



دولة فلسطين
وزارة الاتصالات والاقتصاد الرقمي
Ministry of Telecommunications & Digital Economy

Digital West Bank and Gaza Project (DWBG)

Project ID: P174355

Updated Stakeholder Engagement Plan (SEP)

August 2024

1. Introduction/Project Description

The Digital West Bank and Gaza Project (DWBG) aims to improve the quality of high-speed broadband services in selected areas; and enable the development of selected e-services for response, recovery, and resilience from shocks, such as COVID-19. The DWBG Project, implemented by the Ministry of Telecommunications and Digital Economy (MTDE), formerly the Ministry of Telecommunications and Information Technology (MTIT), comprises the following components, and will remain to be implemented across the West Bank and Gaza:

- Component 1. Enabling legal and regulatory environment for Digital Economy; mainly institutional development including the development of a Palestinian Telecommunications Regulatory Authority (TRA) and Certificate Authority (CA); legal and regulatory framework; and capacity building.
- Component 2. Implementing Digital Infrastructure Solutions for Emergency Response, Recovery and Resilience. This component will support (i) the creation of the integrated national Emergency Response Center (ERC), (ii) the expansion of access to broadband connectivity.
- Component 3. Fostering user centered e-service delivery by enabling environment for accelerated development of e-services, delivering user-centric e-services, and development and implementation of priority e-government procurement (e-GP) functionalities in targeted high-spending agencies. This component includes secured digital public platforms and digital service delivery to citizens and businesses.
- Component 4. Project management and implementation support by the establishment and capacity building of Project Management and Implementation Unit (PMIU) for procurement, monitoring and evaluation, communications, and environmental and social standards.
- Component 5. Contingent Emergency Response Component (CERC): In the context of the COVID-19 crisis, CERC is added to the project structure to allow for quick disbursement of uncommitted balances as a response measure to any crisis (current or future).

The DWBG Project has been approved in March 2021 and has seen progress in implementing its components and activities. However, following MTDE's decision to open the fixed broadband market to competition, subcomponent 2.3 (Expanding Connectivity through the development of fiber optic infrastructure) became obsolete. Hence, through a formal request from the MTDE and Ministry of Finance in July 2023, the project will undergo restructuring to introduce new activities, namely; (i) selection of an advanced platform to monitor quality of service parameters under subcomponent 1.1, (ii) Technical Assistance (TA) for the review and implementation of the 2021 Cloud Readiness Assessment actions for data governance,, (iii) investing in servers (hardware and software) for government cloud extension under a new activity in subcomponent 3.2, and (iv) the transformation of selected 30 post offices into one-stop-shop service windows in a new activity under subcomponent 3.2.

Based on the above, the SEP for the project has been updated. The DWBG is being implemented under the World Bank's Environment and Social Framework (ESF). Per Environmental and Social Standard ESS10 on Stakeholder Engagement and Information Disclosure, the implementing agencies should provide stakeholders with timely, relevant, understandable, and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination, or intimidation.

2. Objective/Description of SEP

The overall objective of this SEP is to define a program for stakeholder engagement, including public information disclosure and consultation throughout the entire project cycle. The SEP outlines the ways in which the project team will communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, or make complaints about project activities or any activities related to the project.

3. Stakeholder identification and analysis

3.1 Methodology

In order to meet best practice approaches, the project will apply the following principles for stakeholder engagement:

- *Openness and life-cycle approach*: Public consultations for the project 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 stakeholder feedback, and for analyzing and addressing comments and concerns.
- *Inclusiveness and sensitivity*: Stakeholder identification is undertaken to support better communications and build effective relationships. The participation process for the projects is inclusive. All stakeholders at all times are encouraged to be involved in the consultation process. 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 that may be at risk of being left out of project benefits, particularly women, the elderly, persons with disabilities, displaced persons, and migrant workers and communities, and the cultural sensitivities of diverse ethnic groups.
- *Flexibility*: The ongoing conflict in Gaza and its aftermath that extends to the West Bank in terms of closures, security concerns, closures, and other forms of communication interruptions currently inhibits traditional forms of face-to-face engagement, and such challenges will remain for some time after a ceasefire. Hence, other forms of engagement, including primarily bi-lateral communication (e.g. phone calls and virtual meetings), and virtual multi-lateral meetings, will be used until more traditional forms of engagement are possible.

3.2. Affected parties and other interested parties ¹

Affected parties include local communities, community members, and other parties that may be subject to direct impacts from the Project. Specifically, the following individuals and groups fall within this category: The Palestinian Post, the Emergency Response Center (ERC), the newly established TRA, direct and contracted workers involved in the DWBG project implementation, in addition to the MTDE, the Certificate Authority, and the E-government staff; High spending government institutions such as the Ministry of Health (MoH), Ministry of Education (MoE), and large municipalities; First Respondents such as the Police, Civil Defense, and the health respondents (Red Crescent); Higher Council for Public Purchase Policies (HCPPP), IT businesses and the private sector establishments, individual IT entrepreneurs including women and youth, and the general population including Information and Communication Technologies (ICT) users across the West Bank and Gaza.

The projects' stakeholders also include parties other than the directly affected communities, including institutional actors such as the Ministry of Finance (MoF), Cabinet of Ministers, and Ministry of Interior

(Mol), Environment Quality Authority (EQA); the Banking Sector such as the Bank of Palestine and Arab Bank, Internet Service Providers (ISPs) and IT Private Sector Companies such as Jawwal, Oredoo, Mada, Paltel, Asal technologies, the PIF, and PADICO Holding and their representative associations. In addition to local non-governmental organizations (NGOs), International NGOs (INGOs), and Community Based Organizations (CBOs) including Buzoor, the Palestinian Information Technology Association (PITA), GIZ, and UNDP, in addition to women organizations such as SAWA, and the Ministry of Women Affairs (MoWA). OIPs also include universities such as Birzeit University (Ramallah) and Annajah National University (Naplus) ; in addition to local media.

3.3. Disadvantaged/vulnerable individuals or groups²

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

#	Vulnerable or disadvantaged groups	Barriers to accessing information and/or Project Benefits	Representative Organizations in Stakeholder Engagement
1	Low Income households and households vulnerable to poverty.	<ol style="list-style-type: none"> 1. Deteriorating and fragile political and socio-economic contexts in the West Bank and Gaza, resulting in reduced access to information. 2. Movement restrictions and closures hinder access to project stakeholders. 3. Loss of income, the socio-economic situation, and purchasing power priorities results in lower internet and information access. 	Palestinian Ministry of Social Development, Civil Society Organizations and International organization working in in the West Bank and Gaza such as PITA, UNICEF, and UNRWA.
2	Persons with disability and their caretakers	<ol style="list-style-type: none"> 1. Inability to access project locations such as the one-stop-shops 2. Inadequate accessibility infrastructure at project locations such as post offices. 3. Lack of adequate engagement techniques and digital interfaces for particular needs. 	Palestinian Ministry of Social Development, Civil Society Organizations and International organization such as QADER, the General Union of People with Disabilities, and Handicap International (Hi).
3	People living in remote and rural locations, and people living in Access Reduced Areas (ARAs), including school children in these communities who have difficulties accessing internet services.	<ol style="list-style-type: none"> 1. Deteriorating and fragile political and socio-economic contexts in the West Bank and Gaza, resulting in reduced access to information. 2. Damage to infrastructure resulting in reduced access to internet and information. 3. Movement restrictions, closures, and security concerns. 	Palestinian Ministry of Social Development, Civil Society Organizations and International organization working in ARAs including Save the Children, World Vision, Maan Development Center, Buthoor, and Juzoor.
4	Women and Women headed households, including female university students	<ol style="list-style-type: none"> 1. Deteriorating and fragile political and socio-economic contexts in the West Bank and Gaza, resulting in reduced access to information . 2. Cultural norms, fear, and stigma against women participating in the digital sphere. 3. Lack of internet services and infrastructure 	Ministry of Social Development, Ministry of Women Affairs, Civil Society Organizations and International organizations such as the Palestinian Working Woman Society, Business Women Forum,

			UNFPA, UN Women, Asala. In addition to GBV organizations such as SAWA, and Gender Sub-cluster.
5	The unemployed; including youth and the elderly	<ol style="list-style-type: none"> 1. Deteriorating and fragile political and socio-economic contexts in the West Bank and Gaza, resulting in reduced access to information . 2. Inadequate representation in the community and hence poor engagement and outreach 	Ministry of Labor, Palestinian Employment Fund, Local Universities such as Birzeit and Annajah, Civil Society Organizations and International organizations such as PITA and International Labor Organization (ILO).

Vulnerable groups within the communities affected by the Project may be added, further confirmed, and consulted through dedicated means, as appropriate. Description of the methods of engagement that will be undertaken by the project is provided in the following sections.

4. Stakeholder Engagement Program

4.1. Summary of stakeholder engagement done during project preparation

During project preparation, and throughout the project's implementation from 2021 until the restructuring in July 2023, several public consultation meetings were conducted, these are discussed below, and have been recorded in further detail through the Stakeholder Engagement Log by the PMU available through the [DWBG Stakeholder Engagement Log](#):

1. During project preparation several key activities were conducted to engage various stakeholders and gather input on the project's components and potential impacts. Initial meetings began in November 2020, including meetings at MTDE with key representatives and a virtual meeting involving multiple ministries discussing environmental, social impacts, and stakeholder identification. These meetings emphasized the need for upgrading institutional systems, capacity building for staff, and ensuring the security and privacy of information. A public consultation via Zoom addressed community concerns about the digital services' impact, emphasizing the need for transparent communication about e-government services. Further engagements included detailed discussions with technical and educational institutions to assess the readiness for project implementation and address the broader social implications.
2. During the DWBG project's implementation, the PMU hired an Environmental and Social Officer (ESO) to assist in ESF implementation, including the SEP. Up to the restructuring date, and where the ESO has resigned in August 2023, various stakeholder engagement activities were implemented, From December 2021 through the first half of 2023, the DWBG project maintained a robust schedule of stakeholder engagement activities, progressively focusing on the project's implementation and the incorporation of feedback into project strategies. Initial discussions concentrated on project introductions with ministries and MTDE, addressing system upgrades, and digital transformation readiness. As the project unfolded, stakeholders including the banking sector, ISPs, universities, municipalities, private sector companies, and other identified stakeholders were engaged in detailed discussions about advancements and digital service adoption. The engagements expanded to include various activities and methods such as public meetings, signing ceremonies, launching event, focus and individual groups, and media releases. Additionally, topic-specific engagements were held such as e-waste management with MoLG and

EQA, OHS with universities, and the establishment of the ERC with MoI and other stakeholders. However, following the ESO's resignation, no further stakeholder engagement activities have been recorded.

3. For vulnerable and marginalized groups, the consultation session with NGOs and CBOs conducted during the first six months of 2023 aimed to provide an overview of the project environmental and social instruments, the project GM, GBV mitigation measures, and explore possibilities for collaboration with NGOs and CBOs for reaching vulnerable and marginalized groups. Moreover, a meeting with SAWA was held to discuss various issues such as establishing an arrangement with SAWA for referral of SEA/SH and GBV related complaints (if any) which may come through the GMs for beneficiaries and workers; linking the SAWA hotline with the 911 service to be established under the project and to the Emergency Response Centre; the importance of collecting data regarding harassment/GBV in the digital domain; and other areas of potential collaboration.
4. During the period of June 2023 – June 2024, the project engaged stakeholders in a workshop to discuss the final draft of the e-Government strategy document in October 2023. In addition to two engagement activities were conducted in May 2024 related to Certificate Authority and e-transaction law
5. For the restructuring activities and the updated SEP, a virtual public meeting was conducted on the 24th of July 2024 at 11:00 am via MS Teams. The invitee list contained 156 invitees from different ministries such as HCPPP, MoWA, and MoI, in addition to NGOs, INGOs, and CSOs such as Maan Development Center, Engineers' Association, UNRWA, and Save the Children, Private-sector and banking sector representatives such as Ooredoo, Jawwal, Paltel, Mada, Bnet, Massader, Al Quds bank, Bank of Palestine, and Al Ahli Bank, also universities such as Annjah National University and Birzeit University, and municipalities such as Salfeet, Birzeit, Al Bireh and Bethlehem among others. The attendees included 39 people representing the above stakeholder segments. The consultation session aimed to introduce the updated SEP and ESMF as well as the restructured DWBG project activities, it provided an overview of the project, its activities, development objective, and the updates proposed under the restructuring. The consultation session discussed the relevant national legislations and the World Bank's ESF and relevant ESSs, in addition to the E&S risks, mitigation measures, and E&S management plans and tools that apply to the DWBG and its restructuring. Disclosure mechanisms, the MTDE website, digital platforms, and links such as the online forms and disclosed documents have also been discussed. The consultation session provided an overview of the updated SEP, its content, proposed changes, the different project stakeholders (i.e., PAPs, OIPs, and vulnerable groups), the engagement tools and methods, and the stakeholder engagement plan (section 4.3 below). Additionally, the project's GM has been discussed including workers' GM, anonymous grievances, and GBV referral mechanisms, the attendees were also informed of the different uptake mechanisms for the project GM and the World Bank GRS.

Environmental and social reports and plans are disclosed through MTDE's website, on the DWBG Project page:

https://mtde.gov.ps/home/Digital_Services_Development_Project?culture=ar-SA#%D8%A7%D9%84%D8%A7%D8%B5%D8%AF%D8%A7%D8%B1%D8%A7%D8%AA.

Feedback received during the consultation session included clarifications and discussions on the project implementation timeline, moreover, stakeholders asked questions regarding the GBV referral mechanism and the arrangements with the MoWA, and the inclusion of MoSD in the referral process, in addition to the different steps and timeframe for resolution of received grievances, their processing, and registration. Stakeholders representing public media discussed their role in outreach especially to vulnerable and

marginalized groups, to disclose project benefits and create awareness on digital transformation and the project's objectives, further discussion from attendees included the role of the banking sector and cooperation with the government agencies on unifying the solutions implemented such as digital payment solutions. The project team also discussed the information disclosure processes and documents including the PAD and the E&S tools that are available on the MTDE website. The stakeholders' feedback and remarks were recorded by the PMU director, where it has been discussed that further engagement activities will include focus and topic-specific engagements with stakeholders such as the private sector, banking sector, and media to enhance cooperation, the MTDE Gender unit has been involved in the project's restructuring and the available referral mechanisms will be strengthened through a gender capacity building activity under subcomponent 1.3 that aims to enhance the PA and MTDE capacity. Moreover, the DWBG project will also enhance its disclosure mechanisms through the continuous implementation of the SEP and information disclosure through its available channels.

Moreover, following the consultation session, the updated ESMF and SEP were shared with the invitees to review and provide their feedback and remarks if any, as no remarks have been received after the consultation session, the updated SEP has been disclosed. A summary of the main recommendations received and integrated into the Updated Stakeholder Engagement Plan is provided in Annex 1, and a screenshot of the meeting is available in Annex 2.

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

Different engagement methods are proposed and cover different stakeholder needs as stated below; these methods take into consideration the current socio-economic and political situation and aim to allow for meaningful consultations. These methods, tools, and techniques include bi-lateral face-to-face or phone consultations, virtual focus meetings, in person focus groups, one-on-one interviews, and site visits among others.

Methods, Tools, and Techniques	Objective
Non-technical Summaries	<ul style="list-style-type: none"> • Present project information and progress updates. • Disclosure of relevant project documents.
Correspondences (phone, emails)	<ul style="list-style-type: none"> • Distribute information to civil society, NGOs, local governments and organizations/agencies. • Inviting stakeholders to meetings and follow-up.
Individual meetings (bi-lateral phone or in person meetings)	<ul style="list-style-type: none"> • Obtaining feedback and opinions. • Allowing stakeholders to speak freely about sensitive issues. • Building personal relationships.
Formal meetings (virtual and in-person)	<ul style="list-style-type: none"> • Present project information to a group of stakeholders. • Allow the group to comment - opinions and views. • Building relationships with stakeholders. • Disclosing project related information and updates.

Public meetings (virtual and in-person)	<ul style="list-style-type: none"> • Present project information to a large group of stakeholders, particularly communities. • Allow the group to give its views and opinions. • Building relationships with communities, especially PAPs and vulnerable groups. • Distributing non-technical information including the GM, and GBV referral mechanisms. • Record discussions, comments, and questions.
Focus group meetings (virtual and in-person)	<ul style="list-style-type: none"> • Present project information to a group of stakeholders. • Allow stakeholders to give their opinion on targeted information. • Building relationships with communities, especially PAPs and vulnerable and marginalized groups and their representatives. • recording responses and meetings.
Project leaflets, brochures, printed media	<ul style="list-style-type: none"> • Brief information on the project to ensure awareness • Specific project information. • Access to project benefits, and Grievance Mechanism uptake channels.
Site Visits	<ul style="list-style-type: none"> • Conducting E&S screening as needed for the activities. • Engaging with local communities and stakeholders. • Obtaining views and opinions, as well as feedback.
Project Launching Events and Signing Ceremonies	<ul style="list-style-type: none"> • Inclusion of local media to ensure information disclosure to the public. • Platform to discuss opinions and views on tasks and share with a wider platform of audience.
Local media including radio, TV, and social media	<ul style="list-style-type: none"> • General updates on project progress • GM and uptake channels • Timeline and project awareness

4.3. Stakeholder engagement plan

Project Stage	Estimated Date/Time Period	Topic of Consultation/ Message	Method Used	Target Stakeholders	Responsibilities
<i>Preparation Stage</i>	<i>Information to be disclosed regarding new activities under the restructuring prior to implementation</i>	<i>Project activities, updates on project progress, proposed changes and new activities, timeline and announcements of planned activities, GM associated E&S risks and mitigation measures</i>	<i>Virtual or in person public meetings</i> <i>Non-technical summaries</i> <i>Focus group and one to one meetings as the situation allows (In person or virtual).</i> <i>Correspondence (Phone /SMS,</i>	<i>PAPs including public institutions such as TRA, ERC, and Mol, in addition to IT businesses and affected private sector establishments, individual IT entrepreneurs and the general population.</i>	<i>ESO / PMU / MTDE</i>

Project Stage	Estimated Date/Time Period	Topic of Consultation/ Message	Method Used	Target Stakeholders	Responsibilities
			<i>Emails, official letters)</i>		
	<i>Information to be disclosed regarding new activities under the restructuring prior to implementation</i>	<i>Project activities, updates on project progress, proposed changes and new activities, timeline and announcements of planned activities, GM associated E&S risks and mitigation measures</i>	<i>Non-technical summaries Focus group and one to one meetings as the situation allows (In person or virtual). Correspondence (Phone /SMS, Emails, official letters) Events and ceremonies formal meetings</i>	<i>OIPs including ISPs, Private sector, and Banking sector. Governmental ministries such as MoH, and NGOs and INGOs such as the UNDP and Business women forum</i>	<i>ESO / PMU / MTDE</i>
	<i>Information to be disclosed regarding new activities under the restructuring prior to implementation</i>	<i>Project activities, timeline and announcements of planned activities GM tools for filing complaints and providing feedback, Codes of Conduct, associated E&S risks and mitigation measures. In-depth discussion, to register feedback and concerns.</i>	<i>Social and printed media Engagements with vulnerable and marginalized groups' representative NGOs, CBOs, and INGOs Public meetings Site visits</i>	<i>Vulnerable groups: low income households, persons with disability, people living in remote and rural locations, women headed households, women and youth, the unemployed</i>	<i>ESO / PMU / MTDE</i>
<i>Implementation stage</i>	<i>Throughout project implementation</i>	<i>Project status and progress GM including channels for accepting GBV and Sexual Harassment</i>	<i>Public meetings, focus groups (virtual or face to face), as the situation allows. Formal meetings with high impact</i>	<i>Government and development partners such as MoF, MoH, HCPPP, and Mol. In addition to INGOs such as UNDP, GIZ and local NGOs and</i>	<i>ESO / PMU / MTDE</i>

Project Stage	Estimated Date/Time Period	Topic of Consultation/ Message	Method Used	Target Stakeholders	Responsibilities
		<p><i>complaints anonymously</i></p> <p><i>Any updated E&S risks and mitigation measures</i></p>	<p><i>and influence stakeholders.</i></p> <p><i>Local press releases and social media</i></p> <p><i>Non-technical summaries</i></p> <p><i>Reports to be publicized on WFP website.</i></p>	<i>CBOs such as PITA.</i>	
	<i>Throughout the project's implementation period</i>	<p><i>Project status and progress</i></p> <p><i>Information about different locations and timing of project implementation</i></p> <p><i>Information about gender inclusion activities</i></p> <p><i>Associated E&S risks and mitigation measures.</i></p> <p><i>GM including channels for accepting GBV and Sexual Harassment</i></p>	<p><i>Disclosure on project page</i></p> <p><i>For disadvantaged and vulnerable groups suitable and customized tools shall be used such as dissemination information through community leaders and volunteers and representative organizations.</i></p> <p><i>Local radios and TV stations</i></p> <p><i>Leaflets, posters, and printed media</i></p> <p><i>GM including channels for inquiry calls and SMS,</i></p> <p><i>social media and outreach activities, as the situation allows.</i></p>	<i>Project Beneficiaries Including vulnerable groups (as stated above)</i>	<i>ESO / PMU / MTDE</i>

Project Stage	Estimated Date/Time Period	Topic of Consultation/ Message	Method Used	Target Stakeholders	Responsibilities
Supervision & Monitoring	Throughout the project implementation period - Following each activity's completion	Project overall progress and major achievements and outputs, Challenges, lessons learnt, GM system.	Quarterly progress reports Non-technical summaries Closure events Monitoring visits Formal meetings, and public meetings Press releases, social media, and traditional media (TV, Radio)	Project Beneficiaries including PAPs and vulnerable groups as stated above OIPs including Private Sector, Government ,and Development agencies. NGOs, CBOs, INGOs, and universities Local Media	ESO / PMU / MTDE

Information will be disclosed as follows: the updated SEP, updated ESMF, and updated ESCP will be disclosed on the MTDE website on the DWBG project page referred above. In addition to any updates on the GM, and other E&S tools which are already disclosed. Other information including brochures and leaflets will be shared on the website, and on the project's social media outlets such as Facebook and LinkedIn. In addition to local media engagement. All material will be available in Arabic Language, and printed material will also be available in project activities' locations such as post offices also in Arabic Language.

4.4. Reporting back to stakeholders

Stakeholders will be kept informed as the project develops, including reporting on project environmental and social performance and implementation of the stakeholder engagement plan and Grievance Mechanism, and on the project's overall implementation progress.

5. Resources and Responsibilities for implementing stakeholder engagement activities

5.1. Resources

The MTDE, through its established PMU, will be in charge of stakeholder engagement activities.

The budget for the SEP is 9700\$ and is included in component 4 of the project.

Budget Category	Quantity	Unit Costs	Times/Years	Total Costs	Remarks
1. Estimated staff salaries* and related expenses					
1a. ESO at MTDE and E&S / GM Focal Point at HCPPP	1	-	Throughout project implementation	0	Included in project design

1b. Communications Officer	1	-	Throughout project implementation	0	Included in project design
2. Events					
2a. signing ceremonies	3	400\$	1	1200\$	
3. Communication campaigns					
3a. Posters and fliers (for MTDE and HCPPP)	LS	LS	LS	2000\$	
3b. videos, animations, and community awareness digital material (for MTDE and HCPPP)	3	2000\$	1	6000\$	
4. Trainings					
4a. Gender Capacity Building	3	500\$	1	1500\$	
4b. Training on E&S awareness, ESF compliance, and the project's E&S instruments	-	-	1	-	ESO to conduct trainings
TOTAL STAKEHOLDER ENGAGEMENT BUDGET:				9,700\$	

5.2. Management functions and responsibilities

The entities responsible for carrying out stakeholder engagement activities are the MTDE and the HCPPP through the ESO at the PMU of the MTDE and the E&S and GM focal point assigned at the HCPPP.

The stakeholder engagement activities will be documented through the existing Stakeholder Engagement Log, available through the following link: https://mtitpmu-my.sharepoint.com/:w:/g/personal/ohoud_jarrar_pmu-mtit_pna_ps/Eczme3flRqBPiYXM5ZJ5G0QBdO47xnxEpzWBYWw58_3lyw?rttime=ppZlPCy3Eg, which has been created for the project and which details all stakeholder engagement activities conducted throughout project implementation, the log is shared in the quarterly progress reports and documents stakeholders engaged with, date of engagement, method of engagement, topics of discussion, remarks and follow up actions, and contains minutes of meetings as applicable in addition to photos and any links to press releases. Updates on stakeholder engagements will be reflected in the updated SEP as needed.

6. Grievance Mechanism

The main objective of a GM is to assist in resolving complaints and grievances in a timely, effective, and efficient manner that satisfies all parties involved.

6.1. Description of GM

The DWBG has an existing functional and accessible GM, both for the public and project workers. Where from the project effectiveness date, the GM has received 4 grievances on its different uptake channels (online form, email, in-person, and phone number), 2 of which were not related to the scope of the project and were closed by referring the complainant to the proper channels, one of which was a workers' GM which was closed, and another is a supplier grievance which has also been closed.

The GM has been disclosed on the Project page, and media outlets, and has been engaged and consulted with stakeholders throughout the project's implementation.

The existing GM will be maintained and will be utilized for the restructuring activities as well. The GM contains GBV (SEA / SH) referral mechanism that has been established in liaison with the Gender Unit at MDTE and in cooperation with the Ministry of Women Affairs (MoWA) who have been consulted with, engaged, and involved during the GM development.

GM implementation structure, uptake channels, processing and sorting mechanisms, follow-up procedures, registry, feedback, training, and reporting are detailed in the existing DWBG manual which is available at:

<https://drive.google.com/file/d/1mQP05XHbZlxzqKmmROJn2c1gYqERTSyl/view?usp=sharing>

Additionally, the DWBG prepared a simplified summary in Arabic language for the project's stakeholders including vulnerable and marginalized groups, which has been disseminated at activities' locations through posters and pamphlets, the simplified Arabic GM can be accessed at:

https://mtde.gov.ps/home/Digital_Services_Development_Project?culture=ar-SA#%D8%A7%D9%84%D8%A7%D8%B5%D8%AF%D8%A7%D8%B1%D8%A7%D8%AA

The GM will provide appeals process if the complainant is not satisfied with the proposed resolution of the complaint. Once all possible means to resolve the complaint have been proposed and if the complainant is still not satisfied, then they should be advised of their right to legal recourse.

The DWBG in addition to the above has an effective and accessible workers' GM. The Workers' GM has been publicized to all project workers, and an E&S training including workers' GM has been provided in 2023. Contracted workers are also provided with a workers' GM through their employers, as the workers' GM is included in the bidding documents as a requirement. The DWBG workers' GM manual is available through: https://drive.google.com/file/d/1_1OUSN_t5isuj30zwB4zA4s49uUagIJM/view?usp=sharing

The World Bank and the MDTE do not tolerate reprisals and retaliation against project stakeholders who share their views about Bank-financed projects.

7. Monitoring and Reporting

7.1. Summary of how SEP implementation will be monitored and reported

The Project provides the opportunity to stakeholders, especially Project Affected Parties to monitor certain aspects of project performance and provide feedback. The GM will allow PAPs to submit grievances and other types of feedback. Frequent and regular meetings and interactions with the PAPs and other local stakeholders will be organized in accordance with this SEP. Monitoring indicators will include number of meetings and engagement activities conducted, segregated by stakeholder categories (e.g., PAPs, OIPs) and topics of meeting, number of brochures handed out and number of posters hung. In addition to numbers of social media posts, outreach and engagement statistics, and TV interviews, news articles, and radio announcements.

Quarterly E&S reporting will also include SEP and stakeholder engagement aspects, including summary of stakeholder engagement activities, information related to number of received complaints and inquiries, resolution timeframe and status, and feedback received.

7.2. Reporting back to stakeholder groups

The SEP will be periodically revised and updated as necessary in the course of project implementation. Quarterly summaries and internal reports on public grievances, enquiries, and related incidents, together with the status of implementation of associated corrective/preventive actions, will be collated by responsible staff and referred to the senior management of the project. The quarterly summaries will provide a mechanism for assessing both the number and nature of complaints and requests for information, along with the Project's ability to address those in a timely and effective manner. Information on public engagement activities undertaken by the Project during the year may be conveyed to the stakeholders in various ways: such as non-technical summaries, updates on SEP disclosed on project page, news announcements through local media, social media posts, videos, and articles.

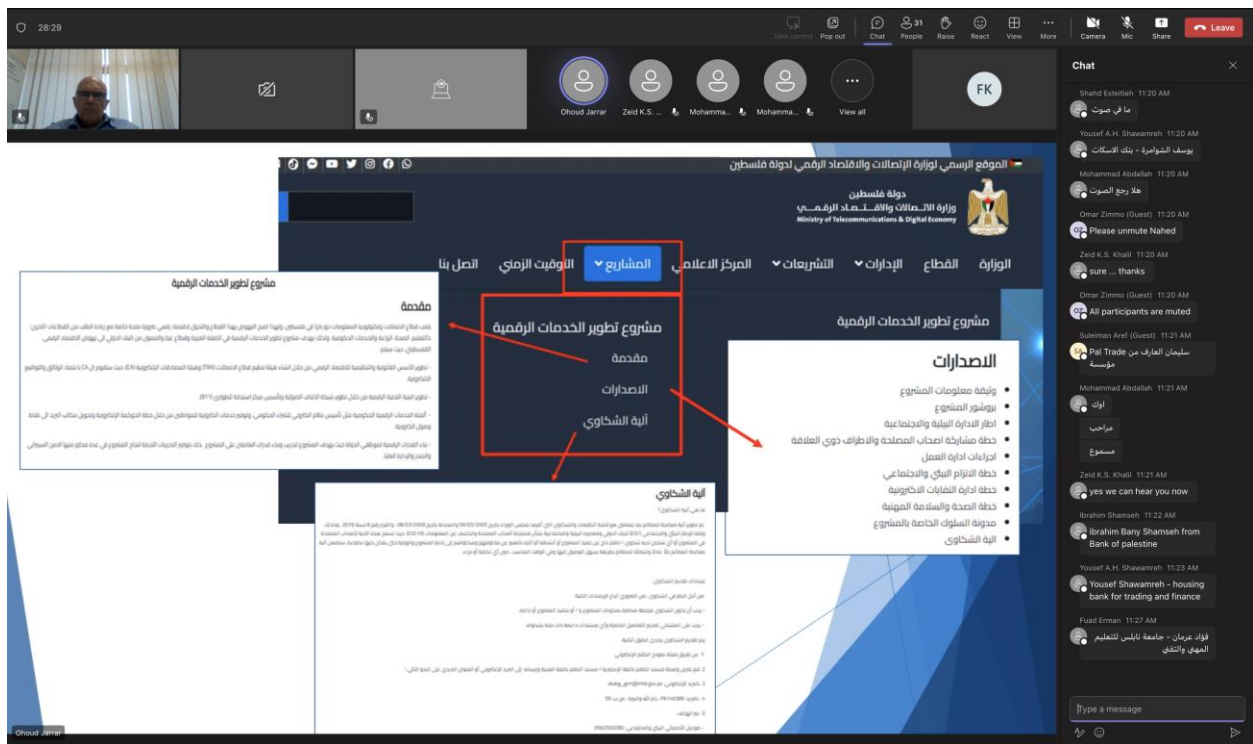
Annex 1: DWBG Restructuring Consultation Session Summary

Table 1. 24th of July 2024 – DWBG Restructuring Consultation Session

Stakeholder (Group or Individual)	Dates of Consultations	Summary of Feedback	Response of Project Implementation Team	Follow-up Action(s)/Next Steps	Timetable/ Date to Complete Follow-up Action(s)
MTDE and HCPMP, Public Sector and PA ministries, ISPs, Private-sector companies, universities, municipalities, CBOs, NGOs, and INGOs	24 th of July 2024 – 11:00 am to 12:30 pm	<ul style="list-style-type: none"> Inclusion of media agencies in the project progress, stakeholder engagement and outreach activities particularly marginalized groups Information on the GM resolution timeframes and record keeping, and the inclusion of MoSD in the GBV referral mechanism Conducting focus group and topic-specific engagements with 	<ul style="list-style-type: none"> The SEP identifies the media as a stakeholder in the project and further engagement under the SEP will include activities to cooperate on outreach and awareness creation within communities of project benefits and activities. The project team clarified the GM procedures and record keeping mechanisms, in addition to the GBV 	<ul style="list-style-type: none"> Conduct an focus-group engagement session with the media, banking sector, private sector and other identified stakeholders as well as other forms of engagement activities in line with the updated SEP. Disclose the GM, its uptake channels, and the GBV referral mechanism through the MTDE and Project 	<ul style="list-style-type: none"> Stakeholder engagement program to be prepared by the PMU semi-annually which detail the engagement activities to be conducted in each period. Focus group meetings to be initiated by no later than end of August 2024. GM brief in Arabic and uptake channels to be disclosed on MTDE media

		stakeholder segments such as the banking sector and the private sector.	referral mechanism and the role of partner agencies including the MTDE Gender Unit and MoWA.	media outlets and in all engagement activities.	outlets and social media platforms by no later than end of August 2024.
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Annex 2 – Consultation Session Photo



Endnotes

¹ For the purposes of effective and tailored engagement, stakeholders of the proposed project(s) can be divided into the following core categories:

- **Affected Parties:** Persons, groups, and other entities within the Project Area of Influence (PAI) that are directly influenced (actually or potentially) by the project and/or have been identified as most susceptible to change associated with the project, and who need to be closely engaged in identifying impacts and their significance, as well as in decision-making on mitigation and management measures.
- **Other Interested Parties:** Individuals/groups/entities that may not experience direct impacts from the Project but who consider or perceive their interests as being affected by the project and/or who could affect the project and the process of its implementation in some way.
- **Vulnerable Groups:** Persons who may be disproportionately impacted or further disadvantaged by the project(s) compared with any other groups due to their vulnerable status and that may require special engagement efforts to ensure their equal representation in the consultation and decision-making process associated with the project.
- It is important to note that sometimes projects have different components with very different sets of stakeholders for each component. Those different stakeholders should be considered in preparing the SEP.

² It is particularly important to understand whether project impacts may disproportionately fall on disadvantaged or vulnerable individuals or groups, who often do not have a voice to express their concerns or understand the impacts of a project, and to ensure that awareness raising and stakeholder engagement be adapted to take into account such groups' or individuals' particular sensitivities, concerns, and cultural sensitivities and to ensure a full understanding of project activities and benefits. Engagement with vulnerable groups and individuals often requires the application of specific measures and assistance aimed at the facilitation of their participation in the project-related decision making so that their awareness of and input into the overall process are commensurate with those of other stakeholders.