



Hashemite Kingdom of Jordan



MINISTRY OF  
WATER AND IRRIGATION

**Ministry of Water and Irrigation**

**Jordan Water Sector Efficiency Project**

**Stakeholder Engagement Plan**

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## Acronyms

<b>CBO</b>	Community-Based Organization
<b>E&amp;S</b>	Environmental and Social
<b>EE</b>	Energy Efficiency
<b>EEF</b>	Energy Efficiency Fund
<b>EHS</b>	Environment, Health, and Safety
<b>EIA</b>	Environmental Impact Assessment
<b>E&amp;S</b>	Environmental and Social
<b>ESF</b>	Environmental and Social Framework
<b>ESHS</b>	Environmental, Social, Health and Safety
<b>ESS</b>	Environmental and social standards
<b>ESSA</b>	Environmental and Social Systems Assessment
<b>EU</b>	European Union
<b>FSR</b>	Financial Sustainability Roadmap
<b>GIS</b>	Geographic Information System
<b>GIZ</b>	German Agency for International Cooperation
<b>GoJ</b>	Government of Jordan
<b>GM</b>	Grievance Mechanism
<b>GRS</b>	Grievance Redress Service
<b>IFC</b>	International Finance Corporation
<b>ILO</b>	International Labor Organization
<b>IPF</b>	Investment Project Financing
<b>JVA</b>	Jordan Valley Authority
<b>LO</b>	Liaison Officer
<b>LA</b>	Land Acquisition
<b>LS</b>	Load-Shifting
<b>MoA</b>	Ministry of Agriculture
<b>MoEnv.</b>	Ministry of Environment
<b>MoL</b>	Ministry of Labor
<b>MOPIC</b>	Ministry of Planning and International Cooperation
<b>MoS</b>	Ministry of Social Development
<b>MoTA</b>	Ministry of Tourism and Antiquities
<b>MWI</b>	Ministry of Water and Irrigation
<b>NGO</b>	Non-Governmental Organization
<b>NRW</b>	Non-revenue water
<b>OHS</b>	Occupational Health and Safety
<b>OIP</b>	Other interested parties
<b>PAD</b>	Project Appraisal Document
<b>PAP</b>	Program Action Plan
<b>PBC</b>	Performance Based Contract
<b>PPE</b>	Personnel Protective Equipment
<b>PV</b>	Photo-voltaic
<b>SEP</b>	Stakeholder Engagement Plan
<b>TOR</b>	Terms of Reference
<b>ToU</b>	Time of Use

<b>UNDP</b>	United Nations Development Program
<b>USA</b>	United States of America
<b>USAID</b>	U.S. Agency for International Development.
<b>WAJ</b>	Water Authority of Jordan
<b>WB</b>	World Bank

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# 1. Introduction

## 1.1 Project Description

Jordan is one of the most water scarce countries in the world, which poses severe limits on both agriculture and water supply to cities. Water resources are concentrated in the northern highlands and the Jordan River Valley, with over 92 percent of the land in Jordan classified as semi-arid or arid and receiving less than 200 mm of rainfall per year. With only 97 m<sup>3</sup> per capita per year, available water is well below the absolute water scarcity threshold of 500 m<sup>3</sup> per capita per year. Jordan has seen its population grow through a combination of organic growth and refugee influxes from 2 million in 1975 to around 10.3 million in 2021 – reducing the amount of water per person available as an economic input. As Jordan’s population has grown and become increasingly urbanized (92 percent in 2021) around half of Jordan’s available water is used for domestic water supply (including industry) and the other half is allocated to agriculture (compared with a global average of 70 percent of water for agriculture).

The project will be part of series of projects (SOPs). This project, namely Jordan Water Sector Efficiency Project, is called SOP1 which will cover the following areas: (1) Loss reduction and service delivery; (2) Energy efficiency and cost reduction; (3) Water security and drought management; and (4) Institutional strengthening for water sector efficiency (5) Contingency Emergency Response. The project is being developed by the Government of Jordan with support from the World Bank. The project objective is to improve the efficiency of water services in Jordan and will be implemented over a 5-year period. The Implementing agencies will be Ministry of Water and Irrigation (MWI), Water Authority of Jordan (WAJ), Jordan Valley Authority (JVA), Miyahuna Water Company, Aqaba Water Company (AWC), and Yarmouk Water Company (YWC).

The SEP will be implemented by the MWI through Environmental and Social Standards Directorate (ESSD) at Project Management Directorate (PMD) / PMU at WAJ as the lead implementing agency of the project.

The SEP will define responsibilities of the other implementing agencies including WAJ, JVA, WCs, and contractors of the project.

## 1.2 Project Components

The proposed Series of Projects (SOP) provides the investment support and long-term approach needed for full implementation of the Water Sector Financial Sector Roadmap and to improve the efficiency and resilience of the water sector. Through the SOP, multiple projects financed by the World Bank contribute to the Government’s objectives to improve efficiency, service delivery and financial sustainability of the water sector. The SOP is expected to be implemented between 2023 and 2032, through three proposed investments beginning with the proposed project, followed by two further investments in sector efficiency. Presentation to the Board of subsequent projects in the SOP will be staggered by approximately 1.5 years, allowing for preparatory works to be carried out in earlier phases. The program is aligned with, and will contribute to, the new Vision for Economic Modernization, Government’s National Strategy for the Water Sector, and Non-Revenue Water Reduction and Energy Efficiency Strategies.

The first project in the series, (SOP1) will focus on improving water sector efficiency. Proposed interventions are grouped around five components:

Component 1. Sustainable non-revenue water reduction. Efficiency will be improved by reducing waste of the available water resources (financial and commercial) and overall improvement in operational systems in the water sector, in support of adaptation to climate change impacts on water availability. The component will be implemented through (i) NRW reduction activities in prioritized areas, nationwide; (ii) Improved systems for sustaining NRW reduction. Identification of sub-projects under this Component will follow a framework approach, where support for specific sub-projects will be agreed after the Capital Investment Master Plan is finalized based on criteria agreed during preparation. Actions will primarily entail rehabilitation activities including network replacement and rehabilitation of pipes, household connections and meter rehabilitation or replacement, network zoning, installation of Supervisory Control and Data Acquisition (SCADA) system and Geographic Information System and other technical actions needed to lay the foundation for NRW reduction at the level of the three water companies in Jordan. This component will also finance the preparatory studies (feasibility, design, environmental and social assessment and management plans, development of bidding documents) required for investments to be implemented by the three water companies. This component will strengthen NRW systems in the country to improve planning, operationalization, and help sustain NRW reduction over time.

Component 2. Increased energy efficiency and reduced energy supply costs. The water sector in Jordan requires significant energy for operation - energy costs represent over half of the water utilities' operational costs - due largely to pumping costs associated with the extraction of deep groundwater, and conveyance of water from the source to population centers. Energy efficiency improvements in the water sector are a national priority for more sustainable management of the water sector in Jordan and will have a direct impact on the financial sustainability of the water sector by reducing operational costs. This component will improve the efficiency of the water sector by reducing energy used, costs, and GHG emissions.. This component will improve efficiency of the water sector by reducing energy used, costs and GHG emissions by (i) improving energy efficiency of existing water systems through pump and generators rehabilitation/replacement, installation of renewable energy system, and (ii) mobilizing policy and operational measures to enable energy load shifting to reduce the cost of energy in the water sector.

Component 3. Drought management and informed water allocation. Given Jordan's extreme water scarcity and frequent and intense droughts, improved water allocation will support different mechanisms to enable efficient and fair management of water shortages. Tools that underpin the assessment of water availability and decision-making related to water allocation, particularly monitoring, and forecasting under drought conditions when water availability becomes increasingly scarce, are necessary to ensure that allocation responds to changing conditions, improving beneficial use. Strengthening institutions responsible for planning and allocation of water at the farm level will increase opportunities for participation and negotiation with different stakeholders to enable a more efficient and fair management of the risks of shortages. Water storage systems play an important role in an efficient response to highly variable precipitation, such as minimizing water spilling water during high-flow years can help maximize its use during drought years and maintaining storage for blending and timing of deliveries of treated wastewater facilitates its use in agriculture. Continued safe and competent operation of storage facilities will underpin an efficient response to variable water availability. This component will strengthen drought management with aims to apply a comprehensive drought risk management approach to increase capacity to monitor, forecast, plan for, and respond to

droughts in the water sector. This component will also support preparation of studies for rehabilitation water storage systems.

Component 4. Project management and implementation support. This Component will focus on project management required to implement this Project and to strengthen systems for the planned SOP.

Component 5. Contingency Emergency Response (\$0 million). A Contingency Emergency Response Component (CERC) with zero allocation will be created and made implementation-ready to allow the GoJ to respond quickly in case of an eligible emergency. The mechanism will be defined in a specific CERC Operational Manual that will clearly outline the triggers, eligible expenditures, procurement thresholds, and procedures for using part of IBRD resources of the project to respond quickly in the event of an eligible emergency.

### **1.3 Purpose of the SEP**

Stakeholder Engagement Plan (SEP) is to provides a framework for appropriate and timely manner consultation and information disclosure for project affected parties (PAPs), and outline the target groups and methods of stakeholder identification, engagement, and the responsibilities of implementing agencies (AIs) in performing SEP activities. . Specifically, SEP serves the following purposes: i) stakeholder identification and analysis; (ii) planning engagement modalities and effective communication tools for consultations and disclosure; (iii) defining role and responsibilities of different actors in implementing the SEP; (iv) defining the Project's Grievance Mechanism (GM) and (v) providing feedback to stakeholders; (vi) monitoring and reporting of the SEP.

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

- Identify the roles and responsibility of all stakeholders and ensure their participation in all stages of the project cycle;
- Establish a systematic approach to stakeholder and citizen engagements that will help to identify stakeholders and build and maintain a constructive relationship with them, in particular project-affected parties;
- Assess the level of stakeholder interest and support for the project and to enable stakeholders' views to be considered in project design and environmental and social performance;
- Promote and provide means for effective and inclusive engagement with project-affected parties throughout the project cycle on issues that could potentially affect them;
- Ensure that appropriate project information on environmental and social risks and impacts is disclosed to stakeholders in a timely, understandable, accessible and appropriate manner and format taking special consideration for the disadvantaged or vulnerable groups;
- Provide project-affected parties with accessible and inclusive means to raise issues and grievances and allow the Project Implementing Entity and its Project Implementation Unit to respond to and manage such grievances.



## 1.4 Stakeholder identification and analysis

### 1.4.1 Stakeholders Identification

In accordance with the World Bank Environmental and Social Standard on Stakeholder Engagement (ESS10), this SEP categorizes the Project's stakeholders into two groups:

- **Affected Parties (APs)** - stakeholders that are directly or indirectly affected or likely to be affected by the project; because of actual impacts (positive and negative) or potential risks to their physical environment, health, security, cultural practices, well-being, or livelihoods. These stakeholders may include individuals or groups, including direct project beneficiaries and local communities. This group may include individuals or groups who may require special engagement efforts due to their vulnerable or disadvantage status, therefore they called Vulnerable or Disadvantage groups. These groups and individuals are who may be more likely to be adversely affected by the project impacts and/or more limited than others in their ability to take advantage of a project's benefits. These specific groups include but not limited to women, persons with disabilities, elder people, children and refugees.
- **Other Interested Parties (OIPs)** - other parties who may have an interest in the project. It refers to: individuals, groups, or organizations with an interest in the project. This group whose interests may be affected by the Project and who has the potential to influence the project outcomes such as regulators, Community Based Organizations (CBOs), Non-Governmental Organizations (NGOs), vocational associations or chambers of trade and industry, women organizations, etc.

Some of the stakeholders fall within both categories of stakeholders, such as municipalities and Ministry of Public Works and Housing, who are interested parties as regulators that will provide permits and approvals for contractors, but also own assets (roads and associated structures) that may directly or indirectly impacted by project's construction works.

Cooperation and negotiation with the stakeholders throughout the Project development also require the identification of persons within the groups who act as legitimate representatives of their respective stakeholder group, i.e. the individuals who have been entrusted by their fellow group members with advocating the groups' interests in the process of engagement with the Project.

Community representatives may provide helpful insight into the local settings and act as main conduits for dissemination of the Project-related information and as a primary communication/liaison link between the Project and targeted communities and their established networks. Verification of stakeholder representatives (i.e. the process of confirming that they are legitimate and genuine advocates of the community they represent) remains an important task in establishing contact with the community stakeholders.

Based on the above identification of stakeholders, and the described scope of the project, this section analyzes the potential stakeholders for the project those shall be considered for engagement during the life of the project.

### **Component 1: Sustainable non-revenue water reduction**

This sub-project will include interventions that aim to reduce physical and commercial water losses, which will benefit end users with improved reliability and availability of water supply. At same time, these interventions are likely to be temporarily impact water users and other stakeholders with construction activities. Stakeholder for this component are:

- Project Affected Parties:
  - Residents of the water service areas supported by Public-Private Partnership (PPP) performance based contracts (PBC) under sub-component 1.1.
  - Residents at governorates of Irbid, Ajloun, Jerash, Mafraq, Balqa, Madaba, Zarqa, Aqaba, Karak, Ma'an, and Tafileh, specifically at areas where NRW reduction activities will be implemented under sub-component 1.2. In addition to residents of Amman at areas that are not included at PPP PBCs sub-component 1.1.
  - Businesses owners and workers at areas where the activities of sub-components 1.1 and 1.2 will be implemented including kiosks at right of way of public roads.
  - Lands owners and tenants including farmlands
  - Vulnerable and disadvantaged groups and individuals at areas where the activities of sub-components 1.1 and 1.2 will be implemented, including:
    - Women-headed households
    - Schools students and children who use public roads as pedestrians
    - Elders and elders-headed households
    - Persons with disabilities
    - Refugees who reside at sub-components 1.1 and 1.2 areas
  - Utilities services companies including electricity and communication
  - Municipalities that are responsible and own public roads and associated structures within municipal borders where sub-components 1.1 and 1.2 will be implemented
  - Ministry of Public Works and Housing who is responsible and owns public roads and associated structures that connect between governorates included at sub-component 1.2.
  
- Other Interested Parties
  - Ministry of Environment
  - Ministry of Labor
  - Ministry of health
  - Ministry of Finance / Department of Land and Survey
  - Ministry of Agriculture
  - Social Security Corporation
  - Traffic Police Department
  - Local communities/labor within sub-project areas
  - Chambers of Commerce and Industry (Elected organizations represent the business owners who are mandatory to be members at these chambers)
  - Civil society: CBOs, Env. NGOs, Women associations, Farmers associations, labor unions, engineers association, contractors association, Humanitarian local and international NGOs, etc.
  - IFIs and Donor Agencies (USAID, KfW, JICA, AFD, EU, EBRD, IFC, GIZ, etc.)
  - Media and local press
  - Suppliers of construction materials and equipment

## **Component 2: Increased energy efficiency and reduced energy supply costs**

This component activities that may be affect stakeholders are those related to the construction of solar PV power plants. Although these solar PV power plants will be at lands owned by WAJ or the government bear existing WAJ premises, but such lands may locate at remote open areas that utilized by some livestock owners as natural pasture. Nevertheless, even if such impact is likely to occur but it will be very minimal due to the relative small area such solar PV power plants will occupy which is less than 10,000 square meters, and the fact that the carrying capacity of natural pasture in Jordan is very low<sup>1</sup>. Nevertheless some temporary impacts may be affect the residents at communities or populated areas surround WAJ premises where solar PV plants are going to be constructed. The potential stakeholders for this component are:

- Affected Parties:
  - o Residents and community members surrounding or close to construction sites. These residents may have vulnerable groups especially children and schools students who may likely impacted by transport activities and movement of construction machineries from and into the site.
  - o Livestock owners (if any) near the construction site
- Other interested Parties:
  - o Energy & Minerals Regulatory Commission (EMRC) / National Electricity Power Company (NEPCO)
  - o Ministry of Environment
  - o Ministry of labor
  - o Ministry of health
  - o Social Security Corporation
  - o Local communities/labor within sub-project areas
  - o IFIs and Donor Agencies (USAID, KfW, JICA, AFD, EU, EBRD, IFC, GIZ, etc.)
  - o Media and local press
  - o Suppliers of construction materials and equipment

## **Component 3: Drought management and water storage for water security**

This component includes soft interventions that aim to strengthen drought management and response, in addition to safeguard the existing storage and enhance water security. These interventions will indirectly benefit farmers and agribusiness owners with improved water allocation planning and capacity to response during drought risks, thus reducing potential drought impacts by providing advance data and information for water allocation during drought periods.

Therefore, stakeholders for this component are:

- Affected Parties:
  - o Farmers
  - o Agribusiness owners
- Other Interested Parties:
  - o Water users associations
  - o Farmers Union

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<sup>1</sup>[https://pdf.usaid.gov/pdf\\_docs/PBAAF671.pdf](https://pdf.usaid.gov/pdf_docs/PBAAF671.pdf)

- Ministry of Agriculture
- Media and local press

**Component 4: Institutional strengthening for water sector efficiency**

Beside the beneficiary implementing agencies, this component will empower women who will receive training through “Women’s Plumber Initiative” who will build their capacity in reducing household water losses and consumption, and increase their awareness for importance for water saving and demand control efforts. This component will also support a specific community trainings on water demand control at household level consumption. Stakeholders for this component are:

- Affected Parties:
  - Women involved at “Women’s Plumber Initiative”
  - Community members involved at demand control trainings
- Other Interested Parties:
  - Women associations to replicate “Women Plumber Initiative”
  - Donors agencies who had or planning to perform community level water demand and consumption control initiatives i.e. USAID.

**Component 5: Contingency Emergency Response**

This component is limited to develop a response mechanism by the government for eligible emergency cases or situations through a specific mechanism that will be defined with the triggers simulate the response action. Therefore, no stakeholders can be defined for this component at this stage of the project.

**1.4.2 Stakeholders Analysis:**

This section analyze defined stakeholders with their relation and role in the project, in addition to the concerns and issues these stakeholders might have or interested with during project execution. Table 1 below presents this analysis of defined stakeholders for the project.

**Table 1: Project Stakeholders Analysis**

Project Component / Activity	Stakeholder Group	Stakeholder	Role in the Project	Issue of Concern / Interest
<b>Component 1: Sustainable non-revenue water reduction</b>	<b>Project Affected Parties</b>	Residents of the water service areas	Beneficiary / Water User	<ul style="list-style-type: none"> <li>- Community health and safety</li> <li>- Livelihood &amp; hygiene conditions</li> <li>- Supply of utilities services</li> <li>- Traffic disturbance</li> <li>- Disturbance of Access to homes</li> </ul>
		Residents at governorates where component activities will be performed	Beneficiary / Water User	<ul style="list-style-type: none"> <li>- Community health and safety</li> <li>- Livelihood &amp; hygiene conditions</li> <li>- Supply of utilities services</li> <li>- Traffic disturbance</li> <li>- Disturbance of Access to homes</li> </ul>
		Business owners and workers	Beneficiary / Water Users	<ul style="list-style-type: none"> <li>- Economic displacement</li> <li>- Access to business by customers</li> <li>- Community health and safety</li> <li>- Interruption of water supply</li> </ul>
		Lands owners and tenants including farmlands	Beneficiary / Water users / owners or tenants of lands may be selected for in-network storage tanks	<ul style="list-style-type: none"> <li>- Land acquisition and resettlement</li> <li>- Loss of income for tenants who cultivate the land</li> </ul>
		Utilities services companies (communication and electricity)	Coordination / Data on existing utilities	<ul style="list-style-type: none"> <li>- Disturbance of provided services</li> <li>- Damages of utilities infrastructure</li> <li>- Business loss</li> </ul>

		Municipalities	/ Regulatory/Coordination / Construction Permits / Construction waste	<ul style="list-style-type: none"> <li>- Disturbance of municipal services (waste collection and street cleaning)</li> <li>- Damage of roads pavement and landscaping</li> <li>- Construction permit process</li> <li>- Roads safety</li> <li>- Requirements for construction waste disposal at municipal dump sites</li> <li>- Lack of coordination with other utilities resulting in overlapping of interventions on the ground</li> </ul>
		Traffic Departments	Coordination / Approvals on traffic diversion	<ul style="list-style-type: none"> <li>- Traffic management for traffic safety</li> <li>- Approval process on traffic diversion</li> <li>- Traffic disturbance</li> </ul>
		Ministry of Public Works and Housing	Coordination / Construction permits	<ul style="list-style-type: none"> <li>- Construction permits process of right of way of roads between governorates</li> <li>- Safety of roads between governorates</li> <li>- Damages of pavement and landscaping of roads between governorates</li> </ul>
		Vulnerable Groups / Elderly People	Beneficiary / Water Users	<ul style="list-style-type: none"> <li>- The need for extra measures to maintain livelihood and hygiene</li> <li>- Safe access to households, properties and roads</li> <li>- Noise and disturbance</li> </ul>
		Vulnerable Groups / Women	Beneficiary / Water Users	<ul style="list-style-type: none"> <li>- Harassment and misbehavior by laborers</li> <li>- Equal opportunities for employment</li> </ul>

				<ul style="list-style-type: none"> <li>- Complaints and grievances</li> <li>- Safe access to households, properties and roads</li> </ul>
		Vulnerable Groups / Poor households	Beneficiary / Water Users	<ul style="list-style-type: none"> <li>- The need for extra measures to maintain livelihood and hygiene</li> <li>- Job opportunities and employment considerations</li> <li>- Socio-economic impact</li> </ul>
		Vulnerable Groups / Students and Children	Beneficiary / Water users / Users of public roads as pedestrians	<ul style="list-style-type: none"> <li>- Safe access to schools</li> <li>- Traffic and pedestrian safety</li> <li>- Noise disturbance</li> </ul>
		Vulnerable Groups / Persons with disabilities	Beneficiary / Water User / Users of public roads as pedestrians	<ul style="list-style-type: none"> <li>- Safe access to residence</li> <li>- Traffic and pedestrian safety</li> <li>- Safe and adequate walkways near construction locations</li> </ul>
		Vulnerable Groups / Refugees	Beneficiary / Water User	<ul style="list-style-type: none"> <li>- Livelihood and hygiene conditions due to interruption of water supply</li> <li>- Socio-economic impact due to high price of water supply from private wells</li> <li>- Temporary job opportunities</li> </ul>
	<b>Other Interested Parties</b>	Ministry of Environment	Regulator/ Coordination / environmental approvals / hazardous waste / Pollution	<ul style="list-style-type: none"> <li>- EIA process and environmental approvals</li> <li>- ES performance and monitoring</li> <li>- Hazardous waste management</li> </ul>

	Ministry of Labor	Regulator/Coordination / Employment terms and contracts / OHS	<ul style="list-style-type: none"> <li>- Employment and job opportunities</li> <li>- Labor contracting process and terms</li> <li>- Labors rights</li> <li>- Workers OHS</li> <li>- Inspection at construction sites</li> </ul>
	Ministry of Health	/ regulatory/ Coordination / Public Health	<ul style="list-style-type: none"> <li>- Community health and safety</li> <li>- Workers medical fitness certificates</li> <li>- Quality of water</li> </ul>
	Ministry of Finance / Department of Land and Survey	/ Coordination / land acquisition and resettlement	<ul style="list-style-type: none"> <li>- Land acquisition and resettlement process meeting national and ESS5 requirements</li> <li>-</li> </ul>
	Ministry of Agriculture	/ Coordination / Permits for trees removal	<ul style="list-style-type: none"> <li>- Permitting process when trees removal and side of roads unavoidable</li> <li>- Restoration / compensation requirements</li> </ul>
	Social Security Corporation	/Regulator / Labor insurance / labor OHS / OHS accidents	<ul style="list-style-type: none"> <li>- Labor insurance terms and process at social security</li> <li>- OHS accidents reporting</li> </ul>
	Traffic Departments	Coordination / Approvals on traffic diversion	<ul style="list-style-type: none"> <li>- Traffic management for traffic safety</li> <li>- Approval process on traffic diversion</li> <li>- Traffic disturbance</li> </ul>
	Local communities/labor within sub-project areas	Workforce	<ul style="list-style-type: none"> <li>- Employment opportunities</li> <li>- Traffic disturbance ad safety</li> </ul>
	Chamber of Commerce and	Construction related impacts	<ul style="list-style-type: none"> <li>- Impacts on business/income loss for</li> </ul>



		Industry	like access to business and water distribution	chambers members
		Civil society: CBOs, Env. NGOs, Women associations, Farmers associations, labor unions, engineers association, contractors association, Humanitarian local and international NGOs, etc.	Implementation/ Consultation & Coordination/ outreach	<ul style="list-style-type: none"> <li>- Feedback channel with communities, vulnerable groups, and private sector</li> <li>- workers' rights</li> <li>- Jobs creation</li> <li>- Issues of E&amp;S concerns:</li> <li>- Climate change hazards affecting their livelihoods</li> <li>- Equal opportunities and participation for women</li> <li>- Access to job for refugees</li> </ul>
		IFIs and Donor Agencies (USAID, KfW, JICA, AFD, EU, EBRD, IFC, GIZ, etc.)	Consultation & Coordination	<ul style="list-style-type: none"> <li>- Need for financing sustainable projects that last beyond the financed project duration</li> <li>- Enhancing E&amp;S capacities of implementing agencies</li> </ul>
		Media and local press	Information disclosure / Presentation of public concerns	<ul style="list-style-type: none"> <li>- Public or community feedback on applied activities</li> <li>- Inform public on benefits and or impacts of the component activities implementation</li> <li>- Reliable platform to inform nearby public and residents with relevant information</li> <li>- Coverage of public consultations as applicable</li> </ul>

		Suppliers of construction materials and equipment	Implementation	- Business opportunities
<b>Component 2: Increased energy efficiency and reduced energy supply costs – Solar PV Plants</b>	<b>Project Affected Parties</b>	Land and assets owners	Consultation / land acquisition and resettlement	- Permanent and temporary land acquisition and resettlement - Land acquisition and resettlement - Restrictions on access to land
		Residents and community members surrounding or close to construction sites	Consultation / Community health and safety / employments	- Traffic safety and disturbance - Community health and safety - Job opportunities
		Livestock owners (if any) near the construction site	Consultation	- Loss of access of seasonal grazing resource (although very degraded and limited resources)
		Vulnerable Groups / Children at surrounding communities	Consultation / Pedestrian near work site Entry	- Safe access or crossing near work site entries - Heavy construction machineries mobility risks at work site surrounding areas.
	<b>Other Interested Parties</b>	EMRC / NEPCO	Regulatory/ Coordination / Sites approvals	- The process of obtaining approvals on selected sites for solar PV plants
		Ministry of Environment	Regulatory/ Coordination / Environmental approvals / Hazardous waste	- EIA process and environmental approvals - Hazardous waste management
		Ministry of Labor	Regulatory/ Coordination / Employment terms and contracts / OHS	- Employment and job opportunities - Labor contracting process and terms - Labors rights - Workers OHS

				- Inspection at construction sites
		Ministry of Health	Coordination / Public Health	- Community health and safety - Workers medical fitness certificates
		Social Security Corporation	Labor insurance / labor OHS / OHS accidents	- Labor insurance terms and process at social security - OHS accidents reporting
		Local communities/labor within project's area	Workforce	- Employment opportunities - Traffic disturbance and safety
		Media and local press	Information disclosure / Presentation of public concerns	- Public or community feedback and concerns - Inform public on benefits and or impacts of the component activities implementation - Reliable platform to inform nearby public and residents with relevant information - Coverage of public consultations as applicable
		Suppliers of materials and equipment	Implementation	- Business opportunities - Recycling of damaged solar PV modules
<b>Component 3: Drought management and water storage for water security</b>	<b>Project Affected Parties</b>	Farmers	Beneficiary	- Informed advanced planning for farming activities - Adaption and resilience during drought periods
		Agribusiness owners	Beneficiary	- Informed advanced planning for relevant activities

				- Allocation of required resources for adaptation and resilience during drought periods
		Seasonal labor including Women and refugees and migrants	Beneficiaries	- Informed in advance with potentially available work opportunities during drought periods
	<b>Other Interested Parties</b>	Water users associations and farmers  Water Associations	Consultation / Information disclosure	- Informed decisions for water allocation during drought periods
		Farmers Union	Consultation	- Ensure that planning relevant information is disclosed to relevant farmers - Coordinate with relevant authority to support farmers in advance planning for drought adaptation and resilience
		Ministry of Agriculture	Regulator / Extension services	- Support farmers with required information for adaption and resilience during drought periods
		General public	Water users	- Information regarding decisions of water allocation - Disclosure of applied measures to maintain proper water supply

<b>Component 4: Institutional strengthening for water sector efficiency</b>	<b>Project Affected Parties</b>	Women involved at “Women’s Plumber Initiative”	Beneficiaries	<ul style="list-style-type: none"> <li>- Maintenance and tools use for physical water losses at house level</li> <li>- Water saving practices and techniques</li> <li>- Work opportunities and extra income</li> </ul>
		Community members involved at demand control trainings	Beneficiaries	<ul style="list-style-type: none"> <li>- Control of water demand and consumption practices at house level</li> <li>- Consumer important role in preserving scarce water resources</li> </ul>
		Vulnerable Groups / Women associations	Beneficiaries	<ul style="list-style-type: none"> <li>- Replication of “Women Plumbers Initiative”</li> <li>- Increase awareness of their members for house level consumption and demand controls</li> <li>- Create work opportunities for females in the community</li> </ul>
	<b>Other Interested Parties</b>	Donors agencies	Coordination / Lessons learned	<ul style="list-style-type: none"> <li>- Evaluate the effectiveness of women and community members training on controlling demand and consumption at house level</li> <li>- Maximize community engagement at planning and management of drought risks at household level.</li> </ul>

<b>Component Contingency Emergency Response</b>	<b>5:</b> No stakeholders can be defined as this component aims to mobilize fund allocated for other components upon triggered emergency situation regarding the scope of each component.			
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## 2. Engagement of Project Stakeholders

### 2.1 Engagement Methodology

In order to meet best practice approaches, the project will apply the following principles for stakeholders Engagement. The design and means of stakeholders engagement (further defined in 2.3), will be based on these principles:

- *Openness and life-cycle approach*: public consultations for the project(s) will be arranged during the whole life-cycle, carried out in an open manner, free of external manipulation, interference coercion or intimidation;
- *Informed participation and feedback*: information will be provided to and widely distributed among all stakeholders in an appropriate format; opportunities are provided for communicating stakeholders' feedback, for analyzing and addressing comments and concerns;
- *Inclusiveness and sensitivity*: stakeholder identification is undertaken to support better communications and build effective relationships. The participation process for the projects is inclusive. All stakeholders at all times encouraged to be involved in the consultation process.
- *Equal access to information is provided to all stakeholders*. Sensitivity to stakeholders' needs is the key principle underlying the selection of engagement methods. Special attention is given to vulnerable groups, in particular women, youth, elderly and the cultural sensitivities of diverse ethnic groups.

### 2.2 Summary of Previous Stakeholders Engagement Activities

A series of consultations have already been conducted jointly by the Bank and the MWI/WAJ during project preparation. These consultations consisted of In-person and virtual meetings, and focus group discussions and interviews with different stakeholders working in or relevant to the water sector, including regulatory bodies, interested parties, potentially affected parties, and donor groups that fed in the preparation of SEP. These meetings were to discuss potential role of some stakeholders in project implementation such as other governmental institutions and authorities. Consultation with donor agencies was to exchange their experience in planning and implementation of funded projects at water sector, and lessons learned from implemented projects with water sector agencies. Women also were consulted through focus group discussion that included female participant's women associations, water sector agencies, and donors' agencies. Table 1 below presents summary of these consultations, issues discussed and how considered at the SEP and other ESF documents.

In addition to the dedicated consultations presented in Table 1, the project has been designed in response to MWI's experience with its customers/beneficiaries and knowledge of the challenges in water distribution network. The sector has a hotline for grievances including complaints, concerns, comments and feedback related to water supply and other services at water sector. In addition, WAJ and water companies pages on social media are also platforms where water end users and the public can express their opinions, and concerns regarding services provided at water sector. All these feedbacks are systematically reach the top management and decision makers of water sector, and make them aware of these concerns and the required actions to meet end users' needs. That also has been contributed in the planning and design process of this project.

**Table 2: Summary of Previous Stakeholders Consultation during SEP Preparation**

Date	Stakeholder	Participants from Stakeholder	Issues / Concerns	Consideration at SEP & Other ESF Documents
25.05.2022	Ministry of Environment	<ul style="list-style-type: none"> <li>• Eng. Ali Al Mashni – Environmental Monitoring Directorate</li> <li>• Eng. Mohammad Al Reyalat – Environmental Inspection Directorate</li> <li>• Eng. Mahmoud Al Zboun – Hazardous Waste and Materials Management Directorate</li> <li>• Eng. Rima Al Hindi – Hazardous Waste and Materials Management Directorate</li> </ul>	<ul style="list-style-type: none"> <li>• Role and approach of the ministry in environmental protection and monitoring</li> <li>• Ministry inspect projects under implementation according to requirements of ESMP of the projects</li> <li>• Hazardous waste regulation and level of compliance at water sector</li> <li>• Asbestos management and local experience in this regard</li> <li>• World Bank ESF and Environmental and Social Standards</li> <li>• ESF instruments proposed for the project</li> <li>• Coordination mechanism with the ministry during implementation</li> </ul>	<ul style="list-style-type: none"> <li>• Ministry of environment is defined as a key stakeholder during planning and implementation at project's SEP</li> <li>• Stakeholders engagement program at SEP includes coordination and consultation with the ministry during project planning and implementation</li> <li>• Hazardous waste management plan is required for subprojects that generate significant hazardous waste.</li> <li>• Asbestos management plan guidelines has been established at ESMF to manage risks of potential ACM findings during project implementation</li> </ul>
30.05.2022	Ministry of Environment (interested party)	Eng. Jumana Tayyem – Environmental Licensing and Pollution Prevention Directorate / EIA Department	<ul style="list-style-type: none"> <li>• EIA regulation and environmental approvals and licensing process</li> <li>• Applied EIA process at water sector projects</li> <li>• Classification of projects</li> </ul>	<ul style="list-style-type: none"> <li>• Stakeholders engagement program at SEP includes consultation during EIA process for relevant subprojects</li> <li>• ESMF has defined</li> </ul>



			<p>according to their ES risks</p> <ul style="list-style-type: none"> <li>Stakeholders consultation during EIA process</li> </ul>	<p>screening process that considers ministry legal requirements</p> <ul style="list-style-type: none"> <li>ESMF has defined required environmental and social risks management instruments such as ESIA and ESMP that meet environmental regulations</li> <li>ESMF requires environmental approval for each subproject that has potential ES risks</li> </ul>
16.08.2022	Municipalities and Decentralization Committees (interested party)	<ul style="list-style-type: none"> <li>Mahmoud Al Rawashdeh - Jerash Governorate Council Member</li> <li>Saleem Ayyasrah - Jerash Governorate Council Member</li> <li>Rula Khleifat – Greater Salt Municipality</li> <li>Eng. Suha Al Shishani - Greater Amman Municipality</li> <li>Eng. Nader AL Jaafari - Sahab Municipality</li> <li>Alaa Tantawi - Jerash Municipality</li> </ul>	<ul style="list-style-type: none"> <li>Role of municipalities in implementation of new water sector projects or maintenance works of existing water services</li> <li>Municipalities suffer from poor coordination and engagement at planning stage of infrastructure projects</li> <li>Permitting process at municipalities for construction of water projects</li> <li>Role of decentralized governorate council in selecting and prioritize water projects</li> <li>Main E&amp;S challenges that might result from implementing the works under the proposed project, including OHS risks, and how risks</li> </ul>	<ul style="list-style-type: none"> <li>SEP has defined municipalities as affected parties beside their regulatory role under interested parties to ensure proper consideration of their requirements during project implementation</li> <li>ESMF has requested proper coordination with municipalities regarding permits required and approvals for construction and maintenance works as needed by municipal regulations.</li> <li>SEP has considered cooperation with municipalities in disclosure of project relevant</li> </ul>

			<p>managed by proper control and monitoring of contractors performance</p> <ul style="list-style-type: none"> <li>• The requirements for developing the capacity and performance of the water companies and contractors who will implement the project's works to ensure that no negative E&amp;S impacts will occur and to enhance the positive aspects?</li> <li>• GRM system for citizens in municipalities</li> <li>• Coordination and handling complaints with the Ministry and the water companies</li> <li>• Enhancement of coordination and response</li> <li>• The best ways to coordinate with municipalities and other stakeholders within the municipality, governorate, and the project?</li> </ul>	<p>information for the public and affected parties at areas where project is implemented</p> <ul style="list-style-type: none"> <li>• Project will handle and manage complaints and feedbacks from municipalities under GRM of the project to ensure proper response and actions by contractors and implementing agencies</li> </ul>
17.08.2022	Women Focus Group (interested party)	<ul style="list-style-type: none"> <li>• Abeer Mrouj - Women Plumbers Association</li> <li>• Alaa' Hani Abu Al Haija - Women Plumbers Association</li> <li>• Safaa' Al Jaafeh - National Agricultural Research Center</li> <li>• Daa' Ali - GIZ</li> <li>• Juliana Turjman – GIZ</li> </ul>	<ul style="list-style-type: none"> <li>• Main challenges that women are facing in the water sector</li> <li>• Attendees opinion on interventions proposed under the project</li> <li>• Main E&amp;S challenges that might result from implementing the project, including OHS risks</li> <li>• Best outreach and</li> </ul>	<ul style="list-style-type: none"> <li>• SEP of the project has a special consideration and attention for women as a vulnerable group</li> <li>• SEP engagement program has outreach and communication actions directed specifically for women</li> <li>• The project will support in</li> </ul>

		<ul style="list-style-type: none"> <li>• Hind Shdeifat – GIZ</li> <li>• Fadwa Abdel Qader - USAID- WGA (Water Governance Activity)</li> <li>• Rania Al Zubi - USAID- WGA (Water Governance Activity)</li> </ul>	<p>communication strategies and methods for engaging women regarding water management</p> <ul style="list-style-type: none"> <li>• Potential social impact of the water rationing system</li> <li>• Weak women’s inclusion and empowerment</li> <li>• Lessons learned from women empowerment initiatives such as “Women Plumbers” / “Water Wise Women” / “Community-Based Initiative for Water Demand Management”</li> <li>• Women Unemployment</li> <li>• Gender database created by Women Studies Unit at MWI</li> <li>• Gender-Based Violence (GBV) Policy or Action Plan developed by Women Studies Unit at MWI</li> <li>• Child Labor in Water sector</li> <li>• Current Call Center as a GRM especially for complaints logged by women</li> </ul>	<p>women empowerment in water demand management and control by supporting their vocational training</p> <ul style="list-style-type: none"> <li>• Project LMP has given equal opportunity in employment for males and females</li> <li>• Gender-Based Violence risks have been considered at ESMF and mitigations have been proposed at ESMP and LMP</li> <li>• LMP has set controls for child labors with zero tolerance.</li> <li>• Workers GRM at LMP of the project gas carefully addressed women grievance either related to employment conditions or GBV.</li> </ul>
23.08.2022	Donors Active in the Water Sector (interested party)	<ul style="list-style-type: none"> <li>• USAID</li> <li>• AFD</li> <li>• GIZ</li> <li>• UNICEF</li> <li>• Embassy of Netherlands</li> <li>• Hashemite Fund for Badia Development</li> </ul>	<ul style="list-style-type: none"> <li>• Donor feedback on the interventions proposed under the project (NRW, EE, drought management, financial sustainability)</li> <li>• E&amp;S risks result from allocating more treated wastewater for irrigation</li> <li>• NRW reduction is the priority for most donors</li> </ul>	<ul style="list-style-type: none"> <li>• SEP has identified donors as interested parties to be considered in project’s consultation</li> <li>• The project includes specific subprojects for capacity building of water sector institution (implementing agencies)</li> <li>• ESMF has defined capacity</li> </ul>

			<ul style="list-style-type: none"> <li>• Risk of increase in illegal connections with tariff increase</li> <li>• Current drought management action plan and donors relevant initiatives</li> <li>• E&amp;S current capacity at public institutions including water sector</li> <li>• Need to integrate drought, water security and climate impact into EIA process</li> <li>• ES capacity building needs for public institutions to implement ES requirements of donors including WB</li> <li>• Hazardous waste management and issue of asbestos</li> <li>• Fair and equitable benefits for all service users and residents of the kingdom along must be considered in water projects</li> <li>• Social cohesion and social tension are risks shall be considered</li> </ul>	<p>building and training requirements for implementing agencies in managing ES risks</p> <ul style="list-style-type: none"> <li>• Hazardous waste management plans and Asbestos chance find guidelines has been developed by ESMF of the project</li> <li>• Local communities within project areas will be engaged at early stages of the project to avoid any social conflicts</li> </ul>
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## 3. Stakeholder Engagement Program

### 3.1 Purpose and Timing of Stakeholder Engagement Program

Stakeholder engagement is an inclusive process that must be conducted throughout the project cycle. This SEP program aims to:

- Provide an outline the stakeholders engagement activities that will be performed during the project life cycle
- Define the strategy for information disclosure for each group of stakeholders
- Define the strategy of consultation that will be adopted during engagement of stakeholders
- Define the strategy to incorporate the view of vulnerable groups
- Explain the method of collecting feedback comments, and how it will be reviewed and the reporting back to stakeholders.

The Table below defines the indicative proposed timing for the engagement of different stakeholders according to the project activities :

**Table 3: Proposed Stakeholders Engagement Plan**

Project Component	Target Stakeholder(s)	List of Information and documents to be disclosed	Disclosure Method	Engagement Method	Responsibility	Timing of Engagement
<i>Project preparation (before Appraisal)</i>						
All Components	All Stakeholders	<p><b>Environmental and Social Management Framework (ESMF)</b> identifies and assesses the environmental and social risks and impacts of proposed project activities, and designs appropriate mitigation, management and monitoring measures for the project, in accordance with the ESF</p> <p><b>Labor Management Procedures</b> (LMP) sets out the way project workers will be managed</p> <p>Environmental and Social Commitment Plan (ESCP) summarizes environmental and social requirements for the project</p> <p><b>Stakeholder Engagement Plan</b> sets out the: timing</p>	World Bank website, MOPIC website, MWI website, MWI/WAJ social media pages Focus groups	<p>Feedback with comments option will be available to the public at websites and social media pages where public and stakeholders will be encouraged to provide any feedback they have</p> <p>Contact email and telephone number will be available to receive any feedback, comments and opinions on the disclosed documents</p>	WB MOPIC MWI	Before appraisal (March 2023)

		and methods of consultation and information disclosure. Describes the project's Grievance Mechanism				
<b>Project Implementation and Construction</b>						
<b>Component 1. Sustainable non-revenue water reduction</b>	Residents of the water service areas and where component activities will be performed	<ul style="list-style-type: none"> <li>- Brief of about the project</li> <li>- Brief of construction activities</li> <li>- Construction schedule</li> <li>- Potential risks associated with construction on public</li> <li>Applied community safety measures</li> <li>- Traffic diversion maps and layout</li> <li>- Grievance procedure &amp; Contacts</li> <li>- ESIA/ESMPs</li> </ul>	<ul style="list-style-type: none"> <li>- Verbal communication</li> <li>- Distribution of printed leaflets on project information in Arabic</li> <li>- Community meetings</li> <li>- Advertising at local media and press</li> <li>- Information and safety warning signs at construction site</li> <li>- Grievance form</li> <li>- Disclosed on website – social media pages of MWI/WAJ</li> <li>- ESIA /ESMP consultation meetings</li> </ul>	<ul style="list-style-type: none"> <li>- Phone number will be provided for stakeholders to raise any feedback and concern verbally</li> <li>- Display of grievance form at project's site office, municipality to be accessible for stakeholders to convey concerns, complaints and opinions</li> <li>- Consultation meetings will provide opportunity for participating stakeholders to discuss and raise or present</li> </ul>	Contractor	During planning, design, prior construction in a period equal or more than water supply cycle at that area and during construction period

				<p>comments which will be recorded and documented</p> <ul style="list-style-type: none"> <li>-Consultation meetings will be organized at venues easy to access by stakeholders and as close as possible to impacted communities</li> <li>-Advance notice for upcoming consultation meetings will be displayed at site office and published on MWI/WAJ websites and social media pages and encourage participation of stakeholders at these meetings</li> </ul>		
	<p>Business owners and workers, Kiosks owners, Lands</p>	<p>- Construction schedule in front of their buildings and shops</p>	<p>-Verbal communication -One to one</p>	<p>-Phone number will be provided to raise any</p>	<p>Contractor</p>	<p>During design, prior construction after satisfaction on</p>



	<p>owners and tenants including farmlands</p>	<ul style="list-style-type: none"> <li>- Proposed mitigation to measures to maintain safe and adequate access to their premises and work</li> <li>- RAP if prepared</li> <li>- Grievance procedure &amp; Contacts</li> <li>- ESIA / ESMP</li> </ul>	<p>meetings</p> <ul style="list-style-type: none"> <li>- Census inventory during RAP if required</li> <li>- Discussion / negotiation meetings for proposed mitigation measures</li> <li>- Safety warning signs at nearby construction site</li> <li>- Alternative access direction signs</li> <li>- Grievance form</li> </ul>	<p>feedback and concern verbally</p> <ul style="list-style-type: none"> <li>- Census inventory for that will be shared with PAP includes parts related to concerns regarding project implementation</li> <li>- Census inventory results will be shared with each PAP for verification and feedback</li> <li>- Display of grievance form at project's site office, municipality to be accessible for stakeholders to convey concerns, complaints and opinions</li> <li>- Consultation meetings will include open discussion with participating stakeholders</li> </ul>		<p>proposed mitigation measures or implementation of agreed compensation according to RAP, and during construction period</p>
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				<p>regarding proposed control measures and received comments which will be recorded and documented</p> <ul style="list-style-type: none"> <li>-Advance notice for upcoming consultation meetings will be displayed at site office and published on MWI/WAJ websites and social media pages and MWI will ensure that invitations have been reach stakeholders to participate at consultation meetings</li> </ul>		
	<p>Utilities services companies (communication and electricity)</p>	<ul style="list-style-type: none"> <li>- Construction corridor location and layout</li> <li>- Excavation design and method</li> <li>- Proposed measures to avoid, protect existing</li> </ul>	<ul style="list-style-type: none"> <li>- Coordination letters</li> <li>- Office and site meetings</li> <li>- Verbal communication</li> </ul>	<ul style="list-style-type: none"> <li>- Minutes of meetings will be prepared and shared with Utilities companies for</li> </ul>	Contractor	<p>During planning and design phases, and during construction</p>

		<ul style="list-style-type: none"> <li>utilities</li> <li>- Construction schedule</li> <li>- Grievance procedure &amp; Contacts</li> <li>- ESIA and ESMP</li> </ul>	<ul style="list-style-type: none"> <li>- Follow-up and coordination meetings</li> <li>- Grievance form</li> </ul>	<ul style="list-style-type: none"> <li>their inputs and feedback</li> <li>- Joint site visits prior construction will be performed to enable utilities owners to present their concerns and feedback on planned construction works</li> <li>- Advance notice for upcoming consultation meetings will be displayed at site office and published on MWI/WAJ websites and social media pages and invitation for participation will be provided to utilities owners</li> </ul>		
	Municipalities & Ministry of Public Works and Housing	<ul style="list-style-type: none"> <li>- Construction corridor location and layout</li> <li>- Excavation design and method</li> </ul>	<ul style="list-style-type: none"> <li>- Coordination letters</li> <li>- Construction permit request</li> </ul>	<ul style="list-style-type: none"> <li>- Minutes of meetings will be prepared and shared with</li> </ul>	Contractor	During planning and design phases, during construction, and post construction

		<ul style="list-style-type: none"> <li>- Proposed mitigation measures to protect pedestrians and road traffic</li> <li>- Traffic diversion Plan if required</li> <li>- Safety and warning signage system will be used</li> <li>- Site reinstatement plan</li> <li>- Construction schedule</li> <li>- Grievance procedure &amp; Contacts</li> <li>- ESIA/ESMP</li> </ul>	<ul style="list-style-type: none"> <li>letter / form</li> <li>- Office and site meetings</li> <li>- Follow-up and coordination meetings</li> <li>- Grievance form</li> </ul>	<ul style="list-style-type: none"> <li>Utilities companies for their inputs and feedback</li> <li>- Official invitation will be provide for consultation meetings</li> <li>- Joint site visits prior construction will be performed to enable utilities owners to present their concerns and feedback on planned construction works</li> </ul>		
	Vulnerable Groups / Elders, Women, Poor, Refugees	<ul style="list-style-type: none"> <li>- Brief of about the project</li> <li>- Brief of construction activities</li> <li>- Construction schedule</li> <li>- Specific proposed mitigation and support measures for water supply interruption, and safe access to homes</li> </ul>	<ul style="list-style-type: none"> <li>- One to one meetings</li> <li>- Home visits</li> <li>- Printed materials and brochures</li> <li>- Follow-up visits</li> <li>- Grievance form</li> </ul>	<ul style="list-style-type: none"> <li>- Invitation for participation in consolation meetings will be displayed at site office, municipalities and other public offices that</li> </ul>	Contractor	During planning, prior construction in a period equal or more than water supply cycle and during construction

		<ul style="list-style-type: none"> <li>- Equal employment opportunities for women according to LMP</li> <li>- Proposed mitigation measure for safe access and walkways for disabled persons.</li> <li>- Grievance procedure &amp; Contacts</li> </ul>		<ul style="list-style-type: none"> <li>stakeholders usually frequently visit</li> <li>-Comments and feedback forms will be distributed at household level for vulnerable stakeholders who could not attend consultation meetings</li> <li>-Advance notice for upcoming consultation meetings will be displayed at site office and published on MWI/WAJ websites and social media pages for participation will be provided to utilities owners</li> </ul>		
	Vulnerable Groups / Students and Children	<ul style="list-style-type: none"> <li>- Brief of construction activities</li> <li>- Awareness regarding construction risks</li> </ul>	- Awareness printed materials distribution for households near	- Same engagement method with above vulnerable stakeholders will be	Contractor	During mobilization, Prior construction, and during construction

		<ul style="list-style-type: none"> <li>- Safety measures applied at and around construction sites</li> <li>- Meaning of safety and warning signs at site</li> <li>- Presentation of Grievance procedures and mechanisms to parents and schools teachers and managers</li> </ul>	<ul style="list-style-type: none"> <li>construction areas</li> <li>- Awareness presentations at schools close to construction sites</li> <li>- Safety and warning signs at construction sites</li> </ul>	<ul style="list-style-type: none"> <li>applied for parents of children and students as well as schools managers who will be invited to attend consultation meetings</li> <li>- Grievance forms with contacts will be distributed at potentially impacted schools to be filled by school manager when issue and complaints need to be raised</li> </ul>		
	Ministry of Environment	<ul style="list-style-type: none"> <li>- Project description</li> <li>- Project location</li> <li>- ESIA ToRs</li> <li>- Draft ESIA / ESMP</li> <li>- Final ESIA / ESMP</li> </ul>	<ul style="list-style-type: none"> <li>- Meetings</li> <li>- Letters</li> <li>- Environmental permit application form</li> <li>- Consultation sessions</li> </ul>	<ul style="list-style-type: none"> <li>- Other than ESIA consolation meetings that usually lead by MoEnv., Minutes of meetings with MoEnv will be documented and shared with the ministry for feedback and concerns to be raised</li> </ul>	Implementing Agencies (AIs)	During planning and site specific ESIA / ESMP preparation phase, and during construction phase
	Ministry of Labor	<ul style="list-style-type: none"> <li>- Project brief</li> <li>- LMP</li> </ul>	<ul style="list-style-type: none"> <li>- Letters</li> <li>- Meetings</li> </ul>	Similar to MoEnv. engagement	Contractor	During planning and site specific ESIA /

		<ul style="list-style-type: none"> <li>- Labor records, information and documents</li> <li>- Medical fitness certificates for non-Jordanian labor</li> <li>- Accidents notification and reports</li> </ul>	<ul style="list-style-type: none"> <li>- Consultation sessions</li> </ul>	<ul style="list-style-type: none"> <li>method in addition to invitation attend ESIA consultation meetings</li> </ul>		<ul style="list-style-type: none"> <li>ESMP preparation phase, and upon recruitment of non-Jordanian labor, and during construction</li> </ul>
	Ministry of Health	<ul style="list-style-type: none"> <li>- Labor records, information and documents</li> <li>- Medical fitness certificates</li> </ul>	<ul style="list-style-type: none"> <li>- Letters</li> <li>- Work permits application for non-Jordanian labor</li> </ul>	<ul style="list-style-type: none"> <li>Similar to MoEnv. engagement method in addition to invitation attend ESIA consultation meetings</li> </ul>	Contractor	<ul style="list-style-type: none"> <li>During planning and site specific ESIA / ESMP preparation phase, and upon recruitment of non-Jordanian labor</li> </ul>
	Ministry of Finance / Department of Land and Survey	<ul style="list-style-type: none"> <li>- Project RF</li> <li>- WB ESS5</li> <li>- RAP</li> </ul>	<ul style="list-style-type: none"> <li>- Meetings</li> <li>- Letters</li> <li>- Presentations</li> </ul>	<ul style="list-style-type: none"> <li>- Minutes of meetings will be shared for feedback and input</li> </ul>	MWI, IAs	<ul style="list-style-type: none"> <li>During design phase and prior RAP preparation phase</li> </ul>
	Ministry of Agriculture	<ul style="list-style-type: none"> <li>- Project brief</li> <li>- Construction corridor location</li> <li>- Construction schedule</li> <li>- Site specific ESMP</li> </ul>	<ul style="list-style-type: none"> <li>- Meetings</li> <li>- Letters</li> <li>- Consultation sessions</li> </ul>	<ul style="list-style-type: none"> <li>- Minutes of meetings will be shared for feedback and input</li> <li>- Invitation to attend ESIA / ESMP consultation meetings to raise their concerns and feedback</li> <li>- Joint site visits to enable Ministry representative to express their issues and</li> </ul>	Contractor	<ul style="list-style-type: none"> <li>Upon obtaining construction permit and prior construction commencement</li> </ul>

				concerns		
	Social Security Corporation (SSC)	<ul style="list-style-type: none"> <li>- Labor records, information and documents for registration</li> <li>- Accidents reports with types of injury</li> </ul>	<ul style="list-style-type: none"> <li>- Labor registration form at SSC website</li> <li>- Notification form with worker accident</li> </ul>	<ul style="list-style-type: none"> <li>- Invitation to participate at consultation meetings</li> <li>- Minutes of meetings will be shared for feedback and input</li> </ul>	Contractor	Upon recruitment of labor upon accidents with workers injuries
	Traffic Departments	<ul style="list-style-type: none"> <li>- Construction corridor location</li> <li>- Traffic diversion Plan</li> <li>- Proposed mitigation measures to protect pedestrians and road traffic</li> <li>- Safety and warning signage system will be used</li> <li>- Construction schedule</li> <li>- Grievance procedure &amp; Contacts</li> </ul>	<ul style="list-style-type: none"> <li>- Coordination letters</li> <li>- Traffic diversion request letter / form</li> <li>- Office and site meetings</li> <li>- Follow-up and coordination meetings</li> <li>- Grievance form</li> </ul>	<ul style="list-style-type: none"> <li>- Minutes of meetings will be shared for feedback and input</li> <li>- Joint site visits to enable their representatives to express their issues and concerns</li> </ul>	Contractor	During planning and design phases, and during construction
	Local communities/labor within sub-project areas	<ul style="list-style-type: none"> <li>- Employment opportunities</li> <li>- LMP</li> <li>- Workers grievance procedure &amp; Contacts</li> </ul>	<ul style="list-style-type: none"> <li>- Display announcement at site office, at municipalities and governorates offices</li> </ul>	<ul style="list-style-type: none"> <li>- Advance notification on upcoming meetings will be displayed at MWI/WAJ websites and social media pages</li> <li>- Grievance forms</li> </ul>	Contractor	Prior and during construction



				will be provided at site with a box to receive complaints and concerns		
Chamber of Commerce and Industry	<ul style="list-style-type: none"> <li>- Project brief</li> <li>- Project RF</li> <li>- Draft RAP</li> <li>- Grievance procedure</li> <li>Grievance contacts</li> </ul>	<ul style="list-style-type: none"> <li>- Meetings and interviews</li> <li>- Consultation sessions</li> <li>- Grievance form</li> </ul>	<ul style="list-style-type: none"> <li>- Invitation to attend consultation meetings to discuss and present their concerns and issues</li> </ul>	IAs and Contractor	Upon completion of RAP preparation and during construction phase	
Residents of Jordan, civil society: CBOs, Env. NGOs, Women associations, Farmers associations, labor unions, engineers association, contractors association, Humanitarian local and international NGOs, IFIs and Donor Agencies (USAID, KfW, JICA, AFD, EU, EBRD, IFC, GIZ, etc.)	<ul style="list-style-type: none"> <li>- Project brief and schedule</li> <li>- ESMF</li> <li>- SEP</li> <li>- LMP</li> <li>- RF</li> <li>- ESIA / ESMP reports</li> <li>- Job vacancies available</li> </ul>	<ul style="list-style-type: none"> <li>- Meetings</li> <li>- Printed leaflets and materials</li> <li>- Consultation session</li> <li>Local media announcements</li> </ul>	<ul style="list-style-type: none"> <li>- Contact email and phone number will be provided at MWI/WAJ websites and social media pages with notification and invitations to attend</li> </ul>	MWI, IAs and Contractor	During planning, design, ESIA / site specific ESMP preparation, prior disclosure of ESF instruments at MWI web site, and during implementation	
Media and local press	<ul style="list-style-type: none"> <li>- Project brief including objectives and activities and target locations</li> <li>- Job vacancies available</li> </ul>	<ul style="list-style-type: none"> <li>- Press release</li> <li>- Inviting media and local press to consultation</li> </ul>	<ul style="list-style-type: none"> <li>- Invitation and advance notifications of coming</li> </ul>	MWI, IAs	During planning, preconstruction and during construction	

		<ul style="list-style-type: none"> <li>-Traffic diversion and announcements and alternative routes</li> <li>-Grievance procedure</li> <li>-Grievance contacts</li> </ul>	<ul style="list-style-type: none"> <li>-meetings</li> <li>-Local media announcements</li> </ul>	<ul style="list-style-type: none"> <li>consultation meetings and events</li> </ul>		
	Suppliers of construction materials and equipment	<ul style="list-style-type: none"> <li>-Business opportunities and procurement and contracting requirements</li> </ul>	<ul style="list-style-type: none"> <li>-Tenders announcements at local press and IAs websites</li> <li>-Tender Documents</li> </ul>	<ul style="list-style-type: none"> <li>- Invitation and advance notifications of coming consultation meetings and events</li> </ul>	IAs, Contractors	During planning and preconstruction
<b>Component 2: Increased energy efficiency and reduced energy supply costs – Solar PV Plants</b>	Land and assets owners	<ul style="list-style-type: none"> <li>-Project brief</li> <li>-Construction schedule</li> <li>-Site specific ESMP</li> <li>- Project RF</li> <li>-Draft RAP</li> <li>-Grievance procedure</li> <li>Grievance contacts</li> </ul>	<ul style="list-style-type: none"> <li>-Distribution of printed leaflets on project information in Arabic</li> <li>-Meetings and interviews</li> <li>-Consultation sessions</li> <li>-Information and warning signs at construction site</li> <li>Grievance form</li> </ul>	<ul style="list-style-type: none"> <li>-Phone number will be provided to raise any feedback and concern verbally</li> <li>-Display of grievance form at project's site office, municipality to be accessible for stakeholders to convey concerns, complaints and opinions</li> <li>-Consultation meetings will include open discussion with</li> </ul>	IAs	During design and RAP preparation phase

				<p>participating stakeholders regarding proposed control measures and received comments which will be recorded and documented</p> <ul style="list-style-type: none"> <li>-Advance notice for upcoming consultation meetings will be displayed at site office and published on MWI/WAJ websites and social media pages and MWI will ensure that invitations have been reach stakeholders to participate at consultation meetings</li> </ul>		
	Residents and community members surrounding or close to construction sites,	<ul style="list-style-type: none"> <li>-Brief of about the project</li> <li>-Brief of construction activities</li> <li>-Construction schedule</li> </ul>	<ul style="list-style-type: none"> <li>-Verbal communication</li> <li>-Distribution of printed leaflets</li> </ul>	<ul style="list-style-type: none"> <li>- Contact email and phone number will be provided at MWI/WAJ</li> </ul>	Contractor	Prior and during construction phase

	Livestock owners (if any) near the construction site	<ul style="list-style-type: none"> <li>- Potential risks associated with construction on public</li> <li>Applied community safety measures</li> <li>- Grievance procedure and contacts</li> </ul>	<ul style="list-style-type: none"> <li>on project information in Arabic</li> <li>- Letters</li> <li>- meetings</li> <li>- Information and warning signs at construction site</li> <li>Grievance form</li> </ul>	websites and social media pages with notification and invitations to attend		
	Vulnerable Groups / Children at surrounding communities	<ul style="list-style-type: none"> <li>- Brief of construction activities</li> <li>- Awareness regarding construction risks</li> <li>- Safety measures applied at and around construction sites</li> <li>- Meaning of safety and warning signs at site</li> <li>- Presentation of Grievance procedures and mechanisms to parents and schools teachers and managers</li> </ul>	<ul style="list-style-type: none"> <li>- Awareness printed materials distribution for households near construction areas</li> <li>- Awareness presentations at schools close to construction sites</li> <li>- Safety and warning signs at construction sites</li> </ul>	<ul style="list-style-type: none"> <li>- Same engagement method for component 1 with above vulnerable stakeholders will be applied for parents of children and students as well as schools managers who will be invited to attend consultation meetings</li> <li>- Grievance forms with contacts will be distributed at potentially impacted schools to be filled by school manager when issue and complaints need to be raised</li> </ul>	Contractor	During mobilization, Prior construction, and during construction

	EMRC / NEPCO	-Proposed sites location Data about nearby grid network	-Meetings -Letters -Land documents and coordinate Site visits	Same as above for utilities owners in component 1	IAs and Contractor	During site selection process at planning phase
	Ministry of Environment	-Project description -Project location -Information required for environmental approval	-Meetings -Letters -Environmental permit application form	Same as above in component 1	IAs	During planning and site specific ESMP preparation phase, and during construction phase
	Ministry of Labor	-Project brief -LMP -Labor records, information and documents -Medical fitness certificates for non-Jordanian labor -Accidents notification and reports	-Letters -Meetings Consultation sessions	Same as above in component 1	Contractor	During planning and site specific ESMP preparation phase, and upon recruitment of non-Jordanian labor, and during construction
	Ministry of Health	-Labor records, information and documents -Medical fitness certificates	-Letters -Work permits application for non-Jordanian labor	Same as above in component 1	Contractor	During planning and site specific ESMP preparation phase, and upon recruitment of non-Jordanian labor
	Social Security Corporation (SSC)	-Labor records, information and documents for registration -Accidents reports with types of injury	-Labor registration form at SSC website -Notification form with worker accident	Same as above in component 1	Contractor	Upon recruitment of labor upon accidents with workers injuries

	Local communities/labor within project's area,	<ul style="list-style-type: none"> <li>- Employment opportunities</li> <li>- LMP</li> <li>- Workers grievance procedure &amp; Contacts</li> </ul>	Display announcement at site office, at municipalities and governorates offices	<ul style="list-style-type: none"> <li>- Advance notification on upcoming meetings will be displayed at MWI/WAJ websites and social media pages</li> <li>- Grievance forms will be provided at site with a box to receive complaints and concerns</li> </ul>	Contractors	Prior and during construction
	Media and local press	<ul style="list-style-type: none"> <li>- Project brief including objectives and activities and target locations</li> <li>- Job vacancies available</li> <li>- Grievance procedure</li> <li>- Grievance contacts</li> </ul>	<ul style="list-style-type: none"> <li>- Press release</li> <li>- Inviting media and local press to consultation meetings</li> <li>- Local media announcements</li> </ul>	Same as above in component 1	MWI, IAs	During planning, preconstruction and during construction
	Suppliers of materials and equipment	<ul style="list-style-type: none"> <li>- Business opportunities</li> <li>- Procurement and contracting requirements</li> </ul>	<ul style="list-style-type: none"> <li>- Tenders announcements at local press and IAs websites</li> <li>Tender Documents</li> </ul>	Same as above in component 1	IAs, Contractors	During planning and preconstruction

<b>Component 3: Drought management and water storage for water security</b>	Farmers, Agribusiness owners, and Vulnerable groups / Women and refugees seasonal labor, Water users associations, Farmers Union, Ministry of Agriculture, General Public, Media and local press	<ul style="list-style-type: none"> <li>- Brief about the project and component objectives</li> <li>- Information regarding seasonal forecast and informed decision making process</li> <li>- Information about water allocation for agriculture sector</li> <li>- ESIA/ESMP</li> </ul>	<ul style="list-style-type: none"> <li>- Forecast and monitoring report</li> <li>- Press release on local media and MWI / JVA website</li> <li>- Meetings and consultation</li> </ul>	<ul style="list-style-type: none"> <li>- Invitation for focus groups discussion meetings</li> <li>- Invitation to ESIA consultation meetings will be organized at venues easy to access by stakeholders and as close as possible to impacted communities</li> </ul>	MWI / JVA	During planning and implementation
<b>Component 4: Institutional strengthening for water sector efficiency</b>	Women involved at “Women’s Plumber Initiative”, Community members involved at demand control trainings	<ul style="list-style-type: none"> <li>- Brief about the project and component objectives</li> <li>- Information regarding training registration and selection criteria</li> <li>- Information regarding training program, schedule and venues</li> </ul>	<ul style="list-style-type: none"> <li>- Consultation meetings</li> <li>- Press release and media announcements</li> <li>- MWI / WAJ website</li> </ul>	<ul style="list-style-type: none"> <li>- Invitation for focus groups discussion meetings</li> <li>- Grievance forms will be provided at site with a box to receive complaints and concerns</li> </ul>	MWI / WAJ	During planning and implementation
	Vulnerable Groups / Women associations	<ul style="list-style-type: none"> <li>- Brief about the project and component objectives</li> <li>- Cooperation opportunities in training coordination and implementation</li> </ul>	<ul style="list-style-type: none"> <li>- Consultation meetings</li> <li>- Press release and media announcements</li> <li>- MWI / WAJ website</li> </ul>	<ul style="list-style-type: none"> <li>- Invitation for focus groups discussion meetings</li> <li>- Grievance forms will be provided at site with a box to</li> </ul>	MWI / WAJ	During planning and implementation

				receive complaints and concerns		
	Donors agencies	-Brief about the project and component objectives -Women and community engagement level at training programs (social acceptance)	-Consultation meetings -Press release and media announcements -MWI / WAJ website	-Invitation for consultations meetings and focus groups discussion meetings	MWI / WAJ	During planning and implementation
<b>Operation (closure)</b>						
<b>All Components</b>	All stakeholders	-Project achievements	Final evaluation report to be available on MWI/WAJ/PMD -	- Feedback with comments option will be available to the public at websites and social media pages where public and stakeholders will be encouraged to provide any feedback they have - Contact email and telephone number will be available to receive any feedback, comments	MWI / WAJ- PMD	Operation (closure)



				and opinions on the disclosed documents		
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## 4. Resources and Responsibilities for Implementing Stakeholder Engagement

### 4.1 Resources

Stakeholder engagement will be coordinated and led by the MWI who will provide necessary human and managerial resources that would enable effective implementation of the stakeholder's engagement. These resources are:

- Staff and Personnel:
  - o Contractor Community liaison officers will be assigned for each sub-project
  - o ES or social specialist will be assigned at each WC as a central liaison for all subprojects under his company
  - o WAJ/ ESSD- PMD Environmental and Social Consultant will be assigned under project management organization of MWI, who will oversee the engagement process implementation through coordination and guidance for WCs liaisons
- ESSD – PMD at WAJ will create a database for SEP implementation where this database (log) for the whole project, and the source of data will be each individual database generated at each WC for its concerned sub-projects under implementation
- Online Platform. A dedicated webpage/Platform will be created for the project to enable users to find all the information about the project. The goal of the platform is to provide core information about the project and to ensure accessible online feedback from water customers and to support several citizen engagement activities. The platform will also be used to publish the ESF documents, including site specific ESIA and ESMP, RAP documents for specific sub-projects, and other relevant information related to project implementation. All public consultations events will be advertised through this platform.
- Meetings and workshops either in person or virtual will be made available as needed based on SEP implementation program and the needs evolved during project implementation
- Printed materials (posters, leaflets) about the project implementation activities, schedule, major achievement and GRM will be made available at sites and at offices of the project (MWI and WCs), and the online platform/webpage?

### 4.2 Estimated Costs

As stated at ESMF, the estimated cost for SEP implementation is only related to SEP activities that will be performed by WAJ / ESSD-PMD including any required meetings, consultation and capacity building for project staff involved at SEP implementation. In addition to costs for some announcements by local media and press. Overall estimated budget is USD 20,000. Other SEP activities that will be under the responsibility of contractors or other IAs are not considered at this estimation and will be part of overall subproject contract value for contractors, and defined by contractor at the tender financial documents.

### 4.3 Management Arrangement and Responsibilities

The SEP will be implemented by the ESSD of the PMD at WAJ, under the monitoring of MWI, and in coordination with all implementing agencies JVA, Miyahuna, Yarmouk, and Aqaba Water Companies. The proposed management arrangements are as follows:

- A Steering Committee will be established by the GoJ to oversee implementation of SOP-1 and make decisions on the aspects of the project that are within its authority.
- MWI will lead overall project management and coordination, and central Program Management Unit (PMU) at WAJ will be utilized for overall coordination and communication on the project, and to support capacity where necessary.
- Project Implementing Units (PIUs) will be established within the Water Companies to increase capacity to deliver on the Component 1 objectives.
- The implementation of the project will be guided through a Project Operations Manual (POM) (guidance on development of the POM is forthcoming).
- MWI will have the overall responsibility for monitoring, evaluation, and reporting of project results, supported by the PMU and all of the implementing agencies and in coordination with the Steering Committee.
- All Implementing Agencies involved in the project will have a dedicated M&E focal point, who will work closely with the M&E Specialist in the PMU.
- The recently established NRW Monitoring Unit, located in the Minister's Office, will monitor implementation of NRW reduction measures under the project in conjunction with WAJ and the WCs, and will share monthly reports with the PMU for consolidation into Bank reporting.
- Environmental and Social Standards Directorate (ESSD) at PMU will be the technical responsible team for all environmental and social aspects of the project to ensure that all ES requirements of the project has been applied and implemented at the required performance level.
- ESSD will have a director, head of EIA section, head of social section, in addition an ES Consultant will be assigned at ESSD to implement and support the execution of project's ESF by all implementing agencies including the SEP of the project
- In the scope of the SEP, ES Consultant will be responsible for:
  - o Hold the projects overall SEP database and records
  - o Supervise and monitor SEP management under each WC through monthly audit
  - o Provide guidance and support of WCs liaison officers when needed.
  - o Provide MWI with advice regarding certain raised issues and recommend the appropriate response
  - o Participate at major SEP consultation events to provide information about the project's ESF and SEP implementation as needed.
  - o Provide guidance and technical support for major grievances resolution
  - o Liaise and coordinate with the relevant departments in MWI and WAJ to obtain updates on stakeholder engagement activities
- ES Consultant at ESSD will be the key staff to liaise with the PIUs at WCs
- Each PIU WC will have a dedicated ES Specialist who will be responsible for the implementation of projects ESF, and for SEP, ES Specialist will be the Liaison Officer who will:
  - o Collect and maintain SEP database for all relevant subprojects

- Direct supervision and monitoring for subcontractors' and operators' community liaison officers
- Provide guidance for contractors' community liaison officer and participation at all consultation events made by relevant contractors
- Monitor and guide grievance mechanism implementation by contractors and provide relevant guidance
- Organize and directly implement SEP activities during operation phase
- Report received grievance either directly or via the contractor the GM database.
- Other project execution entities like contractors and operators will be responsible to assign an ES Specialist as Liaison Officer for SEP and other ESMF instruments under each contractor/ operator organization

The stakeholder engagement activities will be documented through:

- Minutes of meetings, consultations, and any other form of communication
- Updates on stakeholder engagement efforts under the project will be included in the Project's main progress reports and related safeguards reporting.
- The updates of SEP

## 5. Project Grievance Mechanism

Grievance mechanism (GM) is an accessible and inclusive system, process, or procedure that receives and acts upon complaints and suggestions for improvement in a timely fashion, and facilitates resolution of concerns and grievances arising in connection with the project. GM aims to:

- Encourage stakeholders to raise concerns without fear or hesitation
- Provides a fair and speedy means of dealing with complaints
- Prevents minor disagreements developing into more serious disputes
- Build trust between stakeholders and the project

It is worth noting that grievances relating to construction/ operation activities will be handled directly by contractor / operator who will implement all measures needed to resolve any issues during construction / operation. The person assigned by the contractor / operator to be responsible for receiving any allegations or grievances shall be appropriately trained. WAJ will remain responsible for monitoring and supervising this procedure. Thus, ensuring that construction/ operation activities of the project are carried out according the project's engagement and GM procedures. WAJ will ensure that any potential health, safety, environmental hazards and social concerns, in addition to other concerns related to the project are controlled and properly addressed through

WAJ has developed a bilingual Public Grievance Procedure that are illustrated in Table 4 below which will be implemented at all sub-project sites during the project life cycle. It is necessary to deal with complaints in an appropriate manner, confidentiality, objectivity, sensitivity, and responsiveness to the needs and concerns of stakeholders and related parties.

WAJ has developed forms below that area required to be filled at grievance management procedure. Templates of these forms are in Annex 1.

- Form 1: Grievance Form (suggested)
- Form 2: Complaint/recommendation/suggestion form at the Water Authority (existing in WAJ)
- Form 3: Grievance Log (suggested)
- Form 4: Proposed Content for the Community Information form (suggested)
- Form 5: Proposed Questions to site Focal Point (suggested)
- Form 6: Site's Focal Point Information Sheet (suggested)

**Table 4: Community Grievance Procedure**

<b>Community Grievance Procedure – Steps</b>
<p><b>Assigning responsibility:</b></p> <p>responsibility for dealing with community grievances will be assigned to the contractor / operator representative during construction / Operation, who will act as a Liaison Officer (LO) who is assigned based on project’s SEP and will be provided with a “Sub-Project LO Information Sheet” (<b>Form 6</b>).</p> <p>Each complaint whether from an individual or an entity will be considered and a response to each specific complaint will be directly communicated to the party that raised it. (A sample grievance and complaint form is provided in Error! Reference source not found.&amp; <b>2</b>). The grievance and complaint? form will be made available at each sub-project office. The receiver of grievance will be responsible to formally send the compliant or Grievance to the LO.</p> <p>To send an anonymous complaint, the complainant can send an anonymous e-mail to the e-mail address of the LO provided on the Grievance Form.</p>
<p><b>Complaints Intake &amp; documentation</b></p> <p>The comments or complaints will be summarized and listed in a formal log/register (please refer to <b>Form 3</b>) containing the name and contact of the person/community group or entity who made the complaint, and the date of response sent to the complainant (timeframe for acknowledgement). Any person or entity may send comments and/or complaints via a specific and specialized channel announced by the LO. The complainant must also be provided with proof of receipt of the complaint.</p> <p><b>Contact number of the LO and exact mode of communication to report on grievances/complaints will be presented at site information sign and at sub-project office.</b></p>
<p><b>Complaints Investigation</b></p> <p>Compliant will be investigated for legitimacy/eligibility for validation purposes and will be clarified by LO. The extent of the review will depend on how problematic the complaint is. All received complaints will then be organized into categories. (Affected / Interested / Vulnerable )</p>
<p><b>Complaint Resolution</b></p> <p>LO will develop and decide resolution options and prepare a response. Each compliant will be addressed based on the nature of grievance, moreover, grievances will be acknowledged and verified within 2 working days. A resolution/action will be proposed after compliant is verified, and then responded to within a maximum of 5 working days. Meanwhile, individuals/entities have the right to request that their name to be kept confidential.</p> <p>All complaints will be responded to either via phone, e-mail, or other means of written response or as specified by the person or entity that made the complaint.</p>
<p><b>Rejected Complaints</b></p> <p>If the complaint was rejected for reasons such as being ineligible, has no basis or no action is</p>

required, then Contractor Provider LO must put together a diplomatic response within 10 days explaining the reason for rejection to the complainant with evidence where applicable.

**Complaints Closure**

Complaints shall be closed when an agreement is reached with the complainants. This shall be recorded in the grievance log or database accordingly, along with the closing date, and any other supporting documentation or photos to be stored for future reference.

**Escalation**

If the Complainant is not satisfied with the grievance resolution, he/she may involve the Project Manager to review the complaint where his name and contact will be communicated to complainant , if still not satisfied, the Complainant can revert to court for a resolution.

## 5.4 Uptake Channels

For all the above expected effects, WAJ has guaranteed the expected stakeholders a system whereby any individual, group or entities are able to guarantee their right of grievance. It is important to have multiple and widely known ways to register grievances. Anonymous grievances can be raised and addressed. MWI has various uptake channels available to stakeholders:

**a. Community Level**

It is important to have conflict resolution mechanisms and systems at the local, first level where concerns regarding the project normally occur. During construction, sub-projects site office or the displayed complains contact number is the primary intake point. In addition contractor can coordinate with neighborhood committees and/or CBOs as additional intake points especially for vulnerable groups. These committees and CBOs function as an uptake channel for complaints by the residents of these neighborhoods.

Any additional assigned intake point such as Municipal office, public entities at neighborhoods need to be clear for local community.

When cases cannot be resolved at the site level or when parties are dissatisfied with the resolution, they could transfer it to the next level which is the WC/PIU and/or ESSD/WAJ. However, all grievances should be documented using forms 1 & 2.

Existing uptake channels:

**b. Complaints received through the Central Call Center with a hotline (117116)**

This is the main complaint uptake channel in the water sector in Jordan. It operates a call center hotline (117116) that receives thousands of complaints on daily basis. All three water companies are connected to the system and WAJ monitors their performance in relation to complaints handling (procedures, time of response, unclosed complaints, etc.).

The Call Center also hosts the Maintenance and Control Directorate for Miyahuna in Amman which manages several Maintenance Teams that are deployed once a complaint is received during operation.

Call Center deals with the following complaints:

- Pollution complaints: immediate handling
- Complaints of fractures and sanitation: Providing resources and classified according to priorities (main lines / secondary lines / quantities/Water loss/severity)
- Water interruption complaints: Depends on the presence of priorities in the area.
- Other: administrative / technical.

For the project, this uptake channel will be considered with below additional suggested steps for receiving the complaints regarding the project activities. During construction the following relevant uptake procedure will be implemented:

1. The complainant submits a complaint through the unified complaints call center 117116.
2. The complaint received by phone is recorded on the electronic form through the receptionist at the center and a text message is sent to the complainant containing the complaint number.
3. The complaint is transferred to the concerned authority in the sector to take the necessary action. If a complaint was received by the call center during construction, the complaint will be forwarded for the concerned contractor via PIU LO, or provided with the contact for the concerned sub-project's complaints.
4. The complaint is closed through the workers on the unified complaints system in the maintenance offices.
5. The concerned employees at the Water Authority Center (call back team) make random calls to ensure the credibility of a solution with the concerned citizen upon completion of the implementation to ensure that the problem is resolved and the complaint is closed.
6. A daily report of complaints received through the system is issued to all stakeholders in the water sector (companies and departments).

During operation, the call center will be the primary intake point for the project operations, and the same procedure will be followed except that LO at PIU of WCs will be responsible to grievance register (log) and follow-up on received complaints.

**c. Complaints received over the phone to service centers.**

1. The complainant submits a complaint after registering it at the unified complaints center 117116. In the event that the complaint is not registered, the complainant is asked to call 117116 and register a complaint to receive a complaint number.
2. The complainant is provided with the intake points contacts according to the related subproject.
3. The complaint is followed up with the liaison officer to be closed

**d. Complaints received directly from the complainants at the Public Service Desk at WAJ (face to face).**



If a complaint was received by the directly at the Public Service Desk at WAJ during construction, the following procedure will be applied:

1. The complainant submits a written complaint to WAJ after trying all means.  
The formal complaint is transferred to the Central Document control for registration and for obtaining a registry number. The compliant then will be forwarded during construction to the concerned contractor via PIU LO, or provided with the contact for the concerned sub-project's complaints. During operation, regarding the water system supply, the received complaints will be dealt with by the call center
2. The complaint is transferred to the Follow-up Directorate
3. A letter addressed to the party concerned with the complaint is prepared
4. After the response by the authority concerned with resolving the complaint, the complainant will be contacted until it is confirmed that the complaint is closed
5. Close the complaint and save it in special files.

**e. Complaints received through the governmental platform “Bekhedmetkom” (At your service):**

The “At Your Service” platform is a centralized system (Bekhedmetkom) that is directly responsible for managing and tracking citizens’ complaints with all government agencies. Almost 89 government agencies are linked to the platform (including WAJ) and there are liaison officers within such agencies. The response for project relevant complaints through (Bekhedmetkom), the following procedure will be applied:

1. The complaint is registered on the platform through the application of the platform on the phone or the website through the complainant. (06 500 8080 ) (<https://portal.jordan.gov.jo/wps/portal/Home/CMU>)
2. The water authority liaison officer transfers the complaints received on the platform to the companies, the Ministry of Water and Irrigation, the Jordan Valley Authority, or the Water Authority, each according to its competence, who then transfers the complaint to the related LO at WAJ or at WCs.
3. The complaints transferred are followed up by the LO to ensure the response and close the complaint within the time period specified.
4. The Complainant is contacted to make sure that the complaint is resolved.
5. Preparing periodic monthly reports for the platform and making monthly statistics and related official books to follow up performance and level of citizen satisfaction.

**f. Complaints procedures received via e-mail**

1. The complaint is receive from the authority concerned with following up the e-mail
2. The complaint is transferred to the relevant authority /LO to resolve it after ensuring that it is registered on the unified complaints system (call center?).
3. The transferred complaints are followed up on to ensure they are closed.

**g. Complaints procedures received via Water App.**

1. Receive complaints reaching through the Water application.
2. The complaint is opened separately and transferred to the unified complaints system manually.

3. The complaint is registered on the unified complaints system, and in the event that it appears that the complaint is registered on the system (duplicate), the complaint is registered again on the unified complaints system with a new number, and the complaints are documented. Repeated complaints of the same option are not acceptable.
  4. Transfer the complaint to the related LO, follow up the complaint with the concerned authorities to ensure its closure and resolution.
  5. Communicate with the complainant if the complaint is about water bills / a water tanker request / meter extension and ask him to visit the Collection offices or service offices in the concerned companies or departments.
  6. Refer pollution complaints immediately to the unified complaints center for follow-up with the concerned parties.
  7. Prepare the monthly statistical report.
- h. Complaints procedures received through the suggestions and complaints box**
1. the complaint is received from the authority concerned with following up on the suggestions and complaints box
  2. The complainant's information (name, phone number) and the type of complaint is verified
  3. If the complaint is about water and sanitation services, complaint is transfer to the relevant authority to resolve it after making sure of it is register it on the unified complaints system.
  4. Follow up on transferred complaints to ensure they are closed.

## 5.5 Reporting

It is important to record and report evidence and findings from stakeholder engagement, including from the grievance mechanism, so that project-specific management plans can be amended as needed.

The contractor / operator will need to provide reports on grievance resolution within the monthly reporting to MWI. In cases where the resolution of a grievance is difficult on the contractor level, projects should, as needed, discuss the resolution options with MWI outside the reporting process.

WAJ will ensure a mechanism of maintaining a database of records of complaints and grievances which will be retrieved by the contractor, project workers including MWI's staff and the appointed Liaison Officer, which should include information on the date, and location of the engagement, who was met (people, organizations, entities) and summary of outcomes and actions. It is important that all data from the different contractors & operators of the project will be included in the main database of MWI.

Project will analyze repeating grievances and develop corrective actions to ensure bringing a systemic resolution to recurring issues.

It is the responsibility of the Contractor / operator to receive grievances and officially record them, and the contractor's LO will follow-up on grievances. In addition, LO will report to WAC-LO, ESSD SE or to the provided hotline in the information sheet (**Form 1**) if he/she wishes to.

LO shall also be aware that he/she can follow-up between WC and WAJ / MWI SE Consultant on miscellaneous issues as needed to satisfy the stakeholder engagement action plan.



## **5.6 Grievance and beneficiary feedback reporting**

### **Provide Response to the Complainant:**

Normally, complainants who submitted their complaints through different uptake channels (all complaints are registered at the Central Call Center) are usually informed of the resolution of their complaints. They are informed of the resolution through the phone or in case he follows up on his complaint. Complaints received through the “At Your Service” platforms and the Help desk are closed electronically once the complainant is informed of the decision.

The project will adopt the same procedure with the modifications made at sections 5.4 and 5.5 where relevant projects’ LO will be responsible for providing the response to the complainant.

### **Escalation:**

WAJ does not currently have a formalized procedure for escalation, but complainants will go directly to WAJ offices in case their complaints were not resolved after registering their grievances at the Unified Call Center.

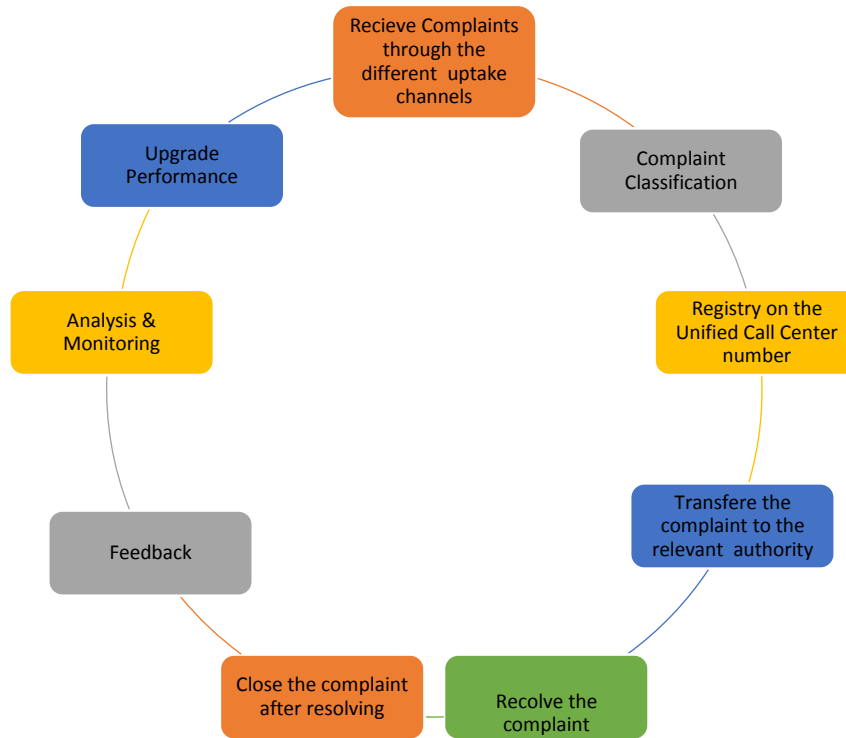
The project will follow this existing escalation procedure, which is flexible enough to resolve received complaints as much as applicable, in addition, if the existing procedure was not sufficient then complaints will be escalated to Projects Steering Committee, however, If the complaint was not resolved by the proposed resolution by WMI top management and the complainant was not satisfied, then the complainant has the right to raise the complaint to the court.

Figure 2 below presents the project’s grievance mechanism flow chart

## **5.7 Procedure for monitoring and evaluating the performance of handling complaints**

This section describes the proposed project’s procedure for monitoring and evaluation of complaints handling

1. In the event that the same complaint is repeated more than once and the public service offices in the center are notified through the complainant:
  - Taking the complainant's data and the complaints number registered at 117116 and recording them.
  - The complaints registered by the complainant are inquired through his data through the unified complaints system through the work team the meaning.
  - The concerned party is contacted and the complaint is followed up to ensure its resolution and closure.
2. Citizens are contacted to ensure that the complaint is resolved through callback
3. Comparisons and evaluation of the performance of the entities, reports and correspondences are prepared periodically and whenever the need arises.
4. Performance indicators are measured and approved annually:
  - Number of water complaints / 1000 subscribers
  - The number of sewage complaints / 1000 subscribers
  - Complaint response time



**Figure 1: Complaints handling procedures**

## 5.8 Grievance Log

The MWI and IAs should maintain grievance log to ensure that each complaint has an individual reference number and is appropriately tracked, and recorded actions are completed. When receiving feedback, including grievances, the following is defined:

- Type,
- Category,
- Deadline for resolving the appeal, and
- Agreed action plan.

Each complaint should be assigned with an individual reference number and is appropriately tracked, and recorded actions are completed. The log should contain the following information:

- Name of the grievant, location and details of the grievance.
- Date of submission.
- Date when the Grievance Log was uploaded onto the project database.
- Details of corrective action proposed.
- Date when the proposed corrective action was sent to the complainant (if appropriate).

- Date when the grievance was closed out.
- Date when the response was sent to the grievant.

### **5.9 World Bank Grievance Redress System**

Communities and individuals who believe that they are adversely affected by a World Bank (WB) supported project may submit complaints to existing project-level grievance redress mechanisms or the WB's Grievance Redress Service (GRS). The GRS ensures that complaints received are promptly reviewed in order to address project-related concerns. Project affected communities and individuals may submit their complaint to the WB's independent Inspection Panel which determines whether harm occurred, or could occur, as a result of WB non-compliance with its policies and procedures. Complaints may be submitted at any time after concerns have been brought directly to the World Bank's attention, and Bank Management has been given an opportunity to respond. For information on how to submit complaints to the World Bank's corporate Grievance Redress Service (GRS), please visit <http://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service>.

For information on how to submit complaints to the World Bank Inspection Panel, please visit [www.inspectionpanel.org](http://www.inspectionpanel.org).

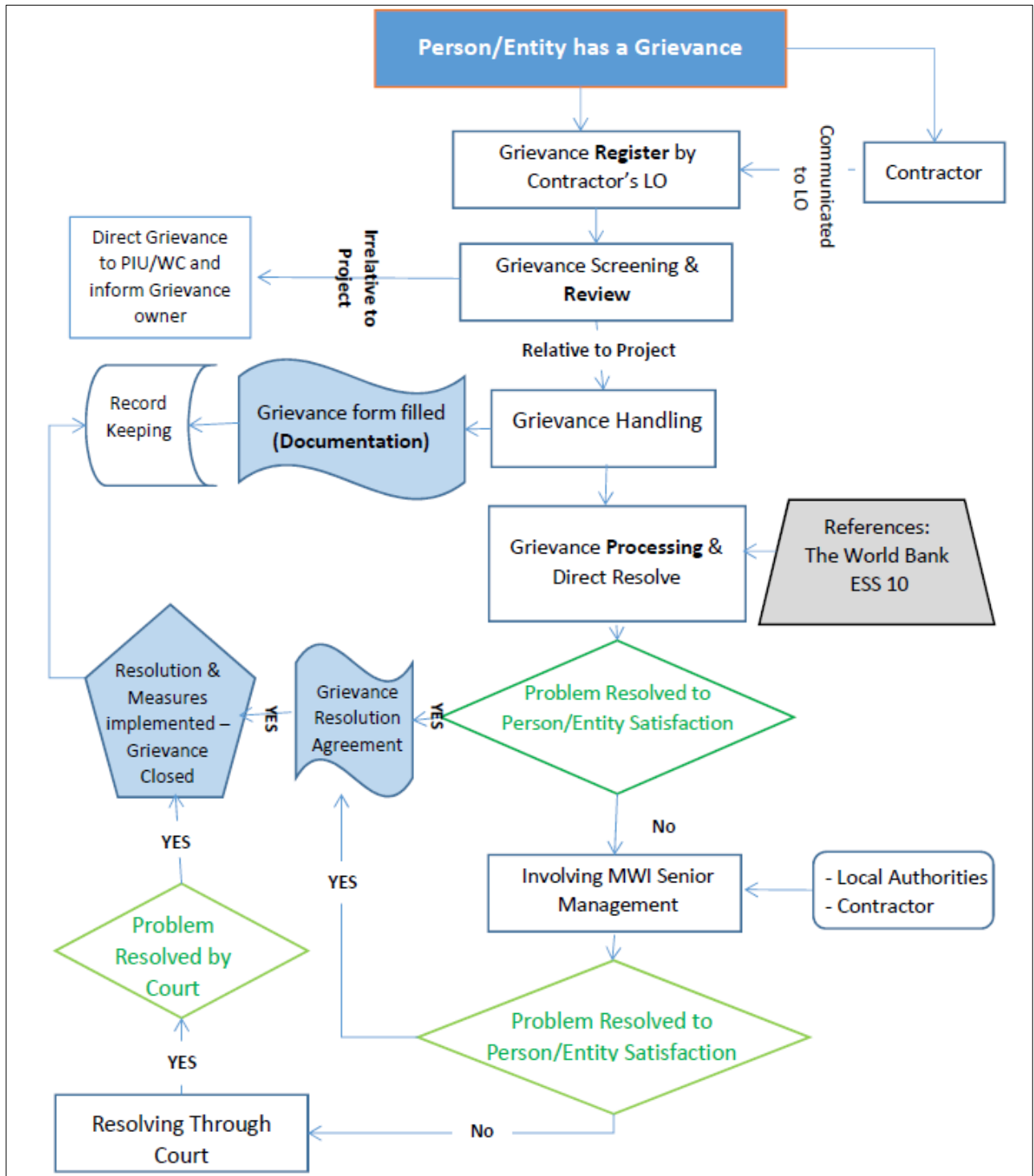


Figure 2 : Project Grievance mechanism flow chart

## 6. Monitoring and Reporting of the SEP

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

The results of the stakeholder engagement process will be included in the Project Monitoring Reports (and SEP updates as needed). The monitoring reports will include the following information:

- Venue, time and date of any public consultation meetings that have been undertaken;
- Issues and concerns raised during the consultative meetings;
- A list of the number and types of grievances raised in the reporting period and the number of resolved and/or outstanding grievances; and
- Information on how the issues raised during the meetings and through grievances were/will be taken into consideration during the Project implementation (construction) Phase.
- Stakeholder engagement activities by the relevant departments in MWI/WAJ such as awareness campaigns, etc.
- Stakeholder engagement activities by the other IAs (water companies)

The Reports will also include a summary of implemented corrective measures meant to address the grievances.

### a. Formal Meetings

All formal meetings, which are scheduled through the stakeholder engagement team will be documented and minutes taken. Minutes will be captured in English and Arabic by team members engaged. Attendance registers / form will be maintained in appropriate formats.

### b. Attendance Register / Form

A Stakeholders registers / form will be used to track the Consultation and Disclosure process. Specific stakeholder engagement actions will then be tracked in the registers / form, which contains the list of all stakeholders identified, under what category they fall, their importance to the project in terms of how they can influence or be influenced by the Project.

### c. Record Keeping

A master database will be maintained by the ministry to record and track management of all comments and grievances, and independently audited. This will serve to help monitor and improve performance of the Comment Response and, Grievance Mechanism. This database will be continued throughout all phases of the Project.



## 7. Disclosure and Consultation requirements

The World Bank disclosure standards require that the SEP report for the project is made available to project affected communities and groups, local NGOs, and the public at large. The executive summary will be translated into the main local languages. Public disclosure of SEP document is also a required. MWI will make available copies of the report at MWI website (<https://www.mwi.gov.jo/Default/Ar>).

Given the importance of Project, its scale and geographical spread the Public invitation shall be announced in a reputable printed media with national coverage to allow a wide range of Stakeholders to be included in the Consultation process. This will provide the Stakeholders with opportunities to express their views on project risks, impacts, and mitigation measures and allow MWI to consider and respond to them.

Once the Consultations have been completed, Minutes of the Meeting shall be prepared and annexed to the SEP. The Minutes shall reflect on the feedback received, questions raised and how these were incorporated into the final document. The attendance of Stakeholders shall be verified through a signed attendance log, preferable with contact details of the attendees and photographs with permission to disclose.

- MWI has organized a consultation session on draft ESF instruments on 16.05.2023 after disclosing these documents at MWI website. MWI has invited multi- stakeholders to the meeting that was held at MWI building in Amman, in addition to online participants where MWI has made an access to participants who cannot attend physically from far governorates. The attendees were representatives of ministries, local municipalities, civil society organizations, environmental associations, women associations and the Higher Council for the Rights of Persons with Disabilities. WAJ –PMD / ESSD team has presented the project components, and the draft ESF instruments purpose and mitigation measures and strategies that the project will apply to eliminate and or reduce potential environmental and social risks according to relevant local regulations and to meet World Bank ES standards. Relevant key Issues raised by participants included:
  - The Language of ESF documents disclosed by MWI are in English
  - The Engagement of municipalities to in the planning and implementation for roads restoration
  - To provide work opportunities in the project for persons with disabilities, and Ministry of Labor can facilitate this issue
  - The project to ensure proper health and safety measures are applied during construction, and to request HSE supervisors to be assigned for project implementation by contractors.
  - Is there a defined percentage for the employment of refugees from the total expected employment during project implementation
  - Number of women targeted in plumbing training is limited, can then be expanded
  - Preservation of environment and natural habitats, and the competency of supervision staff in developing effective mitigation measures
  - Water supply by WCs is already not efficient, subscribers not treated equally in water distribution and supply

**Notes from the session and how stakeholders' views were taken into account, and list of participants are found in Annex 2. Final ESF instruments will be disclosed at MWI website upon World Bank approval on these documents.**

## Annexes

### Annex 1 Templates for Applied Stakeholders Engagement Forms

#### Form 1: Community Grievance Compliant Form

<b>Reference No:</b> رقم مرجع استمارة الشكوى:	
<b>Full Name (Optional)</b> الاسم الكامل (أختياري)	
<b>Contact Information</b> معلومات الاتصال ----- <b>Please mark how you wish to be contacted (telephone, e-mail).</b> الرجاء تحديد الطريقة المناسبة للاتصال بك.	<input type="checkbox"/> <b>By Telephone</b> (الهاتف عبر) : _____ <input type="checkbox"/> <b>By E-mail</b> (البريد الإلكتروني عبر) : _____ <input type="checkbox"/> <b>Other (including Anonymous Submission), Please Specify</b> (اخرى (بالإضافة الى التقديم من قبل مجهول)، نرجو التحديد)
<b>Description of Incident or Grievance:</b> الرجاء وصف الحادث أو الشكوى	<b>What happened? Where did it happen? Who did it happen to? What is the result of the problem?</b> ماذا حدث؟ أين حدث هذا؟ من فعل ذلك؟ ومن كان الشخص المتضرر؟ الرجاء أن يتم وصف طبيعة المشكلة؟ والنتيجة؟ -----
<b>Date of Incident/Grievance</b>	طبيعة / تاريخ الحادث أو الشكوى -----
<input type="checkbox"/> <b>One time incident/grievance (date _____)</b> (حدث مرة واحدة (التاريخ) <input type="checkbox"/> <b>Happened more than once (how many times? ____)</b> (حدث أكثر من مرة (الرجاء تحديد عدد المرات؟) <input type="checkbox"/> <b>On-going (currently experiencing problem)</b> (متواصل (المشكلة متواصلة حتى الآن)	
<b>What would you like to see happen to resolve the problem?</b>	ما هو الحل المثالي للشكوى أو المشكلة برأيك؟
Signature (التوقيع): _____ Date (التاريخ) : _____ <b>Please return this form to (الرجاء اعادة هذا النموذج الى) :</b> [name], HSE Supervisor [WMI/Contractor] Address (العنوان) _____ Tel. (رقم الهاتف) Tel: (Will be included later) E-mail (البريد الإلكتروني) : _____	

Form 2: Complaint/commendation/suggestion form at the Water Authority Office

(نموذج تقديم اقتراح أو شكوى أو تناء) / صندوق الشكاوى

التاريخ:

عزيزنا المواطن / المراجع

تسعى سلطة المياه الى التميز والريادة والإستدامة بتقديم خدماتها لمطقي الخدمة بأفضل الممارسات العالمية وبكفاءة عالية وأراكم واقتراحكم مساعدنا في تطوير ما تقدمه لكم من خدمات لتحقق طموحكم . تعمل سويماً على تأمين احتياجاتكم ، لذا وضع هذا الصندوق لاستقبال اقتراحكم وشكواكم وسنم التعامل معها بكل حنية وسرية وشفافية.

الاسم (مقطع رياضي)	الرقم الوطني	رقم الهاتف	البريد الإلكتروني
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شكوى  مقترح  تناء

الموضوع: .....

التفاصيل: .....

ملاحظة: يرجى كتابة طرفي الرقم في كل حيز من حيزي صندوق القاء والمغزلة ويكون لها طابقتان مطبوعتان وتطرح الى مكتب خدمة العملاء.

هل سبق ولقدمت بنفس الشكوى/ الاقتراح :  نعم  لا

طريقة الاتصال بالمفصلة:  هاتف  بريد الكتروني  بريد جدي



هذا الجزء يحتفظ به مكتب الشكوى أو المقترح أو التناء

الجهة المعنية: سلطة المياه

تاريخ الإلتحاق بالصندوق:

الموضوع:

اسم و توقيع المصطب:

نقدم بجزيل الشكر لكم على استخدامكم هذا النموذج وستواصل معكم في اقرب وقت ممكن.

**خطوات تقديم اقتراحات وشكاوى المواطنين / المسجلة على الصندوق**

خطوات تقديم اقتراحات وشكاوى المواطنين

يتم تعبئة الاقتراح أو الشكوى على نموذج خاص بذلك والمتوفر لدى مكاتب خدمة الجمهور المنتشرة في محافظات المملكة (يتوفر النموذج في الجيب الأيمن من الصندوق)

يتم تعبئة كافة البيانات المطلوبة من قبل المواطن ويخط واضح مع ذكر العنوان والهاتف

يوضع النموذج في صندوق الاقتراحات والشكاوى المخصص لذلك

يتم فتح الصندوق يومياً بواسطة مديرية تطوير الأداء المؤسسي.

يتم تحويل الاقتراح أو الشكوى الى الجهة ذات الاختصاص ومتابعتها حتى يتم اتخاذ الاجراء اللزم عليها.

يتم إبلاغ مكتب الاقتراح أو الشكوى بالإجراءات المتخذة بالوسيلة التي يطلبها (خطياً،الهاتف، البريد الإلكتروني) خلال مدة لا تتجاوز سبعة أيام من تاريخ تقديمها.

إذا أردت أن يتم التعامل مع الاقتراح أو الشكوى المعقمة منك بسرعة نرجو أن يتم توضيح ذلك.

المواطن الكريم....

في حال عدم الاستجابة ضمن الوقت يامكذلك اللجوء الى هيئة النزاهة ومكافحة الفساد.

هاتف : ٠٦ / ٥٥٠٣١٥٠

الخط الساخن ٠٧٧٠٤٥٢٨٥٥ - ٠٧١١٣٣٣٧٦٦

**Form 3: Community Grievance Log**

**GRIEVANCE LOG (Use this log to document grievances filed by local communities. All grievances shall be responded to promptly within 2 working days, and shall be investigated and resolved within 5 working days.)**

Date of Grievance Receipt	Name of Person/Entity Filing the Complaint	Person Receiving Complaint/Grievance	Grievance Compliant Form Reference #	Summary of Grievance	Date Investigated/ Verified	Name of Investigator	Investigation/ Verification Results	Date of Resolution	Resolution of Grievance	Date Resolution Communicated to Complainant
تاريخ استلام الشكوى	اسم صاحب الشكوى أو الجهة التي قامت بالشكوى	اسم الشخص الذي تلقى/أدخل الشكوى	رقم مرجع استمارة الشكوى	وصف الشكوى (ملخص)	تاريخ مراجعة الشكوى والتحقق	اسم الشخص الذي قام بالتحقق	نتيجة التحقيق	تاريخ اصدار القرار	وصق القرار أو الحل بشأن الشكوى	تاريخ اعلام صاحب الشكوى بالقرار النهائي

#### Form 4: Proposed Content for the Community Information form

- Brief Project Description
- Project Objectives
- Potential Risks and Impacts
- Potential Benefits to Community
- Brief Description of Construction activities and duration
- Peak time of Activities
- Safety Practices recommended to stakeholders and Staff (i.e. compliance with rules and information signs/instructions where applicable)
- Description of Community Grievance Mechanism and Contact Information of on-site EHS coordinator [to be provided by EPC / O&M Provider in due course]

## Form 5: Proposed Questions to stakeholders for project's LO use

Proposed questions to potentially affected stakeholders are listed below. These questions will take place in an interview with MWI's Cluster Sites HSE Manager and the School Focal Point

- What are your expectations from this project? Whether positive or negative?
  
- In your opinion, do you see any benefits to you or the community as a result of this project?
- Are there any issues of concern that you would like to discuss that are related to the project?
- Do you have any suggestions / preferences with regards to reporting any complaints or grievances?
- Do you feel that you can confidently report any grievances to the Contractor or WMI during project implementation? If yes, what method would you prefer?
  - Emails
  - Text Messages
  - Phone Calls / Hotline
  - Fill-out a documented form and submit it to the concerned person on site
- Do you have any suggestions to improve any activities of this project?

## Form 6: Project's LO Information Sheet

- Brief Project Description
- Project Objectives
- Brief Description of Construction Activities and Duration
- Construction Working Hours & Peak Time of Activities
- Potential Risks and Impacts to the community and Staff
- Potential Benefits to the community
  
- Safety Practices recommended to be distributed to the community and Staff (i.e. compliance with rules and information signs/instructions where applicable)
- Copy of Workers Code of Conduct
- Copy of Gender-based Violence Prevention Policy
- Brief Description of Community Grievance Procedure and how to report complaints/grievances:
- Contact Information of the Contractor EHS Coordinator
  - Phone Number:
  - Email:
  
- Contact Information of MWI Cluster Sites HSE Supervisor.
  - Phone Number:
  - Email:

\*Please be informed that the responsibility of filling out any grievances or complaints shall be with the EPC on-site EHS Coordinator. In the case that you have any further concerns please contact WMI's EHS Focal Point as per the above contact information. If you're more comfortable to discuss any other issue anonymously or separately, please call the below hotline:

Tel: To be provided later

## Annexes

### Annex 2 Notes of ESF Instruments Consultation Session

#### Consultation Outcomes Summary

Name & Entity	Comment / Concern	Responses through the WAJ Director of Planning and Administration h and the management team
Ma'an Governorate	The documents are displayed on the website in English, and it is preferable that they be in Arabic, because the targets are Arabic speakers.	An apology was made , it was clarified that the reason is the lack of time and the requirements of the funding agency. The documents will be translated into Arabic and re-disclosed. Participants can provide comments on these versions and send them by email to (WAJinfo@mwi.gov.jo)
	<p>Stakeholder identification: The municipality must be a main partner and not a stakeholder</p> <p>Why are the municipalities not involved in the stages of studies for projects and planning and identifying the areas to be developed?</p> <p>Why are the municipalities not involved in the stages of studies for projects and planning and identifying the areas to be developed?</p> <p>The approval of the municipal council is required for the study</p>	<p>There will be partnership and coordination with the municipalities and defining regions in partnership with the municipalities.</p> <p>The current documents were prepared during the study phase</p> <p>Municipality are among stakeholders identified at SEP prepared for the project</p>
	The problem of administrative and technical losses in Ma'an governorate still exists, specially that each region has a geographical specificity.	<p>The aim of Waste projects is to support the water supply in Jordan.</p> <p>The new waste strategy for the water sector aims to reduce waste by 2% annually within a specific time frame, and the sector is committed to implementing it.</p> <p>The lack of permanent supply is the cause of technical losses and the presence of old lines and networks that need rehabilitation.</p> <p>Administrative loss: Among its causes are the attacks on the water lines and the lack of billing. The solution is to continue the security campaigns</p>



	<p>It is preferable to support wastewater projects (gray and black water) and use them in agriculture.</p>	<p>The Ministry of Water and Irrigation is constantly seeks supporting this sector while studying and implementing its projects.</p>
<p>Imad Al-Saudi Member of Ma'an Municipal Council</p>	<p>Emphasize the importance of partnership and coordination between the authority and the municipalities, especially in the issue of restoring conditions.</p> <p>The problem is in financing and the municipalities law has been repealed. There is no objection to the citizen bearing the financial cost if the services provided are good</p> <p>Dispensing with external financing, focusing on local investment, and supporting the private sector with municipalities.</p> <p>What is needed is to improve the water management process in Jordan.</p>	<p>There is a permanent tendency to partner with the private sector, especially in employment, but projects are not attractive to donors, and local funding needs time.</p> <p>Restoration: prior coordination with the municipalities in this regard and directing letters to the project sites.</p>
<p>Ministry of Labor</p>	<p>Regarding employment and employment in the project, will there be cooperation with the Ministry of Labor in the future?</p> <p>With regard to occupational safety and health, it was noted that injuries occurred and that the implementing contractors did not adhere to general measures.</p> <ul style="list-style-type: none"> <li>• An intervention on observation of activating the role of the Ministry of Labor's register platform for cooperation in the issue of appointing persons with disabilities</li> </ul> <p>Required:</p> <ul style="list-style-type: none"> <li>- Providing the Ministry of Labor with the names of contractors, locations and methods of communication to ensure the exercise of the role of control and supervision.</li> <li>- Among the terms of reference for the project should be the appointment of</li> </ul>	<p>This will be prepared and documented in the project terms of reference.</p>

	an occupational safety and health supervisor.	
Greater Ma'an Municipality	<p>What is the total size of the project?</p> <ul style="list-style-type: none"> <li>- Employment rate of refugees (the question was incorrect)</li> <li>- In the field of energy, reaching a solution regarding approvals and permit delays with the Ministry of Energy</li> <li>- NEXUS Emissions Treatment.</li> </ul> <p>Restoration costs.</p>	<p>The total volume of the first phase is 300 million dollars</p> <p>The Ministry of Water and Irrigation / Water Authority works in continuous coordination with the Ministry of Energy to mitigate challenges.</p> <p>Emissions in private energy projects in the sector are covered</p> <p>Emphasis is placed on coordination with those concerned before the start of the project for the necessity of the contractor reviewing the concerned municipality and obtaining approval for implementation.</p>
Higher Council for the Rights of Persons with Disabilities	<p>Thanks for including people with disabilities in the project.</p> <p>Is 30 people (male and female)</p> <p>How will the process of selecting the beneficiaries take place, and will there be coordination with the Council in announcing employment and selecting and appointing persons to ensure equal opportunities?</p> <p>It is important for the Supreme Council to be a partner in choosing</p>	<p>Coordination will be made with the Council and the Ministry of Social Development for appointment purposes.</p> <p>The recruitment process will be competitive and the board will be involved and informed of the terms of recruitment.</p> <p>The Project is committed to principles of non-discrimination and equal opportunities in recruitment as per LMP</p> <p>This is the first project in which groups of people with disabilities are involved.</p>
Royal Scientific Society	<p>What is the project going to add to old Water Authority projects related to waste (NRW) to ensure non-repetition of projects (Overlapping)</p> <ul style="list-style-type: none"> <li>- Will the required targets be achieved while the number of women attending plumbing training is small compared to the duration of the project. It is preferable to target more numbers and</li> </ul>	<p>The possibility of covering new categories or increasing the number of trainees will be studied.</p> <p>Waste projects did not cover all governorates, and this project will try to cover most of the governorates.</p> <p>Water losses will be processed from the source, network, meter and billing (all</p>

	more groups.	stages).
Royal Society for the Conservation of Nature	<p>Thanks for conducting the consultative session.</p> <p>- The question about the competence of those responsible for implementing the mitigating measures.</p> <p>Is there a clear mechanism for determining mitigation measures in preserving the environment and nature? (Mitigation measures)</p>	<p>No project will be implemented without submitting a reference environmental plan within the tender documents, and any feedback from municipalities and stakeholders will be taken into account, and financial costs will be allocated to implement environmental and social plans and to address negative environmental impacts, and projects will be supervised and followed up by Experts and specialists in the water sector, and the contractor will be subject to penalties in case of violation</p> <p>:</p> <p>The mitigation mechanism is included in the environmental and social documents of the project</p>
Ministry of Energy and Mineral Resources	<p>Inquiry about the energy index 80 G wh/year, and what are the procedures followed to achieve this figure?</p> <p>Is the Number (80) gigawatt-hours annual, or is it only for one time measured?</p>	<p>There is an energy unit that includes specialists, and energy expenditures are annually studied at 200 million dinars / year</p> <p>There are conditions that prevent the implementation of more than 1 mega watt.</p> <p>The focus is on energy efficiency raising projects such as operating pumps.</p> <p>M . Abdullah Hijab - Director of the Energy Unit: Clarification of the Directorate's objectives for the year 2025, and there is an update on the energy policy for the year 2040, which is represented by:</p> <ul style="list-style-type: none"> <li>- Increase energy efficiency.</li> <li>- Increasing the share of renewable energy.</li> <li>- Adopting the global energy management system.</li> </ul> <p>The procedures followed by the water authority in the sector were clarified.</p> <p>The measurements of the World Bank program: the indicators in the Kingdom</p>

		<p>were studied through the energy audit</p> <p>As for the energy target index (80 gigawatt-hours), which will be achieved annually:</p> <p>40GWH: Increased energy efficiency 40GWH: renewable energy</p> <p>Coordination is made with the electricity companies and a preliminary list of the capacities allowed to be installed is determined.</p> <p>It will save about 10 million Jordanian dinars annually. 5% of the annual energy bill.</p>
<p>Bani Kenana Association - Al-Rafid area (Irbid governorate)</p>	<p>For farmers:</p> <ul style="list-style-type: none"> <li>- The Ministry expropriated Al-Rafid agricultural lands to construct Al-Wahda Dam, which prevented farmers from benefiting from the dam's water.</li> <li>- Farmers are prevented from reaching their agricultural crops, which led to their damage.</li> </ul> <p>Regarding the water supply issue: The distribution of water is random.</p> <ul style="list-style-type: none"> <li>- Low efficiency of water service providers in distribution and operation stations, and mistreatment of citizens.</li> </ul> <p>Provided the water distribution network and lines, and did not maintain them.</p> <p>Regarding the refugee problem: Al-Rafid area is one of the most receiving areas for Syrian refugees, and this led to increased pressure on water resources and its consumption and reduced the per capita share, and the necessary measures were not taken to raise the water supply.</p> <ul style="list-style-type: none"> <li>- The inability to access and benefit from the well near the Al-Wehda Dam, due to the presence of a security threat to the lives of citizens due to its proximity to the Syrian border.</li> </ul> <p>For municipalities: Emphasizing the necessity of</p>	<p>Emphasis on the limited water resources and the lack of adequate funding to improve and rehabilitate the network.</p> <p>The project will not involve construction of any new dams</p>

	<p>coordinating with the municipalities regarding restoring conditions.</p> <p>For investment projects implemented in the region:</p> <ul style="list-style-type: none"> <li>- The operation of the presses led to the pollution of the spring water, which was exploited by citizens, and the necessary measures were not taken.</li> </ul>	
<p>President of the Women's Association of Tlal Al-Mansheya (Northern Ghor)</p>	<ul style="list-style-type: none"> <li>- What is the type of partnership with farmers, and how will they be included in the project?</li> <li>- Submit a request to support farmers with modern irrigation networks.</li> <li>- Inclusion of women from the northern Jordan Valley in the plumbing training project, due to their urgent need for that.</li> </ul> <p>Exploitation of surface water and implementation of water harvesting projects.</p> <ul style="list-style-type: none"> <li>- Implementation of a sewage water project.</li> <li>- Improving conditions, especially in farmers' areas, due to their exposure to destruction.</li> <li>- Delayed maintenance of water lines.</li> </ul> <p>Emphasis on the necessity of coordination with the municipalities.</p> <p>The question about the water harvesting project in the Jordan Valley; Being a heavy rainy area and the amounts of water go to waste, and the question is about the possibility of exploiting that amount of water through water harvesting.</p>	<p>The note will be taken into consideration.</p> <ul style="list-style-type: none"> <li>- There is not enough funding to implement the sewage water project.</li> </ul> <p>Notes will be taken, the information will be transferred, and the question will be directed to the concerned parties in the Jordan Valley Authority (JVA).</p>
<p>Assistant Mayor of Salt</p>	<p>The municipalities are supposed to be a strategic partner and an authentic axis in the initial stages of the project, and not only in the restoration process.</p> <ul style="list-style-type: none"> <li>- Complaining about the quality of the water provided to the places and that it does not meet the health standards.</li> </ul> <p>Question about conformity of water distribution lines with specifications.</p>	<p>Maintaining water quality.</p> <p>The note will be taken into account.</p>

	<p>Are there cadres to implement waste projects?</p> <p>Are there bodies responsible for receiving complaints from citizens?</p> <p>Allocating a refundable amount to the municipal budget related to the issue of street rehabilitation.</p>	
Royal Scientific Society	<p>Obtaining feedback from the Zarqa Rehabilitation Project, in which women were trained on plumbing.</p> <p>What are the two criteria excluded from the World Bank standards?</p> <p>Are only World Bank standards included?</p>	<p>The note will be taken into consideration</p> <p>The two standards not considered relevant at this time are: ESS7 &amp; 9</p> <p>National standards are included in addition to donor standards</p>

## List of Invitees

No.	Entity
<b>Civil society organizations</b>	
1	Wise Women Plumbers Cooperative
2	Alrafeed agricultural association
3	Almanshiah women association Telal
4	Almanal for development and trainig durrat
5	ARDD
6	Jordanian National Comission for women The
<b>Research and monitoring centers</b>	
8	Rased
9	Agricultural Research Center National
10	Scientific Society Royal
11	Badia Development Fund Hashimate
12	Jordanian environmental association The
13	Union for Conservation of Nature International
14	Society for the Conservation of Nature Royal
<b>Entities concerned with people with disabilities</b>	
15	The Higher Council for the Rights of Persons with Disabilities
<b>Electricity companies</b>	
16	NEPCO
17	EDCO
<b>Donors</b>	
18	AFD
19	GIZ
20	USAID
21	KFW
<b>Municipals</b>	
22	governatle capital - Municipality Shahab
23	asult Municipality-AlBalqa'a governate Greater
24	Municipality- Azarqa'a governate Azarqa'a
25	Madaba Municipality-Madaba governate Greater
26	Irbid Municipality-Irbid governate Greater
27	Mafraq Municipality-Mafraq governate Greater
28	Jerash Municipality-Jerash governate Greater
29	Ajloun Municipality-Ajloun governate Greater
30	Kark Municipality-Kark governate Greater
31	Atafila Municipality-Atafila governate Greater
32	Ma'an Municipality-Ma'an governate Greater
<b>Neighborhood committees</b>	
33	zarqa
34	Salt
35	Amman and sahab
36	madaba association & sumaya center princess

## List of Attendees

وزارة المياه و الري / سلطة المياه/ ادارة التخطيط والامارة / مديرية المعايير البيئية والاجتماعية

الجلسة التشورية الخاصة بمشروع تحسين كفاءة قطاع المياه في الأردن

يوم الثلاثاء 19/5/2023 من الساعة 10-12 من قائمة الحضور

الرقم	الجهة
1	جمعية سيدات رفيد الزراعة
2	المجلس الأعلى لحقوق ذوي الاعاقة
3	بنية السط
4	جمعية سيدات لادن الملتية
5	وزارة الداخلية
6	وزارة السياحة والآثار
7	وزارة الطاقة و الثروة المعدنية
8	وزارة الزراعة
9	بنك الدولي
10	بنية سخن الكبري
11	بنية سخن الكبري
12	بنية سخن الكبري
13	بنية سخن الكبري
14	وزارة العدل
15	وزارة الامارة المحلية
16	الجمعية الوطنية للملكية
17	الجمعية الوطنية للملكية
18	USAID
19	وزارة النقل
20	AFD
21	رئيس بنية سدبا
22	الجمعية الوطنية لحماية الطبيعة
23	QIZ



