

**SEP - Moldova Rural Connectivity Project (P180153)**

**Republic of Moldova**

**Ministry of Infrastructure and Regional Development**

**Ministry of Finance**

**State Road Administration**

**Custom Service of the Republic of Moldova**

**Moldova Rural Connectivity Project (P180153)**

**Stakeholder Engagement Plan (SEP)**

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# SEP - Moldova Rural Connectivity Project (P180153)

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List of abbreviations

BCP	_	Border cross point
CS	_	Custom Service
ECA	_	Europe and central Asia
EIA	_	Environmental impact assessment
ESF	_	Environmental and Social Framework
ESIA	_	Environmental and social impact assessment
ESMP	_	Environmental and Social Management Plan
ESS	_	Environmental and Social Standard
EU	_	European Union
GRM	_	Grievance Redress Mechanism
IBRD	_	International Bank for Reconstruction and Development
LMP	_	Labor Management Procedure
LPA	_	Local public administration
NGO	_	Non Governmental organization
NMT	_	Non-Motorized Transport
OIP	_	Other interested party
PAP	_	Project affected Person
PIU	_	Project Implementation Unit
RAP	_	Resettlement Action Plan
RPF	_	Resettlement Policy Framework
SEP	_	Stakeholder Engagement Plan
SIMC	_	Social Impact Monitoring Committee
SIMC	_	Social Implementation Monitoring Comitee
SRA	_	State Road Administration

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WB - World Bank

### Glossary

*Stakeholder Engagement Plan* - A plan which assists investors with effectively engaging with stakeholders throughout the life of the project and specifying activities that will be implemented to manage or enhance engagement.

*Grievance Redress Mechanism* - a process for receiving, evaluating, and addressing project-related complaints from citizens, stakeholders, and other affected communities.

*Non-governmental Organizations* - Private organizations, often not-for-profit, that facilitate community development, local capacity building, advocacy, and environmental protection.

*Affected Communities* - Refers to groups of people living in close proximity to a project that could potentially be impacted by a project (“Stakeholders,” in contrast, refers to the broader group of people and organizations with an interest in the project).

*Consultation* - The process of gathering information or advice from stakeholders and taking these views into account when making project decisions and/or setting targets and defining strategies.

*Engagement* - A process in which a company builds and maintains constructive and sustainable relationships with stakeholders impacted over the life of a project. This is part of a broader “stakeholder engagement” strategy, which also encompasses governments, civil society, employees, suppliers, and others with an interest in the Project.

*Environmental and Social Impact Assessment* - An assessment comprising various social and environmental studies which aim to identify project impacts and design appropriate mitigation measures to manage negative impacts, and to enhance positive ones.

*Partnership* - In the context of engagement, partnerships are defined as collaboration between people and organizations to achieve a common goal and often share resources and competencies, risks and benefits.

*Stakeholders* - Persons or groups who are directly or indirectly affected by a project, as well as those who may have interests in a project and/or the ability to influence its outcome, either positively or negatively (IFC’s Handbook on Stakeholder Engagement (2007)); workers, local communities directly affected by the project and other stakeholders not directly affected by the project but that have an interest in it, e.g. local authorities, neighboring projects, and/or nongovernmental organizations, etc.

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### 1. Introduction

#### 1.1 Country context

Moldova's road network is strategically vital and is a critical component of the Solidarity Lanes intended to support Ukraine during and after war. The national road network in Moldova is 2,598 km in length. The secondary and local road network is over 7,000 km. About 80% of the transport of goods from the Republic of Moldova are transported by road. Relative to its territorial size, Moldova has a comparatively dense network of transport infrastructure. However, the Soviet-era stock of assets has suffered from underinvestment in renewal, modernization, and maintenance since transition. In 2020, 46.8% of Moldova's road network was assessed to be in poor condition. Investment gaps are clear when comparing Moldova to international peers. According to the 2019 Global Competitiveness Report, the quality of Moldova's road infrastructure is the worst in the entire ECA region and one of the worst in the world and was ranked 126 out of 140 countries considered. The war in Ukraine has significantly impacted Moldova's transport sector, due to the high number of refugees fleeing the war, the re-routing of freight transport as a result of the closure/destruction of specific routes on the territory of Ukraine and disruptions to Black Sea ports. Additionally, the Danube Solidarity Lane is currently used as an option for facilitating the export of Ukrainian grain aside from fully restoring Black Sea access, thus Moldova's transport network is likely to remain strategic while the war continues. Romanian and Republic of Moldova borders continue to experience significant pressure. For example, land routes to transport grain out of Ukraine operate through border crossing points in the two countries, resulting in lorry queues of up to 20 kilometres. Despite severe capacity constraints, Moldova's road Border Crossing Points (BCP) have managed to increase throughput capacity throughout 2022 but will require additional investment to continue expanding support to Solidarity Lanes.

#### 1.2 Project description

The project activities will respond to these challenges under the following four components:

##### **Component A: Facilitating trade and expanding Solidarity Lanes (US\$ 18.0 million)**

- A.1: Solidarity Lane road access to BCPs (Ungheni & Leuseni): This subcomponent will include: (i) constructing a new access road to the Ungheni bridge; (ii) upgrading the access road to the Ungheni BCP facility; (iii) upgrading the access road to the Leuseni BCP; and
- A.2: Solidarity Lane customs facilitation and BCP Upgrades (Galati/Giurgiulesti/Leuseni): This subcomponent will include: (i) BCP traffic organization and electronic queuing on the Moldovan side of the Giurgiulesti BCPs; (ii) works for expanding the capacity of the existing parking / waiting facility in Giurgiulesti and providing basic services (toilets, water supply points) to truckers; (iii) procurement and installation of scanning equipment and software at the Giurgiulesti-Galati BCP facility; (iv) expansion of the Ungheni BCP facility; and (v) expansion of the Leuseni BCP facility.

##### **Component B: Linking local communities with economic opportunities (US\$ 77.8 million)**

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- B.1: Upgraded local road links to national and international corridors: This subcomponent will include: (i) road upgrading along three local corridors for enhanced access and increased climate resilience; and (ii) new road safety improvements along those same corridors;
- B.2: Community inclusion & accessibility: This subcomponent will include: (i) Community requested complementary works; and (ii) Non-Motorized Transport (NMT) infrastructure along and adjacent to Project road corridors. The approach to identifying community requested works will be linked to the Project's citizen engagement activities and this document, the Stakeholder Engagement Plan (SEP). Examples of community requested works include sidewalks, development of public green space, rehabilitation of public parking at amenity sites (monuments, parks, public services buildings), and;
- B.3: Safer roads for Moldova: This subcomponent will include: (i) remediation of road safety "black spots" (6 locations) for reducing known risks of road crash fatalities; and (ii) road safety educational and informational campaigns. For the avoidance of doubt, the location of "black spots" selected for remediation are outside the corridors selected under Component A.

### Component C: Building delivery capacity and project management support (US\$ 4.2 million)

- C.1: Project audit and supervision structure: This subcomponent will finance: (i) annual project audits; and (ii) Supervision Engineers for overseeing all civil works.
- C.2: Incremental operating costs, project management, staff development, and support to the State Road Administration's (SRA) corporatization: This subcomponent will include: (i) salary top-ups for staff in each Project Implementation Unit (PIU) in accordance with Moldova's civil service regulations; (ii) consultancy support to each PIU (including 1 social and 1 environmental specialist); and (iii) incremental operating costs for each PIU; and (iv) consultancy support for enabling SRA's transition to a corporatized entity that operates under commercial principles.

### 1.3 Key results

***The Project's "Theory of Change" targets economic development through physical integration with the EU as well as the enabling factors that can ensure that development is inclusive of rural populations.*** The intended results, objectives, and expected outcomes from the proposed Project are summarized below in a theory of change that links to the proposed project components and IBRD-financed activities.

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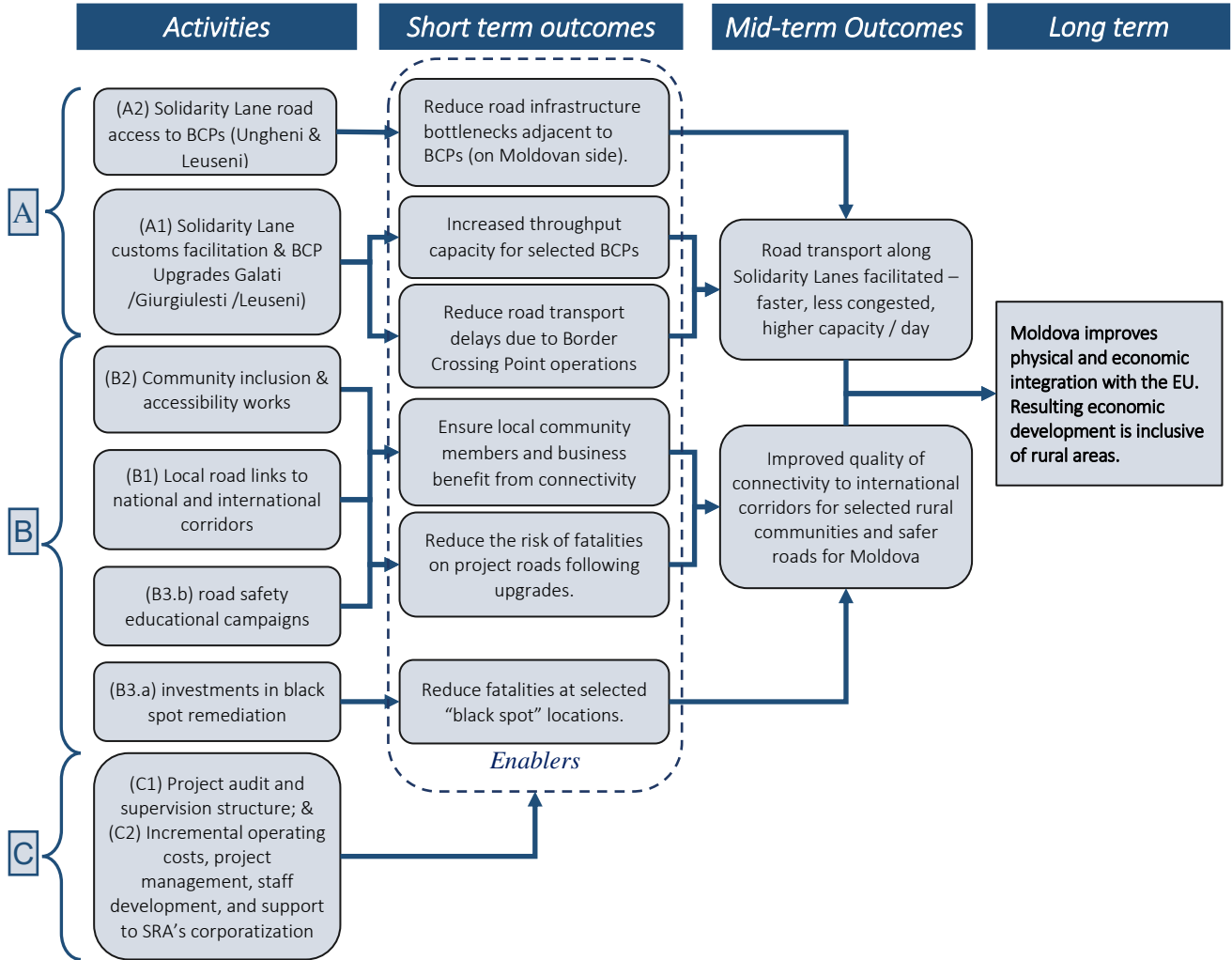


Figure 1. Key results expected

### 1.4 Objectives and Scope of Stakeholder Engagement Plan

The purpose of the SEP is to provide a framework for appropriate stakeholder consultation and engagement, information disclosure and management of feedback and grievances in the context of the Moldova Rural Connectivity Project which meets both the National legislation and World Bank ESF requirements. The goal of the SEP is to facilitate project participatory decision-making by

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involving project-affected parties<sup>1</sup> (PAPs), citizens in the project locations, and other stakeholders in a timely manner so that these groups are provided enough opportunity to voice their opinions and concerns to shape both the design and implementation of the project to incorporate those concerns. This SEP also make particular emphasis on the methods to be used to engage those considered vulnerable and at risk of being left out of the Project benefits.

Active stakeholder engagement supports the development of strong, constructive and responsive relationships that are important for successful management of environmental and social risks identified in a project. Communicating early, often, and clearly with stakeholders helps to manage mutual expectations and avoid potential conflict, and project delays.

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

- To establish a systematic approach to stakeholder engagement that will help Borrowers identify stakeholders and build and maintain a constructive relationship with them, in particular projectaffected parties.
- To assess the level of stakeholder interest and support for the project and to enable stakeholders' views to be taken into account in project design and environmental and social performance.
- To promote and provide means for effective and inclusive engagement with project-affected parties throughout the project life cycle on issues that could potentially affect them.
- To ensure that appropriate project information on environmental and social risks and impacts is disclosed to stakeholders in a timely, understandable, accessible, and appropriate manner and format.
- To provide project-affected parties with accessible and inclusive means to raise issues and grievances, and allow Borrowers to respond to and manage such grievances.

Specifically, SEP serves the following purposes:

- stakeholder identification and analysis including vulnerable groups who may be impacted and/or who need to be engaged to enable access to project`s benefits;
- planning how the engagement with stakeholders will take place;
- information disclosure and dissemination;
- consultations and meaningful engagement across stakeholder groups;
- addressing and responding to feedback and grievances;
- monitoring, reporting and information disclosure:

The SEP was prepared and will be implemented by SRA from Moldova and by Custom Service of Republic of Moldova (CS). Local government bodies and local authorities in the Project area actively participated and are expected to be engaged during SEP implementation.

## 2. NATIONAL LEGISLATIVE FRAMEWORK AND INTERNATIONAL STANDARDS

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<sup>1</sup> Individuals or groups who, because of their particular circumstances, may be disadvantaged or vulnerable, those who may be more likely to be adversely directly or indirectly affected by the project impacts and/or more limited than others in their ability to take advantage of a project's benefits.



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### 2.1 National Legislation and Regulations on Environmental and Social Protection

The Republic of Moldova has the following legislation related to citizen/stakeholder engagement which covers both the right to access information and participation in policy development and decision-making:

- **Law No.982 / 2000 on Access to Information, as amended in 2003-2011-2015-2018-2023**

The present law regulates: a) the interaction between the providers of information and individuals and/or legal entities during the exercise of their constitutional right to access information. b) the principles, conditions, ways and order of accessing official information held by the providers of the information c) the obligations of information providers to ensure access to official information; d) methods of safeguarding the right to information.

This Law is operational till 8.01.24 and will be replaced by already adopted **Law No. 148 of 09-06-2023 regarding access to information of public interest**, Published: 07.08.2023 in Official Gazette No.234 art.410 in force since 8.01.24

- **Law No.64 / 2010 on Freedom of Expression, as amended in 2012-2013-2015-2021**

This law guarantees right to freedom of expression and regulates the balance between right to freedom of expression and defense of private and family life.

- **Law No.239 / 2008 on Transparency in Decision Making, as amended in 2016**

The law refers to the transparency of information linked with the decision-making process and to the consultation of stakeholders when drafting decisions. The consultation during the decision-making process aims at collecting, providing and exchanging information. The consultation with and involvement of citizens, civil society, and business environment in certain major issues guarantees a higher value of documents drafted and approved by the authorities and their support at the implementation stage.

According to the present law, Citizens have the right:

- a) to participate, under the conditions of the present law, to any stage of the decision-making process;
- b) to request and obtain information regarding the decision-making process, including receiving the draft decisions accompanied by the related materials, according to the Law on access to information;
- c) to propose to the public authorities, the initiation of the elaboration and the adoption of the decisions;
- d) to submit to the public authorities' recommendations regarding the draft decisions under discussion.

- **Administrative Code of Republic of Moldova, No.116/2018 (last amendment in 2023)**

The Administrative Code establishes procedure for consideration of petitions of the RM citizens addressed to the relevant authorities/bodies (further - "bodies") for the purpose of

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ensuring protection of petitioners' rights and legitimate interests. In this code the petition is understood as any the statement, claim, suggestion, appeal submitted to competent authorities, including a preliminary application challenging an administrative act or a failure to consider an application within the statutory deadline. The Petitioner/Applicant who is not satisfied with the answer received on the preliminary application or did not obtain an answer within the statutory deadline has the right to appeal to the competent administrative court. The Petition is addressed in written or electronic form in the state or other language according to the Law on functioning of languages on the territory of the Republic of Moldova. The Petition must include: the name and surname of the petitioner; the petitioner's address and the e-mail; the name of the public authority; the subject of the petition and its motivation; the signature of the petitioner or his legal or authorized representative, and in the case of the petition transmitted in electronic form - the electronic signature. The anonymous or submitted petitions without indicating the petitioner's postal or e-mail address are not examined.

### **- Law No.86 / 2014 on Environmental Impact Assessment, as amended in 2022**

This Law sets the basis for the functioning of the mechanism of environmental impact assessment of some public and private projects or some projected economic activities with a view of prevention or reduction the negative environmental impact and protection of public health at the initial stages of project performance. EIA shall be performed in accordance with the following principles: (a) preventive actions; (b) reliability and completeness of information c) principle of transparency and accessibility; d) participatory principle; e) 11 precautionary principle; f) polluter - pays principle. Public consultations for the projects which require a full EIA are compulsory at the initial stage of the project before preparing the EIA (at the scoping stage) and at a later stage, when the Statement on EIA is disclosed to the public prior to reviewing the final (updated) documentation by the state environmental authority.

### **- Law of the Republic of Moldova no. 134 of 14.06.2007 on mediation (latest amendment in 2023)**

The mediation will be used to resolve disputes as an option where users are not satisfied with the proposed resolution. Law of the Republic of Moldova no. 134 of 14.06.2007 on mediation (hereinafter - the Law on Mediation) is implemented from July 1, 2008. The purpose of the legislation is to regulate mediation as an alternative dispute resolution amicably mediator and mediation process status. Law on Mediation was included as an alternative method for resolving conflicts, a concept that is internationally recognized and promoted in all national legal systems.

### **- CODE No. 1149 of 20/07/2000 CUSTOMS CODE OF THE REPUBLIC OF MOLDOVA (latest amendment in 2023)**

The Code establishes the legal, economic and organizational principles of customs activity and is oriented towards the defense of the sovereignty and economic security of the Republic of Moldova. According to the Code, the Customs Service is the administrative authority that carries out its activity under the Ministry of Finance, being a separate organizational structure in the administrative system of this ministry, established for the provision of public administrative services to customs payers, for the exercise and improvement of customs

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control, including on the legality of the introduction/ removing goods into/from the customs territory, performing customs formalities, creating the conditions for accelerating the traffic of goods across the customs border. The Ministry of Finance exercises the methodological direction of the Customs Service by providing methodological assistance in its activity and by exercising the powers. In order to carry out its tasks, the Customs Service has administrative and decision-making autonomy, in compliance with the provisions of the legislation in force.

- **LAW No. 509 of 22-06-1995 On the Roads (*Adjusted by Law LP118 of 25.05.23, MO204-207/21.06.23 art. 354; New version will be in force 21.03.24*)**

This law establishes the economic, legal and organizational principles of administration, maintenance, expansion and use of roads. This law aims to:

- a) establishing the basic normative framework regarding the operation of roads and their use, regarding the acquisition and use of land areas related to roads, regarding the management, coordination and control of activities in the field of roads, as well as regarding the respect of the interests of road users, road owners and the state;
- b) streamlining the state administration of road activities;
- c) improving the investment climate in the field of roads and related activities;
- d) ensuring the integration of national roads into the international road transport network.

According to Article 5 of the Road Law, the administration of national roads and land surfaces, public property of the state, related to them is ensured by the central body specialized in the field of road infrastructure - now is SRA.

Introduced amendments by Law *LP118 of 25.05.23, MO204-207/21.06.23 art.354; in force 03.21.24* The SRA will become Joint Stock Company "National Road Administration". The "National Road Administration" joint-stock company is a commercial company with full state capital, of strategic national interest, which carries out the duties related to the administration of national roads and land surfaces, public property of the state, related to them under the conditions of concession contracts.

## 2.2 World Bank Environmental and Social Standards on Stakeholder Engagement

The Moldova Rural Connectivity Project Project is financed through the World Bank's proceeds, and as such it will apply World Bank's Environmental and Social Framework (ESF 2018) and its 10 Environmental and Social Standards (ESS) to ensure the execution of due diligence on the application of safeguards within the project. Specifically, this SEP is prepared following Environmental and Social Standard 10 on Stakeholder Engagement and Information Disclosure, which recognizes "the importance of open and transparent engagement between the Borrower and project stakeholders as an essential element of good international practice". ESS10 emphasizes that effective stakeholder engagement can significantly improve the environmental and social sustainability of projects, enhance project acceptance, and make a significant contribution to successful project design and implementation.

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As defined by the 2018 ESF and ESS10, stakeholder engagement is an inclusive process conducted throughout the project life cycle. Where properly designed and implemented, it supports the development of strong, constructive and responsive relationships that are important for successful management of a project’s environmental and social risks.

*Key elements of ESS10 include:*

- “Stakeholder engagement is most effective when initiated at an early stage of the project development process, and is an integral part of early project decisions and the assessment, management and monitoring of the project.”
- “Borrowers will engage with stakeholders throughout the project life cycle, commencing such engagement as early as possible in the project development process and in a timeframe that enables meaningful consultations with stakeholders on project design. The nature, scope and frequency of stakeholder engagement will be proportionate to the nature and scale of the project and its potential risks and impacts.
- Borrowers will engage in meaningful consultations with all stakeholders. Borrowers will 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 and intimidation.
  - The process of stakeholder engagement will involve the following, as set out in further detail in this ESS: (i) stakeholder identification and analysis per each Project Component; (ii) planning how the engagement with stakeholders will take place; (iii) disclosure of information; (iv) consultation with stakeholders; (v) addressing and responding to grievances; and (vi) reporting to stakeholders.
  - The Borrower will maintain and disclose as part of the environmental and social assessment, a documented record of stakeholder engagement, including a description of the stakeholders consulted, a summary of the feedback received and a brief explanation of how the feedback was taken into account, or the reasons why it was not.”

**Disclosure:**

The disclosure process associated with the release of project appraisal documentation, as well as the accompanying SEP will be implemented within the following timeframe:

- Placement of the draft of ESIA, Resettlement Policy Framework (RPF), Labor Management Procedures (LMP) and SEP and ESMP for Component B in public domain prior to appraisal
- Any follow up public consultation meetings in project affected communities and with other stakeholders to present and discuss the ESIA, RPF and ESMPs for Component B – by appraisal.
- Addressing stakeholder feedback received on the entire disclosure package

The outline presented in the table below summarizes the main stakeholders of the project, types of information to be shared with stakeholder groups, as well as specific means of communication and methods of notification. Table below provides a description of stakeholder engagement and disclosure methods recommended to be implemented during stakeholder engagement process.

Stakeholder Group	Project Information Shared	Means of communication/ disclosure
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Local population in the Project Area of Influence	ESIA, ESMPs, RPF, LMP, Stakeholder Engagement Plan; GRM; Regular updates on Project development.	Public consultations and notices. Electronic publications and press releases on the Project web-site of implementation entities. Dissemination of hard copies at designated public locations. Press releases in the local media. Personal consultations and meetings on the site (if necessary). Separate focus group meetings with vulnerable groups, as appropriate. SIMC committees will be established on local level.
Non-governmental and community-based organizations	ESMF, ESMPs, RPF, LMP, Stakeholder Engagement Plan; GRM; Regular updates on Project development.	Public consultations and notices. Electronic publications and press releases on the project web-site. Press releases in the local media. Consultation meetings (where necessary). Information leaflets and brochures.
Government authorities and agencies	ESIA, ESMPs, RPF, LMP, and Stakeholder Engagement Plan; Regular updates on Project development; Additional types of Project's information if required for the purposes of regulation and permits.	Dissemination of hard copies of the ESIA, ESMPs, RFP package, and SEP at local administrations. Project status reports. Meetings and round tables.
Related businesses and enterprises	ESIA, LMP, Stakeholder Engagement Plan; GRM; Updates on Project development and tender/procurement announcements.	Electronic publications and press releases on the Project web-site. Information leaflets and brochures. Procurement notifications.
Project Employees	ESMPs, LMP, Stakeholder Engagement Plan; Project level and employee-level GRMs	Email updates covering the Project staff and personnel. Regular meetings with the staff. Posts on information boards in the offices and on site. Reports, leaflets.

### 2.3 Gap Analysis between National Legislation and World Bank

The table below provides a brief analysis of the gaps and differences between the national legislation and World Bank requirements and details how these gaps will be addressed under the Project.

National legislation	World Bank	Project
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<p>The national legislation has no provision for the development of a specific stakeholder engagement plan for public consultations</p>	<p>Consultations with stakeholders and public involvement are the integral parts in the development and implementation of the SEP.</p>	<p>Moldova currently does not have clear national legislative provisions on the citizen and stakeholder engagement for specific investment programs and projects. In those cases, it relies on the relevant provisions of the WB requirements. The project will carry out a comprehensive consultative process with project - affected persons, local and state authorities, other stakeholders as being required through public disclosure meetings, individual consultations and public consultations</p>
<p>The national legislation has provisions that allow citizens to make complaints and grievances, but these provisions do not allow anonymity. The anonymous or submitted petitions without indicating the petitioner's postal or email address are not examined.</p>	<p>The World Bank ESS10 allows the option of anonymous provision of grievances.</p>	<p>The project will apply the WB standard and allow anonymous submission of grievances and complaints.</p>
<p>The national legislation does not have special provisions to address the concerns of the vulnerable groups during the consultation process.</p>	<p>The ESS10 specifically provides for the identification and engagement with the vulnerable groups that might be affected by the project to ensure that these groups also benefit from the project activities.</p>	<p>The SEP will identify affected vulnerable persons and engagement mechanisms to ensure that their voices are heard, and their concerns are addressed to the extent possible by the project.</p>
<p>The national legislation does not have provisions to establish a Project specific GRM.</p>	<p>According to the ESS 10 and ESS 2 the Project specific GRM should be established and be easily acceptable for all stakeholders at each stage of Project, including specific GRM for project workers</p>	<p>The Project specific GRM will be established for all stakeholders at each stage of the Project, including GRM for all project workers<sup>2</sup></p>

<sup>2</sup> Directly engaged people (PIUs staff and consultants) and contracted workers (people employed or engaged through contractors/ subcontractors that will perform work for specific project activities)

### 3. STAKEHOLDER ENGAGEMENT PLAN

#### 3.1 Scope and Approach

Moldova Rural Connectivity Project design focuses on robust stakeholder engagement mechanisms through selection of investments in close cooperation with local communities, multiple channels for feedback between implementing agencies and target communities, beneficiary-led accountability mechanisms, and participatory monitoring. A key objective of the project is to build confidence and trust in communities alongside infrastructure investments. To this effect, a range of participatory instruments and communication channels will be used to ensure meaningful consultation, active involvement and means of receiving feedback from PAPs and other interested parties (OIPs) throughout the project cycle, involving community members in selection of investments on the local level for communities needs satisfaction. A built-in robust GRM within the project will also ensure that project affected populations can accessibly file their complaints and to receive timely resolution for them. The following sections elaborate further on these modalities.

#### 3.2 Identification of Stakeholder Groups

Project stakeholders are ‘people who have a role in the Project, or could be affected by the Project, or who are interested in the Project’. Moldova Rural Connectivity Project stakeholders are grouped into primary stakeholders who are individuals, groups or local communities that may be affected by the Project, positively or negatively, and directly or indirectly especially those who are directly affected, including those who are disadvantaged or vulnerable, and secondary stakeholders, who are broader stakeholders who may be able to influence the outcome of the Project because of their knowledge about the affected communities or political influence over them. Thus, stakeholder mapping and selection of stakeholders for consultations was guided by two broad categories of stakeholders – i) PAPs, and ii) other interested parties.

**PAPs** include individuals or groups, who are likely to be affected by the project due to actual impacts (positive and negative) or potential risks to their physical environment, health, security, cultural practices, well-being, or livelihoods.

In the context of the Project, key stakeholders are the following:

- Stakeholders with possibility to make decisions on implementation of the Project

Stakeholder	Potential Role of Stakeholder	Interest	Influence
Government of Moldova	Attracting investments to modernize the road network and improve logistical capabilities in the Republic of Moldova through the modernization of existing infrastructure and the creation of new transportation corridors. The government acts as the borrower of funds and a party to the credit agreement.	High	High
District Administration	District administrations are local government bodies that are directly interested in improving transportation infrastructure	High	Medium

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<b>Stakeholder</b>	<b>Potential Role of Stakeholder</b>	<b>Interest</b>	<b>Influence</b>
	within their districts. This will serve as a driver for local economic development and enhance the population's access to essential social infrastructure and local markets.		
Local Public Administration	Local public administrations are directly interested in improving transportation infrastructure within their districts.  As part of the implementation of Component B, investments are planned for improving local infrastructure at the level of settlements. Local administrations will be directly involved in the process of selecting the directions for such investments.	High	High
Regional / Rayonal representatives (police, environment, forest, roads, public health, etc.)	Local agencies and services will conduct external monitoring of the project's implementation to ensure its compliance with local legislation and requirements.	Medium	Medium
Ministry of Environment  Ministry of health  Border police	External monitoring will be conducted to ensure compliance with legislative requirements and standards. This includes the issuance of permits and licenses for activities that require them.	Low	Low
World Bank	Providing funding for project implementation and overseeing the project's progress to ensure compliance with the Bank's requirements and standards.	High	High
Social Impact Monitoring Committee (SIMC)	The SIMC is developed as a social, nongovernmental and non-political structure. It is established on a project basis with members from sub-project affected localities with the aim to provide community inputs in monitoring of environmental/ social impact on the local communities that may arise in course of Project implementation.	Medium	Medium

Residents (from localities in roads and BCPs vicinity)

- Residents of villages and communities where the roads, BCPs and associated infrastructure are located
- Residents of the municipalities where the roads, BCPs and associated infrastructure are located



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- Land owners and users of infrastructure sites
- Residents along transport routes and BCPs (including vulnerable and disadvantaged groups: people with disabilities, elderly people, low-income households, single women with children, families with many children, etc)
- Business along the roads and near BCPs
- NGOs – Associations on local and national level

### Implementation stakeholders

- SRA
- CS
- Road and CBP design companies
- Construction companies
- Construction supervision companies
- Suppliers
- Construction supervision Consultants

Community representatives can offer valuable perspectives on local contexts and serve as key channels for distributing information related to the Project. They also function as primary communicators and liaisons between the Project and the targeted communities, along with their established networks. The legitimacy of these representatives is derived not only from their officially elected positions but also from their informal and widespread recognition.

Also, it is planned that local community's representatives will be actively engaged in the process of selection of activities under implementation of Community inclusion & accessibility Component (B2). The public consultations and additional social surveys will be arranged during elaboration of design of community driven Project component.

A brief analysis of how each group of PAPs might be impacted and potentially excluded from the project's benefits are provided below:

<b>Group of PAPs</b>	<b>Possible Impact</b>	<b>Risk of Exclusion</b>
<b>For potential PAPs</b>		
<b>Residents in Localities and Municipalities</b>	Disruption in daily life due to construction, increased traffic, noise pollution, etc.	Lack of direct involvement in decision-making, leading to feeling disconnected from the project and potential exclusion from benefits
<b>Land Owners and Infrastructure Users</b>	Possible land acquisition or changes in land use affecting livelihoods	Displacement or changes in property rights without adequate compensation or alternative options
<b>Residents along Transport Routes and BCPs (including vulnerable groups)</b>	Disruption in daily routines, increased vulnerability due to construction hazards.	Limited access to project information, potential lack of consideration for specific needs of vulnerable groups
<b>Businesses along Roads and</b>	Disruption in business	Limited support or

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<b>BCPs</b>	operations due to construction or changes in traffic flow.	compensation for loss of business during construction phases, leading to financial strain
<b>NGOs and Associations</b>	Potential changes in community dynamics or focus due to project implementation	Limited involvement in decision-making or planning, impacting the ability to advocate for community needs
<b><i>For Implementation Stakeholders:</i></b>		
<b>SRA, CS, Design, and Construction Companies</b>	Potential focus on meeting project deadlines and budget constraints	Limited focus on community engagement or social impact, leading to overlooking community concerns

Overall, it is crucial to maintain active engagement, conduct meaningful consultations, and provide equitable compensation or support to the impacted groups. This approach helps in alleviating exclusion and enhances the benefits of the project for these communities. Additionally, it creates a platform that embraces a variety of perspectives, possibly leading to more inclusive project designs and results. This method also presents an opportunity for community representatives to impact project activities, potentially increasing local advantages.

#### 3.3 Brief summary of previous stakeholder engagement activities

As noted, a range of participatory instruments is proposed in order to provide the project affected communities with ample opportunities to participate, share their ideas and concerns when decisions pertaining to the project are made.

Stakeholder engagement during project preparation involved several rounds of consultations with identified stakeholders. This consultation process had been started conducted by SRA in 2015. Since that time several rounds consultations with stakeholders were organized

Date	Venue	Purpose and outcome	Number of participants
01.06.2015	Radeny village, Calarasi rayon (Road corridor C8)	- Purpose of the road rehabilitation - Possible technical decisions - Potential positive and negative impacts	33 persons ( 66% women and 34% men)
15.10.2018	Izvoare village (Road corridor C5)	- Channels for submission of grievances - Noticed the opinion and concerns of local residents	43 persons (56% women and 44% men)
12.10.2018	Baimaclia village (C24)		24 persons (48% women and 52% men)
July – August 2023	Zagarancea, Leuseni, Giurgiulesti	During this SEP preparation several site visits were conducted by the social Consultant. During these site visits the	LPA team

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		Project team had consultations with local authorities regarding project activities implementation, technical design finalization and instruments of local stakeholders engagement.	
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A summary of the discussions is:

### **Corridor C8(8.1, 82):**

- The population has been waiting for this road for a long time and is open to collaboration and even to bear temporary environmental and social impacts during the works, but to benefit from a good road.
- They worry about selecting a good contractor to get the job done
- They want the bridge to the M5 road to be included in the project

### **Corridor C24:**

- They worry at the moment that the road produces a lot of dust and wait for the new road to be paved
- Hopes that the quality of the road will be good so that he can also transport agricultural goods on it
- They understand that the project does not finance aqueducts or sewerage, but they want a common developed infrastructure.

### **Corridor C5:**

- They are interested in the road to be rehabilitated in short terms
- They exposed that the Soroca-Balti main aqueduct passes nearby and if it will not be affected
- Ask if secondary roads are part of the project and if they can be extended.

**Giurgiulesti LPA** (on behalf of the City Hall and according to unspecified complaints of the population):

- Their primary concern is ensuring heavy transport does not pass through or stop in their locality, as it currently leads to issues like dust, waste, noise, vibration, etc.
- Whether a bypass road leading to M3 (currently under construction as the M3 Slobozia Mare bypass) will be created to divert traffic around the village.
- How to address the issue of transport passing from Reni (Ukraine) to Romania in a way that avoids congestion on local roads, which restricts access to agricultural land and households and causes dust and noise.

### **Leuseni LPA:**

- - The biggest issue is pedestrian safety. The M1 road divides the village into 2 parts, even if it is a pedestrian crossing it is dangerous.
- A major problem is parking trucks on the side of the road
- The problem of noise at night

### **Zagarancea (Ungheni) LPA:**

- The population is looking forward to the new customs point and direct passage to

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Romania

- The population is informed about the need to sell land for road (and customs infrastructure)
- They hope for new jobs to be created
- The City Hall hopes to obtain additional sources to the budget from taxes (if businesses related to border crossing and passenger service will be opened).

### 3.4 Stakeholder Engagement during Implementation

During the implementation stages of the project, stakeholder engagement will be conducted in an ongoing manner and will cater to the three complementary components and their respective activities. Tailored use of participatory instruments and modalities for engagement, feedback and communication will ensure that different beneficiaries', users' and stakeholder groups' views, needs and preferences are taken into account in an easy and accessible manner.

**Component A and B1.** Under Components A and B1, target communities will be engaged in identifying safety measures associated with roads and BCP construction and rehabilitation investments. Stakeholders will be also enabled to monitor the progress of works, and influence planning processes and decisions during road rehabilitation in affected project areas. Throughout the process, public consultations will be used to address progress updates and any other issues that may arise during implementation. In case if additional land or real estate objects will be required, the owners and users will be consulted as required in the RPF.

Also, the additional round of consultations will be organized during preparation of technical design to ensure that opinion of local stakeholders are taken into account and all concerns and grievances are addressed and responded to.

**Component B2.** Community engagement will feature in facilitated, participatory planning and prioritization with municipal leaders and local SIMCs regarding selection of activities which need to be implemented on the territory of local settlements to improve access to public infrastructure, increase quality of life for local population, improve road safety, etc. The detailed list of activities which could be implemented under Component B2 and procedure of their selection will be defined by implementation entities and included to the POM after appraisal. As result of consultations with local stakeholders, the list of activities will be approved for further implementation.

### 3.5 Communication Tools

- **Public Consultations.** Consultations will continue to be organized during the project design stage and the project implementation. Public consultations will be organized for ESF framework documents, as well as site specific ESIA and other ESF documents. Moreover, public consultations will be held on an ongoing basis as part of the citizen engagement process during the project cycle.

**Workshops.** The workshops with local authorities and SIMC members will be held to consult on the selection of Project activities in terms of Component B2 scoping and implementation, routine monitoring of project activities, GRM handling, raising stakeholder awareness on project benefits, establishing project implementation procedure, timing for project implementation, identification of

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special needs for PAPs with vulnerabilities, etc. Other topics relevant for these workshops will be identified during project implementation.

**Information boards.** Establish Information Boards in each sub-Project area, in the communities that will benefit by investments and also in localities with investments for BCP facilities and facilities where component B2 will be implemented. On these information boards will be placed the information related to the Project, relevant for every phase of Project implementation.

**Letters.** The letters will be an instrument used in order to facilitate the Project implementation process through good collaboration between the implementing entities and other stakeholders.

**Reports.** The reports will be used to monitor the Project implementation and to keep informed the main stakeholders of the Project.

**GRM** will be established in line with the World Bank’s ESS-10 requirements. A dedicated grievance mechanism will be set up for the Project. The stakeholders will be able to raise grievances anonymously by phone or online or using the project digital platform.

**SIMC:** For each sub-project affected localities Social Impact Monitoring Committee (SIMC) will be created. Affected people from the community could submit in written form the complaint, request or grievance to the SIMC.

### 3.6 Proposed Information Disclosure Approach

The table below provides a preliminary summary of the suggested information to be disclosed based on the project design and topics that might be of interest to stakeholders. The table, like the entire document, is an evolving tool and can be updated at any point during project preparation and implementation. Some of the proposed documentation in the current draft may not be subject to disclosure and can be removed by the SRA/CS from the table along with this reference.

In the line with WB ESS10, the information will be disclosed in Romanian language and in a manner that is accessible and culturally appropriate, taking into account any specific needs of groups that may be differentially or disproportionately affected by the project or groups of the population with specific information needs. The disclosed project information will allow stakeholders to understand the risks and impacts of the project, and potential opportunities

<b>Project Component</b>	<b>Type of information to be disclosed</b>	<b>Methods of disclosure</b>	<b>Timing/Frequency</b>	<b>Target stakeholders</b>	<b>Responsible stakeholders</b>
All	Proposed Project Design	SRA/CS official websites, public consultations	Before project appraisal	All	SRA/CS World Bank
All	ESF documentation	SRA/CS official websites, public consultations	Before project appraisal	All	SRA/CS World Bank
All	GRM GBV/SEA/SH	SRA/CS official websites, public	During project implementation	All	SRA/CS, Contractors,

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	Health and safety impacts	consultations			subcontractors, CS
Component A Facilitating trade and expanding Solidarity Lanesh	Public outreach and communications consultancy Bidding documents RPF RAP GRM ESIA, ESMPs Technical design Location of auxiliary facilities	SRA/CS official websites, public consultations, SIMCs	Before civil works commencing, during the project implementation	Residents/business owners/vendors from the project area/vulnerable group, residents of affected settlements	SRA/CS, SIMCs
Component B Linking local communities with economic opportunities	Public outreach and communications consultancy  List of illegible activities for financing in terms of B2 subcomponent ESMPs GRM RFP RAP (if necessary)	SRA/CS official websites, public consultations, SIMCs	Before civil works commencing, during the project implementation	Residents/business owners/vendors from the project area/vulnerable group, residents of affected settlements	SRA/CS, SIMCs
Component C Building delivery capacity and project management support	Publishing reports	SRA/CS official websites,	Periodically during project implementation	All	SRA/CS

## 4. MONITORING AND EVALUATION

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

Implementation of the SEP, including the monitoring of output and outcome results will be the joint responsibility of SRA and CS PIUs staff working closely with field-based team members (CS, Environmental and social experts from the Contractor's site). The PIUs will monitor the SEP in accordance with the requirements of the Project Loan Agreement and the World Bank ESF including changes resulting from adjustments in the design of the project or project circumstances. The corresponding local government bodies will act as the intermediary project partners at local and community level. SIMCs established on local level in each locality where the Project will be implemented will be responsible for community monitoring of compliance with national legislation

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and ESF documentation, communicate with Project implementation parties on behalf of community members.

Monitoring indicator	Frequency	Responsibility
Involvement of stakeholders through organizing consultations at all stages of project implementation	Throughout the entire project implementation cycle	SRA/SCS
Information disclosure on official web-sites and resources	Throughout the entire project implementation cycle	SRA/SCS
Grievance submission channels are available for all stakeholders and easy accessible. Grievances were handled and included in the grievance log.	Semi – annualy	SRA/SCS
All received grievances have been addressed, resolved and responded to.	Semi-annualy	SRA/SCS
All SIMCs had been established	During 90 days after Project appraisal	SRA/SCS, local administrations

## 5.GRIEVANCE REDRESS MECHANISM

### 5.1 Definition of the GRM

Transparency and accountability are core elements of the Project. For this purpose, the project will include a GRM. The goal of the GRM is to strengthen accountability to beneficiaries and to provide channels for project stakeholders to provide feedback and/or express grievances related to project supported activities. The GRM is a mechanism that allows for the identification and resolution of issues raised by stakeholders. By increasing transparency and accountability, the GRM aims to reduce the risk of the project negatively affecting citizens/beneficiaries and serves as an important feedback and learning mechanism that can help improve project impact. The mechanism focuses not only on receiving and recording complaints but also on resolving them. While feedback should be handled at the level closest to the complaint, all complaints should be registered and follow the basic procedures set out in this chapter.

For the purposes of these Operational Guidelines, a GRM is a process for receiving, evaluating, and addressing project-related complaints from citizens and affected communities at the level of the project in a timely manner. The terms ‘grievance’ and ‘complaint’ are used interchangeably.

### 5.2 GRM Scope and Use

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*SCOPE:* GRM will be available for project stakeholders and other interested parties to submit questions, comments, suggestions and/or complaints, or provide any form of feedback on all project-funded activities.

*GRM's users:* Project beneficiaries, project affected people (i.e. those who will be and/or are likely to be directly or indirectly affected, positively or negatively, by the project), as well as the broader citizenry can use the GRM for the above purposes (see Scope).

*GRM's management:* The GRM is managed by the SRA's and CS's PIU.

*GRM at the level of SIMC:* For each sub-project affected localities Social Impact Monitoring Committee (SIMC) will be created. Affected people from the community could submit in written form the complaint, request or grievance to the SIMC.

*Submission of complaints:* Complaints can be expressed at any time throughout project implementation.

### 5.3 Grievance Investigation and Resolution Process

GRM at the Project level will be maintained during the entire period of Project implementation. The GRM will ensure that all stakeholders can effectively be engaged in the Project design, implementation, provide project staff with practical suggestions/feedback on Project activities allowing them to be more accountable, transparent, and responsive.

This mechanism will follow the following principles:

- Grievances will be treated confidentially, assessed impartially, and handled transparently.
- The submitting and readdressing of the grievances will be free of charge for complainants.
- The SRA and CS will ensure that all project-affected parties will have equal opportunity to submit their grievance in accessible way. The Project beneficiaries may use a range of contact options (telephone number, e-mail address and postal address, etc.). The GRM is accessible to all stakeholders.
- The channels for filling in grievance form should be disclosed on official sources.
- The SRA and CS will provide an opportunity to submit a grievance anonymously.
- Affected persons may raise a complain at any time of project related activity.
- The GRM is designed to be responsive to the needs of all complainants, including anonymous ones.
- All grievances, simple or complex, will be addressed and resolved as quickly as possible. The action taken on the grievance will be swift, decisive, and constructive.
- In cases where the aggrieved individuals or group is not satisfied with the outcome of the amicable mechanism, they will always be able to file to the court at any stage in the resolution process;
- All grievances will be registered and documented, and each grievance resolution process and communication will be systematically tracked;
- The channels for filing complaints will be listed in SEP and communicated to the public during the consultations.



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The Project implementation entities will ensure equal and nondiscriminatory access to grievance mechanisms, but the special attention will be given to the most vulnerable groups: people less informed, with limited legal knowledge, the poorest community members, with limited or no access to internet. The project team will be working together with social assistances and community mediators to provide access for complaints and ensure that the most vulnerable groups views are taken into account.

The Social Specialist (or Environmental & Social Specialist – depending on PIU structure) will serve as Grievance Focal Point(s) who will register the submitted grievances in the Grievance Log (database) and review within 15 (fifteen) calendar days, including the information verification, cross-checking, and analysis, and follow-up with the complainant as needed. As necessary, the Grievance Focal Point will involve the other relevant units' specialists in this activity.

Sub-project level GRM mechanism.

Will be operated through the SIMC (will be established at the later stages of the Project).

The Mayor's Office Secretariat is designated as the Reception Point for collecting grievances/complaints from community people from the localities where SIMC operates.

- The grievance redress mechanism should be communicated to community people and contact details should be made available to all.
- Complaints & grievances will be addressed through the following steps and actions:
- First, complaints should be logged at the Social Impact Monitoring Committee (SIMC) at the local administration offices where resolution will be attempted with the involvement of the Engineer or can be contacted a SIMC member directly.
- The affected person/s may call Engineer representative directly and make an appointment to discuss their issues. Should the complaint arise from direct fault of Contractor to comply with environmental and social requirements set out by Employer, Engineer will take immediate action for resolution of grievance in the most prompt time by asking immediate rectification from Contractor.
- SIMC shall collect, document and address grievances referred by the local police officer in case community people are not aware of the grievance mechanism established by Engineer and the grievance is filed at the local police office. Accordingly, the local police officer should be informed that citizens can choose addressing their grievance to the SIMC and ask prompt involvement of Engineer in resolving the matter.
- The grievances may be recorded as anonymous, should this be asked by the affected person.
- The complaint/grievance will be filed in a template Letter of Complaint, attached hereto.
- If no solution is reached within 15 days, the affected person/community can further submit their case to the appropriate department of the SRA.

## **SEA/SH GM**

Sexual exploitation and abuse / sexual harassment (SEA/SH) grievance redress mechanism is a grievance mechanism that allows for safe and ethical handling of SEA/SH allegations. This is project level grievance mechanism adapted for SEA/SH cases.

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The Project level GRM will be designed to also address SEA/SH cases in ethical and confidential manner. The complainant will be able to submit the grievance with the help of project level GRM, also possibility of anonymous grievance submission will be ensured by RSA/SCS. The envelopes with RSA/SCS office post address and post stamps will be placed in contractor`s camp`s and Engineer`s offices for ensuring that employees have a possibility to submit the complaint anonymously. The special designated GBV focal point in RSA/SCS will undergo sensitization on SEA/SH handling issue process and be responsible for investigation of the SEA/SH cases and communicate with Project staff with GM responsibilities to investigate and address the grievance. The confidentiality of complainant`s personal data will have a high priority.

The special SEA/SH grievances handling and investigation trainings based on World Bank guidelines and requirements will be organized by RSA/SCS focal point for staff with GRM responsibilities.

### GRM for employees

A locally-based project-specific GRM, proportionate to the potential risks and impacts of the project, will be established, building upon existing labor practices and HR procedures. In addition, a GRM specifically for direct and contracted workers will be provided in accordance with ESS2. The GRM will be designed at an early stage and will be formally established by project effectiveness and before any disbursements and start of the civil works.

### 5.4 Channels to Make Complaints

Project proposes the following channels through which citizens, beneficiaries and PAPs can make complaints regarding project-funded activities:

	State Road Administration	Custom Service of Moldova:
<b>By Email:</b>	<a href="mailto:serviciu@asd.md">serviciu@asd.md</a>	<a href="mailto:callcenter@customs.gov.md">callcenter@customs.gov.md</a>
<b>Web page:</b>	<a href="http://www.asd.md">www.asd.md</a>	<a href="http://www.customs.gov.md">www.customs.gov.md</a>
<b>In writing:</b>	Chisinau, Bucuriei str. 12A MD 2004 Republic of Moldova	30, Nicolae Starostenco Street, Chisinau, MD-2065
<b>Social Media:</b>	<a href="https://www.facebook.com/asdrum">https://www.facebook.com/asdrum</a>	<a href="https://www.facebook.com/ServiciulVamalRM">https://www.facebook.com/ServiciulVamalRM</a> , <a href="https://t.me/s/ServiciulVamalRM">https://t.me/s/ServiciulVamalRM</a>
<b>Phones:</b>	+373 22 22 11 14	+373 22 574 182 / 574 133
Call center 24/24	+37360477117	+373 22 78-88-88
<b>SIMC</b>	Contact number of SIMC from the affected locality (the contact will be indicated when SIMCs are created).	Contact number of SIMC from the affected locality (the contact will be indicated when SIMCs are created).

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### 5.5 Grievance Log

It is important that all complaints, including the anonymous ones, to be recorded in writing and stored in a database.

Each grievance should be assigned with an individual reference number and appropriately tracked and recorded actions are completed. The all grievances submitted will be registered / entered by RSA/SCS in to a unique register/database. The directly received grievances by local group will also be sent to RSA/SCS for registration in the unique register. RSA/SCS will be the grievance focal point of this Project. Thus, RSA/SCS will collect the grievances and further will direct them to the local level or to the Project level for examination and solution depending on the subject and location of the grievance.

A simple database will be developed under the Project to manage and monitor the grievances. The documentation on grievances will include:

- the name and contact details of the complainant;
- the date and nature of the complaint;
- the group charged with addressing the complaint;
- any follow up actions taken;
- the proposed resolution of the complaint; and
- how and when relevant Project decisions were communicated to the complainants.

For the verbal grievances, it will be suggested to the complainant to file a written grievance/complaint or to use the number phone and email address appointed for Project grievances in order to be directed to relevant staff/groups for appropriate grievance resolution.

The Grievance log will be submitted to the Bank of quarterly basis for review.

### 5.6 World Bank Grievance Redress service

WB's Grievance Redress Service: Stakeholders may submit complaints to existing project-level grievance redress mechanisms or the WB's Grievance Redress Service (GRS). The GRS ensures that complaints received are promptly reviewed in order to address project-related concerns. Information on how to submit complaints to the WB's GRS is available at <http://www.worldbank.org/GRS>. The mechanism of addressing the complaints will be the following: Stage 1: Receiving the Complaints/proposal/suggestion (all together named future "complaint") do not matter what form of receiving: verbal, writing, online etc. An initial screening is done by the receiver - Social specialist and included obligatory in the GRM Log. All complaints that meet the admissibility criteria (related to the Project) are transmitted also to the concerned to obtain their views/proposals on the complaints or allegations of violations contained therein.

### 5.7 Awareness Building

The information about the Grievance Redress Mechanism will be available at the online platform and will be included in the communications conducted with the project stakeholders through the communications methods and tools that are part of this stakeholder engagement plan and

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communications plan under the project, including emails, website, workshops, meetings, consultations, etc

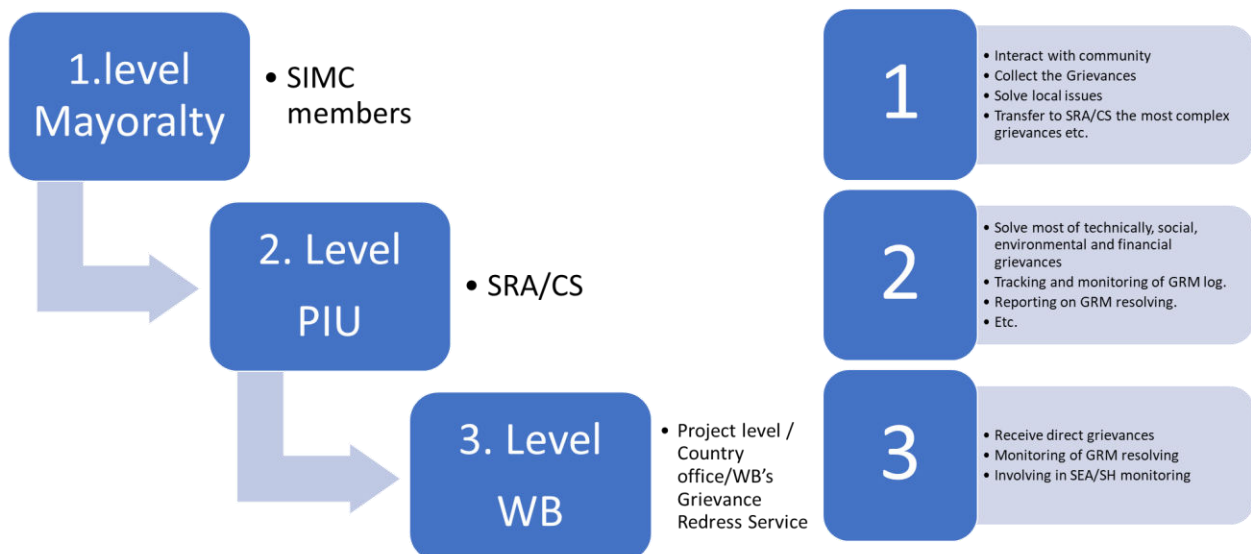
### 5.8 Monitoring and reporting on GRM implementation

Policies, procedures and regular updates on the GRM system will be made available for all stakeholders. The PIU will regularly track and monitor the status of complaints to ensure that all grievances are resolved within the established timeframe. The PIU will also provide and publish reports available to the World Bank team, and all stakeholders that would contain the following information:

- Status of establishment of the GRM (procedures, staffing, awareness building, etc.)
- Quantitative data on the number of complaints received, the number that were relevant, and the number resolved;
- Qualitative data on the type of complaints and answers provided, issues that are unresolved;
- Time taken to resolve complaints;
- Any issues faced with the procedures/staffing or use;
- Factors that may be affecting the use of the GRM/beneficiary feedback system;
- Any corrective measures suggested/adopted and satisfaction of the complainants.

The PIU will compile a report summarizing SEP results on annual basis. This report will provide a summary of all public consultation issues, grievances and resolutions. The report will provide a summary of relevant public consultations' findings from informal meetings held at community level. This report will be available on-line for general population. Stakeholders should be reminded once again that the grievance mechanism is available and important. The SEP will be revised and updated, supplemented as needed with project-specific arrangements and will be publicly disclosed.

Schematically GRM can be represented as follows :



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The matrix of GRM are as follow

Level	Instituion	Roles and responsibilities	Procedure for submitting complaints	Time for solving	Comment
I	Mayoralty thru mayor office and SIMC	<p>The Mayor's Office Secretariat is designated as the Reception Point for collecting grievances/complaints from community people from the localities where SIMC operates</p> <p>The affected person/s may call Engineer representative directly and make an appointment to discuss their issues. Should the complaint arise from direct fault of Contractor to comply with environmental and social requirements set out by Employer, Engineer will take immediate action for resolution of grievance in the most prompt time by asking immediate rectification from Contractor</p> <p>First, complaints should be lodged at the Social Impact Monitoring Committee (SIMC) at the local administration offices where resolution will be attempted with the involvement of the Engineer or can be contacted a SIMC member directly</p>	<p>First, complaints should be lodged at the Social Impact Monitoring Committee (SIMC) at the local administration offices where resolution will be attempted with the involvement of the Engineer or can be contacted a SIMC member directly</p> <ul style="list-style-type: none"> <li>- Letter</li> <li>- Phone calls</li> <li>- Email</li> <li>- Websites</li> <li>- SIMC meetings</li> <li>- Site visits</li> <li>- Audience of citizen</li> <li>- Etc.</li> </ul> <p>SIMC shall collect, document and address grievances referred by the local police officer in case community people are not aware of the grievance mechanism established by Engineer and the grievance is filed at the local police office. Accordingly, the local police officer should be informed that citizens can choose addressing their grievance to the SIMC and ask prompt involvement of Engineer in resolving the matter</p>	15 days	
II	PIU SRA/CS	<p>The Social Specialist (or Environmental &amp; Social Specilist – depending of PIU structure) will serve as Grievance Focal Point(s) who will register the submitted grievances in the Grievance Log (database) and review within 15 (fifteen) calendar days, including the</p>	<p>Each grievance should be assigned with an individual reference number and appropriately tracked and recorded actions are completed. The all grievances submitted will be registered / entered by RSA/SCS into a unique register/database. The directly received</p>	<p>15 days for regular cases and</p> <p>30 days for tat issues that</p>	<p>The Project implementation entities will ensure equal and nondiscriminatory access to grievance mechanisms, but the</p>

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Level	Instituion	Roles and responsibilities	Procedure for submitting complaints	Time for solving	Comment
		<p>information verification, cross-checking, and analysis, and follow-up with the applicant as needed. As necessary, the Grievance Focal Point will involve the other relevant units' specialists in this activity.</p>	<p>grievances by local group will also be sent to RSA/SCS for registration in the unique register. RSA/SCS will be the grievance focal point of this Project.</p> <ul style="list-style-type: none"> <li>- Letter</li> <li>- Phone calls</li> <li>- Email</li> <li>- Websites</li> <li>- SIMC meetings</li> <li>- Site visits</li> <li>- Etc.</li> </ul>	<p>need decisions from other institutions and/or changes in the design / additional financing</p>	<p>special attention will be given to the most vulnerable groups: people less informed, with limited legal knowledge, the poorest community members, with limited or no access to internet; The project team will be working together with social assistances and community mediators to provide access for complaints and ensure that the most vulnerable groups views are taken into account.</p> <p>The PIU will compile a report summarizing SEP results on annual basis. This report will provide a summary of all public consultation issues, grievances and resolutions.</p>
III	WB GRS	<p>The Grievance log will be submitted to the Bank on a quarterly basis for review</p> <p>The GRS ensures that complaints received are promptly reviewed in order to address project-</p>	<p>Stakeholders may submit complaints to existing project-level grievance redress mechanisms or the WB's Grievance Redress Service (GRS). Information on how to submit complaints to the WB's GRS is available at <a href="http://www.worldbank.org/GRS">http://www.worldbank.org/GRS</a>. The mechanism</p>	30 days	<p>All complaints that meet the admissibility criteria (related to the Project) are transmitted also to the concerned to obtain</p>

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Level	Instituion	Roles and responsibilities	Procedure for submitting complaints	Time for solving	Comment
		related concerns	of addressing the complaints will be the following: Stage 1: Receiving the Complaints/proposal/suggestion (all together named future “complaint”) do not matter what form of receiving: verbal, writing, online etc. An initial screening is done by the receiver - Social specialist and included obligatory in the GRM Log.		their views/proposals on the complaints or allegations of violations contained therein.



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Annex 1. Grievance registration form

Reference No: \_\_\_\_\_

Note: you can remain anonymous if you prefer or request not to disclose your identity to third parties without your consent. In case of anonymous grievances, the decision will be disclosed on the official RSA/SCSwebsite .

First Name \_\_\_\_\_

Last Name \_\_\_\_\_

- I wish to raise my grievance anonymously
  - I request not to disclose my identity without my consent
  - Contact Information Please mark how you wish to be contacted (telephone, e-mail).
  - By Telephone: \_\_\_\_\_
  - By E-mail \_\_\_\_\_
  - I will follow up the resolution at the website as I want to remain anonymous
- Preferred Language for communication:  Romanian  Other (indicate)

Description of Incident or Grievance (What happened? Where did it happen? Whom did it happen to?)

What is the result of the problem? Date of Incident/ Grievance)

One-time incident/grievance (date \_\_\_\_\_)

Happened more than once (how many times? \_\_\_\_\_)

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## SEP - Moldova Rural Connectivity Project (P180153)

Please return this form to responsible person

### Annex 2. Draft SEP Budget

Budget categories	Quantity	Unit costs USD	Times/ month	Total costs	Remarks
<b>1. Estimated Staff salaries* and related expenses</b>					
1a. <i>E.g., Communications consultant</i>	1	2500	36	90000	Can also be part-time or combine with other duties
1b. <i>E.g., Travel costs for staff</i>	-	-	-		Covered by PIU
1c. <i>E.g., Estimated salaries for Community Liaison Officers</i>	N/A				Covered by social consultant.
<b>2. Consultations/ Participatory Planning, Decision-Making Meetings</b>					
2a. <i>E.g., Project launch meetings</i>	N/A				
2b. <i>E.g., Organization of focus groups</i>	-				
<b>3. Communication campaigns</b>					
3a. <i>E.g., Posters, flyers</i>	5000	2		10000	Estimations for entire Project
3b. <i>E.g., Social media campaign</i>					Covered by PIU consultants
<b>4. Trainings</b>					
4a. <i>E.g., Training on social/environmental issues for PIU and contractor staff</i>	N/A				
4b. <i>E.g., Training on Gender-Based Violence (GBV) for contractor staff</i>					Covered by Contractor
<b>5. Beneficiary surveys</b>					
5b. <i>E.g., End-of-project perception survey</i>	30000	1		30000	
<b>6. Grievance Mechanism</b>					
6a. <i>E.g., Training of GM committees</i>					Covered by PIU consultants
6b. <i>E.g., Suggestion boxes in villages</i>					

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<i>6c. E.g., GM communication materials</i>					Covered by implementation Agencies
<i>6d. E.g., Grievance investigations/site visits</i>					Covered by implementation Agencies
<i>6e. E.g., GM Information System (setting up or maintenance)</i>					Covered by implementation Agencies
<i>6f. Other GM Logistical Costs</i>					Covered by implementation Agencies
<b>TOTAL STAKEHOLDER ENGAGEMENT BUDGET:</b>				130000	

\*Note: Salary costs can be indicative