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MINISTRY OF THE LIVING ENVIRONMENT AND TRANSPORT, IN CHARGE OF THE
SUSTAINABLE DEVELOPMENT (MCVT)

SOCIÉTÉ DES INFRASTRUCTURES ROUTIÈRES ET DE L'AMÉNAGEMENT DU
TERRITOIRE (SIRAT)

GRAND NOKOUÉ SUSTAINABLE URBAN MOBILITY PROJECT
(PMUD-GN)

STAKEHOLDER ENGAGEMENT PLAN (PPMP)



January 2025

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LIST OF ACRONYMS AND ABBREVIATIONS

ACRONYMS	DEFINITIONS
ANaTT	National Land Transport Agency
BAA	Artisans' Support Office
BC	Control Office
CONSTRUCTION	Practical Work Office
CCIB	Chamber of Commerce and Industry of Benin
CCPR	Central Police Station of the Republican Police
THOSE	Environmental and Social Framework
PMA	Complaints Management Committee
CNSR	National Road Safety Centre
CPS	Social Advancement Center
CS	Syndical Plants
DADE	Department of State and Environmental Affairs
DD	Departmental Directorate
DPDL	Directorate of Planning and Local Development
DST	Technical Services Department
EAS	Sexual Exploitation
GDIZ	Glo Djigbé International Zone
BROKEN	Sexual harassment
IST	Sexually transmitted infections
IBCM	Ministry of Trade and Industry of Benin
MCVTDD	Ministry of Living Environment, Transport and Sustainable Development
MDGL	Ministry of Decentralization and Local Governance
MdSC	Civil Society House
MFAS	Ministry of Family and Social Affairs
MISP	Ministry of the Interior and Public Security
MOD	Delegated project owner
MTFP	Ministry of Labour and Public Service
OCB	Civil Society Organization
NGO	Non-Governmental Organization
CSOs	Civil Society Organization
PF	Point Focal
PPMP	Stakeholder Engagement Plan
PRM	Person with Reduced Mobility
SUMP-GN	Sustainable Urban Mobility Project Grand Nokoué
EIDR	National Interstate Highway
HIMSELF	Executive Secretariat
SGDS-GN	Solid Waste Management Company of Greater Nokoué
SIRAT	Société des Infrastructures Routières et de l'Aménagement du Territoire.
PMU	Project Management Unit

GBV	Gender-Based Violence
VCE	Violence Against Children
HIV/AIDS	Human Immunodeficiency Virus/Acquired Immunodeficiency Syndrome

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1. INTRODUCTION 1.1

Background and Rationale

Since 2016, the government of Benin has focused its efforts on Greater Nokoué, a territorial entity grouping together the communes located around Lake Nokoué. This region is of major importance because of its demographic weight, its geographical extent, its economic dynamism and its ability to reflect the challenges and opportunities of Beninese cities in terms of improving living conditions. Covering an area of 839 km² and home to about 2.5 million inhabitants, Greater Nokoué faces a double problem: the degradation and dilapidation of its living environment, as well as its inadequacy to the minimum standards required.

In this agglomeration, mobility is confronted with a pattern of traffic and use of public space marked by an artisanal and informal character, often cumbersome, and strongly controlled by private operators. This model is based on equipment and infrastructure that is generally obsolete, sometimes unsuitable, sparsely populated and frequently in an advanced state of degradation. The city of Cotonou, the centre par excellence of Greater Nokoué's economic activities, is a good example of this dynamic with an urban and interurban transport offer mainly composed of jumbo jets, two-wheeled vehicles and minibuses. These means of transport, in addition to excessively occupying public space, are a major source of air pollution, thus contributing to the increase in respiratory diseases in the region. Lake Nokoué represents a valuable opportunity to diversify transport offers. However, in the absence of a public policy dedicated to its operation, it suffers, like road infrastructure, the effects of a traffic and land use model marked by cumbersome practices and with significant repercussions on mobility. Indeed, traffic on the lake is hampered by often inappropriate economic practices and activities, such as the massive use of "acadja" branches for the domestication of fish, the transformation of wetlands into garbage dumps, or the transport of fuel in cans on water bodies. These uses related to fishing, trade, freight transport and market activities exacerbate mobility problems in the region. These anthropogenic pressures are in addition to natural constraints, in particular the invasion of the lake by water hyacinth, which contributes to the congestion and pollution of the lake, slows down the flow of boat traffic and fuels conflicts of use around this strategic space.

These multiple challenges reflect both the limits of public domain development and management policies and the inadequacy of the transport sector's governance framework to the current needs in search of sustainable solutions. It is then with a view to responding to these challenges in order to promote sustainable urban mobility systems, that the Beninese government initiated the Grand Nokoué

Sustainable Urban Mobility Project (PSUN-GN), with the support of the World Bank.

In accordance with the requirements of World Bank-financed projects, the implementation of the SUMP-GN requires the development and application of a Stakeholder Mobilization Plan (SDPP).

1.2 Project Description

The Sustainable Urban Mobility Project in Greater Nokoué (PSUM-GN) in Benin is structured around five (05) components presented as follows:

Component 1: Improving the governance of the urban mobility sector.

Sub-component 1.1: Development of a sustainable urban mobility strategy and a freight management plan for Greater Nokoué; **Sub-component 1.2:** Creation and operationalization of an organizing authority for urban mobility in Greater Nokoué; **Sub-component 1.3:** Establishment of financing mechanisms for the urban mobility sector.

Component 2: Professionalisation of paratransit operators, road safety and waterway safety.

Sub-component 2.1: Professionalization of paratransit operators

Sub-component 2.2: Road safety

Sub-component 2.3: Safety on inland waterways (lake transport).

Component 3: Improvement of urban mobility conditions Sub-component 3.1: Introduction of public transport services by bus and boat

- Technical assistance on the modernization of public transport (land and lake);
- Planning of a hierarchical and multimodal public transport service system (public transport by land and waterways, service and first/last mile services) at the level of G-Nokoué.
- Provision of efficient public bus transport services along the two priority mobility corridors (including Abomey Calavi - Cotonou and Ouidah - Sèmè-Podji).
- Provision of public transport services by inland waterways (public transport service on Lake Nokoué) on the Cotonou-Porto Novo and Cotonou - Abomey Calavi sections, with capacity and modern stations in Cotonou, Porto Novo and Abomey Calavi.

Sub-component 3.2: Development of infrastructure supporting sustainable and multimodal urban mobility.

- Improvement of land transport infrastructure for urban mobility in the GN;

- North-south of the RNIE2 and RNIE 1 which starts at Glo-Djigbé (GDIZ crossroads) and ends at the Agblangandan crossroads (Sèmè-Podji) via the Godomey interchange, the Cica Toyota crossroads, the Dantokpa market and the Ciné Concorde crossroads, including its ramps. From the RNIE 1 from Pahou (Ouidah) to the Godomey interchange on the one hand, then from the Agblangandan crossroads (Sèmè-Podji) to Porto-Novo on the other hand. These two corridors are existing tracks generally arranged in 2x2 lanes + TPC + local traffic with the exception of sections such as the GDIZ junction at the Missessinto junction (RNIE2) and Sèmè – Porto Novo junction (RNIE1).
 - o Installation of equipment and other structures to support the public bus transport service along the priority corridors on the RNIE1 &2
 - o Rehabilitation of three (03) bridges (the Porto Novo bridge, the old Ganhi bridge, and the Djonou bridge).
- Development of lake transport infrastructure in favour of urban mobility in the GN;
- Improvement of traffic management along priority mobility corridors, deployment of Intelligent Transport Systems (ITS);
- Technical assistance for the definition and implementation of the policy, strategy, application and management of the road network, parking and road safety.

Component 4: Electrification of two-wheelers Sub-component 4.1

Technical assistance on the strategic planning of the motorcycle taxi fleet of a (pilot phase)

Sub-component 4.2: Set of electric motorcycle taxis in Greater Nokoué;

Sub-component 4.3: Structuring of a local industrial sector for electric mobility.

Component 5 – Capacity Building and Project Management.

Sub-component 5.1: Project management **Sub-component 5.2:**

Capacity building

Sub-component 5.3: Project owner with the project execution unit.

1.2.2 Presentation of the area of intervention of the Greater Nokoué Sustainable Urban Mobility Project

Greater Nokoué is an agglomeration that brings together the municipalities of Cotonou and Porto-Novo, the residential communes: Abomey-Calavi and Sèmè-Podji and the historic commune of Ouidah. In this cosmopolitan urban agglomeration, which represents a third of Benin's GDP, about 2 million inhabitants live together (RGPH4, 2013). Traffic in this geographical area is dominated by motorized two-wheelers, which are currently experiencing strong growth.

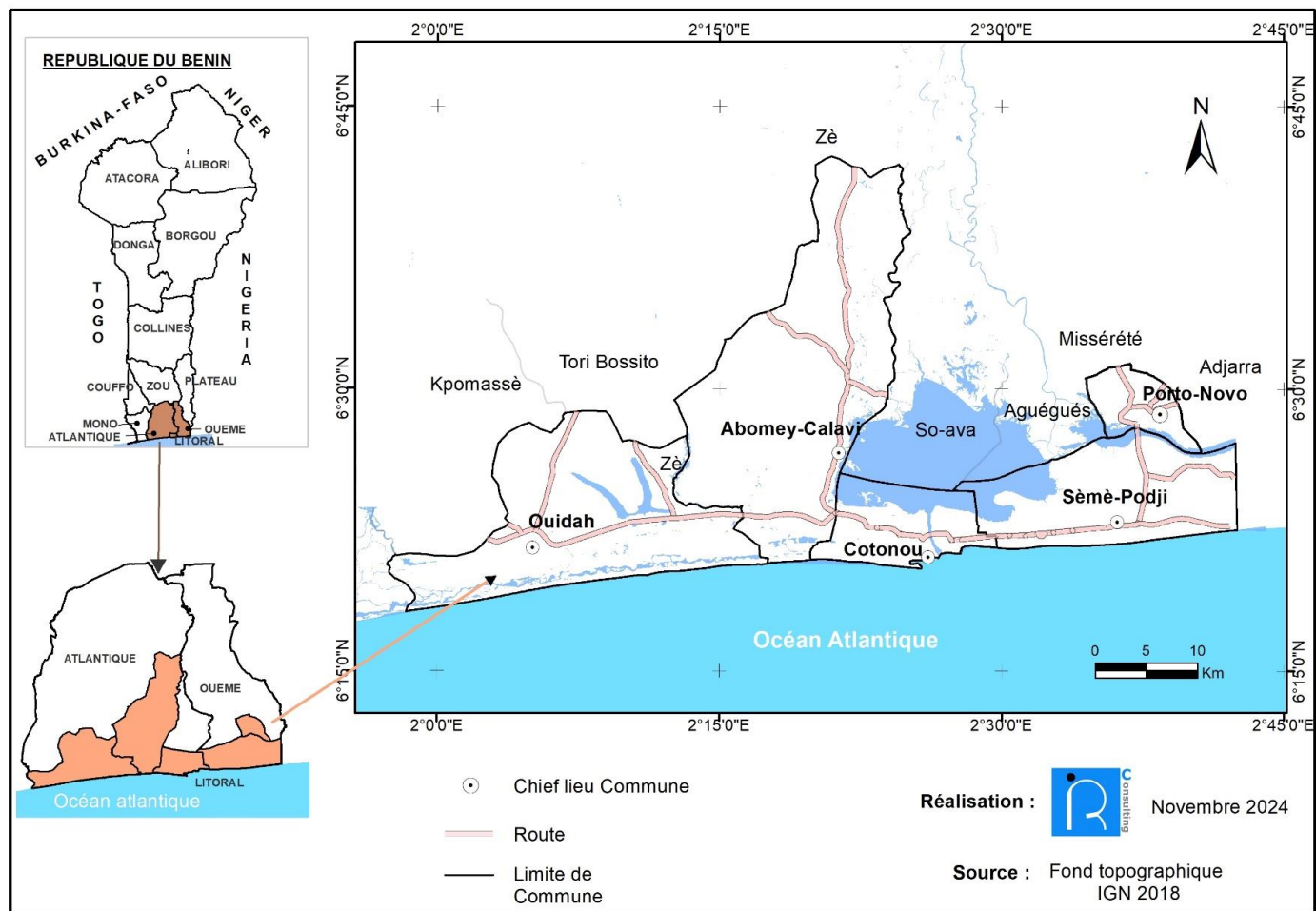


Figure 1: Geographic location of the project's receiving environment Source: IRC, 2024

According to the General Population and Housing Census (RGPH4, 2013), the most populous commune of the five communes that make up the Grand Nokoué is the commune of Cotonou, which has 679012 inhabitants, followed by the commune of Abomey Calavi with 656354 souls. The historic commune of Ouidah comes in last place for a population of 162034 inhabitants.

Table 1: Population of Greater Nokoué

No.	COMMON	2013		
		Men	Wives	Total
1	ABOMEY-CALAVI	323.574	332.784	656.358
2	OUIDAH	78.596	83.438	162.034
3	COTONOU	325.872	353.140	679.012
4	PORTO-NOVO	126.016	138.304	264.320
5	SEME-KPODJI	109.594	113.107	222.707
Total		963652	907666	1984431

Source : RGPH4, 2013

2. PURPOSE AND DESCRIPTION OF THE PPPP

The overall objective of this Stakeholder Engagement Plan (SDP) is to set out a stakeholder engagement agenda, including disclosure and consultations throughout the project cycle.

The PPMP outlines how the project team will communicate with stakeholders and includes a mechanism through which people can express concerns, provide feedback or complaints about the project and any related activities. The PPMP specifically focuses on methods to engage groups that are considered to be the most vulnerable and who are at risk of being excluded from the benefits of the project. More specifically, this plan aims to:

- Present the design and planning for the implementation of the project's information and consultation activities with stakeholders in an appropriate, effective and accessible manner;
- Ensure the inclusion of vulnerable groups likely to be excluded or marginalized from the benefits of the project; define a participatory complaint management mechanism that allows the expression and processing of the grievances and complaints of the population.

IDENTIFICATION AND COMPONENT SOME PARTIES STAKEHOLDERSBY REVIEW OF THE PROJECT

3.1 Methodology-*

The methodological approach adopted within the framework of PMPP is based on a participatory approach, in consultation with all the actors and partners concerned by the SUMP in its area of intervention.

The following approach was adopted:

* Scoping meeting: it was held on 23 September 2024 with the main people responsible for the coordination of the project (amendment of the inception report). This meeting made it possible to agree on the objectives of the mission, to agree on the urgency and the main issues related to the preparation of this PMPP, but also on certain specific points of the study, in particular (i) the meetings with the local authorities and (ii) the public consultations to be carried out at the level of the selected localities with the consideration of vulnerable people.

* Research and documentary analysis: it made it possible to collect the information available in terms of documentation and relating to the description of the project as well as the consultation of other documents useful for the realization of the study such as the simplified model of the World Bank and the New Environmental and Social Framework of the World Bank Group, specifically the technical sheets of the Environmental and Social Standards (ESS), No. 1, No. 2, No. 4, No. 9 and No. 10

* Public consultations: these meetings with the populations potentially benefiting or affected by the project, the institutional actors of the SUMP, the local authorities and other resource persons made it possible to take into account the concerns, opinions and recommendations of these different actors in order to align the project with the expectations of the beneficiaries

Several meetings with stakeholders and interested actors were organized in order to inform them about the project and to gather their concerns and points of view. These consultation sessions began with exchanges with the administrative authorities, namely, the prefectures of Ouémé, Atlantique and Littoral, the departmental directorates of the ministries concerned, the Mayors, then continued with carriers (tokpa-tokpa buses, and jumbo trucks), bus travel agencies, garage owners, motorcycle taxi drivers (Zémidjan), river transporters, fishermen and fishmongers, women's and youth associations, elders. These consultations continued with these various stakeholders and ended with public information and consultation meetings that were organized in the various communes of Greater Nokoué.

3.2 Affected Parties

Affected parties include local communities, members of local communities and other parties who may be directly affected by the project. Within the framework of this project, they can be divided into four categories, including daily users of infrastructure and equipment associated with mobility, drivers of transport furniture, promoters, private operators of transport service offers, consumers of transport services. The following table presents an exhaustive list of potential stakeholders affected by the project, according to the project components and the infrastructure associated with mobility.

Table 2: Presentation of affected parties by component

Components	Stakeholders Affected	Project intervention site
1 Improving the governance of the urban mobility sector.	Economic interest groups (fishermen, sand miners, women's cooperatives or groups, managers of local markets, promoters of river transport offers) Brotherhoods of ancestor cults, tourism operators, waste management companies, local populations	Union of drivers of machines for personal use or Taxi (two-wheelers, light trucks, heavy goods vehicles, buses, boats), Promoters, employees deprived of offering transport services and furniture, Promoters of sports activities (running, scooters, bicycles, cycling, etc.), pastoralism organizations, brotherhoods of ancestor cults, tourism operators.
2 Professionalisation of paratransit operators, Road safety and waterway safety	The people responsible for the Deleities Boatmen/pirogues, the leaders of motorcycle taxi drivers (zem, buses, buses, heavy goods vehicles, light trucks, and the presidents of the various motorcycle clubs. CNSR, SMEs in the sector; tourist promoters, managers of piers and landing stages,	

Components	Stakeholders Affected	Project intervention site
	fishermen's associations, fishmongers, those in charge of floating markets, local residents, etc.	
3 Improving urban mobility conditions	Craftsmen (boat and canoe manufacturers and repairers, boat operators, sand miners, fuel transporters and sellers, fishermen, sand samplers and loaders, cooperatives, women's groups, youth organizations, fishermen, NGO sand collectors, tourists, drivers, boatmen, traders (fish sellers, fishmongers, local residents, resource persons, Drivers of various types of machinery (drivers, Zémidjan, cyclists, tricycles, trotters), promoters and employees of private transport services (formal/informal), pedestrians, street vendors, athletes and practitioners of mobility-related sports activities, vendors of fixed points and commercial shops, local households, workers of private and public institutions of personal services offered along the axes. People whose property, livelihoods, income and mobility will be affected during the works	Drivers of machinery of various kinds (drivers, Zémidjan, staff), repair and maintenance garages, promoters and employees of private transport services (formal/informal)

Components	Stakeholders Affected	Project intervention site
4. Electrification of two-wheelers	-----	Drivers of motorized two-wheeled vehicles (staff, Zémidjan))
5 Capacity Building and Project Management		The authorities in charge of managing transport by bus (public transport) and electric motorcycles National Road Safety Centre (CNSR) National Agency for Land Transport (ANATT)

Source: IRC, 2024, results of field investigations

3.2. Other parties involved

Project stakeholders also include individuals, groups or entities that are not directly affected by the project, among others. Within the framework of this project, it is mainly about: the MEF, MCVDT, SIRAT the Ministry of Tourism, the town halls concerned, ANATT, the SIRAT, state institutional actors for the defense of the rights of women and families (MASM and Center for Social Promotion – CPS);

- State institutional actors of the Ministry of Economy and Finance (MEF);
- State institutional actors from the Ministry of Decentralization and Local Governance (MDGL) Ministry of the Interior and Public Security (MISP);
- Decentralised technical structures (departmental and communal directorates of agriculture, livestock, fisheries, trade, economy, social affairs, etc.)
- Decentralized administrative services of the State (Prefecture, Town Hall, etc.).
- NGOs/Local Associations;
- NGOs working in the field of environmental and social risk management and/or SEA/HS;
- Administrative, customary and religious authorities;
- Stakeholders in the complaint management system; and
- the actors of the judicial bodies.

3.3. Disadvantaged or vulnerable individuals or groups ¹

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

- Poor households;

- Displaced persons;
- The elderly, widows/widowers without sources of income
- Widowed women;
- People living with a disability and unemployed; Operators of water resources who are not part of a formally organised structure; users (pedestrians, itinerant vendors, personal machine drivers) of roads and waterways, promoters of non-formally organised transport service offers, not registered in a formally organised structure.

Canoe manufacturers, dignitaries and initiates of ancestor cults People with Reduced Mobility (PRM) due to disability, aging of the body, limited purchasing power... etc.

Vulnerable groups within the communities affected by the project will be confirmed and consulted through specific means, as appropriate. The following sections describe the methods that will be used for stakeholder engagement in the project.

4. STAKEHOLDER ENGAGEMENT PROGRAMME 4.1. Summary of stakeholder involvement in project preparation

During the preparation of the project, the following public consultation meetings were held. These meetings took place in the deliberation rooms of the communes that make up Greater Nokoué. They made it possible to mobilise around 165 people, 85% men and 15% women. The following table shows the number of participants and the main issues discussed by municipality.

Table 3: Presentation of the number of stakeholders addressed, their concerns according to the municipalities

Common	Nb/participants			Stakeholders	Issues Addressed
	M	F	T		
Abomey-Calavi	42	8	50	Association of transporters (zem, tricycles, etc. Fishermen's Representative, Association of Women Fishmongers and Traders	The negative impacts, the mitigation solutions, the duration, the cost, the source of funding (State or the municipalities? the safety measures planned, are the works carried out in sections? are the stopping points planned, is the rehousing of people located in the right-of-way envisaged? What are the planned stopping points? Will the fishermen be integrated into the project, especially with the acadja which are currently prohibited?
Porto-Novo	22	3	25	Transporters' Association (zem, tricycles, etc.) Association of craftsmen (mechanics, garage owners, etc.) Association of river transporters Association of fishermen, Association of women fishmongers and traders Associations of young NGOs working in the field of the environment NGO involved in social protection National Association of Disabled People Town Hall	Which of the axes are taken into account in Porto-Novo (only the main roads or with the secondary axes? the main circuits selected for transport on Lake Nokoué? provisions planned for road safety, sand and gravel transporters, the operability of fire hydrants, the redevelopment and construction of piers?

[illegible]

Common	Nb/participants			Stakeholders	Issues Addressed
	M	F	T		
Sèmè-Kpodji	34	3	37	<p>Transporters' Association (zem, tricycles, etc.)</p> <p>Association of craftsmen (mechanics, garage owners, etc.)</p> <p>Association of river transporters</p> <p>Association of fishermen, Association of women fishmongers and traders</p> <p>Associations of young NGOs working in the field of the environment</p> <p>NGO involved in social protection</p> <p>National Association of Disabled People</p> <p>Town Hall</p> <p>DGPR</p> <p>DGNSP</p> <p>CNSR</p> <p>DDS</p> <p>DDCVDD</p> <p>Prefecture</p>	<p>Forecasts, provisions, measures taken to overcome the constraints related to traffic on Lake Nokoué (the congestion by water hyacinth, specific areas under the influence of traditional property rights, extractive activities of fishery resources and sands with heavy use of prohibited gear), guarantee the safety of users, integrate existing reflections already on the Tochè canal; details on the locations of the piers; the level of reflection achieved in the regulation of the two-wheeled transport sector, especially in terms of the requirement of driving licences; the solutions envisaged to support the choice of electrification of two-wheeled vehicles; the provisions, measures, forecasts to secure investments, alert about acts of vandalism of infrastructure, facilitate access to fleet renewal services, retraining to other professions, capacity building for the most affected people, take into account existing experiences in terms of agreements and contracts in the transport sector; whether or not it is possible to extend the connection of the main road networks to the Nigerian border, within the commune to the secondary road network.</p>
Cotonou	30	5	35	<p>Transporters' Association (zem, tricycles, etc.)</p> <p>Association of craftsmen (mechanics, garages, etc.)</p> <p>Association of river transporters</p>	<p>The concerns raised concern the project (the overall cost, the start date, the duration, the solutions to mitigate these negative impacts), the forecasts about the management of battery-related electrical waste, the repair of damage, public lighting options, old means of transport, mini-bus drivers.</p>

Common	Nb/participants			Stakeholders	Issues Addressed
	M	F	T		
				Fishermen's Association, Association of Women Fishmongers and Traders Young Associations NGOs working in the field of the environment NGO working in social protection National Association of Disabled People Town Hall DGPR DGNSP CNSR DDS DDCVDD Prefecture	
Total	141	24	165		

Source: IRC, 2024, Results of the stakeholder consultation

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

The stakeholder engagement plan below outlines the engagement process and methods, including the sequence of actions to be taken, the topics for consultation, and the targeted stakeholders. The World Bank and the Government of Benin do not tolerate retaliation and retaliation against project stakeholders who share their views on projects financed by the institution.

Table 4: Summary of the PPMP

Project Phase	Targeted stakeholders	Subject of the consultation/message	Method used	Responsibility	Frequency/ dates
PHASE DE PREPARATION	<i>The other Ministers, Secretaries-General and Central Directors and Heads of Divisions of the Ministries concerned</i>	<p><i>The purpose, nature and scope of the project Preparation for the formulation of the project</i></p> <p>Presentation of the Project: Context, objective, targets, area of intervention, components and activities and probable start date</p>	<p>Face-to-face or videoconference exchange meetings</p> <ul style="list-style-type: none"> • Sharing of the document in electronic format with stakeholders in the ministries concerned • Exchanges by email • Communication to the Council of Ministers 	Project Preparation Team	Prior to the review and finalization of the project document
	Prefect, Mayor, Village/Neighborhood Chief, Opinion Leaders and Religious Leaders	<p>Consultations on environmental and social safeguard instruments</p> <p>Discussions on the potential risks and effects of the project on local communities, and mitigation measures, especially for vulnerable and disadvantaged groups</p>	<p>Newspapers, posters, radio, television;</p> <ul style="list-style-type: none"> • Non-technical brochures, leaflets, posters, documents and synthesis reports; • Correspondence, official meetings; Website, social media., • Local radios • Public consultation (grouping, 	Prefect, Mayor, Chief Ward, Opinion Leaders and Religious Leaders	<p>Before the review and finalization of the project document</p> <p>Before the start of the implementation of the sub-projects</p>

Project Phase	Targeted stakeholders	Subject of the consultation/message	Method used	Responsibility	Frequency/ dates
			<p>interview or focus group),</p> <ul style="list-style-type: none"> • Community consultations <p>Formal meetings</p> <ul style="list-style-type: none"> - Individual interviews; - Field visits <p>NB:</p> <ul style="list-style-type: none"> • Meetings will be held in the presence of men and women as well as youth, adults and the elderly <ul style="list-style-type: none"> • Communications with stakeholders will be done in French and in national and local languages 		
	Member of the Project Preparation Team	<ul style="list-style-type: none"> • Finalization of the project's target areas with regard to the results of the feasibility studies <p>Presentation and explanation of the environmental and social impacts of the selected technical options</p> <ul style="list-style-type: none"> • Finalization of selected activities by component 	<p>Exchange and working meetings between the country side and the World Bank</p> <ul style="list-style-type: none"> • Electronic correspondence and videoconferencing with decentralised actors, • Institutional meetings 	Member of the Project Preparation Team	Before the negotiation of the project
	SUMP Preparation Team, Project Pool, Consultants	<p>Presentation of the Project: context, objective, targets, area of intervention, components and activities and probable start date</p> <ul style="list-style-type: none"> • Impacts and risks (positive and negative) 	<p>Exchange and working meetings between the country side, the consultants and the World Bank</p> <ul style="list-style-type: none"> • Electronic correspondence and videoconferencing 	SUMP Preparation Team Consultants	During the preparation of backup documents Before negotiation

Project Phase	Targeted stakeholders	Subject of the consultation/message	Method used	Responsibility	Frequency/ dates
		Measures to mitigate environmental and social impacts and risks • Gathering questions, expectations, opinions, concerns and suggestions/recommendations from stakeholders.	<ul style="list-style-type: none"> • Institutional meetings • Public notices, • Press releases, • Project website, • Information leaflets and brochures 		
	Team in charge of the preparation of the SUMP Pool Project Consultant	Present the project and gather the views and concerns of stakeholders, including the poor and vulnerable	Stakeholder consultations (focus group) • Separate consultation with women's groups • Separate focus group meetings with vulnerable groups		In the regions, prefectures, municipalities, districts and districts During the preparation of backup documents Before negotiation
	Prefect, Mayor, Village/Neighborhood Chief, Opinion Leaders and Religious Leaders, Women's Groups, CSOs, etc.	Discuss the preferred means of consultation and mobilization of each category of stakeholder Exchange on the risks of GBV, EAS/HS in the community and at work associated with the projects	<ul style="list-style-type: none"> • Letters to district chiefs; • Traditional notifications; • Disclosure of project documentation in a culturally appropriate and accessible manner; • Community meetings; • Discussions with target groups • Awareness-raising activities. 		
	All stakeholders, including vulnerable people	Share the content of safeguarding documents with all stakeholders Validation and popularization of environmental safeguards instruments and	Workshop meeting Sharing of documents in physical and electronic versions Publication of documents on the SIRAT and World Bank websites	Team in charge of the preparation of the SUMP Consultants	Validation in each Zone Before the negotiation of the project

Project Phase	Targeted stakeholders	Subject of the consultation/message	Method used	Responsibility	Frequency/ dates
		(CGES, PEES, PMPP, PGMO, CPR)			
PROJECT IMPLEMENTATION PHASE	All stakeholders, including vulnerable people	Development of the MGP: <ul style="list-style-type: none"> • Exchange on endogenous mechanisms • Discuss with stakeholders the importance of the MGP 	Institutional meetings <ul style="list-style-type: none"> • Stakeholder consultations (focus group) including potential beneficiaries • In-depth individual interview • Meeting in the workshop 	Pool project Specialist in Social Safeguard and Specialist in Environmental Safeguard	Prior to the start of project activities in the project's target areas
		Define the architecture and composition of the MGP committees	Electronic document sharing <ul style="list-style-type: none"> • Validation and publication of documents on the websites of the Ministry and the World Bank • Stakeholder consultations (focus group) • Separate consultation with women's groups • Letters to district chiefs; • Disclosure of project documentation in a culturally appropriate and accessible manner; • Community meetings; • Discussions with target groups • Awareness-raising activities. 		
	All stakeholders, including	Dissemination and operationalization of the MGP: <ul style="list-style-type: none"> • Existence of the MGP; 	Engagement Meeting <ul style="list-style-type: none"> • Meetings or interviews more 	In the project's target areas Project Pool Coordinator	After document validation

Project Phase	Targeted stakeholders	Subject of the consultation/message	Method used	Responsibility	Frequency/ dates
	vulnerable people	<ul style="list-style-type: none"> • The entrance doors; • Complaint procedures and times <p>Inform all stakeholders of the existence of the MGP, and the modus operandi</p>	<p>targeted in the villages to explain the mechanism and how it works</p> <ul style="list-style-type: none"> • Development of appropriate messages • Use of pictorial posters and radio and TV press releases • Production of radio programs • Training of committee members • Popularization of the MGP and the gateways to communities 	SSE Decentralised Actors	of MGP and throughout the duration of the project
		Development of codes of conduct with the consideration of EAS/HS aspects: • Purpose and importance of compliance with the code of conduct	<p>Meeting in the workshop</p> <ul style="list-style-type: none"> • Electronic document sharing • Validation and publication of documents on the websites of the Ministry and the World Bank 	HSE Project Pool Coordinator Decentralised Actors	No later than three months after the implementation of the project
		<p>Popularization of codes of conduct with the consideration of SEA/HS aspects: Existence of codes of conduct</p> <ul style="list-style-type: none"> • Obligation to comply with codes of conduct • Penalties for non-compliance with codes of conduct <p>Explain the code of conduct to all project workers</p>	Meetings or interviews with workers to explain the Code of Conduct with consideration of SEA/HS aspects	HSE Project Pool Coordinator Decentralised Actors	No later than three months after the implementation of the project

Project Phase	Targeted stakeholders	Subject of the consultation/message	Method used	Responsibility	Frequency/ dates
	All stakeholders including project pool members, decentralised actors and project implementation companies	Implementation of the SEA/HS Action Plan:• Explanation of the different concepts of GBV/EAS/HS• The Strategies for the prevention of SEA/HS• The survivor-centred approach All stakeholders including project pool members, decentralised actors and project implementation companies	<p>Institutional meetings</p> <ul style="list-style-type: none"> • Stakeholder consultations facilitated by specialized NGOs • Separate consultation for women • In-depth individual interview, • Electronic document sharing <p>• Validation and publication of documents on the websites of the Ministry and the World Bank</p> <ul style="list-style-type: none"> • Development of appropriate messages • Use of Picture Posters and Radio Releases <p>• Hosting radio programs through women's prime-time programs</p> <ul style="list-style-type: none"> • Communication through women's group networks <p>• Production of radio programs on the prevention and management of GBV cases</p> <ul style="list-style-type: none"> • Stakeholder consultations (focus group) • Separate consultation with women's groups 	HSE Project Pool Coordinator Decentralised Actors	No later than three months after the implementation of the project

Project Phase	Targeted stakeholders	Subject of the consultation/message	Method used	Responsibility	Frequency/ dates
			<ul style="list-style-type: none"> • Letters to district chiefs; • Disclosure of project documentation in a culturally appropriate and accessible manner; • Discussions with target groups • Awareness-raising activities. • Workshop meeting for the training of project implementation actors • Training of companies carrying out the work 		
	All stakeholders, members of the Project Pool, institutional actors, municipalities, startups including women and vulnerable people	<p>Development of communication and education tools on digital technology</p> <ul style="list-style-type: none"> • Development of tools accessible to vulnerable people and people with low levels of education • Development of communication strategies adapted to all stakeholders <p>Make communication tools and information accessible to all stakeholders with a focus on vulnerable people and people with low levels of education</p>	<p>Institutional meetings</p> <ul style="list-style-type: none"> • Stakeholder consultations facilitated by specialized NGOs • Separate consultation for women • In-depth individual interview, • Electronic document sharing • Validation and publication of documents on the websites of the Ministry and the World Bank • Development of appropriate messages • Use of pictorial posters and 	HSE Project Pool Coordinator Decentralised Actors	No later than three months after the implementation of the project

Project Phase	Targeted stakeholders	Subject of the consultation/message	Method used	Responsibility	Frequency/ dates
			<p>radio releases</p> <ul style="list-style-type: none"> • Hosting radio programs through women's prime-time programs • Communication through women's group networks • Development of appropriate messages • Use of pictorial posters and radio releases 		
	All stakeholders, members of Pool project, institutional actors, municipalities, startups including women and vulnerable people	<p>Development of communication and education tools on digital technology</p> <ul style="list-style-type: none"> • Development of tools accessible to vulnerable people and people with low levels of education • Development of communication strategies adapted to all stakeholders <p>Make communication tools and information accessible to all stakeholders with a focus on vulnerable people and people with low levels of education</p>	<p>Institutional meetings</p> <ul style="list-style-type: none"> • Stakeholder consultations facilitated by specialized NGOs • Separate consultation for women • In-depth individual interview, • Electronic document sharing • Validation and publication of documents on the websites of the Ministry and the World Bank • Development of appropriate messages • Use of pictorial posters and radio releases • Hosted programs on 	HSE Pool Coordinator for Decentralized Actors	No later than three months after the implementation of the project

Project Phase	Targeted stakeholders	Subject of the consultation/message	Method used	Responsibility	Frequency/ dates
			radio stations through women's prime-time programmes • Communication through women's group networks • Development of appropriate messages• Use of pictorial posters and radio releases		
	All stakeholders in the project's area of influence	Presentation of the sub-project • Positive impacts • Associated environmental and social impacts and risks • Presentation of mitigation measures • Explanation of expropriation procedures for public utility • Explanation and negotiation of the values of the affected assets • Gathering concerns and stakeholder opinions Collect stakeholder concerns about the sub-project	Institutional meetings • Stakeholder consultations • Separate consultation for women • Separate consultation of vulnerable persons • In-depth consultation with those affected by the project • Meeting in the workshop • Electronic document sharing • Validation and publication of documents on the websites of the Ministry and the World Bank	HSE Project Pool Coordinator Decentralised Actors	Before the implementation of the sub-project In the area of influence of the sub-project
	Households, businesses and utilities	Explain for each product or service, the conditions, the process, the amount and the deadlines for completion	Specific consultations for vulnerable people • Visits to neighborhoods by Agents	Regional Directors	The entire life of the project

Project Phase	Targeted stakeholders	Subject of the consultation/message	Method used	Responsibility	Frequency/ dates
			for the promotion and explanation of the conditions, procedures and deadlines for access to the various services <ul style="list-style-type: none"> • Posters • Image box • Information leaflets and brochures, • Separate focus group meetings with vulnerable groups 		
MONITORING AND EVALUATION PHASE	Project Pool <ul style="list-style-type: none"> • Entities involved in the implementation of the project • All stakeholders 	Implementation indicators <ul style="list-style-type: none"> • Performance indicators • Roles of actors in data collection • Data collection period • Data verification source • MGP indicators • Level of stakeholder engagement • PPMP Implementation Indicator • Monitor the level of achievement of results, including those related to stakeholder engagement, compensation of PAPs 	Field visit <ul style="list-style-type: none"> • Stakeholder consultation • Complaint Management Mechanism • Data collection • Review of activities • Separate focus group meetings with vulnerable groups 	Project Pool Coordinator <ul style="list-style-type: none"> • HSE • Monitoring and Evaluation Specialist 	Throughout the project
	Project Pool <ul style="list-style-type: none"> • Entities involved in the implementation of the project 	Level of achievement of the various indicators Satisfaction of beneficiaries Compensation of PAPs Assess the level of achievement of results, including those related to	Field visit; <ul style="list-style-type: none"> • Stakeholder consultation • Complaint Management Mechanism • Data collection 	Consultant	At the end of the project

Project Phase	Targeted stakeholders	Subject of the consultation/message	Method used	Responsibility	Frequency/ dates
	<ul style="list-style-type: none"> • All stakeholders 	stakeholder engagement	<ul style="list-style-type: none"> • Review of activities • Separate focus group meetings with vulnerable groups. 		

Source: IRC, 2024, Outcome of stakeholder consultation

4.3. Proposed strategy for taking into account the views of vulnerable groups

The project will solicit the views of disadvantaged or vulnerable people. These are people with limited access to opportunities and benefits, due to the fact that they ***are not formally organised, registered or affiliated to a formally organised structure; limited in access to information on the opportunities and benefits of the project, the assumption of costs related to new offers of comforting transport services, expenses for the provision of adapted equipment*** (users, water resource operators, promoters of transport service offers, maintenance service providers, taxi drivers, pedestrians, street vendors), personal machine drivers, sand samplers on Lake Nokoué, shippers (customers on the islands, etc.). consumers, canoe manufacturers, street mechanics, dignitaries and initiates in ancestor cults), and on the other hand People with Reduced Mobility (PRM) for reasons

disability, ageing of the body, limited purchasing power, dependence on an illness... etc. These points of view will be solicited according to the previously agreed criteria of vulnerability and with the support of the social action and social protection services and will be confirmed and further consulted by specific means devoted according to what is most appropriate and accessible. The following actions will be taken to remove barriers to full participation and access to information:

- Identify leaders/representatives of vulnerable and marginalized groups to obtain their participation and input;
- Involve community leaders, opinion leaders, civil societies and NGOs;

- Conduct one-on-one interviews and focus groups with vulnerable people in riverside communities (such as women-only or disability-only interviews).]

5. RESOURCES AND RESPONSIBILITIES FOR THE IMPLEMENTATION OF STAKEHOLDER ENGAGEMENT ACTIVITIES

5.1. Implementation modalities and resources

The SIRAT, through the social safeguard officer, will be responsible for stakeholder mobilization activities. The entities responsible for carrying out the stakeholder mobilization activities are the local structures that will be set up in the project's intervention areas. Overall responsibility for the implementation of the PMPP rests with the Director of the SUMP-GN Pool.

The modalities for the implementation of the project's stakeholder engagement activities are as follows:

- Development of a communication plan to facilitate the transmission of information to the various stakeholders;
 - Disclosure of the PMPP;
 - capacity building,
 - development of communication materials;
- grievance management, feedback management, monitoring and evaluation of the PMPP
- Stakeholder mobilization activities will be recorded or recorded in registers, or other sheets established and accepted by all.

The provisional budget for the preparation and implementation of the PMPP is 231,525,000 CFA francs. The breakdown of the budget is set out in Annex 2.

6. COMPLAINT MANAGEMENT MECHANISM

A complaint management mechanism is a system that allows for the submission and processing of not only complaints, but also questions, suggestions, positive feedback and concerns from parties affected by a project about the environmental and social performance of the project as quickly as possible.

6.1. Description of the complaint management mechanism

Table 5 Steps in the complaint management mechanism

Stage	Description of the process (e.g.)	Delay	Responsibility
Implementation structure of the complaint management mechanism	<p>•Level 1: Neighbourhood Complaint Management Committees (QCMP), which will be set up in the neighbourhoods composed of the president, the secretary, the rapporteur and two PAPs</p> <p>•Level 2: the Borough Complaint Management Committees (CGPA) which will be installed in the districts composed of the president, the secretary, the rapporteur, PAP, unaffected resident, district chief and leader</p> <p>•Level 3: the Communal Complaints Management Committee which is installed in the town halls concerned (CCGP). It is chaired by the Mayor, the president, member the secretary, the rapporteur, PAP, unaffected resident, district chief and leader</p> <p>•Level 4: The National Complaints Management Committee of the Programme, which is located at the SIRAT headquarters.</p> <p>NB: sensitive complaints will be handled by recognized national structures that have the competence to manage these types of complaints.</p>	The time allowed for the resolution of complaints will be a maximum of 7 days. If this deadline has passed, the committee is obliged to transfer the file to the Complaints Management Committee at the higher level	<p>This committee, located on the sites where the project operates, is the transmission belt for people who do not have the opportunity to write or send their grievances and will work in close collaboration with the populations in the areas of intervention of the Project</p> <p>The resolution of the complaint can be resolved at the level of the Local Committee, which will simply inform the Project Management Unit. But if not, the responsibility for handling the grievance will be transferred to the municipal committee. The PMB's responsibilities are:</p> <ul style="list-style-type: none"> •Receive, record and acknowledge receipt of complaints and/or claims; •Inform the project pool through official voice • Conduct in-depth investigations to identify all issues in the complaint;

Stage	Description of the process (e.g.)	Delay	Responsibility
	Complaints can be filed according to the choice of the complainant but in case of non-satisfaction, the plenary body is the jurisdiction of the project area		<ul style="list-style-type: none"> •Engage with the complainant in a negotiation for an amicable resolution of the complaint, except for SEA/HS complaints; • Transferring unresolved complaints to the regional level •Draw up minutes or reports for archive
	Level 2: CAGP installed in the districts of the zones concerned		<ul style="list-style-type: none"> •Receive, record and acknowledge receipt of complaints and/or claims; not met at the local level; • Inform the project pool of the status of complaints received and registered, •Conduct in-depth investigations to identify all issues in the complaint; •Engage in negotiations with the complainant for an amicable resolution of the complaint, except for EAS/HS complaints;
	The same goes for the CCGP and CNGP		
Complaint registration	<p>Complaints can be filed through the following channels Toll-free telephone line: To be specified during the implementation of the project operated by anonymous complainants</p> <ul style="list-style-type: none"> • Short Message Service (SMS) to be specified during the implementation of the project • Email • Letter • In person at a physical location • Grievance register or suggestion boxes • Social Media • Tablet/smartphone app 	During the implementation of the project	Project Pool/ Local Complaints Focal Points

Stage	Description of the process (e.g.)	Delay	Responsibility
	<ul style="list-style-type: none"> Online form on the website People who come without an appointment can file a complaint in a grievance register in an establishment or in a suggestion box] 		
Sorting, Processing	<p>Any complaint received is forwarded to the local complaints management committee where focal points are located, registered in registers and classified according to the following types of complaints:</p> <p>Ordinary or non-sensitive complaints</p> <p>Errors in the identities of the people benefiting from the Project; Poor geographical location of sites dedicated to activities; Negative impact of activities on the health and safety of people (especially vulnerable people, the elderly or people with reduced mobility, etc.); Non-satisfaction with the overall implementation of the Project's activities.</p> <p>(b) Sensitive complaints</p> <p>Rape; Sexual or moral harassment; Cases of corruption, bribery and fraud; The employment of minors on construction sites or in companies (site staff).</p>	Upon receipt of the complaint	Local Focal Points for Complaints
Acknowledgment and follow-up	The complainant receives an acknowledgement of receipt of the complaint by official correspondence	Within two days of receiving the complaint	Local Focal Points for Complaints
Audit, investigation, action	The investigation of the complaint is being conducted by a dedicated unit	Within ten working days	Complaints Committee composed of

Stage	Description of the process (e.g.)	Delay	Responsibility
	A draft resolution is formulated by the investigators to determine the causes, consequences and possible solutions and communicated to the complainant by means of a Consent Report		
Monitoring and evaluation	Complaint data is collected in quarterly reports and communicated to stakeholders every six months.	Every six months, for the duration of the project	Project pool through Technical Assistants for Environmental Safeguard, Social Safeguard and Monitoring and Evaluation
Feedback	Complainants' comments on their satisfaction with the resolution of complaints are collected on a quarterly basis in order to assess the functioning of the PMM and, if possible, to propose corrective measures. This evaluation will be done through a survey of beneficiaries (1 to 3% of beneficiaries based on random sampling).	Every three months	Project Pool
Formation	<p>The training needs of UEP staff/consultants, implementers and supervising consultants are as follows: Knowledge of the Complaints Management Mechanism (PMM): A comprehensive understanding of the functioning of the mechanism is essential.</p> <ul style="list-style-type: none"> •Awareness of E&S Safeguard Standards: Training on environmental and social standards would be necessary. This would allow staff to recognize cases that may require special attention in terms of safeguarding. • Communication and Relations 		

Stage	Description of the process (e.g.)	Delay	Responsibility
	<p>Interpersonal: Training should address communication skills, including how to interact with complainants in a sensitive and respectful manner.</p> <p>•Data Collection and Documentation: Training on the proper collection and documentation of complaints would be crucial. Participants should learn how to record information accurately and keep records in an organized manner.</p> <p>•Confidentiality and Data Protection: Since some complaints could contain confidential information, it would be important to train the staff of the MUDP-GN Pool on the protection of personal data and confidentiality.</p> <p>•Referral and Follow-up: Members of the SUNKP-GN Pool should be trained on how to effectively reference complaints, including how to route them to the appropriate bodies for review and resolution. Follow-up on complaints and communication with complainants could also be addressed.</p> <p>• Cultural Sensitivity and Gender: Training should take into account cultural and gender diversity, to ensure that all complaints are handled with respect and impartiality.</p>		

Stage	Description of the process (e.g.)	Delay	Responsibility
	<ul style="list-style-type: none"> • Reporting and Communication: The training should cover how the results of the complaint management mechanism will be communicated to internal and external stakeholders, including regular reporting and corrective actions taken. 		
If applicable, remedies will be paid following the resolution of the complaint	<p>The procedure for the implementation of the corrective action(s) will be initiated after the acknowledgement of receipt by the complainant notifying him of the solutions adopted and in return following the agreement of the complainant recorded in a Minutes (PV) of consent. The complaints management body will put in place all the necessary means to implement the resolutions agreed upon and will play its part in order to respect the schedule chosen. A report signed by the President of the complaints management committee and the complainant will sanction the end of the implementation of the solutions. The Project's Environmental and Social Safeguards Specialists will be responsible for ensuring the proper implementation and follow-up of the proposed solution(s) and will report on the progress to the Complaints Management Committee.</p>	After ten working days	Complaint Management Committees
Appeal procedure	<p>The MGP will not prevent access to judicial or administrative remedies in the country. In the case of SEA/HS complaints, informal resolution is not recommended.</p> <p>However, for a complaint related to SEA/HS, recourse to justice is possible if the survivor wishes to pursue this path, including as a last resort.</p>		

Source: IRC, 2024, Results consultation of stakeholders

Workers' complaints will be managed according to the complaints mechanism detailed in the Workforce Management Procedure (LMMP). A structure made up of the SSG specialist of the Social and Environmental Monitoring Office of the project, the Site Manager, the HSE representative of the company will be in charge of the management of this mechanism. Depending on the nature of the complaints, this structure may call on the project coordinator, the SSG specialist, GBV (theft, rape, abuse of acts of vandalism of structures, etc.). etc.), frameworks for consultation with workers, the reference structures enshrined in the Labour Code in the Republic of Benin (related to non-compliance with commitments, social working conditions, the quality of the services provided. When the complaint links the workers/the work site to the residents/residential environment and is either criminal in nature or destructive of the usual living conditions of both, the structure may request expertise from outside the work environment (Republican Police Unit, local reference NGO, CPS). Depending on the complainant's abilities, he or she may file a complaint either verbally, orally and/or in writing. However, to facilitate the investigations, if this is the will of the complainant must, after collecting the relevant information, fill in the complaint form available from the above-mentioned structures. This information concerns the identity of the complainant and the persons concerned, if the complainant wishes to share it (surname, first names, age, sex, position), the description of the complaint, the incident (the facts), the place of the incident, the place of practice of the persons concerned, the steps taken to file the complaint (recourse services, the care received), the expectations of the complainant.

This system, the mechanism for collecting and managing complaints specific to workers.

However, when the complaint/denunciation is not anonymous, the CGP-PMUD takes steps to ensure that the victim is informed at the reception of the care services and encourages them to use them in order to prevent any possible effects that these exploitative practices could generate (HIV/AIDS INFECTIONS, STIs, unwanted pregnancies, etc.). etc.).

The project will put in place other measures for the handling of sensitive and confidential complaints, including those related to sexual exploitation, abuse and harassment, in line with the World Bank's ESC Good Practice Note on Sexual Exploitation, Abuse and Harassment.

In view of the sensitivity that GBV/EAS/HS represent in communities and the social norms that could lead to blaming survivors, the traditional dispute resolution procedure is not applicable to GBV/EAS/HS complaints and specific procedures will be developed. A sensitive complaint usually involves cases of corruption, sexual exploitation or abuse, sexual harassment, retaliation, gross misconduct or professional negligence resulting in

serious injury or death to a person. Given the risks associated with raising sensitive issues, it is essential to design a PMM that reassures complainants that they can do so safely. The World Bank advocates a survivor-based approach. Assuring users that sensitive complaints will be treated confidentially and without reprisals by the organization, can ensure a degree of protection for complainants.

Regulations governing how incidents of SEA/HS involving children are to be reported and handled. Certain persons may be empowered to make decisions concerning the best interests of the child, such as a magistrate or a social worker, and specific procedures may be imposed in this regard. The identification of gender-based violence service providers should determine whether the proposed protocols take into account the needs of child survivors and the extent to which services are best suited to the care of children and those mandated to determine the best interests of children.

Global efforts to address SEA/HS in children have contributed to the development of a body of good practices to mitigate the risks of SEA/HS for children and to manage reported cases. This Note lists some specific good practices for defining the constituent acts of SEA/HS against children, for determining risk factors and for managing the cases that have occurred.

7. MONITORING AND REPORTING 7.1. Summary of how the implementation of the PPMP will be monitored and reported (including indicators)

The PMPP will be monitored based on both qualitative reports (including activity reports) and quantitative reports linked to performance indicators regarding stakeholder engagement and complaint management.

Reports on the PPMP will include:

- i) Reports on the status of stakeholder engagement commitments, in accordance with ESS No. 10, as set out in the Environmental and Social Engagement Plan (ESP)
- ii) Cumulative qualitative reports on the opinions and comments received in the context of the activities organized under the PPP, in particular: (a) problems that can be solved by changing the scope and design of the project, and that are reflected in background documents such as the project appraisal document, the environmental and social assessment, resettlement plan, indigenous peoples plan or SEA/HS action plan, if required; b)

issues that can be resolved during project implementation; (c) issues that are beyond the scope of the project and that will be better addressed through other projects, programmes or initiatives; and (d) problems that cannot be addressed by the project due to technical competence, jurisdictional competence or excessive costs. Meeting minutes summarizing the views of participants may also be annexed to the follow-up reports.

- (iii) Quantitative reports based on the indicators included in the PPPP. An example of monitoring and reporting indicators is provided in Annex 3.

7.2. Reporting to Stakeholder Groups

The PPMP will be reviewed and updated, as required, during the implementation of the project. Quarterly and other internal summaries and reports on public complaints, inquiries and related incidents, as well as the status of the implementation of associated remedial/preventive actions, will be compiled by responsible staff and forwarded to the project branch.

The specific mechanisms for notifying stakeholders include the following: Email groups, meetings, periodic public reporting sessions, administrative letters. These reports to stakeholders will be made at the end of each quarterly.

The PPMP will be reviewed and updated, as required, during the implementation of the project. Quarterly internal summaries and reports, other internal summaries and reports on public complaints, inquiries and related incidents, as well as the status of the implementation of associated remedial/preventive actions, will be compiled by responsible staff and forwarded to the overall project management.

The quarterly reports will provide a mechanism to assess both the number and nature of complaints and requests for information, as well as the project's ability to Publicity and effectively include them by the project during the year can be transmitted to stakeholders through the appropriate channels such as:

- Short Message Service (SMS)
-
-
- In person at a physical location
- Grievance register or suggestion boxes
- Social Media
- Tablet/smartphone app
- Online form on the website

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10. APPENDICES

- Appendix 1. Sample Minutes/Minutes of Consultation Meetings
- Appendix 2. Sample PMPP Budget Table
- Appendix 3. Example Table: Monitoring and Reporting on the Implementation of the PPMP Other appendices may include:
 - Visual summaries such as stakeholder mapping or stakeholder diagrams
 - A complaint form
 - Project maps (if applicable)

Annex 1: Model minutes of consultations Stakeholder (group Summary

of Consultations Response	of the team or individual)	Comments draft	Follow-up Action(s)/Next Steps

Appendix 2: Budget for the implementation of the PPMP

Budget Category	How many teas	Unit costs	Periods/months	Total cost
1. Estimation of staff salaries and related expenses				
1a. <i>Communication Consultant</i>	30	1 500 000	Month	45 000 000
1b. <i>Staff travel expenses</i>	5	2 000 000	Month	10 000 000
1c. <i>Estimated salaries of Community Liaison Officers</i>	60	400 000	Month	24 000 000
2. Participatory planning/decision-making consultations/meetings				
2a. <i>Project kick-off meetings</i>	5	2 000 000	Throughout the duration of the project	10 000 000
2b. <i>Organizing focus groups</i>	20	1 000 000	Throughout the duration of the project	20 000 000
2c. <i>Development of the communication plan</i>	1	10 000 000	Upon approval of the PPPP	10 000 000
3. Communication campaigns				
3a. <i>Posters, pamphlets</i>	1	6 000 000	Upon approval of the PPPP	6 000 000
3b. <i>Traditional and social media campaign</i>	1	8 000 000	Upon approval of the PPPP	8 000 000
4. Formations				
4a. <i>Training on social/environmental issues for the staff of the EPU and the project manager</i>	5	2 500 000	Throughout the duration of the project	12 500 000
4b. <i>Training on gender-based violence for UEP and project manager staff</i>	5	2 500 000	Throughout the duration of the project	12 500 000
5. Recipient Surveys				
5a. <i>Mid-term project perception survey</i>	1	8 000 000	Two years after the start of the project	8 000 000
5b. <i>End-of-project perception survey</i>	1	15 000 000	At the end of the project	15 000 000
6. Complaint Management Mechanism				
6a. <i>Training of Complaints Management Committees</i>	5	2 000 000	Throughout the duration of the project	10 000 000

Budget Category	How many teas	Unit costs	Periods/months	Total cost
6b. <i>Suggestion boxes in the villages</i>	5	1 000 000	Throughout the duration of the project	5 000 000
6c. <i>Communication Supports of the Complaint Management Mechanism</i>	1	3 000 000	Throughout the duration of the project	3 000 000
6d. <i>Complaint Investigations/Site Visits</i>	5	1 500 000	Throughout the duration of the project	7 500 000
6th. <i>Complaint Management Mechanism Information System (Establishment or Maintenance)</i>	1	6 000 000	Throughout the duration of the project	6 000 000
6f. <i>Other logistical costs of the complaint management mechanism</i>	1	3 000 000	Throughout the duration of the project	3 000 000
7. Other expenses				
7a. Update to the PPMP	5	1 000 000	Year	5 000 000
7b. Unforeseen (5%)	1	11 025 000	Throughout the duration of the project	11 025 000
TOTAL BUDGET FOR STAKEHOLDER ENGAGEMENT				231 525 000

Appendix 3. Sample table: PPMP Implementation Monitoring and Reporting

Key Evaluation Questions	Specific Evaluation Questions	Potential indicators	Data Collection Methods
<p>Complaint Management Mechanism. To what extent do the parties affected by the project have access to accessible and open mechanisms to raise concerns and lodge complaints?</p> <p>Has the implementing agency responded to and managed these complaints?</p>	<ul style="list-style-type: none"> • Do the parties affected by the project make complaints and grievances? • How quickly and efficiently are complaints resolved? 	<ul style="list-style-type: none"> • Use of the complaints management mechanism and/or feedback mechanisms • Requests for information from the competent bodies • Use of suggestion boxes installed in the villages/communities bordering the project • Number of complaints submitted by workers, disaggregated by sex and site, resolved within a specified time frame • Number of reported cases of SEA/HS in the project areas, who were referred to health, social assistance, legal and security services in accordance with the referral process in place (if applicable) • Number of complaints that are: (i) pending, (ii) pending for more than 30 days, (iii) trenches, iv) closes ; et 	<p>Records of the Executing Agency and Other Relevant Agencies</p>

Key Evaluation Questions	Specific Evaluation Questions	Potential indicators	Data Collection Methods
		Number of satisfactory responses to complainants during the reporting period, broken down by category of complaint, gender, age and location of the complainant.	
Impact of stakeholder engagement on project design and implementation. To what extent did stakeholder engagement activities make a difference in the design and implementation of the project?	<ul style="list-style-type: none"> Has the project generated interest and received support? Were any adjustments made during the design and implementation of the project based on the feedback received? Has information on priorities been communicated to relevant parties throughout the project cycle? 	<ul style="list-style-type: none"> Active participation of stakeholders in activities Number of actions taken in a timely manner in response to feedback received during consultation sessions with parties affected by the project Number of consultation meetings and public debates where the feedback and recommendations received are taken into account in the design and implementation of the project Number of targeted consultation sessions held, especially for groups at risk as a result of the project 	Attendance sheets/minutes of stakeholder consultation Scorecards Structured Investigations Social/traditional media posts about project results
Effectiveness in implementation. Have stakeholder engagement activities had a significant impact on	<ul style="list-style-type: none"> Have the activities been implemented as planned? What for? Did the stakeholder engagement approach include group-based actions? What for? 	<ul style="list-style-type: none"> Percentage of PPMP activities implemented Main barriers to participation identified with stakeholder representatives 	Communications Strategy (Consultation Schedule) Periodic group discussions

Key Evaluation Questions	Specific Evaluation Questions	Potential indicators	Data Collection Methods
Is this a real impact on implementation?		<ul style="list-style-type: none"> Number of adjustments made to the stakeholder engagement approach to improve project reach, inclusiveness, and effectiveness 	Face-to-face meetings and/or discussions with vulnerable groups or their representatives

¹ It is particularly important to determine whether the effects of the project may disproportionately affect disadvantaged or vulnerable individuals or groups, who often do not have the opportunity to voice their concerns or grasp the impacts of a project, and to ensure that awareness and stakeholder engagement are tailored to take into account sensitivities, the cultural concerns and specificities of these groups or individuals, and to ensure a full understanding of the project's activities and benefits. Vulnerability can be related to an individual's origin, gender, age, health status, economic insecurity and financial insecurity, their disadvantaged position within their community (e.g., minorities or marginal groups), and their dependence on other individuals or natural resources. etc. Dialogue with vulnerable individuals and groups often requires the application of specific measures and special assistance to facilitate their participation in project-related decision-making, so that their awareness and contribution to the overall process is proportional to that of other stakeholders.