African Union Institute for Statistics- STATAFRIC

Eastern Africa Regional Statistics Program-for-Results / IPF Hybrid (P176371)

STAKEHOLDER ENGAGEMENT PLAN

January 2022

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ABBREVIATION AND ACRONYM

AUC – African Union Commission

ESCP – Environmental and Social Commitment Plan

ESF – Environmental and Social Framework

ESS – Environmental and Social Standard

GBV – Gender Based Violence

GRM – Grievance Redress Mechanism

HISWA – AU

IDA – International Development Association

NSOs – National Statistical Offices

NSSs – National Statistical Systems

OIP – Other Interested Parties

PIU – Project Implementation Unit

SEP – Stakeholder Engagement Plan

STATAFRIC – African Union Institute for Statistics

Executive Summary

The Project

The African Union Commission (AUC) has made several advances in its policies and mandate to strengthen and deepen the economic integration and development of its member states. The continent is driven now by the Continental Development Agenda – Agenda 2063. One of the flagship projects of Agenda 2063 is the African Continental Free Trade Area (AfCFTA) aimed at establishing a single market for goods and services across the continent. The main of these efforts is mainly to act as a single economic block so as to have greater bargaining power in the global market. The pace of these developments is however slow mainly because of weak implementation of regional and continental decisions at national level due to a lack of evidence and knowledge about benefits and costs of regional integration and development. There is insufficient and lack of harmonized data necessary for the planning purpose and to track progress and impacts of regional integration and development as well as regional and national economic performance, which are the main inputs for strengthening national, regional and global monitoring and evaluation systems.

Because of the urgent need to have harmonised, timely and accurate data is important in order to deepen economic integration and enhance service delivery to further its agenda of ensuring regional data and statistics reflect that of a single economic block. The project includes the following:

- **Production of Harmonized and Quality Statistics - supports activities for transforming statistics for comparability and harmonization of standards and methods of statistical production.** This support ensures that comparable data is produced, and improved data quality standards and harmonization guidelines are implemented during data production activities supported by the PforR Program at the country level.

  - Transforming statistics for comparability – the project will finance (i) assessment of existing manuals and development of operational guidelines and manuals for reprocessing and adjusting methodologies to produce comparable statistics and (ii) consolidating, processing, and publication of data in accordance with the manuals, through procurement of consultants, funding consultation, validation and dissemination workshops and activities.

  - Harmonization of standards and methods of statistical production – the project will support the operationalization of Specialized Technical Groups (STGs) through the development and implementation of work programs of the STGs to develop and update technical guidelines on standards and methods for producing high quality and harmonized statistics over an increased number of statistical dimensions and involve financing meetings, workshops, and travel expenses for STGs activities. The grant will also support implementation of the standards and methods adopted by the STGs by financing training and dissemination of the adopted technical guidelines and provision of technical assistance to countries in the production of statistics using the technical guidelines.

- **Project management and capacity building - will provide support to build implementation capacity for STATAFRIC.** To enhance implementation capacity at the technical level, three long-term consultants will be hired as continental advisors in economic statistics, social statistics, and statistical coordination. These continental advisors will support the development of the work programs of the STGs and run activities to develop and apply the methodology for producing comparable statistics and technical assistance activities to member countries and regional bodies

(including the EAC) to support adoption and implementation of guidelines on standards and methods produced by the STGs.

The program will be implemented in all the AU Member States and has been categorised under the group of projects with minimal environmental and social risks because of its method of implementation. Implementation of project components further require input and contribution from all the stakeholders concerned given the geographical scope, nature and impact of activities to be carried out.

Stakeholder Identification and Engagement

Stakeholders are the individuals, institutions or groups (parties) directly or indirectly involved with the project (Project Affected Parties) or those with an interest in the Project (Other Interested Parties). Before engagement stakeholders first have to be identified. This is done to ensure there is inclusivity and relevant input on pertinent issues the project seeks to address. Identification of the stakeholders for this project was based on their roles and responsibilities in the project; the influence/interest in the project; whether they are direct or indirect beneficiaries; and whether they are vulnerable groups.

In the World Bank ESS10, stakeholder engagement refers to the continuous process by which the grantee identifies, communicates, and facilitates a two-way dialogue with the people affected by its decisions and activities, as well as others with an interest in the implementation and outcomes of its decisions and the project. Engagement in this aspect takes into consideration the different individual needs of all parties concerned in terms of access and communication. Engagement begins during preparation so as to give room for interested parties or the stakeholders to give their views, concerns and recommendations on project design and implementation. The objectives of the SEP include:

- To identify project stakeholders, their priorities, and concerns.
- Identify strategies for information sharing and communication to stakeholders as well as consultation of stakeholders in ways that are meaningful and accessible throughout the project cycle.
- To specify procedures and methodologies for stakeholder consultations, documentation of the proceedings and strategies for feedback.
- To establish an effective, transparent and responsive grievance mechanism for the project.
- To develop a strategy for stakeholder participation in the monitoring of project impacts, documenting, reporting and dissemination of results among the different stakeholders.

Engagement also involves planning on how best to undertake the project and manage the potential impacts. After identification of stakeholders and their needs (specific needs e.g., communication and accessibility) for effective participation in project activities there is disclosure of instruments, notification of meetings and release of invites, meetings and updating of instruments and project design to reflect the findings. The techniques to be employed in engaging stakeholders in this project during preparation and implementation include structured agenda, focus group meetings/discussions, consultations and one-on -one interviews.

The Grievance Redress Mechanism

Grievances may take the form of specific complaints about actual damages or injury, general concerns about project activities, incidents and impacts (actual or perceived). The GRM is important because it helps to address and find solutions to these complaints and concerns that may arise during project implementation. It provides a platform where aggrieved parties may file complaints which are dealt with promptly and effectively, in a transparent manner that is culturally appropriate and readily accessible to all project-affected parties and interested parties, at no cost and without retribution. Chapter Five of this

document outlines the structure and standard procedures of the GRM, from the step of filing the complaint to when a solution is found and the legal channels. Attached in Annex 5 is also the Grievance Registration Form and Grievance Resolution Form.

Stakeholder Engagement Monitoring and Evaluation

Monitoring and evaluation during and after stakeholder engagement will be done to assess overall progress in implementation, any challenges and lessons learnt in the process of implementation and possible corrections. The monitoring and evaluation results will be made available to the stakeholders for review and comments in an accessible place, mainly at the project level for transparency. This will help in assessing what has worked and what did not, to help in designing future activities. Monitoring will be a joint effort from the PIU and representatives from the AUC.

CHAPTER 1

1.0. INTRODUCTION

1.1. Background

Africa has made a lot of progress in in terms of the economic integration of its member states through a number of policies and projects such as Agenda 2063 – the Continental Development Agenda. While there have been a lot of achievements and developments as a result, it is however notable that the resulting opportunities created have been exploited by only a few firms. Regional economic blocks setup to achieve a deeper integration have also lagged in pace resulting in sub-Saharan African countries remaining significantly under-represented in regional and global value chains. The lag has mainly been attributed to a lack of harmonised data and statistics that would be evidence about the costs and benefits that comes with regional integration.

Harmonised data is necessary to track progress and impacts of regional integration as well as regional and national economic performance, which are the main inputs for strengthening national, regional and global monitoring and evaluation systems. While accurate and updated statistics are required for good governance and increased transparency and accountability at the national and regional level, firms also rely on the data to make informed decisions about regional markets and their opportunities, and strategic investments to capture the market opportunities. Harmonised and updated data also enables key decision makers, especially policy makers, to allocate significant resources within the countries to deepen economic integration and enhance service delivery. However, such data is currently lacking limiting further regional integration.

1.2. Program Objective

The Program Development Objective is to support the implementation of the Strategy for Harmonization of Statistics in Africa 2017 – 2026 (SHaSA2) for Ethiopia, Kenya, Rwanda and Tanzania by strengthening the harmonization, quality, production, timely dissemination and use of core economic and social statistics.

The specific objectives include:

i.) Improve data quality,

ii.) Improve harmonization of compilation practices to enhance comparability of statistics in the region,

iii.) Improve statistical human resource capacity,

iv.) Improve data dissemination practices and platforms,

v.) Enhance statistical literacy among the general population in the region,

vi.) Upgrade IT and statistical infrastructure, and

vii.) Enhance institutional development.

Structure of the program:

The overall program will be delivered through the following key result areas, through a PforR in participating countries (Ethiopia, Kenya, Tanzania and Rwanda):

:

Results area 1: Harmonization, quality and dissemination of statistics. By improving harmonization and quality of statistics, human capacity and improving dissemination of timely data.

Results area 2: Extended Data-for-Policy package- By filling identified gaps in household-based survey, enterprise-based survey, agricultural statistics, price data, administrative data, Revise and upgrade National Accounts and Use new technologies and big data.

Results area 3: Infrastructure and Institutional Development- by upgrade of IT and statistical infrastructure including setup of data servers and equipment to implement tablet-surveys and technology to monitor and analyse incoming data on-the-fly and enhancing institutional development by improving the institutional setup at the regional, national and sub-national level as well as supporting monitoring and evaluation frameworks.

1.3. Objective of the IPF Component

IPF grants to the AU and the EAC are aligned with the PforR, directly supporting achievement of the three results areas. This will be achieved through the development and provision of technical training on the implementation of the reference standards and methods; improved data quality outputs; providing guidelines and training to countries; development of IT systems for data exchange; acquisition and training of compatible software; integration of big data in the production of statistics; and the improvement of dissemination activities.

However, the AU will be implementing the following activities under the IPF Grant Component through STATAFRIC:

- *Subcomponent 1 - Production of Harmonized and Quality Statistics* **- supports activities for transforming statistics for comparability and harmonization of standards and methods of statistical production.** This support ensures that comparable data is produced, and improved data quality standards and harmonization guidelines are implemented during data production activities supported by the PforR Program at the country level.

  - Transforming statistics for comparability – the project will finance (i) assessment of existing manuals and development of operational guidelines and manuals for reprocessing and adjusting methodologies to produce comparable statistics and (ii) consolidating, processing, and publication of data in accordance with the manuals, through procurement of consultants, funding consultation, validation and dissemination workshops and activities.
  - Harmonization of standards and methods of statistical production – the project will support the operationalization of Specialized Technical Groups (STGs) through the development and implementation of work programs of the STGs to develop and update technical guidelines on standards and methods for producing high quality and harmonized statistics over an increased number of statistical dimensions and involve financing meetings, workshops, and travel expenses for STGs activities. The grant will also support implementation of the standards and methods adopted by the STGs by financing training and dissemination of the adopted technical guidelines and provision of technical assistance to countries in the production of statistics using the technical guidelines.

- *Subcomponent 2 - Project management and capacity building* **- will provide support to build implementation capacity for STATAFRIC.** Currently STATAFRIC – a relatively new institution - has only 4 out of 34 staff and relies on long term advisors supported by different donors' projects. To

enhance implementation capacity at the technical level, three long-term consultants will be hired as continental advisors in economic statistics, social statistics, and statistical coordination. These continental advisors will support the development of the work programs of the STGs and run activities to develop and apply the methodology for producing comparable statistics and technical assistance activities to member countries and regional bodies (including the EAC) to support adoption and implementation of guidelines on standards and methods produced by the STGs. The grant will also finance costs for a project implementation team comprising a Project Manager, a Task Manager running the daily activities of the project, supported by a procurement officer, finance officer and an administrative staff. Technical guidance on E&S issues will be provided by the AUC Environment and Natural Resources Office. Implementation of the SEP will be the responsibility of the Project Manager guided by the Environment and Natural Resources Office.

1.4. Program Geographical Location

The activities of the AUC will be implemented in all the 55 AUC Member States, which includes the countries which are covered by the activities funded under the Program for Result element of this Project.

1.5. Stakeholder Engagement Plan

Implementation of the proposed program necessitates the direct participation and contribution of all the stakeholders concerned given the geographical scope, nature and impact of activities to be carried out. This Stakeholder Engagement Plan (SEP) has been prepared to guide and ensure proper coordination and management of all the stakeholder interests. The SEP is a "living document" and will be continuously updated to align with project needs as more information about the stakeholders and their needs become available.

The purpose of the SEP is to provide a guide on how stakeholders will be involved, what activities will require their direct input or participation and the level of involvement in these activities through the various stages of the Project's life cycle. The SEP will be applied to activities being implemented by AUC.

The objectives of this SEP are:
- To identify project stakeholders, their priorities, and concerns
- Identify strategies for information sharing and communication to stakeholders as well as consultation of stakeholders in ways that are meaningful and accessible throughout the project cycle
- To specify procedures and methodologies for stakeholder consultations, documentation of the proceedings and strategies for feedback
- To establish an effective, transparent, and responsive grievance mechanism for the project
- To develop a strategy for stakeholder participation in the monitoring of project impacts and reporting or sharing of results among the different stakeholder groups

1.6. Regulations and Requirements

Stakeholder engagement is an inclusive process conducted throughout the project life cycle to support the development of strong, constructive, and responsive relationships that are important for successful management of a project's environmental and social risks. The World Bank's Environmental and Social Framework (ESF) includes Environmental and Social Standard (ESS) 10, "Stakeholder Engagement and Information Disclosure", which recognizes "the importance of open and transparent engagement with the project stakeholders as an essential element of good international practice". The ESS10 also provides that effective stakeholder engagement can significantly improve the environmental and social

sustainability of projects, enhance project acceptance, and make a significant contribution to successful project design and implementation.

The application of these standards, by focusing on the identification and management of environmental and social risks, will support Borrowers in their goal to reduce poverty and increase prosperity in a sustainable manner for the benefit of the environment and their citizens. The standards will: (a) support Borrowers in achieving good international practice relating to environmental and social sustainability; (b) assist Borrowers in fulfilling their national and international environmental and social obligations; (c) enhance non-discrimination, transparency, participation, accountability and governance; and (d) enhance the sustainable development outcomes of projects through ongoing stakeholder engagement.

Stakeholder engagement is also provided for in the various national legislation including the constitutions and legislation on environmental and social impact assessments and audits. The instruments unanimously advocate for meaningful involvement of project stakeholders in decisions that affect them, participatory planning and transparent grievance management mechanisms.

CHAPTER 2

2.0. STAKEHOLDER IDENTIFICATION AND ANALYSIS

The project stakeholders are the individuals, institutions or groups (parties) directly or indirectly affected by the project (Project Affected Parties (PAP)) or have an interest in the project (other interested parties (OIP)). Analysis of stakeholders therefore encompasses identification of the stakeholder groups that are likely to influence or be affected by the proposed project components either positively or negatively and organizing them according to the potential impact the activities will have on them.

For the AUC, classification of stakeholders is based on: a) their roles and responsibilities in the project; b) the influence/interest in the project; c) whether they are direct or indirect beneficiaries; and d) whether they are vulnerable groups.

Key stakeholder groups include:

a) Project Affected Parties
    Direct beneficiaries
        i). National Statistics offices in all 55 AUC Member States
        ii). Other members of the National Statistical Systems (NSSs)
        iii). Statistics Department of Sectoral Ministries of all 55 AU Member States

    Indirect beneficiaries
        i). Statistical data producers
        ii). Statistical data suppliers
        iii). Statistical data users

b) Other Interested Parties including Civil Society Organizations (CSOs) (Non-governmental Organizations and Community Based Organizations), and Academia

c) Vulnerable Groups

Overall stakeholder groups at different stages of the project, that is preparation, implementation and close out, are presented in table 1. However, considering that stakeholders are likely to change in the course of the project, the stakeholder list will be revised and updated continuously to include new stakeholders with access to additional information.

Table 1: Summary of Stakeholders Identified

Stakeholder	Category Department	Mandate/Role	Interest	Stakeholder group PAP/OIP	Key characteristics	Language needs	Preferred notification means (Emails, Phone, Letters)	Specific needs (accessibility, large print, childcare, daytime meetings)
REGIONAL								
1. Member states	Governments of member states	Develop appropriate polices and laws	High	PAP	AU Member states	Language Translators -National sign and local languages and braille	Meetings, email, phone, internal memo,	Accessibility, Currency, Accuracy
NATIONAL LEVEL								
1. National Bureaus of Statistics	Government agencies	Development, collection and dissemination of data	Medium	PAP	Staff of the NSOs	Language Translators -National sign and local languages	Meetings, Formal letter, email, phone	Accessibility, accuracy, currency, Gendered data
2. Statistics Department of Sectoral Ministries of all 55 AU Member States	Government	Coordinator of AU integration at the national level	High	PAP	Designated focal point for regional statistics	Language Translators -National sign and local languages	Meetings, Formal letter, email, phone	Technical knowhow, Accessibility availability
3. Central Banks of the Member States (Research department)	Government	Key member of the national statistical system	High	PAP	Technical staff in project priority statistical domains	Official and local languages, translators where appropriate	Meetings, Formal letter, email, phone	Accessibility, availability

Stakeholder	Category Department	Mandate/Role	Interest	Stakeholder group PAP/OIP	Key characteristics	Language needs	Preferred notification means (Emails, Phone, Letters)	Specific needs (accessibility, large print, childcare, daytime meetings)
4. Revenue Authorities of the Member States, (Statistics Department/ unit)	Government	Key member of the national statistical system	High	PAP	Technical staff in project priority statistical domains	Official and local languages, translators where appropriate	Meetings, Formal letter, email, phone	Accessibility, availability
5. Ministries responsible for Finance	Government	Key member of the national statistical system	High	PAP	Technical staff in project priority statistical domains	Official and local languages, translators where appropriate	Meetings, Formal letter, email, phone	Accessibility, availability
6. Ministries responsible for Agriculture (Planning Department)	Government	Key member of the national statistical system	Medium	PAP	Technical staff in project priority statistical domains	Official and local languages, translators where appropriate	Meetings, Formal letter, email, phone	Accessibility, availability
Other Interested Parties								
7. Investors and traders	Private Sector	To make investment and business decisions based on the data		OIP	OIP	Official and local languages, translators where appropriate	Meetings, Formal letter, print media	Accessibility, Accurate information
8. Academic institutions	Academia	Research and teaching		OIP	OIP		Meetings, Formal letter, print media	Accessibility, reliability
9. Civil societies and organisations	CSOs, NGOs and FBOs	Advocacy and holding governments to account		OIP	OIP		Meetings, Formal letter, print media	Accessibility, Timing, participation by stakeholders
10. Donor community	Donor Community	Development Assistance and		OIP	OIP		Meetings, Formal	Accessibility, Inclusion, Gender

Stakeholder	Category Department	Mandate/Role	Interest	Stakeholder group PAP/OIP	Key characteristics	Language needs	Preferred notification means (Emails, Phone, Letters)	Specific needs (accessibility, large print, childcare, daytime meetings)
		participation of					letters, Emails, print media	responsive data
11. AU Community Members	Community Members	Making decisions based on the data		OIP	OIP	Official and local languages, translators where appropriate	Meetings, Formal letter, print media	Daytime meetings, local languages, large print, accessibility. Gender and cultural appropriate consultations
12. Consultants	Private sector	Provide consultancy services	Medium	OIP	OIP		Meetings, Formal letter, print media	local languages, large print, accessibility.
13. Vulnerable groups	Those who may be more likely to be adversely affected by project impacts and/or more limited than others to access benefits	Provide data on issues that affect them and make decisions based on data	Medium	OIP	OIP		Meetings, Formal letter, print media	Daytime meetings, local languages, large print, accessibility. Gender and cultural appropriate consultations

CHAPTER 3

3.0. STAKEHOLDER ENGAGEMENT PROGRAM

Stakeholder engagement refers to the process of interacting and working with stakeholders identified as being relevant to the project to come up with new concepts, identify challenges and discrepancies and how to address issues that may arise. All this helps in the realization of stakeholder needs and expectations for effective implementation of project components.

The Stakeholder Engagement Plan is therefore used to formulate schedules, strategies and general plan that can be used to effectively engage stakeholders and ensure there is participation from the beginning to the end of the project. It consists of planning on how consultations will take place, developing the layout and how issues raised will be implemented in a transparent and inclusive way. The importance of this is to provide an effective outline of activities to be undertaken within a given timeframe to streamline stakeholder involvement and improve the project's success rate. The stakeholder engagement plan also outlines how consultations are to be carried out and the scope of work to be achieved. The plan will be updated on regular basis to promptly include new developments and issues that may arise. This may include the techniques to be used in the engagement of stakeholders to reduce stakeholders' resistance and enhance ownership.

3.1 Stakeholder Engagement Platforms of STATAFRIC and Relevant Activities

AU STATAFRIC held the first and second Virtual Meeting of the Executive Committee (EC) of SHaSA 2 on the 15 March 2021 and September 27/2021 respectively. Each of the meetings were attended by more than 50 participants. The meeting was convened by STATAFRIC in its capacity as Secretariat of the EC. The EC meeting was chaired by Ms Leila Ben Ali, Head Statistics Division, AUC. The objective of the first virtual EC meeting in 2021 was to review the Concept Nfote of the Continental Statistical Programme 2022-2026 (CSP 2022-2026) and the Continental Roadmap on support to AU Member States and RECs in the development of the new generation of NSDS and RSDS based on PARIS21 new guidelines and integrating SHaSA2. The Continental Road Map and the Concept Note of the CSP 2022-2026 were introduced by STATAFRIC to better coordination of all African Statistical System stakeholders and AfSS' partners under the constraints of optimization of scare resources. The objective of the second virtual meeting of the EC in 2021 was to review the programme document (Prodoc) of the CSP 2022-2026 and its resource mobilization strategy. After fruitful discussions, the Executive Committee made the following recommendations that are relevant the smooth implementation of the proposed Project with high level of stakeholder's engagement. East African Community (EAC) Secretariat Staff provided their inputs on 19th November 2021.

The following table present summaries of the two meeting that will contribute the planned stakeholder engagement

Recommendations of the meeting 1st meeting (held on the 15 March 2021)	Recommendations of the meeting 2nd meeting (held on 27 September 2021)
I. 1STATAFRIC to: ▪ coordinate at all levels with Pan-African organizations, and their partners, involvement of all stakeholders to avoid duplication; ▪ update the list of Continental, Regional and National Coordinators by reminding other PAOs,	• Set up an advocacy strategy and the promotion of statistical culture at the level of African countries and the important role that the AUC can play at the level of the summit of heads of state and the African parliament.

RECs and AU Member States to confirm or renew the nomination of their coordinators: the current list of coordinators will be circulated;

- update the two documents by considering the remarks and contributions of participants;

- finalize the Concept Note for its onward transmission to the Bureau of CoDG before end March 2021;

- involve AU Member States, RECs and regional organizations in the report development and reinforce their roles in the CSP process;

- develop a list of indicators and review the proposed indicators in the report to align the gaps; and

- prioritize in the CSP the AU Member States who have challenge on statistics development.

II. AU Member States and RECs to

- fully participate in the two activities undertaken by STATAFRIC;

- provide necessary support for the implementation of the Continental Roadmap and the CSP 2022-2026;

- update the list of national and regional coordinators; and

- send their written remarks to STATAFRIC within one week.

III. Pan-African Organizations and their Partners to

- consider the issue of remote working following the Covid-19 pandemic and its impact on the planning NSDS and RSDS activities;

- consider how to operationalize the offer made by the Director General of AFRISTAT to assist with field work where PAOs and Partners cannot do it;

- update the list of Continental Coordinators;

- support AU Member States in advocating for the implementation of the SHaSA 2 and NSDS;

- strengthen the south-south cooperation;

- consider during the development and operationalization of the CSP 2022-2026 that AU Member states' statistical systems are not at

- Highlight the gender impact in the list of impacts of the CSP 2022-2026 by separating it from the social impact and treating it separately given its importance in Africa.

- Add a representative of African statistical schools in the composition of the CSP 2022-2026 steering committee.

- Implement all Specialized Technical Groups (STG) to ensure the harmonization of statistics in Africa.

- Integration of the private sector and civil society as partners of the ASS.

- Extend the list of partners and ensure their effective mobilization to participate to the round table planned after the approval of the CSP 2022-2026 and its resource mobilization strategy.

- Insist on the important role of the steering committee for the monitoring and evaluation of the CSP and the prioritization of activities according to the resources available and the needs of member states and RECs.

- Update the CSP 2022-2026 taking into account the comments and contributions of participants.

the same level of development; this will help better design and orient their interventions; and • send their written remarks to STATAFRIC within one week.	

3.2. Preparation Stage

Environmental and Social Instruments have been prepared and distributed through the various communication avenues to solicit opinions and views of stakeholders on how best to undertake the project and manage the potential impacts through the indicated channels (Table 2).

3.2.1 Summary of Program Stakeholder Engagement Workshop

The African Union Institute for Statistics (STATAFRIC) held stakeholder consultations for the project for the development of Statistics for the East African Region, on 18th November 2021. The consultations were held with the Members of Executive Committee of SHaSA2 comprised by the SHaSA2 coordinators of 55 AU Member States. The workshop brought together a total of **27 participants** across the continent of Africa. See attached the list of participants and the detail of workshop note in Annex-2- and Annex- 3- below.

The participants welcomed very well the project as in line with the implementation of SHaSA2; besides, the participants agreed that this project will improve the production of Statistics in Africa. In addition, the concern of the stakeholder engagement inclusiveness was discussed very briefly. To address the concern of inclusiveness the stockholder engagement, the participant agreed on the following recommendations.

i). STATAFRIC should involve very well the Statistics Department/Unit of the sectorial ministry in the implementation of the project in addition to National Statistics Office.

ii). Committee of Directors General of National Statistics Office (CoDGs), Executive Committee of SHaSA2, Specialized Technical Group will be the forum for the future stakeholder consultations for this project.

iii). STATAFRIC would set up a steering Committee for the implementation of the project. The detail of the consultation note is annexed below.

Finally, the participants underlined the need of putting in place a proper monitoring and evaluation system for the proposed project.

3.3. Plan for Engagement

The plan presented in Table 2 for when engagement is needed during the implementation of the Project and will be reviewed and updated throughout the lifecycle of the Project. During this process the focus and scope of the SEP may change to reflect the varying stages of project implementation and to encompass any changes in project design and lessons learnt from previous phases of the Project.

Table 2: Stakeholder Engagement Plan

Objectives	Target Stakeholders	Messages/ Agenda	Means of Communication	Schedule/ Frequency	Responsibility
PROJECT PREPARATION					
1. To present the project and get stakeholders inputs on the following draft instruments: • Stakeholder Engagement Plan (SEP) • Environmental and Social Commitment Plan (ESCP)	Representatives of implementing institutions and agencies Regional and Government Agencies	a.) Present the Project – objectives, rationale, components, benefits and beneficiaries, implementation arrangements. b.) Indicative implementation schedule and period, project contacts. c.) Describe Grievance Redress Mechanism (GRM). d.) Present stakeholders identified and describe approach to stakeholder engagement. e.) Sets out measures, actions, plans, and	Correspondence by phone/email Memos Meetings (virtual) Letters Telephone	One off activity as part of project preparation	The AUC

Objectives	Target Stakeholders	Messages/ Agenda	Means of Communication	Schedule/ Frequency	Responsibility
2. To disclose finalized Environmental and Social Instruments	Regional and Government Agencies Consultants	• Email message to advise Stakeholders of disclosure and where to access the disclosed documents. Advertisement in the Newspaper • Disclosure of Project documentation in a culturally appropriate and accessible manner	Upload on websites Email copies to key individuals and organizations	One-off and re-disclose whenever there is any significant revision.	The AUC
THROUGHOUT THE PROJECT					
3. Engagement and Information dissemination (quarterly, annual progress reports)	Project affected parties OIP	General information on project, activities Updates to Project Instruments Inputs into Project Activities Grievance Mechanism	Posting Information on leaflets During meetings focus groups. One to one meeting	As needed to establish intervention	AUC Secretariat Technical Specialists Environment and Natural Resources Office
4. Contact with Environmental and Social Project Management Experts	OIP	Maintain website with contact box for people to submit questions.	Websites Phone	Continuous	Environment and Natural Resources Office

3.4. Stakeholders Engagement Techniques

Engagement techniques are the different methods through which stakeholders will be contacted and involved to ensure input and participation throughout the project life cycle. These methods will incorporate information disclosure strategies to increase access to information on the project. Publicly disclosing information will motivate and enhance the project performance. During implementation, when new activities are being developed engagement will be undertaken to inform the development of the TA activities. Different engagement methods are proposed and cover different needs of the stakeholders.

1) Structured Agenda - This agenda is prepared based on the project component/ subcomponent under consultation. Using a focused agenda will ensure that key strategic and risk items can be discussed with decision-makers and influencers to mitigate risk proactively. This tool will be used with both PAPs and other interested parties.

2) Focus Group Meetings/ Discussions - Focus groups will bring together stakeholders with common characteristics to discuss specific topics or project components. Which may include specific issues touching on NSOs, common challenges to access of information in the area and ways of enhancing access and overall data accuracy and currency.

3) Consultations - Will aim at identifying and discussing stakeholder concerns and to disclose project information. The consultations will, wherever feasible, make use of local languages and be accessible (location, time, open invitation etc) in order to reach a broad range of groups and individuals, and will ensure inclusion of both gender and vulnerable groups.

4) Formal meetings - These meetings are focused to identify and discuss specific stakeholder concerns and to disclose project information. Participation in these meetings will be influenced by the issues under consideration and will include adequate representation of women as well as other marginalised and vulnerable people where possible.

5) One-on-one interviews – The interviews will aim to give chance to individuals to air concerns on project and will involve PAPs and OIPs depending on the issues to be addressed. Such meetings will be available to all relevant stakeholders.

Table 3:Stakeholder Engagement and Techniques

Stakeholder group	Specific needs	Language	Means of communication	Timing	Resources required
Government ministries in the 55 AU Member States	Implementation role	English	Correspondence by phone/email, meetings	During implementation – input into all project activities	Human and material
Civil Society Organizations	Inclusion in the decision-making processes	English	Correspondence by phone/email, meetings, Roundtable discussions	During implementation – input into relevant project activities	Human and material
Academia	Inclusion in the decision-making processes	English	Correspondence by phone/email, meetings, Roundtable discussions	During implementation – input into relevant project	Human and material

				activities	
Media	Information dissemination and outreach	English	Correspondence by phone/email, meetings	During implementation	Human and material

3.5 Engagement with Disadvantaged or Vulnerable Groups and Vulnerable People.

There are several vulnerable groups and people within the implementing partner states and who will be required to participate in stakeholder engagement activities these include communities that meet the criteria of ESS7 (indigenous People/ Sub-Saharan African Historically Underserved Traditional Local Communities) youths, women and individuals with low literacy levels, students, and persons with disabilities. These groups are at risk of exclusion from consultations and at risk of harm from poor project design or less likely to be able to access project benefits. Limitations related to participation include:

- limited representation or lack of opportunity to express self
- Fear of expressing themselves.
- Language and technology barrier;
- Transport limitations.
- Nature of the disability; and
- Cultural limitations.

The vulnerable groups normally rely on representatives, for information. Representatives of the various groups will be identified by every participating partner state for engagement. Invitations for the consultations shall be made accessible in good time and with adequate information on the agenda to allow for meaningful participation of a broad range of stakeholders.

Consultations will be made at time and places that are suitable for participation by the identified groups including women, youths and other. the services to be offered to ensure an inclusive participation and consideration of concerns of the various groups will be based on identified communication needs and may include the following services: translation into appropriate language, sign language, large print or Braille information; accessible venues for events; consultations in culturally appropriate manner and convenient venues and timing; small, focused and short meetings where vulnerable stakeholders are more comfortable asking questions or raising concerns.

CHAPTER 4

4.0 RESOURCE IMPLEMENTATION ARRANGEMENTS OF THE SEP

4.1 Human and Budgetary Resources

The Project Implementation Unit and AUC Environmental and Natural Resources Department will oversee managing and implementing the Stakeholder Engagement Plan. The project will facilitate the team to effectively perform and deliver. Adequate resources will be provided to facilitate the required stakeholder engagement and implement the GRM. Both human and material resources will be required to implement the plan at all levels.

4.1.1 Human Resources

The AUC have environmental and social officers who will be responsible for observation and monitoring of all project components that will be undertaken by project implementing institutions; and will report results of this monitoring to the World Bank.

4.1.2 Budgetary Resources

AU/STATAFRIC has allocated total budget **500,000 USD** for Stakeholder Engagement (including grievance management) for the Project for the Development of Statistics for the East African Region. This budget is estimated for face to face and online meeting. Each year, STATAFRIC will hold two meetings (one face to face meeting and one virtual meeting) of Executive Committee of SHaSA2 as Stakeholders Consultation for the implementation of the project. This budget will cover the meeting of steering committee of the project and assist AUC to set up a Continental Steering Committee to coordinate the various project of World Bank Project on Statistics (ECOWAS, EAC, SADC, ECCAS, CEMAC etc). The Steering Committee will be co-chaired by STATAFRIC and World Bank.

<center>**CHAPTER 5**</center>

<center>**5.0. Grievance Redress Mechanism (GRM)and System**</center>

5.1. Grievance Redress Mechanism (GRM)

5.1.1 Objective of the GRM

The objective of this GRM is to address and resolve any project related issues and concerns promptly and effectively, in a transparent manner that is culturally appropriate and readily accessible to all project-affected parties and interested parties, at no cost and without retribution. The GRM, process, or procedure does not prevent access to judicial or administrative remedies.

Grievances may take the form of specific complaints about actual damages or injury, general concerns about project activities, incidents and impacts, or perceived impacts. The project provides a grievance redress mechanism that would provide opportunity for all stakeholders to report and seek redress for project related complaints.

5.1.2 Structure of the GRM

The structure of the GRM follows the organizational arrangement of the HISWA-AU project shown below.

The implementing agency of the project is the African Union Commission (AUC) with its Head Quarters (HQ) in Addis Ababa, Ethiopia and the technical implementing agency of the project will be the African Union Institute for Statistics (STATAFRIC) which is under the Office of Strategic Planning and Delivery (previously under the Department of Economic Affairs). STATAFRIC is based in Tunis, Tunisia and will house the Project Implementation Unit (PIU), comprising a Project Coordinator, Procurement Specialist and Financial Management Specialist. The Project Implementation Unit and AUC Environmental and Natural Resources Department will have overall responsibility for the day-to-day implementation of the of the project, including management of the GRM.

5.1.3. Procedure for the GRM

Information about the GRM will be publicized as part of the initial programme consultations and disclosure in all the participating agencies. Brochures will be distributed during meetings, training, workshops. Information about the GRM will also be posted online at the AU website and STATAFRIC website. The overall grievance resolution framework will include five steps described below. A flow chart outlining the main actions and decision points is also shown in figure 2.

Step 1: Receipt of complaint

- A verbal or written complaint from any individual or group will be received by the project coordinator, and complaint will be recorded and kept.
- Grievances may be lodged by a variety of different means, including direct reporting in person, by phone calls, by mail or on the web, WhatsApp, etc.

- All grievances will be recorded on a standard Grievance Form which will include the date recorded, the name of the complainant and the name of the person that received the grievance and details of the grievance.
- All complainants will be required to complete (or assisted to complete) a grievance form and grievances will be logged in a grievance log file.
- The Grievances would also be lodged at any time directly to the office of the project coordinator.

The process for lodging a complaint is outlined in the diagram below:

- Project coordinator receives complaint(s) and records it in log sheet.
- Project coordinator reviews the recorded complaint.

All incoming inquiries and grievances will be reflected in a dedicated grievance register and assigned an individual reference number. The grievance register will also be used to track the status of an inquiry/grievance, analyse the frequency of complaints arising, their distribution, typical sources and causes of complaints, as well as to identify prevailing topics and any recurrent trends.

Step 2: Determination of corrective action

- A grievance can be solved at this stage. The project coordinator will determine corrective action in consultation with the person who lodged the grievance. Remedial action(s) and timeframe within which decision must be made, and the party responsible for implementing them must be recorded in the complaint log.
- Grievances will be resolved, and status reported back to the person or entity that lodged the complaint **within a week**, depending on the priority and severity of the issue. If more time is required, this will be communicated clearly and in advance to the affected entity or individual. For cases that are not resolved within the time stipulated, detailed investigations will need to be undertaken and results would be notified within **one month** from lodging a grievance. Once a complaint has been investigated, a letter will be sent to the complainant, explaining the outcome of the investigation and the proposed course of action to resolve the grievance.

- The grievance beyond the capacity of the project coordinator, or if the project coordinator himself/herself is the reason of the complaint, the case will be communicated to a higher level; in this case the Office of Strategic Planning and Delivery at the African Union will be responsible to investigate the case and provide final decision and feedback as indicated on the diagram of grievance management mechanism indicated below.

Step 3: Grievance Examination and Propose Response.

- In addition to the immediate written or verbal submission of the grievances, further private discussion with complainant will be made personally or over the telephone (audio/video) to have clear understanding and get proper sense of the issue. The proposed corrective action and the timeframe in which it is to be implemented would also be discussed to proceed with the corrective action required to explain the results of the investigation and the proposed course of action.

Step 4: Grievance Closure

- If the complainant is satisfied that the complaint has been resolved, he/she will be required to sign a statement confirming that the complaint has been resolved. If the complaint has not been resolved by mutual agreement, a re-assessment may be undertaken if new information becomes available in support of the claim/complaint.

- If the complainant is still not satisfied with the resolution, the grievance will then go into mediation. If applicable, the grievance committee will monitor the implementation of the resolution and the claimant's satisfaction with this implementation. Resolution and sign-off on the grievance captured will be noted in the grievance issues database. All grievances, regardless of their status, will be kept since it will provide proof in case of litigation.

Step 5: Appeal

- Unresolved grievances will be investigated by a grievance committee formed at the AUC Grievance Redress Panel. This panel will only meet to resolve problems that cannot be resolved during steps one to four.

5.1.4 The GRM on Addressing GBV

The established GRM will also receive GBV/ sexual exploitation, abuse, and harassment (GBV/SEA/SH) related complaints of the project, communicate through referral systems as necessary with stakeholders and authorities who are working on the cases and work on provision of response and follow up on the outcome. Special attention will be given to SEA/SH grievances (marked as confidential) to ensure confidentiality and the survivor will be given the options to seek legal redress, health care or psycho-social support as per their preference.

AUC STATAFRIC will develop and implement GRM guideline with detail information about the procedure, timing, referral system. The guideline will establish a clear and safe SEA/SH/SRGBV reporting protocol and referral system that facilitates safe access & referrals, handles data confidentially and defines accountability mechanism to handle SEAH allegations properly. AUC will use a simple, anonymous, and confidential tracking system that GRM can use to document when they observe/support and refer GBV incidents.
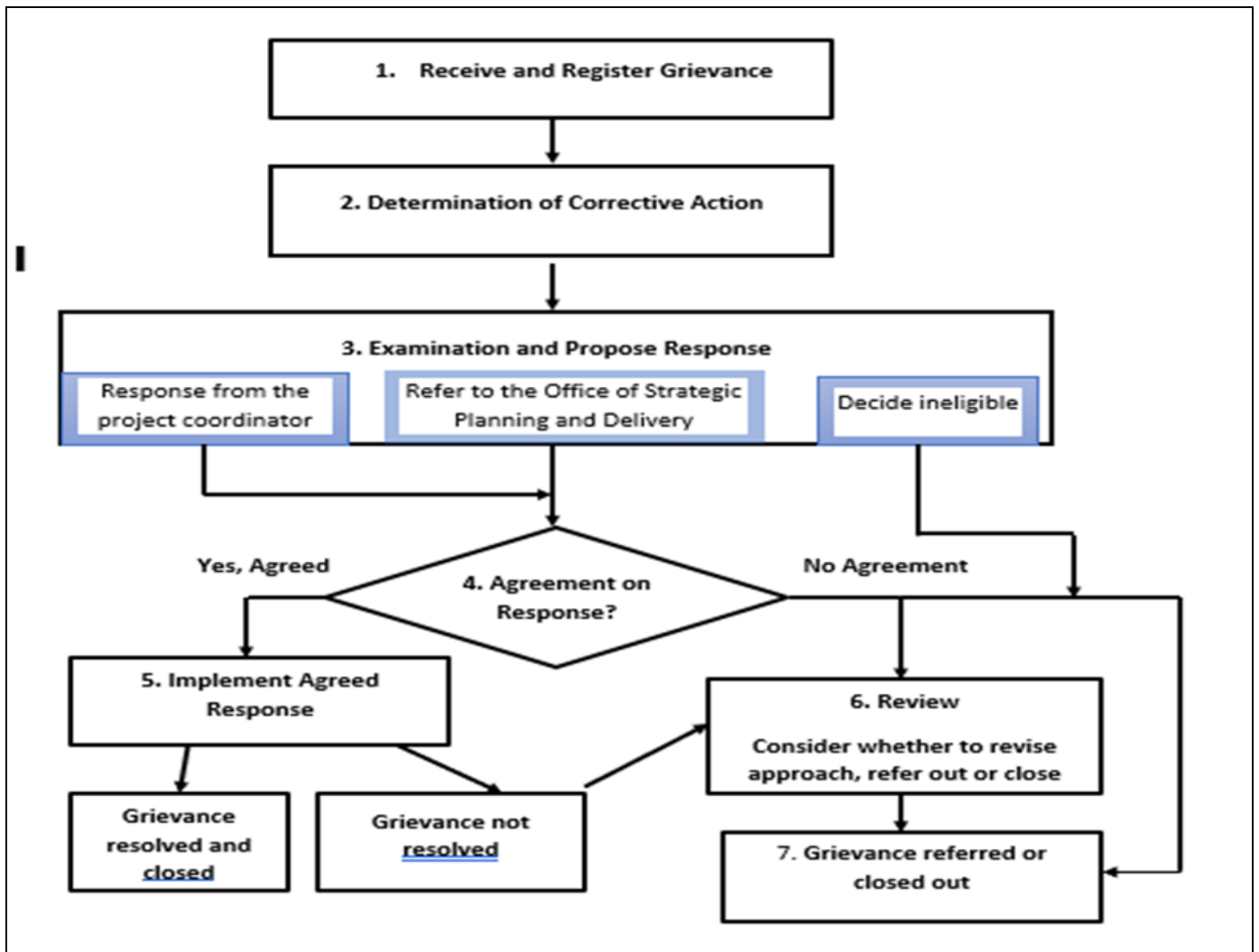
Figure 1: GRM Procedures and Sequences

5.1.5 Monitoring

Effectiveness of the GRM should be monitored on regular basis. This is important because it helps find solutions to challenges as they arise and dealing with them promptly. Some of the measures put in place for this include a quarterly report on the number of grievances received, those resolved and the ones outstanding to ensure there is a continuous flow of the project. This will be undertaken and reported to PIUs. As part of stakeholder engagement and consultation, involving the views of the stakeholders for whom the Grievance Mechanism is designed will be part of PIU Monitoring.

5.2 African Union Commission Grievance Panel/ Committee

The Africa Union Commission values the notion of fairness and justice and it imperative that it creates an atmosphere where staff are confident that their grievances will receive a prompt and fair hearing. In its commitment to creating an enabling environment for aggrieved staff to file complaints and receive a fair hearing, the Commission inaugurates Grievance Panel on January 15, 2020 at the AUC Headquarters Addis Ababa – Ethiopia. Representatives from of the Legal Counsel and Staff Association are constituting members of

the Panel. In addition to finding solutions to staff grievances, a grievance committee formed at the AUC Grievance Redress Panel will investigate unresolved grievances of the Grievances Redress Mechanisms(GRM).See(https://au.int/sites/default/files/pressreleases/37967-pr-grievance_panel_inauguration_2020.edited_1.edited.pdf).

CHAPTER 6

6.0. STAKEHOLDER ENGAGEMENT MONITORING AND EVALUATION

Inclusive and participatory monitoring and evaluation is also necessary to minimize misconceptions and misunderstandings about the programme and maintain a positive perception about the programme and projects.

Stakeholder Engagement monitoring will entail collecting data, assessing the level of engagement and using insights from the data collection to adjust strategies and tactics for engaging effectively with stakeholders. This will be responsibility of PIU at the secretariate in collaboration with NSOs in the partner states.

Monitoring will verify:

i). The socio-economic and environmental impacts of the programme, if any; and

ii). compliance and effectiveness of the SEP and the ESCP and application of the recommended standards including stakeholder engagement and implementation of the grievances/complaint's mechanism.

Annual reviews of the project and the implementation of the safeguards will be conducted at the end of each year. The compliance assessment and performance review reports will be produced by the PIU and will be used as a monitoring and review tool to track effectiveness. In the review process, the PIU and partner states will play the lead role in coordinating the process with key stakeholders.

6.1 Monitoring and Evaluation

The programme will establish and maintain a database and activity file detailing public consultation, disclosure information and grievances collected throughout the program, which will be available for public review on request. Stakeholder engagement shall be periodically evaluated by the PIU. The following indicators will be used for evaluation:

i). Bi-annual grievances received by type of grievance, speed of resolution and how they have been addressed; and

ii). Level of involvement and participation of stakeholders including project affected people (disaggregated by gender and vulnerable groups).

iii). Incidents and accidents

6.2. Reporting

The PIU will prepare and regularly avail important information on project status to stakeholders (based on information need) including project implementation progress, actions on commitments made to various stakeholders and any new or corrected information since the previous report. Table 4 outlines some of the reports, target audience, method of correspondence and timelines

Table 4: Methods and frequency of reporting to stakeholders

Reporting Party	Reporting Method	Stakeholder	Reporting Information	Frequency
Project Implementation Unit (PIU)	• Official Correspondence • Correspondence by email or postal mail • Website and social media	• Ministries & Agencies • NSAs	• Project progress • Plans for next steps • Issues and changes	Quarterly

6.3. Stakeholder Monitoring Plan

Stakeholders' engagement plan shall be developed and implemented in the project, and shall aim at identifying the key stakeholders, their roles in the program, and form and frequency of engagement over the project cycle. Further, monitoring will be done to assess overall progress in implementation, and if implementation is as per the plan, any challenges and lessons learnt in the process of implementation and possible corrections. The monitoring results will be made available to the stakeholders for review and comments in an accessible place, mainly at the project level for transparency

Table 5: Stakeholder Monitoring Plan- SEP.

No.	Program Phase	Type of Stakeholder	Consultation Method	Expected Outcome	Monitoring Indicator
1.	Planning and Assessment	Implementing institutions	meetings, Information Education and Communication (IEC) Materials	Full participation of Institutions on design and implementation	Report of the meetings
		Beneficiaries, Vulnerable individuals	IEC Materials, meetings	Extends program knowledge to beneficiaries	disseminated IEC materials
		Ministries of partner states, Development Partners (DPs)	Information sharing, meetings, workshops	Attain needed support from other stakeholders, systematic engagement of stakeholders	No of consultations, Report of the meetings
		ALL	Publication of environmental and social documents in the website	Informed all interested parties on the activities to be undertaken	Documents published on the website No. accessing the documents on the site
2.	Implementation phase	implementing institutions	IEC Materials, meetings	Full participation on design, implementation and participatory monitoring	disseminated Information Education and Communications (IEC) materials, implementation reports
		Participants, Vulnerable individuals	IEC Materials, FGD, meetings	Full participation of community on Program design, implementation and monitoring.	Minutes of FGD, disseminated IEC materials
		DPs	Meetings	Provide needed support to Program design, implementation and participatory monitoring	Report from meetings, missions executed

7. ANNEXES

Annex 1: List of Stakeholders to be Engaged
Stakeholders

<u>Regional</u>

1. African Union Commission (AUC)
2. Africa Union Institute for Statistics (STATAFRIC)
3. 55 AU Member states

<u>National level</u>

1. National Bureaus of Statistics (NSOs)
2. Statistics Department of Sectoral Ministries of all AU 55 Member States
3. Central Banks of the Partner States (Research department)
4. Revenue Authorities of the Member States, (Statistics Department/unit)
5. Ministries responsible for Finance
6. Ministries responsible for Agriculture (Planning Department)

<u>Other Institutions</u>

1. Investors and traders
2. Academic institutions
3. Civil societies and organizations
4. Media
5. Donor community and international org
6. AU Community Members
7. Service providers (Conference facilities, air travel,)
8. Consultants

Annex- 2- Program Stakeholders Engagement Workshop Note

The African Union Institute for Statistics (STATAFRIC) held Stakeholder's consultations for project for the development of Statistics for the East African region, on 18th November 2021. The consultations were held with the Members of Executive Committee of SHaSA 2 comprised by the SHaSA 2 coordinators of 55 AU Member States. The workshop brought together a total of **27 participants** across the continent of Africa. See attached the list of participants.

The workshop was started by brief explanation of the proposed project and it was followed by detail presentation and discussion. The presentation contains detail information about project overview including result areas and components, identified potential environmental and social risks and impacts of the project with proposed mitigation measures, the proposed draft stakeholder's engagement plan with the GRM procedures and implementation and monitoring arrangement. After the presentation the participants were discussed based on the following guiding questions:

1. Do you have any concerns about how the project identified environmental and social risk and impacts?
2. Are the proposed mitigation measures appropriate and proportionate to the risks and impacts?
3. What do you think about the identified stakeholders of the project?
   Is there any missed individual /group /organization stakeholders relevant to the program?
4. Are the identified stakeholder engagement mechanisms suitable for your organization use or take part in?
   Are they sufficient to engage stakeholders effectively?
5. Are the identified means of communication does suitable for your organization?
   Are they sufficient to engage stakeholders effectively?
6. Do you think the proposed GRM system is accessible for project affected persons/ groups?
7. Do you have general recommendation to improve the proposed stakeholder engagement plan?

Conclusion and Recommendation from the Stakeholder Engagement Workshop

The participants welcomed very well the project as in line with the implementation of SHaSA2; Besides, the participants agreed that this project will improve the production of Statistics in Africa. In addition, the concern of the stakeholder's engagement inclusiveness was discussed very briefly. To ensure the concern of inclusiveness the stockholder engagement, the participant agreed on the following recommendations.

i.) STATAFRIC should involve very well the Statistics department/Unit of the sectorial ministry in the implementation of the project in addition to National Statistics Office.

ii.) Committee of Directors General of National Statistics Office (CoDGs), Executive Committee of SHaSA 2, Specialized Technical Group will the forum for the future stakeholder's consultations for this project.

iii.) STATAFRIC would set up a steering Committee for the implementation of the project.

iv.) Participants wanted legal data security considerations to protect how data produced will be disseminated across countries for the continental benefit. STATAFRIC informed the participants that under HISWA Project, STATAFRIC is developing Code of conduct on Security and Confidentiality of Data. Code of conduct on Security and Confidentiality of Data will be based of African Charter on Statistics and also United Nations Fundamental Principles of Official Statistics; There is will a support to countries to develop a National Code of Conduct on Security and Confidentiality of Data based on their National Statistical Law.

v.) Participants suggested harnessing thematic technical working groups for stakeholder engagements. STATAFRIC informed the meeting that under the Strategy for the Harmonization of Statistics in Africa

(SHaSA 2), there are 18 Specialized Technical Group (STG), which are responsible to drive the harmonization process in various domain (National Account, Trade, Price, Poverty, etc…). As per the recommendations, of SHaSA, the Member of the STG (AU Member States, RECs and STATAFRIC) should meet at least twice a year. STATAFRIC will take the opportunity of the meeting of those 18 STGs, to organize some regular Stakeholders consultations for the project;

vi.) Participants sought clarification on the extend to which all countries will benefit under the program. STATAFRIC and World Bank informed the meeting despite the fact than the current beneficiaries of the project are 4 East African Countries (Ethiopia, Kenya, Rwanda and Tanzania), East African Community Secretariat and STATAFRIC, the implementation of the project will not be limited to the four Countries. As STATAFRIC is specialized technical agency of the Continental body (African Union Commission), the actions of the project will cover all the 55 AU Member States.

Finally, the participants underlined the need of putting in place proper monitoring and evaluation system for the proposed   project.

Annex -3: List of participants

	Name	Country	Email
01	Jean Elvis MOBOULA	Congo	
02	Gillis Binoutiri GOGAN	Benin	
03	NWABISA MAYA	South Africa	
04	Adnaan Elmagedoob	Libya	
05	Selamawit Mussie Mekonnen	STATAFRIC	
06	Efua Anyanful	Ghana	
07	Francis Nyarkoh Larbi	Ghana	
08	Mukesh Dawoonauth	Mauritius	
09	Leila Ben Ali	STATAFRIC	
10	Paulina Ofori-Adu	Ghana	
11	Abdul Rahman Issaka	Ghana	
12	Ampeh Yvonne Cynthia	Ghana	
13	Henry Osoro	Ghana	
14	Jackie KABWE	DRC	
15	Hamid ZIDOUNI	Algeria	
16	djanie djanie	Ghana	
17	Abdul Rahman Issaka	Ghana	
18	Tharcisse NZASINGIZIMANA	Rwanda	
19	Deborah Ashong	Kenya	
20	Isaac Odoom	Ghana	
21	ROSEMARY CHEPKOECH	Kenya	
22	Vital HABINSHUTI	Rwanda	
23	Sarah Omache,	Kenya	
24	Renice Bunde	Kenya	
25	Chalie Mengistu	World Bank	
26	Obert Pimhidzai	World Bank	
27	Toumane Balde	Guinea Bissau	
28	Samson Bel-Aube NOUGBODOHOUE	STATAFRIC	

Annex-4- Stakeholder Engagement Online Survey Questionnaire

Background

African Union Institute for Statistics (STATAFRIC) is one of the Program implementing agency of the proposed Regional Statistics Program-for-Results program with Technical Assisatnce IPF Components.

The project development objective is supporting the implementation of the Strategy for Harmonization of Statistics in Africa 2017 – 2026 (SHaSA2) for by strengthening the harmonization, quality, production, timely dissemination and use of core economic and social statistics through the Continental Statistical Programme (CSP). The program will be financed by the World Bank Group.

Meaningful stakeholder engagement throughout the project cycle can make a significant contribution to successful project design and implementation and improve the environmental and social sustainability of projects. To this end, STATAFRIC) is deploying variety of methods to engage with its stakeholders and this online survey is one of the approaches applied to provide an information about the proposed project, to collect opinions/views from stakeholders and establish clear foundation for future meaningful engagement.

Instruction /Direction
Respondents to the Survey are kindly requested to:

1. provide their contact details for follow-up in case clarifications are needed.

Organization		
Respondent(s) name(s)		
Position(s)		
Phone number		E-mail

NB: Responses are **confidential** and will only be treated quantitatively and qualitatively for the analysis; respondents and their organizations will <u>not</u> be quoted directly in the final report.

2. respond on behalf of their organization (i.e., institution, company, association, etc.)
3. Fill in the questionnaire before **Nov 21 April** for the members of the AUC/STATAFRIC, available online at: ……………………

Contact Bel-AubeN@africa-union.org/............. in case of doubt or questions on the questionnaire.

Addressing thoroughly all the questions requires roughly **half an hour.** *Thank you in advance for giving **High priority** to answer this questionnaire*

QUESTIONNAIRE
Mapping stakeholders

How would you identify your organization/ yourself in this AUC stakeholder category?

Category of stakeholders	tick only one box
a) Direct beneficiaries i). National Statistics offices in all 55 AUC Member States ii). Other members of the National Statistical Systems (NSSs) iii). Statistics Department of Sectoral Ministries of all 55 AU Member States	☐ ☐ ☐ ☐

b) **Indirect beneficiaries** i). Statistical data producers ii). Statistical data suppliers iii). Statistical data users	☐ ☐ ☐ ☐
c) **Other Interested Parties including –** i. Civil Society Organizations (CSOs), ii. Non-governmental Organizations and iii. Community Based Organizations), and iv. Academia v. Others Other, specify	☐ ☐ ☐ ☐ ☐
d) **Vulnerable Groups**	☐

8. *At which territorial scale/Geographic area does your organization primarily intervene?*

Scale	Please tick as many as apply .
International level	☐
Continental level	☐
National/Federal level	☐
Regional / provincial / state level	☐
Community level	☐
Other, specify	☐

9. *What is your organization's experience with stakeholder engagement?*

Please tick the relevant box for each option.

No experience	Very limited experience	Some experience on an *ad hoc* basis	Extensive experience
☐	☐	☐	☐

10. *How do you rate your organization interaction with AU STATAFRIC as a stakeholders?*

Please tick the relevant box your option.

Always or very frequently	Often	Sometimes	Never or very rarely
☐	☐	☐	☐

Impact on the project and degree of stakeholder engagement

11. *How do you rate your organization interest and impact for the proposed project?*
Please tick the relevant box for each option.

1. Interest for the project			2. Impact for /by the project	
Low	**Medium**	**Moderate**	**Direct**	**Indirect**

☐	☐	☐	☐	☐

Stages of stakeholder engagement

12. *At which stage of a statistics project does your organization usually get involved?*
Tick the relevant box for each option

Stage of development	Always or almost always	Often	Sometimes	Never or very rarely
Project Preparation	☐	☐	☐	☐
Throughout the project lifetime	☐	☐	☐	☐
Other – please specify:	☐	☐	☐	☐

Mechanisms for stakeholder engagement

13. *Which of the following stakeholder engagement mechanisms does your organization use or take part in?*

Mechanism	tick as many as apply
Meeting of the Executive Committee (EC) of SHaSA 2	☐
Decentralized assemblies	☐
Consultations	☐
Workshops / Fora	☐
Meetings (formal, informal)	☐
Expert panels	☐
Focus groups	☐
One to one interview	☐
Other – please specify:	☐

14. *Are the above-listed mechanisms sufficient to engage stakeholders effectively?*

Yes	☐
No	☐

14.a. **If not, what is missing?** Please fill in the box below and provide concrete examples.

Means of communication for stakeholder engagement

15. *Which of the following means of communication does your organization use or take part in?*

Means of Communication	Please tick as many as apply
Web-based communication technologies (online platforms, email, social media, websites etc.)	☐
Traditional media (newspaper, newsletter, TV, Radio.)	☐
Upload on websites	☐

Correspondence by phone/email		☐
Memos and Letters		☐
Other – please specify:		☐

Conditions for success for stakeholder engagement

16. *Which of the following conditions do you think are the most important for effective engagement of your organization as a stakeholder?*

Condition for success	Please tick all applied
Ability of those engaged in the process to take decisions	☐
Financial resources to support the process and outcomes	☐
Clarity of goals of stakeholder engagement and means to achieve them	☐
Human resources to ensure proper engagement (staff, skills, expertise, capacity development)	☐
Sufficient time to manage the process and contribute effectively	☐
Infrastructure in place to ensure effective engagement (space, technical support tools)	☐
Quality and accessibility to information on issues and process	☐
Willingness to contribute of other stakeholders (sense of community, trust)	☐

Others

17. Does your organization have regular reporting obligations to STATAFRIC?

Yes	☐
No	☐

18. *Please, provide any additional information, comment, view you want to share with the project leaders.*

Thank you for taking the time to answer this questionnaire

Kindly inform Bel-AubeN@africa-union.org and …………….. that you have completed the questionnaire.

Annex -5- Grievance reporting forms/incident and accident registers grievance resolution form

GRIEVANCE RECEIPT AND RESOLUTION FORM

Grievance/Complaint Registration Number………………….…………. Date……………

A. COMPLAINANT

1. **Important information of the Complainant**

First Name .... Middle Name .... Last Name: ....

Occupation: ....Tittle...

Address: ....…

Mob. Phone...................................... E-mail: …………...

2. **Who is complaining?**

   i.   Project Affected Persons (PAPs)...........

  Specific PAPs are:

- Institution staff.............................
- Student ....
- Representative of complainant…………………………………….
- Others ....

   ii.   Technicians ....

B. EXPLANATION OF THE GRIEVANCES

1. Source of Grievance/Complaint...…

2. Brief explanation of the Grievance/Complaint emanating from the project implementation....

  ....
  ....

3. Event/person being complained about

  …...
  ....

4. Place where the event occurred ....Date of the event ....

5. Have you ever filed the same grievance before? ....Yes............. ....No...........

C: LODGING THE GRIEVANCE/COMPLAINT

1. Method used to lodge the grievance/complaint

     Letter   Phone   Face to face   E-mail

  Others (Mention)..

2. Name of Person registered and filed the complaint

Name…………………………………….   Position………………………….
Date………………………….

3. Agreed time frame for feedback on the processed grievance/complaint:

   (a) Immediately   (b) Three days   (c) One week   (d) Two weeks

GRIEVANCE/COMPLAINTS RESOLUTION

1. Date of conciliation session...

2. Was the complainant present?   **Yes**   **No**

3. Was field verification of complaint conducted?   **Yes**   **No**

4. Findings of field investigation

   ………………………………………………………………………………………………………
   ………………………………..
   ………………………………………………………………………………………………………
   …………………………………………

5. Summary of Conciliation Session

   ………………………………………………………………………………………………………
   …………………………………………

6. Was agreement reached on the issues?   **Yes**   **No**

7. If agreement was reached, give the details of the agreement

   ………………………………………………………………………………………………………
   ………………………………………..
   ………………………………………………………………………………………………………
   …………………………………………

8. If agreement was not reached, specify the points of disagreement and promise given to the client
   ………………………………………………………………………………………………………
   ………………………………………….
   ………………………………………………………………………………………………………
   …………………………………………

Signed (Arbitrator/ Complaints handling Officer-GHO): …………………………...…Date......................

Signed (Complainant)...Date..

Signed (Independent Observer) ....Date...