

Federal Democratic Republic of Ethiopia
Ministry of Finance

Contingent Emergency Response Project
(CERP)

STAKEHOLDERS' ENGAGEMENT PLAN

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ADDIS ABABA

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1.0 Introduction

The World Bank is providing support to Governments for preparedness planning to provide an optimal response to a broad range of natural or man-made disasters, drawing on undisbursed financing from across the country portfolio. Such events, which are growing more frequent, place a significant burden on Governments and Implementing Agencies, particularly where it is imperative to provide an immediate response to address the devastating impacts of such events. As such, the Bank is offering to provide the Federal Democratic Republic of Ethiopia (FDRE) with support for preparedness planning through a Contingent Emergency Response Project (CERP).

CERP is a critical mechanism for FDRE, designed to provide rapid and flexible financial support in the wake of emergencies and disasters. It can be triggered by the Government through an official declaration that an eligible emergency or disaster has occurred, supported by a Declaration of activation of the National Contingency Plan. The CERP ensures that the country can swiftly mobilize resources to address immediate needs, mitigate impacts, and support recovery efforts, thereby enhancing resilience and reducing the long-term socio-economic consequences of such events.

The WBG has a longstanding engagement with Ethiopia on disaster risk management, resilience, and macroeconomic crisis response, providing a strong foundation for the proposed CERP. The WB has supported Ethiopia's DRM system through GFDRR grants totaling US\$2.5 million between 2007 and 2014, covering risk identification, preparedness, and early warning systems. The Ethiopia Flood Management Project (P176327), approved in 2022, directly supports strengthened flood risk management systems. The Productive Safety Net Program, now in its fifth phase, represents one of the most significant adaptive social protection interventions in Sub-Saharan Africa, providing a shock-responsive financing mechanism for food insecurity crises. The 2022 Climate and Disaster Risk Finance Diagnostic, requested by the MoF and supported by the WB, provides a comprehensive roadmap for DRF reform, directly informing the design of this CERP. More recently, the Second Sustainable and Inclusive Growth Development Policy Operation (P506352, 2025) and the Accelerating Sustainable and Clean Energy Access Transformation (P506061, 2025) programs demonstrate continued deep WB engagement on macroeconomic reform and energy sector resilience. The proposed CERP complements this portfolio by providing a pre-arranged contingent financing instrument to close the gap between the occurrence of an eligible crisis and GoE's ability to mount a rapid, resource response. The CERP Project is also aligned with the objectives of the WBG new Country Partnership Framework (CPF) for Ethiopia for FY27-36, expected to be discussed by the Board in June 2026.

The Project Development Objective is to respond promptly and effectively to an eligible crisis or emergency in Ethiopia. An "eligible crisis or emergency" is defined as an event that has caused, or is likely imminently to cause, a major adverse economic and/or social impact associated with natural or man-made crises or disasters, including – but not limited to – fuel or fertilizer supply disruptions, energy sector emergencies, trade shocks, and macroeconomic crises, as well as natural hazard events such as droughts and floods. The specific nature of the eligible crisis shall be determined at the time of activation, in accordance with the CERP Manual adopted by GoE. The PDO indicators to measure the achievement are as under:

- a. Time from CERP activation request to first disbursement (days);
- b. CERP funds utilized for emergency response activities within the activation period (percentage of the amount reallocated); and
- c. People directly benefitting from CERP activation (number, disaggregated by sex and, where feasible, by vulnerability category).

It is envisaged that CERP will benefit large number of beneficiaries that include the population affected by the crisis, particularly vulnerable groups including women, children, the elderly, persons with disabilities, internally displaced persons, pastoralist communities, and other historically underserved populations who may be disproportionately exposed to energy and economic shocks. The CERP has a national scope. The Crisis Response Plan, to be prepared upon activation, will define the exact beneficiaries, eligibility criteria, and geographic scope based on the nature and spread of the eligible crisis at the time of activation. Given Ethiopia's FCV status, the Crisis Response Plan will incorporate

specific provisions to ensure equitable access to emergency response resources in conflict-affected areas, subject to applicable security risk assessments.

The project will be implemented by MoF, in collaboration with other Ministries and institutions, such as the Ministry of Agriculture (MoA), Ministry of Water and Energy (MoWE), Ethiopian Disaster Risk Management Commission, (EDRMC), Ethiopia Petroleum Supply Enterprise (EPSE), and other relevant ministries and parastatal organizations.

The Stakeholder Engagement Plan (SEP) is a guide with procedures for involving various stakeholders. The SEP will be implemented in conjunction with the Environmental and Social Commitment Plan (ESCP) providing guidelines for stakeholder engagement during the implementation.

The CERP will finance emergency response activities drawn from the following Positive List of eligible expenditures. The Positive List is designed to ensure rapid-disbursing, limited-physical-footprint response. Civil works and law enforcement activities are not eligible for financing under this instrument. The Positive List will be included in the CERP Manual and will be updated as and when required, subject to Bank's review. It includes the following:

Fuel and Energy Emergency Supply: This activity will include (i) procurement and distribution of petroleum products (including petrol, diesel, and kerosene) to ease disruptions that are displacing productive jobs, worsening poverty and extreme hardship, and worsening social cohesion in a highly fragile and conflict-affected context, such as essential public services, food and critical product delivery, and transportation and logistics networks. for use by critical public services, including emergency transport, health facilities, water pumping, and power generation for essential public infrastructure; (ii) procurement and distribution of alternative or emergency energy supplies, including fuel for generators serving essential public services; (iii) emergency procurement of liquefied petroleum gas for distribution to vulnerable households affected by fuel supply disruptions; (iv) incremental operational costs, including transportation and logistics costs, associated with the emergency distribution of fuel and energy supplies.

Fertilizer Supply: This activity will include procurement and supply of fertilizer for staple food crops for smallholder farmers.

Emergency Livelihood Support to Households: This activity will include (i) cash transfers and cash-for-work programs to households affected by eligible economic crises, including those impacted by fuel and energy price shocks; (ii) distribution of essential non-food items and emergency supplies to vulnerable households; (iii) emergency food assistance to households facing acute food insecurity resulting from or exacerbated by an eligible crisis.

Emergency Service Restoration and Response Coordination: Under this activity, project will support (i) incremental operational expenditure incurred by the Government of Ethiopia for emergency response and early recovery, including evacuation logistics, shelter administration, emergency transportation costs, and increased utility costs for public sector facilities during a crisis; (ii) emergency procurement of critical goods and services needed to restore essential public services, including water supply, sanitation, and health services; (iii) rental of generators and light equipment for emergency operation of essential public infrastructure; (iv) emergency trade facilitation measures, including incremental costs associated with expediting import customs clearance for essential goods.

Technical Assistance and Emergency Management: This activity will include (i) sourcing of specialized national and international expertise (consultancy services) to support emergency response planning, coordination, and recovery; (ii) preparation of technical documents required for procurement, environmental, and social compliance during emergency response; (iii) strengthening of crisis monitoring and early warning systems during an emergency activation period.

2.0 Administrative, policy and regulatory framework for SEP

2.1 National Legislation and World Bank Requirement

Policies, strategies and legislation on stakeholders consultation and engagement which meet the requirements and principles of World Bank ESF are reviewed and presented hereunder. The WB has established the Environmental and Social Framework (ESF) and associated guidance and information tools which address various aspects of public consultation/participation and public disclosure. World Bank has specific requirements for conducting public consultation and disclosure on projects.

Similarly, legislations such as the Constitution of Ethiopia, and Ethiopia Environment policy enforce proper and timely public consultation, disclosure of information, and set procedure for public consultation were reviewed. For instance, the Constitution of Ethiopia (at Articles 29, 30 and 25) makes provision for freedom of speech, assembly and the equal rights for women. Thus the Constitution provides for people to express opinions on projects, assemble for the purpose of discussing projects and gives women an equal right to speak and be consulted on project issues.

The Environmental Policy of Ethiopia (1997) provides for:

- Empowerment of women in environmental decision-making (at Section 4.1 (e))
- The development of effective methods of popular participation in the planning and implementation of environmental use and management (at Section 4.2).
- The right to be informed about environmental issues (at Section 4.7 (a))
- Public consultation as part of ESIA (at Section 4.9(c))
- Targeting public for environmental education and awareness programmes to address significant environmental impacts in urban and rural environments. (at Section 4.10).

In the EIA Proclamation (Proclamation 299/2002) specific reference is made to the need for provision of opportunity for the community to comment on EIA documents (Proclamation Section 15). In its preamble, it also indicates that the intent of EIA is to “involve the public and, in particular, communities, in the planning and decision taking on developments which may affect them and its (their) environment”. At Section 17, the Proclamation also provides a grievance mechanism for persons who do not agree with the decision of the EFCCC.

According to Proclamation 1161/2019, article 8, procedures for handing over the land; consultation in advance is a requirement. Similarly it is also required in detail including the procedures in part 2 of regulation No. 472/2020.

To highlight the consultation procedures of the regulation 472/2020:

1. A written notice shall be sent to all concerned land holders and proof of receipt of land holders shall be provided,
2. The consultation shall proceed where $\frac{3}{4}$ or more of land holders whose land is to be expropriated are present,
3. If $\frac{3}{4}$ of the landholders are not present in the first meeting, a second consultative meeting shall be called and conducted where more than a half of the land holders are present,
4. where more than a half of the land holders are not present in the consultative meeting called for the second time, a third notice shall be sent out and the consultative meeting shall be conducted in the presence of any number of land holders.

2.2 World Bank Environmental and Social Standard on Stakeholder Engagement

The World Bank developed an Environmental and Social Framework Setting out the World Bank's commitment to sustainable development, through a Bank policy and a set of Environmental and Social Standards that are designed to support Borrower's projects, with the aim of ending extreme poverty and promoting shared prosperity. The Environmental and Social Standards (ESS) set out the mandatory

requirements that apply to the borrower and projects. They present set of obligatory guidelines and instruction with the main objective to foster efficient and effective identification and mitigation of potentially adverse environmental and social risks and impacts that may occur in the development projects, with proper stakeholder engagement and sustainable management

Stakeholder Engagement ESS10

One of the established WB standards that the Borrower will meet through the project life cycle is ESS10, “Stakeholder Engagement and Information Disclosure”, that recognizes “the importance of open and transparent engagement between the Borrower and project stakeholder as an essential element of good international practice”. Specifically, the requirements set out by ESS10 are the following:

- “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; (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.” (World Bank, 2017: 98).

A Stakeholder Engagement Plan proportionate to the nature and scale of the project and its potential risks and impacts need to be developed by the Borrower. It has to be disclosed for public review and comment as early as possible, and before project appraisal by the World Bank. And the Borrower needs to seek the views of stakeholders on the SEP, including on the identification of stakeholders and the proposals for future engagement. If significant changes are made to the SEP, the Borrower has to disclose the updated SEP. The WB policy requires all documents associated with the ESF such as the SEP, ESCP, ESRS, etc. to be made available for public comment, after the country concerned has given its consent for the release to the proposed disclosure and after the document has been officially accepted by the Bank. ESS10 also requires the development and implementation of a grievance redress mechanism that allows project-affected parties and others to raise concerns and provide feedback related to the environmental and social performance of the project and to have those concerns addressed in a timely manner.

3.0 Principles and Methodology

3.1 Principles

Stakeholder engagement shall be informed by a set of principles defining core values underpinning interactions with stakeholders. Common principles based on International Best Practice include the following:

- Commitment is demonstrated when the need to understand, engage and identify the community is recognized and acted upon early in the process;

- Integrity occurs when engagement is conducted in a manner that fosters mutual respect and trust;
- Respect is created when the rights, cultural beliefs, values, and interests of stakeholders and affected communities are recognized;
- Transparency is demonstrated when community concerns are responded to in a timely, open, and effective manner;
- Inclusiveness is achieved when broad participation is encouraged and supported by appropriate participation opportunities; and
- Trust is achieved through open and meaningful dialogue that respects and upholds a community's beliefs, values, and opinions.

3.2 Methodology

Stakeholders can be identified as both internal and external stakeholders. The next step is to map those stakeholders into four groups:

- Low interest, low influence – those you need to keep informed
- High interest, low influence – those you need to involve and consult with
- Low interest, high influence – powerful key stakeholders you need to engage
- High interest, high influence – partners you need to collaborate with

In this way, the best strategies can be followed to engage and communicate with each stakeholder group in the stakeholder management projects. Having a clear purpose is key to long term effective stakeholder engagement. To meet best practice approaches, the project will apply the following principles for stakeholder engagement:

- Openness and life-cycle approach: public consultations for the sub project(s) will be arranged during the 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 circulated among all stakeholders in an appropriate format that is accessible and understandable, taking into account cultural sensitivities, literacy levels of stakeholders, and special needs of stakeholders with disabilities and stakeholders that are members of other vulnerable groups; opportunities are provided for communicating stakeholders' ongoing feedback, for analyzing and addressing comments and concerns;
- 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. The Project will provide equal access to information to all stakeholders, taking into consideration cultural sensitivities and literacy levels. Sensitivity to stakeholders' needs is the key principle underlying the selection of engagement methods. Special attention is given to vulnerable groups, in particular women, youth, the elderly, people with disabilities, and the cultural sensitivities of diverse ethnic groups.

This section identifies stakeholders, those who will be informed and consulted about the project activities. The project activities do not involve civil work. The key stakeholders for this SEP, therefore, include those individuals, communities, groups, and public-sector agencies that will benefit by or have interest in the project activities.

4.0 Stakeholder Engagement Plan

The Stakeholder Engagement Plan (SEP) will help in smooth implementation of the proposed activities through stakeholders' involvement. The project will remain engaged with stakeholders throughout the project life cycle, commencing early in the project preparation process. The nature, scope and frequency of stakeholder engagement will be proportionate to the nature and scale of the

proposed activity and its potential risks. The project will engage in meaningful consultations with all stakeholders identified for this project by providing timely, relevant, understandable and accessible information on all activities proposed under the project, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination and intimidation.

4.1. Purpose and Timing of stakeholder Engagement program

The purpose of the SEP is as under:

- To offer opportunities for stakeholders to raise their concerns and submit their opinions.
- To create avenues for complaints handling and grievance management.
- To create opportunities for information sharing and disclosure
- To create a mechanism for giving feedback to the stakeholders
- To create an avenue for participatory project impacts monitoring
- To foster strong project community relationships
- To promote social acceptability of the program
- To ensure meaningful consultation and the consideration of expectations and concerns in the implementation arrangements for the program

The process of stakeholder engagement involves the following (i) stakeholder identification and analysis; (ii) stakeholder planning; (iii) disclosure of information; (iv) consultation with stakeholders; (v) addressing and responding to grievances; (vi) reporting to the stakeholders; and (vii) disclosure of project documents

4.2 Stakeholder Identification

To develop an effective SEP, it is necessary to determine who the stakeholders are and understand their needs and expectations for engagement, and their priorities and objectives in relation to the Project. This information shall then be used to tailor engagement to each type of stakeholder. The Ministry of Finance is the coordinator of the project and will be involved in the implementation of components of the project. The stakeholders of the project are Ministry of Agriculture (MoA), Ministry of Women and Social Affairs, Ministry of Health, Ministry of Water and Energy, Ministry of Urban & Infrastructure, Ministry of Transport & Logistics, Ethiopia Disaster Risk Management Commission), Ethiopia Petroleum Supply Enterprise (EPSE) Regional/Woreda/ Kebele administration, community elders and members, consultants, among others. These stakeholders will directly/ indirectly involve the following beneficiaries.

- Ministries and public sector enterprises will be the implementing agencies
- Community elders and members will be the beneficiaries. Specific vulnerable and marginalized groups will be targeted.
- The consultants will be involved in providing technical assistance.

As part of this process, it will be particularly important to identify individuals and groups who may find it more difficult to participate and those who may be differentially or disproportionately affected by the project because of their marginalized or vulnerable status. It is also important to understand how each stakeholder may be affected – or perceives they may be affected – so that engagement can be tailored to inform them and understand their views and concerns in an appropriate manner. Stakeholders have been and will continue to be identified on a continuing basis by identifying:

- Various stakeholder categories that may be affected by, or benefitted by, the Project; and
- Specific individuals, groups, and organizations within each of these categories
- The unforeseen impacts that could arise and therefore the types of national/local government entities, NGOs, academic and research institutions and other bodies who may have an

interest in these issues.

Additional stakeholders might be identified those who also want to be engaged. No willing stakeholder should be excluded from the process of engagement. Targeted/identified stakeholders shall be oriented/trained on the concept of engagement itself. These demands can increase the cost of consultation required to meet external expectations, and often this occurs at a time when a project lacks the internal capacity and resources to implement a broad engagement strategy.

In general, engagement is directly proportional to impact and influence, and as the extent of impact of a project on a stakeholder group increases, or the extent of influence of a particular stakeholder on a project increases, engagement with that particular stakeholder group shall intensify and deepen in terms of the frequency and the intensity of the engagement method used. All engagement shall proceed based on what are culturally acceptable and appropriate methods for each of the different stakeholder groups targeted.

There are a variety of engagement techniques that shall be used to build relationships with stakeholders, gather information from stakeholders, consult with stakeholders, and disseminate project information to stakeholders. When selecting an appropriate consultation technique, culturally appropriate consultation methods, and the purpose for engaging with a stakeholder group shall be considered.

The Ministry of Finance is the owner of the project that will work with stakeholders in planning, implementing and monitoring the project, coordinating and facilitating the involvement of stakeholders, organizing and disseminating information to stakeholders and taking feedback. The table 1 and 2 below provides the details of the state and non – state actors in the project.

Table 1: State Actors

Stakeholder	Involvement in the project	Interest	Influence
Ministry of Finance	Coordinate the entire project, establish budgeting, accounting, disbursement and internal audit systems aligned with international standards for the Federal Government, follow up with the implementation entities, and report back to the Bank.	Yes	Yes
Ministry of Agriculture	Coordinate and facilitate identification of beneficiaries; procurement and supply of fertilizer for staple food crops for smallholder farmers.	Yes	Yes
Ministry of Women and Social Affairs	Facilitate and ensure the participation of women and other disadvantaged and vulnerable segments of the community;	Yes	Yes
Ministry of Health	Procurement, distribution of medical supplies, and restoration of health facilities for emergency response beneficiaries	Yes	Yes
Ministry of Water & Energy	Procurement, distribution of water supplies, and restoration of water facilities for emergency response beneficiaries	Yes	Yes
Ministry of Urban & Infrastructure	Coordinate and facilitate identification of urban beneficiaries	Yes	Yes
Ministry of Transport and Logistics	Responsible for road, traffic safety and logistics management	Yes	Yes
Ethiopia Disaster Risk Management Commission	Providing emergency relief, implementing measures for post disaster recovery, making contingency funds available if needed	Yes	Yes

Regional /Woreda / Kebele administration	Identification of beneficiaries Distribution of (i) food and critical product, (ii) alternative or emergency energy supplies, including fuel for generators serving essential public services; (iii) distribution LPG to vulnerable households affected by fuel supply disruptions; (iv) cash transfers and cash-for-work programs to households affected by eligible economic crises, including those impacted by fuel and energy price shocks; (v) distribution of essential non-food items and emergency supplies to vulnerable households; (vi) emergency food assistance to households facing acute food insecurity resulting from or exacerbated by an eligible crisis.	Yes	Yes
Ethiopia Petroleum Supply Enterprises	Ensuring fuel is supplied all over the country	Yes	Yes
World Bank	Financing the Project	Yes	Yes

Table 2: Non-State Actors

Stakeholder	Involvement in the project	Interest	Influence
Federation /Associations of PwD	Coordinates and facilitates the participation of PwD	Yes	
Women Associations	Facilitate and ensure the participation of women in public consultation Ensure the participation of women in cash for work program	Yes	
Youth Associations	Facilitate and ensure the participation of youth in public consultation Ensure the participation of youth in cash for work program	Yes	
Civil Society Organizations/Academia/Research Institutes	Support identification of beneficiaries Facilitate cash transfer / cash for work programs Support information dissemination	Yes	Yes

4.3 Stakeholders Analysis

Affected Parties

The project is not envisaged to have any adverse impact. The only adverse impact could be in terms of occupational health and safety during the distribution of fuel. The project however is likely to benefit large number of beneficiaries that include the population affected by the crisis, particularly vulnerable groups including women, children, the elderly, persons with disabilities, internally displaced persons, pastoralist communities, and other historically underserved populations who may be disproportionately exposed to energy and economic shocks. Therefore, the affected parties in the context of the project are Ministries, parastatal organizations and community members.

Other Interested Parties

Other Interested Parties will largely be individuals/groups/entities those who may not experience direct benefits from the Project but who consider or perceive that their interests as being affected by

the project and/or who could affect the project and the process of its implementation in some way or the other. These will be largely non-state actors.

Disadvantaged/vulnerable individuals or groups

The vulnerability may stem from person's origin, gender, age, health condition, economic deficiency and financial insecurity, disadvantaged status in the community (e.g., minorities or fringe groups), dependence on other individuals or natural resources, etc. Engagement with vulnerable groups and individuals often requires the application of specific measures and assistance aimed at the facilitation of their participation in the project-related consultation and decision making so that their awareness of and input to the overall process are commensurate to those of the other stakeholders.

The project will specifically focus on vulnerable and marginalized groups in the country including those with disabilities. From this specific project perspective, the disadvantaged group will include women headed households, unemployed youths from both rural and urban areas, unemployed individuals, poor households, individuals with disabilities, and historically underserved community members. This vulnerable segment runs the risk of being excluded from the project benefits compared to any other groups due to their vulnerable status, and that may require special engagement efforts to ensure their equal representation in the consultation and decision-making process associated with the project. The SEP will ensure awareness raising and deeper engagement with disadvantaged or vulnerable individuals or groups.

4.4 Summary of PPA Stakeholder Needs

Stakeholder needs vary depending on roles and responsibilities, geography, and capacity. The needs of stakeholders will be discussed during stakeholder consultations, and the list below will be updated after these discussions to reflect new stakeholders and stakeholder concerns to and identify their needs.

Table 3: Project Stakeholders matrix

Stakeholder Group	Characteristics of the Stakeholder	Language	Preferred notification means (email, radio, phone, letter)	Appropriate engagement approach	Frequency of Engagement
Ministerial staff of Ministry of Finance; Ministry of Agriculture; Ministry of Women & Social Affairs and Others	MoF: Responsible for coordination; financial management and transfer of funds; Other ministries: implementation	English and local languages	Email, téléphone, face to face meetings	Coordination meetings, information dissemination, activity implementation; addressing grievances; monitoring of compliance with national legislation and WB standards on EHS; Issuing permits, consents	Multiple and continuous

				and opinions in accordance with local legislation, control of compliance with national legislation;	
PIU Staff		English and local languages	Email, téléphone, face to face meetings	Stakeholder consultations; information dissemination; grievance management, and reporting	Continuous
Parastatal organizations	Responsible for activity implementation	English and local languages	Email, téléphone, face to face meetings	consultations; implementation of activities; grievance management and progress reporting	Continuous
Civil societies, service Providers/Consultants	Advisory / support role	English and local languages	Email, téléphone, face to face meetings	Stakeholder consultations, information dissemination, advocacy invitation; community health and safety	Periodic
Regional/Woreda/Kebele administration	Implementation support	English and local languages	Email, téléphone, face to face meetings	Stakeholder consultations, beneficiary identification; grievance management, and support to ministries and parastatal organization in implementation	Periodic
Beneficiaries		Local Language	Written information and notice boards, leaflets, using electronic media such as radio, television, in person announcements and face to face meetings	Group and individual meetings for awareness raising on benefits, participatory monitoring, feedback and grievances.	Multiple and Continuous

4.5 Stakeholders Engagement Techniques

The project will use variety of techniques to reach out to potential stakeholders as described in table 4 below. These techniques will be used throughout the project cycle.

Table 4: Stakeholder Engagement Techniques

Engagement Technique	Appropriate application of the technique
Correspondences (Letter, Phone, Emails)	Distribute information to Government officials, NGOs, Local Government, and organisations/agencies Invite stakeholders to meetings and follow-up
One-on-one meetings	Seeking views and opinions Enable stakeholder to speak freely about sensitive issues Build personal relationships Record meetings
Formal meetings	Present the Project information to a group of stakeholders Allow group to comment – opinions and views Build impersonal relation with high level stakeholders Disseminate technical information Record discussions
Public meetings	Present Project information to a large group of stakeholders, especially communities Allow the group to provide their views and opinions Build relationship with the communities, especially those impacted Distribute non-technical information Facilitate meetings with presentations, PowerPoint, posters etc. Record discussions, comments, questions.
Focus group meetings	Present Project information to a group of stakeholders Allow stakeholders to provide their views on targeted baseline information Build relationships with communities Record responses
Project website	Present project information and progress updates Disclose ESMP and SEP and other relevant project documentation
Direct communication with the community members	Identifying beneficiaries Ensuring that vulnerable communities are included in the beneficiary list
Project leaflet	Brief project information to provide regular update especially on beneficiary selection for cash transfer and cash of work program

4.6 Strategy for Stakeholder Engagement

There are several stakeholder engagement techniques used to build relationships, gather information, listen, consult, and disseminate project information to stakeholders. These stakeholder engagement platforms will serve to express views, concerns, and feedback. The techniques of engagement are described in the table 5 below.

Table 5: Proposed communication and engagement techniques

Engagement Technique	Appropriate application of the technique
Correspondences	▪ Disseminating information to Government officials, Service

Engagement Technique	Appropriate application of the technique
(Letter, Phone, Emails)	providers/Consultants, Civil Society/Academia/ Research Organization, Local Government, and Parastatal organisations/agencies. ▪ Invitation extended to the stakeholders for consultations /meetings and follow-up. ▪ Stakeholder feedback on issues and grievances
Virtual Meeting	▪ Presenting project information to a group of stakeholders ▪ Views of stakeholder
One-on-one meetings	▪ Seeking views, concerns, and recommendations. ▪ Enabling stakeholders to speak freely about sensitive issues including Gender Based Violence, sexual abuse, and exploitation. ▪ Recording meetings.
Formal meetings	▪ Presenting project information to a group of stakeholders. ▪ Allow the group to comment and gather opinions. ▪ Building personal relations with high-level stakeholders. ▪ Disseminating technical information. ▪ Recording discussions. ▪ Listening to feedback or validation of previously shared issues and elements for decision-making.
Public meetings	▪ Presenting project information to a large group of stakeholders, especially communities. ▪ Allowing people to provide their views, concerns, and recommendations. ▪ Building relationships with communities, especially those who are vulnerable. ▪ Disseminating non-technical information. ▪ Facilitating meetings with presentations, PowerPoint, posters etc. ▪ Recording discussions, comments, and questions.
Focus group meetings	▪ Presenting Project information to a group of stakeholders. ▪ Given the opportunity for stakeholders to provide their views on specific information and contribute to decision-making, as necessary. ▪ Awareness raising on rights and entitlements, participatory monitoring, and capacity building. ▪ Building relationships with communities and individual beneficiaries. ▪ Recording responses.
Website and social media accounts of relevant Ministries and Parastatal organizations	▪ Disclose list of beneficiaries; environmental and social risk management instruments and other relevant project preparation documentation. ▪ Grievance mechanism ▪ Consultation channel.
Communication and meeting Beneficiaries	▪ Sharing timely information on the proposed project activities ▪ Obtaining feedback and grievances follow-up
Media	▪ National Television and Radio and community radio where it exists can be

Engagement Technique	Appropriate application of the technique
	used to disseminate information about the project especially on GM. ▪ Use of group Telegram and WhatsApp messages to forward informational materials that can be forwarded.

4.7 Proposed Strategy to incorporate the View of Vulnerable Groups

4.7.1. Definition and identification of vulnerable groups

As mentioned above, *inter alia*, the vulnerable groups will include women headed households, unemployed youths from both rural and urban areas, poor households, people with disabilities, historically underserved community members.

Table 6: Vulnerable groups and proposed technique for consultation

Vulnerable group	Technique for consultation
Women headed households and women in general	• Separated meetings will be held selecting such households as beneficiaries • Focus group discussion will be held • Discussion and consultations will be held with women on rights, sexual abuses and gender-based violence
Unemployed youths and poor households	• Community meetings will be held focusing on unemployed youths and head of the poor households • Community leaders are key to boosting these groups. One-on-one meetings will be organized, if situations permit.
Individual with disabilities	• Focussed meetings will be held with such individuals, their families and leaders of association of the people with disabilities in both urban and rural settings for selecting beneficiaries.
underserved community	• Frequent meetings will be held with the community leaders and members during beneficiary selection and implementation phase. • Meetings to be culturally appropriate

4.8. Summary of Current Stakeholder Engagement/ Consultation

A stakeholder consultation meeting for the Ethiopia Contingent Emergency Response Project (CERP) was held on 23 July 2026 at the Ministry of Finance, Addis Ababa.

The meeting brought together representatives from key federal institutions, including Ministry of Finance (MoF), Ministry of Agriculture (MoA), Ministry of Health (MoH), Ministry of Women and Social Affairs (MoWSA), Ministry of Transport and Logistics (MoTL), Ministry of Mines (MoM), Ethiopian Disaster Risk Management Commission (EDRMC), Environmental Protection Authority (EPA), Ethiopian Petroleum Supply Enterprise (EPSE), Ethiopian Roads Authority (ERA), and Petroleum and Energy Authority (PEA), to discuss the main project instruments, including the CERP Manual, ESCP, ESMP, and SEP. The objective of the consultation was to brief stakeholders on the proposed project framework and obtain feedback on institutional arrangements, environmental and social risk management, and implementation readiness prior to project activation.

Stakeholders welcomed the project as an important mechanism to support timely and coordinated emergency response. They emphasized the need to share the full project document package with all relevant institutions and to clearly define institutional roles, responsibilities, coordination arrangements, and decision-making processes. Participants also highlighted the importance of ensuring that emergency logistics, supply chains, and distribution systems remain functional during crisis situations, and recommended that contingency measures be included to address possible disruptions.

The consultation further identified the need to strengthen linkages between CERP and ongoing Government-led emergency recovery, livelihood restoration, social protection, food assistance, and livelihood support interventions. Stakeholders recommended that eligible civil works for crisis response and recovery be considered where appropriate, provided that environmental, social, and geotechnical risks are assessed and managed through the relevant project instruments. Health emergency preparedness was also raised as a priority area, including pandemics, disease outbreaks, preparedness measures, institutional responsibilities, activation procedures, and response protocols.

Participants underscored the importance of strong environmental and social oversight, including a clear role for the Environmental Protection Authority in environmental and social assessment, regulatory supervision, and monitoring. The meeting concluded with agreement to continuously engaged to further clarify institutional mandates, confirm any additional requirements in collaboration with the World Bank, and look to see the project framework to better address logistics disruptions, health emergencies, operational continuity, and regulatory compliance. The feedback received will be reflected in the SEP and other relevant project documents to strengthen stakeholder engagement, implementation coordination, and environmental and social risk management during CERP activation and implementation.

5.0 Proposed Strategy for Information Disclosure¹

5.1 Current Phase

¹ The details and guidance for this SEP will be guided by the Environmental and social standard 10.

There are a variety of engagement techniques used to build relationships with stakeholders, gather information from stakeholders, consult with, and disseminate project information to stakeholders, elicit their input and provide feedback. When selecting an appropriate consultation technique, culturally appropriate consultation methods, and the purpose for engaging with a stakeholder group will be considered. The techniques to be used are described in table 5 above.

For the CERP, the public consultation strategy has been developed taking into consideration both the GoE and the World Bank guidance using appropriate online, social media and other appropriate forms of dissemination and interaction². Table 4 summarizes the proposed consultation and disclosure techniques, frequency, and responsible entity to be used during the implementation.

The CERP will use several means of communication for the dissemination of information, in either English or local languages or, as much as possible, in local dialect depending on the target areas especially for beneficiary identification. The project will therefore;

- develop written materials (brochures, flyers, etc.) for the dissemination of information to stakeholders.
- use the websites of the relevant ministries and implementing agencies or other potential partner actors and/or media (newspapers, radio), social media for different stakeholders.
- use email, for technical partners.
- conduct face-to-face meetings and formal workshops if need be.

The implementing entities will ensure that the different activities are inclusive and culturally sensitive, thereby ensuring that disadvantaged and vulnerable groups outlined above will have the chance to participate in the Project benefits. The SEP describes measures that the project will use to remove obstacles to participation, including differentiated measures to allow the effective participation of those identified as disadvantaged or vulnerable.

The Executive Summary of final version of the ESMP will be translated into local languages and will be disclosed to the community members in accessible locations. In addition, GRM guidelines will be translated into local languages and disclosed to the community members as necessary.

5.2 Future phases of the Project

The SEP is a dynamic document that can be updated and validated by the Project implementing agencies and MoF whenever deemed necessary. The SEP covers stakeholder consultation under the proposed activities and will be: (i) disclosed prior to project appraisal; (ii) updated and validated periodically as needed during the implementation; and (iii) monitored and evaluated at the end of the project implementation.

As agreed between the World Bank and the Government of Ethiopia (GoE), this SEP can be revised from time to time during the preparation of the projects to reflect adaptive management, respond to implementation changes, adapt to unforeseen circumstances, and respond to the assessment of the proposed activities implementation's performance conducted under the ESCP and SEP itself. In such circumstances, the GoE will agree with the Bank on the changes to be made and will update the SEP to reflect on such changes. Agreement on changes to the SEP will be documented through the exchange of letters signed by the Bank and the GoE. The GoE will promptly disclose the updated SEP.

Stakeholder engagement within the project preparation and implementation process is critical for supporting the project's risk management process, specifically the early identification and avoidance/management of potential risks and impacts (negative and positive, if any). Disclosing and consulting on the project design is an integral part of the engagement process. Within the overarching engagement objectives, the specific objectives for the future phase are to:

² For further information, consult Technical Note: Public Consultations and Stakeholder Engagement in WB-supported operations when there are constraints on conducting public meetings

- Provide early information to the stakeholders on the proposed activities and receive feedback on the design and other aspects of the activities.
- In case of any adverse impact, gather stakeholder input on the impact assessment and outline mitigation and enhancement measures
- Ensure inclusivity in the public consultation to ensure that vulnerable community is not excluded from project benefits
- Consultations must be widely publicised, particularly among the vulnerable stakeholders/communities, preferably two weeks prior to any engagement.
- Allow non-technical information summary to be accessible prior to any event to ensure that people are pre-informed to enable them to take informed decision.
- Location and timing of meetings must be designed to maximize stakeholder participation and availability
- Information presented must be clear, non-technical, and presented in both local language and mannerism
- Facilitate in a way that allows stakeholders to raise their views and concerns
- Issues raised must be answered, at the meeting or within an agreed timeframe.
- Use multiple avenues for stakeholder engagement process such as:
 - a. **Community Forums:** To facilitate effective consultation with the communities during the implementation of the project, the Project Manager (PM), establishes community forums through local community-established leadership to disseminate project information to community members.
 - b. **Local Government:** Government representatives as a channel to disseminate information on the project.
 - c. **Information Boards:** Notice boards are effective mechanisms to inform the communities and wider audiences about the project. These can be installed in specific areas as identified by the community and accessible to all.
 - d. **Media:** Newspapers commonly read in the project area will be used to notify the general public.

6.0 Resources and Responsibilities for Implementation

6.1. Resources for implementing stakeholder engagement activities

Implementing the Stakeholder Engagement Plan (SEP) will require dedicated approaches and resources to support facilitation and information dissemination for the beneficiaries, as well as government and non-government stakeholders at the federal, regional state, woreda and kebele levels.

Required resources include allowances for participants in consultations at different levels; venue arrangements and rental costs for meetings held especially in urban centers; and support for conducting consultations at woreda, kebele, and village levels where needed. Resources will also be required to provide beneficiaries and other stakeholders with the information they need, as well as guidance and support on environmental and social risks. Adequate resources are therefore necessary to implement the SEP effectively throughout the project cycle, as outlined in the following table.

Table 7 Estimated Budget for SEP implementation

Sl.No.	Activities	Target Group	Unit cost (ETB)	Number of Consultations	Estimated Budget (ETB)
1	Community consultation for beneficiary selection	Community, Stakeholders and Vulnerable People	15,000	150 (10 per Region and City Administration)	2,250,000
2	Community consultation at the implementation stage	Beneficiaries and other stakeholders	15,000	150	2,250,000

3	Documenting and Disclosure of consultation results			Lumpsum	100,000
4	Monitoring, Reporting and Documentation			Lumpsum	200,000
5	Operationalizing Grievance Mechanism			Lumpsum	300,000.00
	Total				5100,000.00

Note: The Source of Budget will be Project Funds

6.2 Management Functions and Responsibilities

6.2.1. Ministry of Finance

MoF is responsible for overall coordination, fund flow, disbursement, reporting, and arranging program auditing for the operation. MoF will also be responsible for the compilation of fiscal reports, the drawdown of funds from WB, and transfers of funds to other relevant ministries, parastatal organizations, and Regional States.

The E&S Coordinator of MoF will be responsible for the implementation of both ESMP and SEP in close coordination with the E&S Coordinators of implementing entities. The E&S Coordinators, once hired / deputed will be oriented and trained on E&S aspects.

6.2.2 Ministry of Agriculture; other relevant ministries; and parastatal organizations

The MoA; other relevant ministries, and parastatal organizations will be the lead implementing agencies for activities that will be directly benefiting the community members. The main tasks are as below:

- Overall responsibility for day-to-day coordination and management of the project.
- Capacity building, including direct support to regions, issuance of guidelines and standard regulations;
- Program management and implementation of activities in accordance with agreements between the Government of Ethiopia and the World Bank;
- Overall Operation monitoring and evaluation.
- Operation reporting, including the periodic progress reports.
- Ensuring that Operation resources are budgeted for and disbursed within the expenditure framework.

The SEP implementation requires the appointment of personnel who will assume implementation and management responsibilities. PIU will be responsible for implementing stakeholder engagement where the E&S specialist will be responsible for coordinating SEP activities. The E&S specialist of the implementing entities will be specifically responsible for (i) monitoring and evaluating the implementation of ESRM; and (ii) provide technical support for the PIUs in training, capacity building activities, and reporting on progress.

6.2.3. Regional, Woreda and Kebele level Administration and other stakeholders

According to the Constitution of FDRE, Regional States have the duties and responsibilities for planning, directing and developing social and economic programs, as well as the administration and economic development. Given that this project is countrywide and will reach out to potential beneficiaries, the regional state administration will coordinate and work very closely with the implementing agencies.

The Woreda administration will be the main contact for implementation of ESMP, SEP, selection of beneficiaries and maintaining the data of the beneficiaries. Apart from that, Woreda administration will also

be responsible for ensuring food and critical product delivery, and transportation and logistics networks; supply of fertilizer for staple food crops for smallholder farmers; cash transfers and cash-for-work programs to households affected by eligible economic crises, distribution of essential non-food items and emergency supplies to vulnerable households; emergency food assistance to households facing acute food insecurity resulting from or exacerbated by an eligible crisis. Woreda will work very closely with the Kebeles. The Woreda and Kebeles will also be the first level of contact for any grievance that may come up.

7.0 Addressing Grievances

In compliance with the World Bank's ESS10 requirement, a specific grievance mechanism will be set-up for the project. The main objective of a Grievance Mechanism (GM) is to respond to concerns and grievances of affected parties (largely beneficiaries) in a timely, effective and efficient manner. Dedicated communication materials (GM pamphlets, posters, etc.) will be developed to help residents familiarize themselves with the grievance redress channels and procedures.

To oversee the entire mechanism, GM Committee will be established at the MoF comprising of members from concerned ministries and parastatal organizations. The PIU E&S Specialist will be the convenor for the GM. To ensure accessibility, concurrent monitoring, and track grievances received under the project, a dedicated grievance redress committee (GRC) will be established in each beneficiary Woreda. Since the GRC at Woreda will depend on the Kebele for the grievances, a focal point will be designated in each beneficiary Kebele.

- The GM will address concerns promptly and effectively, in a transparent manner that is culturally appropriate and readily accessible to all community members and other stakeholders, at no cost and without retribution.
- Handling grievances will be done in a culturally appropriate manner including the use of traditional mechanisms and be discreet, objective, sensitive and responsive to the needs and concerns of the aggrieved people.
- The mechanism, process or procedure of the GM shall not prevent access to judicial or administrative remedies.

7.1 Grievance Mechanism

The project will set up a multi-tiered GM as described below:

Woreda Level GRC:

- A dissatisfied person or group of people may lodge their grievance directly to the GRC office at the Woreda level in writing, verbally, or through any means convenient for the concerned person or may come through Kebele focal point;
- GRC focal point will receive and record the complaints and categorize the same based on their complexity for further ease of arriving at resolution;
- GRC to generate unique number for future tracking by the concerned person.
- GRC to meet periodically (depending on volume of grievances received), deliberate on the grievances, collect all supportive evidence as well as site visit (as needed) to the cases to be examined. The GRC at Woreda level will arrive at a resolution within 07 days of receiving the complaint.
- Arrive at a resolution and agree with the complainant. Reporting back to the complainant in written form and/or in person (for illiterate complainant) with adequate explanations;
- Sign-off/closeout; and record the resolution arrived at.

Regional Level GRC

- For persons not satisfied with the decision made by the GRC at the Woreda level, the case will be referred to the regional administration. The head of regional bureau of the implementing agency will head the GRC and will be supported by the E&S Specialist. The GRC at regional level will follow the same process as Woreda level GRC and will arrive at a resolution within 15 days of receiving the complaint.

Local Judiciary

- In case the complainant is not satisfied with the resolution provided by the regional GRC, the complainant may approach the local judiciary.

7.2 Functioning of GRCs

The grievance can also be submitted directly to the project implementers that will forward any such received concerns/comments to the GRC to allow the GRC to further process the concerns/comment (i.e. verify, acknowledge and respond to the grievance in the timeframes defined above).

- For grievances that requires specific expertise the GRC referred the case to be assessed through independent consultants, experts, or professionals;
- The implementing agencies will report Reporting on the grievance redressing activities as part of the overall project monitoring and reporting;
- Documenting the overall grievance resolution processes and resolutions passed at the woreda/town administrations level for each grievance cases.
- The grievance form (in local language) will be made available in the woreda or Kebele offices that are easily accessible for all relevant stakeholders, alongside a description of the grievance mechanism as well as on the construction sites.
- Specifically, nominated and trained members of GRC will record grievance information in a grievance log book which will include the name (unless filed anonymously) and contact details (unless declined by the complainant); gender, age, description of the grievance; mode of submission; resolution agreed with the complainant; whether escalated or not; and when closed out.

All complaints will be verified by the GRC in the Grievance Register and assigned a number and acknowledged within one calendar day. The Register will have all necessary elements to disaggregate the grievance by gender of the person submitting it as well as by type of grievance. The respective actors involved in the GM process will be trained on key principles of GBV/SEA case management including confidentiality, non-judgmental, best interest of the survivor, services and referrals. The PIU at MoF will be responsible for such capacity building. The PIU will also conduct awareness raising campaign regarding the case management procedures; including confidentiality, non-judgmental, best interest of the survivor, services and referrals. Each grievance will be verified in the registry with the following information:

- description of grievance,
- date of receipt of grievance and when acknowledgement returned to the complainant;
- description of actions taken (investigation, corrective measures, and preventive measures);
- date of resolution and closure provision of feedback to the complainant.

If the GRC at both Woreda and Regional level is unable to address the issues raised by immediate corrective action, a long-term corrective action will be developed. The complainant will be informed about the proposed corrective action and follow-up of corrective action within 05 calendar days upon the acknowledgement of grievance. In situations when the implementing agency is unable to address the particular issue verified through the grievance mechanism or if action is not required, it will provide a detailed explanation/ justification on why the issue was not addressed. The response will also contain an explanation on how the person/ organization that raised the complaint can proceed with the grievance in case

the outcome is not satisfactory. At all times, complainants may seek other legal remedies in accordance with the legal framework of Federal Republic of Ethiopia, including formal judicial appeal.

For the workers who will be engaged in the implementation of the project activities, a separate grievance mechanism will be available as indicated in the labor management procedures.

7.3 Monitoring and Reporting on Grievances

The GM will be monitored throughout the project cycle. The E&S Specialists at MoF, other relevant ministries, and parastatal organizations responsible for implementation of CERP activities will be responsible for monitoring of GM to ensure its functionality and accessibility. The specialists will be responsible for:

- The E&S specialists of implementing agencies will collect data from the Regions/Woredas on the number, substance and status of complaints and share it with the E&S specialist of MoF to upload them into the single database at federal level;
- Maintaining the grievance logs on the complaints received;
- Monitoring outstanding issues and proposing measures to resolve them;
- Submitting quarterly reports on GM
- Monitoring outstanding issues and proposing measures to resolve them;

The progress report on ESRM will also cover status update of GM on the following:

- Status of GRM implementation (procedures, training, public awareness campaigns, budgeting etc.);
- Qualitative data on number of received grievances (applications, suggestions, complaints, requests, positive feedback), highlighting those grievances related to the WB ESS 2 and 5 and number of resolved grievances;
- Quantitative data on the type of grievances and responses, issues provided and grievances that remain unresolved;
- Level of satisfaction by the measures (response) taken;
- Any correction measures taken.

7.4 Special Procedures to Address Issues Related to GBV

Given the nature of the activities to be taken up under the CERP, a separate GM to address issues/incidents related to sexual exploitation and other forms of gender-based violence may not be necessary. The GRC focal points will be given training, and project will identify service providers across the country before GM is made functional and will tie up with them for specific cases. The Woreda level Women and Children Affairs Office head will be the focal person on issues related with sexual exploitation and other forms of gender-based violence. The following are the working procedures of the Woreda Women and Children Affairs Office to handle GBV in the project area.

- The respective Woreda Women and Children Affairs Office should get the capacity building/Training on key principles of GBV/SEA/SH case management including confidentiality, non-judgmental, best interest of the survivor, services and referrals to the GRC focal points,
- Establish a proper channel to receive reports or project-related risks of sexual harassment and GBV, i.e., the risk factors that exacerbate or expose people to GBV;
- Conduct awareness raising campaign regarding the risks of GBV to both men and women in the project area (to the extent possible); and key principles of GBV/SEA case management including

confidentiality, non-judgmental, best interest of the survivor, services and referrals, etc. The awareness raising exercise will be conducted by the E&S Specialists of implementing agencies.

- The respective Woreda Women and Children Office representative in the Woreda GRC will be the focal point who can confidentially receive complaints or reports from the survivors through various forms of uptake channels including telephone call (hot line if any), text message, email, face-to-face, and others.
- The Woreda Women and Children Affairs will immediately (maximum 24 hours) communicate the complaint to the concerned implementing agency and PIU at MoF. MoF will report the case to the World Bank within 24 hours of receiving the information.
- The Woreda Women and Children Office will not investigate the GBV/SEA case. Rather, maintaining the key principles of GBV/SEA case management including confidentiality, non-judgmental, best interest of the survivor will report the case to implementing agency, facilitate survivors to services and referrals,
- The GBV/SEA case will be investigated, and further information will be collected by GBV/SEA specialists based on the scope of risk involved,
- Record all the reported incidents based on the level of risks and follow-up or track the response process of the referred agency or court until the achievement of satisfactory resolution.

Table 8: Project Grievance Management Process

Process	Description	Time Frame	Other Information
Establishment of Project level GM In MoF	GM Committee will be established at the MoF comprising of members from concerned ministries and parastatal organizations. The PIU E&S Specialist will be the convenor for the GM.	Before project implementation	Disseminate the GM widely through different communication methods
Strengthening of GRCs at Regional and Woreda level	Existing GRCs will be strengthened and capacitated at the concerned Regions and Woredas those who will work very closely with the concerned Kebeles.	Before project implementation	The GRC focal points will be provided training by the E&S specialist in MoF
Grievance channels	Face to face; telephone; letter; mail; e-mail; website; recorded during public/community interaction; or any other convenient mechanism for the complainants	1 Day	Appropriately disclose Telephone number, Email address, and name of the focal point.
Grievance assessed and logged	Significance assessed and grievance recorded or logged (i.e. in a logbook). Maintain a grievance record book where the grievances are recorded for follow up. Grievances concerning sexual exploitation and abuse/gender-based violence should be treated as confidential.	3-6 Days	
Grievance acknowledged	Acknowledgment of grievance through appropriate medium.	1 Day	
Arriving at a resolution	Grievance assigned to the appropriate official for resolution.	5 Days	
Response signed off	Redress action approved at appropriate levels.	2 Days	
Implementation/ communication of response	Redress action implemented and update of progress on resolution communicated to the complainant.	7 Days	

7.5. World Bank Grievance Redress System

Communities and individuals who believe that they are adversely affected by the World Bank (WB) supported project 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 to address project-related concerns. Project-affected communities and individuals may submit their complaint to the WB's independent Inspection Panel which determines whether harm occurred or could occur, as a result of WB's non-compliance with its policies and procedures. Complaints may be submitted at any time after concerns have been brought directly to the World Bank's attention, and Bank Management has been allowed to respond. For information on how to submit complaints to the World Bank's corporate Grievance Redress Service (GRS), please visit <http://www.worldbank.org/GRS>. For information on how to submit complaints to the World Bank Inspection Panel, please visit www.inspectionpanel.org.

Annex 1: Detail List of Participants

Annex 1

Ministry of Finance

Ethiopia Contingent Emergency Response Project

Stakeholder Consultation Meeting

Date: July 23, 2026

Time: 9:00AM

Venue: MoF Main bldg. 8th Floor

Attendance

Name	Org./Inst.	Position	Phone Number	E-mail address	Signature
Firail Bekela	EDPMC	Lead ERM	0911245076	firaalbekela22@gmail.com	
Eyob Zeleaw	ERA	Town Leader	0221640102	eyob.zeleaw@era.gov.et	
Lelisa Ake	MoF	Advisor	0912276725	lelisaake@gmail.com	
Lemessa Hirpe	EPA	CEO	0944303758	lemessa.hirpe@gmail.com	
Molla Tesfaye	PEA	DESR EX-GRANT	0915497121	molla208@gmail.com	
Tedesse Almariam	EPSE	Chief Advisor	0911201494	tadesse.hm@yahoo.com	
Melamu Kite	MoF	Advisor & project manager	091124249	mkitale@gmail.com	
Demebato Naalebo	MoH	DO	0144068028	demebato.naalebo@gmail.com	
Robert Jifteraw	MoP	A/Deputy Head	0902478476	RobertJifteraw@gmail.com	
Yilma Sisay	MoH	Head of Dept.	0913080575	Yilma33@yahoo.com	
Barhanu Ambesa	MoF	Head of Dept.	0906146467	barhanu@gmail.com	
Dogu Laekue	MoF	Spl. Advisor	0911666147	dogulaekue@gmail.com	

Ministry of Finance Ethiopia Contingent Emergency Response Project

Stakeholder Consultation Meeting

Date: July 23, 2026

Time: 9:00AM

Venue: MoF Main bldg. 8th Floor

Attendance

E-mail address

Name	Org./Inst.	Position	Phone Number	E-mail address	Signature
Dr. Tolera Fufa	MoTL	Adviser	0910705579	tolera.fufa@gmail.com	
Gadissa Adane	MoF	Division head	0944522088	gadissanadane@gmail.com	
Abelbe Kassa	MoF	SA expert	0911535149	abelbekassa1@gmail.com	
Kebede Wolde	>	>	0911363617	woldekebede@gmail.com	
Abera Gelzelu	MoF/PLU	prospect	0911059481	agelzelu@gmail.com	
Asalifew Amedun	MoW&A	Chief staff	0911067342	asalifewamedun@gmail.com	
Abonah Gudata	MoF	ES expert	09107285402	abonahgudata@gmail.com	
Ehitayehu Meser	MoTL	ProJ. Coord	0945089186	ehitayehum@gmail.com	
Alefera Dufeno	MoF	Pro. coord	0912097329	aleferadufeno@gmail.com	
Zenidu Fellate	>	Transmission	0911459399	zfellate@gmail.com	