include measures to, inter alia, provide stakeholders with timely,	Implement the SEP throughout Project implementation.	PMU



MATERIAL MEASURES AND ACTIONS		TIMEFRAME	RESPONSIBLE ENTITY
	relevant, understandable and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination and intimidation.		
10.2	<p><b>PROJECT GRIEVANCE MECHANISM</b></p> <p>Publicize, maintain, and operate an existing grievance mechanism, to receive and facilitate resolution of concerns and grievances in relation to the Project, promptly and effectively, in a transparent manner that is culturally appropriate and readily accessible to all Project-affected parties, at no cost and without retribution, including concerns and grievances filed anonymously, in a manner consistent with ESS10.</p> <p>The grievance mechanism shall be equipped to receive, register, and facilitate the resolution of SEA/SH complaints, including through the referral of survivors to relevant gender-based violence service providers, all in a safe, confidential, and survivor-centered manner.</p>	Maintain the existing grievance mechanism and operate the mechanism throughout Project implementation.	PMU
<b>INDICATORS FOR IMPLEMENTATION READINESS</b>			
<p>The following actions are indicators for implementation readiness:</p> <ul style="list-style-type: none"> <li>• Establishment of PMU within the MOF-PSO</li> <li>• Appointment of E&amp;S focal person within PMU</li> <li>• Preparation of POM</li> <li>• Preparation of SEP</li> <li>• Preparation of E-waste Management Plan</li> <li>• Provision of trainings to PMU and E&amp;S focal person on implementing, monitoring, and reporting ESF instruments</li> <li>• Provision of trainings to project beneficiaries on SEP, OHS and EWMP</li> </ul>			