

# Stakeholders Engagement Plan (SEP) for The Water Security and Resilience Program (WSRP)

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Prepared by  
Palestinian Water Authority (PWA)

## LIST OF ACRONYMS

CERC	Contingent Emergency Response Component
EA	Environmental Assessment
EIA	Environmental Impact Assessment
EQA	Environment Quality Authority
ESMP	Environmental and Social Management Plan
ESIA	Environmental and Social Impact Assessment
ESMF	Environmental and Social Management Framework
E&S	Environmental and Social
ESHS	Environmental Social Health and Safety
ESSs	Environmental and Social Standards
GM	Grievance Mechanism
HRWWTP	Hebron Regional Wastewater Treatment Plant
IEA	Initial Environmental Assessment
IEE	Initial Environmental Examination/Evaluation
IFC	International Finance Corporation
ILO	International Labor Organization
KPIs	Key Performance Indicators
lcd	Liter Per Capita Per Day
LGUs	Local Government Units
LVC	Land Valuation Committee
M&E	Monitoring and Evaluation
MCM	Million Cubic Meters
MDLF	Municipal Development and Lending Fund
MoH	Ministry of Health
MoT	Ministry of Transportation
MoTA	Ministry of Tourism and Antiquities
MoPWH	Ministry of Public Works and Housing
NGOs	Non-Governmental Organizations
NRW	Non-Revenue Water
OHS	Occupational Health and Safety
OIPs	Other interested parties
PA	Palestinian Authority
PAPs	Project Affected Parties
PCBS	Palestinian Central Bureau of Statistics

PCU	Program Coordination Unit
PEAP	Palestinian Environmental Assessment Policy
PEL	Palestinian Environmental Law
PIU	Project Implementation Unit
PLA	Palestinian Land Authority
PSI	Palestinian Standard Institute
PWA	Palestinian Water Authority
RF	Resettlement Framework
RoW	Right of Way
RWU	Regional Water Utility
SDP	Strategic Development Plan
SEP	Stakeholders Engagement Plan
SPs	Service Providers
WB	World Bank
WASH	Water and Sanitation Hygiene
WSRP	Water Security and Resilience Program
WSRC	Water Sector Regulatory Council

# TABLE OF CONTENTS

1.	Introduction	6
1.1	Project Background	6
1.2	Project Components	6
1.3	Project Area	8
1.4	Potential Environment and Social Risks and Mitigation Measures	13
1.5	Regulations and Requirements	13
1.5.1	World Bank Environmental and Social Standard 10	13
1.5.2	Palestinian Environmental Assessment Policy	14
1.6	Objectives of the Stakeholders Engagement Plan	15
2.	Brief summary of previous stakeholder engagement activities	16
2.1	Methodology:	16
2.2	Consultation and Participation Meetings:	16
3.	Stakeholder Identification and Analysis	23
3.1	Project-Affected Parties (PAPs)	23
3.1.1	People Affected by Land Acquisition	24
3.1.2	People residing in the project areas	24
3.1.3	Local Governmental Units (Municipalities and village Councils) and Service Providers	24
3.2	Other Interested Parties (OIPs)	25
3.3	Disadvantaged/Vulnerable Individuals or Groups	26
3.4	Summary of stakeholder interest in and influence over the project	27
4.	Stakeholder Engagement Program	27
4.1	Purpose and timing of stakeholder engagement program	28
4.2	Description of Methods and Tools	32
4.3	Proposed strategy for information disclosure	34
4.4	Proposed strategy to incorporate the views of vulnerable groups	35
4.5	Review of Comments	35
5.	Resources and Responsibilities for Implementing Stakeholder Engagement Plan	36
5.1	Resources and Implementation Arrangements	36
5.2	Roles and Responsibilities	36
5.3	Estimated Budget	37
6.	Grievance Mechanism	38

6.1	Grievance Process	<b>Error! Bookmark not defined.</b>
6.2	Feedback/grievance monitoring and recording	<b>Error! Bookmark not defined.</b>
6.3	GM Manual and Log	<b>Error! Bookmark not defined.</b>
6.4	World Bank Grievance Mechanism	<b>Error! Bookmark not defined.</b>
6.5	Workers' Grievance Mechanism	<b>Error! Bookmark not defined.</b>
6.6	PWA Contact Information	47
7.	Monitoring and Reporting	47
7.1	Reporting Back to Stakeholder Groups	48
8.	References	48
9.	Annexes	49
	Annex I: Bulk Water Supply System in Jenin	49
	Annex II: Northeast Villages Water Distribution System	52
	Annex III: Potential Environment and Social Risks and Mitigation Measures	61

## 1. Introduction

### 1.1 Project Background

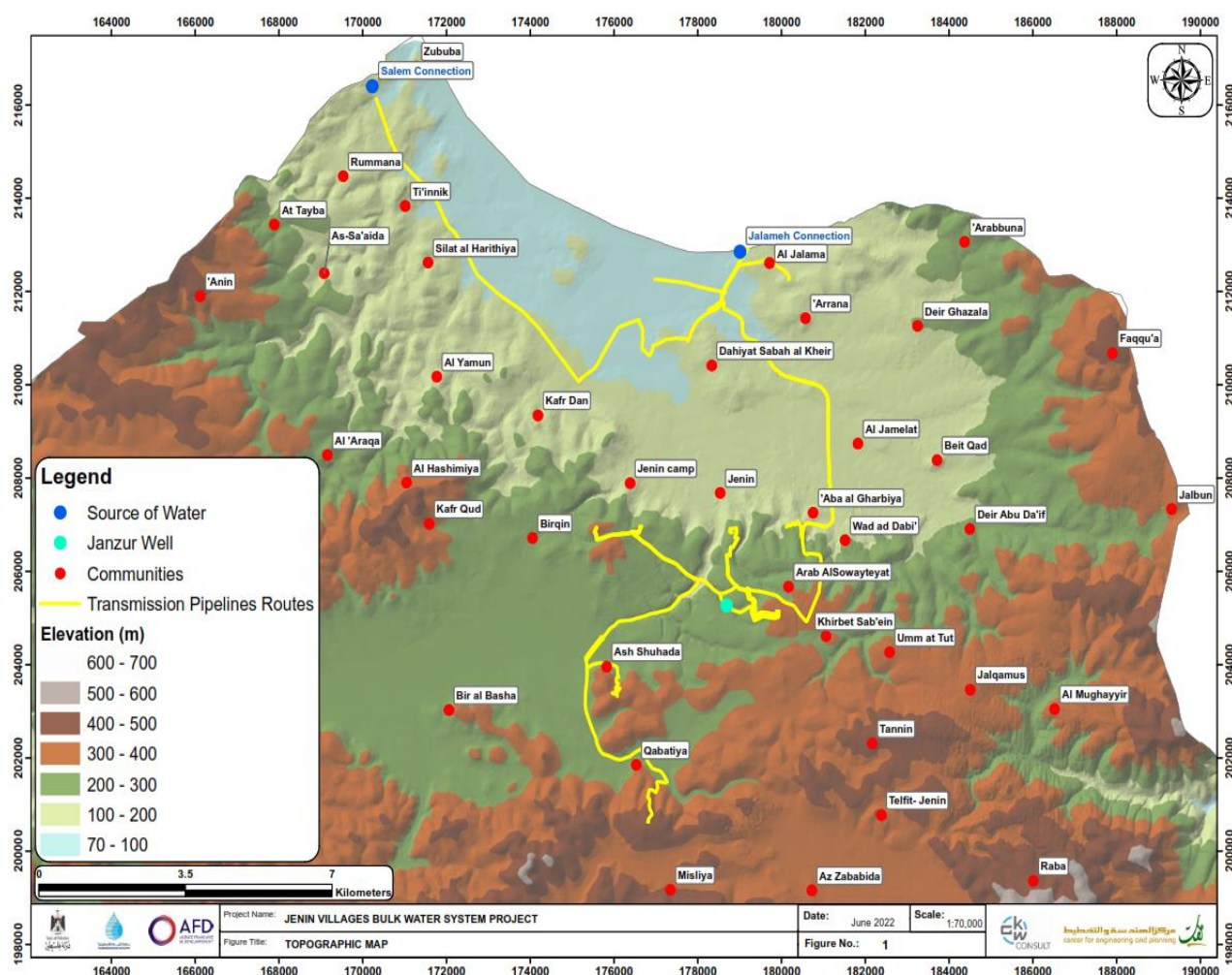
The proposed Water Security and Resilience Project (WSRP-1) is the first project in a series of projects (SOP-1) aimed at the ambitious agenda for climate-smart water and sanitation infrastructure investments and reforms, building on the World Bank's support to the sector over the past decades. The Program aims to: (a) ensure equitable access of population to climate-resilient safely managed water supply and sanitation services; (b) enhance capacity of the water sector for planning, regulating and monitoring performance of service delivery institutions; and (c) create enabling conditions for improved service delivery, and operation and maintenance of infrastructure.

### 1.2 Project Components

The project will provide essential water services and technical support to improve the sector performance in West Bank and Gaza. It consists of four components:

**Component 1** - Improvement of Water and Wastewater Infrastructure and Service Management: the project will finance investments in the water and wastewater facilities. The aim of these investments is to provide safely managed water supply services to unserved population and ensure efficiency of the operation and maintenance of existing wastewater treatment plants. This component will finance the implementation of the water supply infrastructure required to improve access to and quality of water supply in North Jenin including expansion of water distribution networks to remove critical bottlenecks and improve water allocation in selected areas in WB&G. It will focus on the (i) Jenin Bulk Water Supply System that will include construction of bulk main supply and distribution pipelines, regional reservoir tanks, and main and local booster pump stations; and (ii) construction of a water supply system in Northeast villages in Jenin area (Deir Abu Daief, Arabuna, Jalboun, Northern Beit Qad, and Southern Beit Qad), including distribution pipelines, reservoirs, and booster pumps. The project will also invest in the operation and maintenance of the Hebron WWTP to ensure the efficiency of the plant performance

The following figure shows an overview map for the served communities by the Jenin bulk Water Supply Project.



**Figure1:** Overview map for the served communities by the Jenin bulk Water Supply Project

Source: Preliminary Design, Detailed Design, Preparation of Tender Documents, and Construction Supervision Services for Connection Points Ramallah and Jenin Water Supply Project. Financed by AFD

**Component 2 - Improve performance of Water Sector Service Providers:** This component aims to strengthen the water institutions' capacity and the Service Providers' operational and financial efficiency, and their responsiveness emergencies. It will also provide necessary technical assistance and capacity building activities to address sector challenges and sector reform to accelerate the implementation of reform related to the clustering of service providers under the Local Government Units (LGUs) and establishment of Regional Water Utility (RWUs). This component will also include interventions to enhance the PWA's capacity to develop and implement water sector policies, strategies, and sector development plans and will support improved social accountability of service providers. The technical assistance will provide general planning and institution-building support to improve service providers performance in line with the PDO. In particular: (a) Sector Reform and Strategic Planning; (b) Improve Financial and Operational Performance of the Service Providers; (c) Improve Social Accountability of Service Providers.

**Component 3** - Project Management and Monitoring: This component will support the Project Coordination Team (PCU) hosted within PWA and Project Implementation Unit (PIU) that will coordinate, implement, monitor and report on the project implementation progress. And will support the PMU staff that will monitor the Hebron WWTP until project closes in December 2023.

**Component 4** - Contingent Emergency Response Component This component will improve the PA's ability to respond effectively in the event of an emergency in line with World Bank disaster prevention and preparedness procedures.

The components are designed to maximize climate-change adaptation and mitigation measures.

### 1.3 Project Area

The project areas relevant for this Stakeholder Engagement Plan (SEP) under Component 1 are described as the following:

Component 1: Improvement of Water and Wastewater Service

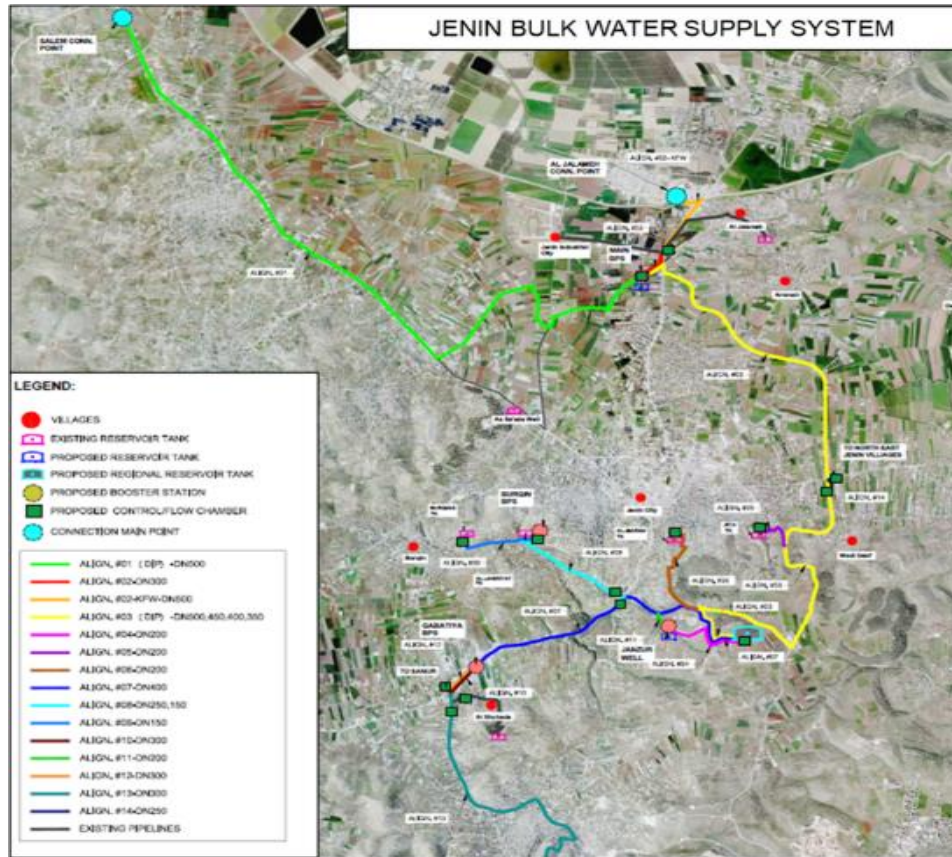
Sub-components 1.1 and 1.2 are located in Jenin Governorate. The governorate of Jenin is surrounded by the governorate of Nablus from the south, Tulkarem to the southwest, Tubas from the east, and the illegal Israeli separation barrier to the north and east. Jenin is home to over 345,875 people and covers an area of roughly 583,000 square kilometers (around 225 square miles). The Jenin governorate comprises 10 per cent of the West Bank. Unemployment in the Jenin governorate is at a high, at 19% Palestinian Central Bureau of Statistics (PCBS, 2021).

Subcomponent 1.3 is located in Hebron governorate. Hebron city is located within the Hebron Mountains which extend from south of Jerusalem to the Negev. The Hebron Mountains form the southern rim of the West Bank Mountains. On average, they are 850 meters high with the highest point at 1,020 meters above mean sea level, to the north of Hebron city. The proposed location of the HRWWTP is crossing Wadi As-Samen with an elevation ranging between 740 to 760 meter above sea level while the elevation is rising up in all sides of the site and reaches up to 840 meters.

Hebron is the largest city in the West Bank, with a total area of approximately 74,100 dunums, including 30,000 dunums covered by housing units according to a study by the Applied Research Institute (ARIJ). In line with the PCBS estimates, it is anticipated that the population will increase to around 320,000 in 2030. According to the available data, 11.3% of the population in the surveyed communities, including 10.6% males and 16.9% females, are unemployed.

**Sub-Component 1.1 – Bulk Water Supply System in Jenin:** The project will finance the construction of the Northeast Jenin Water Supply System, of which project components will consist of transmission pipelines with a total length of 26 km with nominal pipe diameters ranging from DN 350 mm to DN 500mm, Main BPS with Balancing Tank (3,000m<sup>3</sup>) and Regional Tank (6,000m<sup>3</sup>). Figure 2 provides an overview of *Bulk Water Supply System in Jenin*.





**Figure 2:** Bulk Water Supply System in Jenin

According to the approved preliminary design for this sub-component, 4 different local communities are mainly affected by the project, here some general information are presented for these communities as the following:

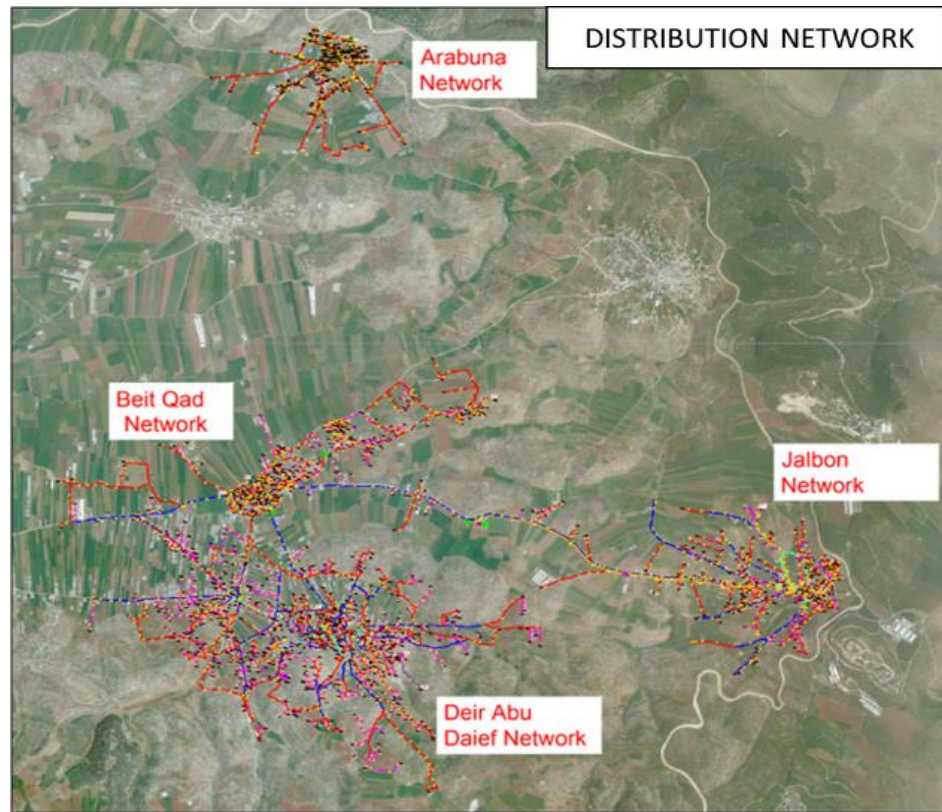
- Jenin City:** Jenin is a Palestinian city in the northern West Bank. It serves as the administrative center of the Jenin Governorate. According to the Palestinian Central Bureau of Statistics (PCBS), its population was 54,823 in 2022. **The Palestinian city of Jenin in the northern West Bank is a major agricultural center for the surrounding towns.**
- Burqin Village:** Burqin village is located 5 km west of Jenin. According to the PCBS, its population was 7,828 in 2022.
- Qabatiya Village:** This is a Palestinian Village located in Jenin Governorate in the northern West Bank 6 km south of Jenin. According to the PCBS, its population was 26,846 in 2022.
- Mothalath Al-Shuhada Village:** This village is located in Jenin Governorate in the south of Jenin. According to the PCBS, its population was 2,525 in 2022.

**Sub-component 1.2 – Northeast Villages Water Distribution System** in the Jenin area making up to 10,000 new connections (Residential, Institutional, Commercial). The Project will also finance the rehabilitation in Jenin of the existing wells, pipes, and storage facilities. The project targeted area is located 8 km east of Jenin city and includes Deir Abu Daief, Arabuna, Jalboun, Northern Beit Qad, and Southern Beit Qad. The villages have hosted population of around 16,400 and approximate area of about 3304 ha. The villages are surrounded by irrigated agricultural land, and contain cultural and historical places, figure 3 presents an Overview Map for the served communities by Jenin Water Supply Distribution System. Currently water is provided through existing connection point chambers owned and operated by the West Bank Water Department (WBWD) and the main source of water is Araba Well located at the main road of Nablus-Jenin. Currently the citizens of the five villages obtain water through a filling point located at the main existing Chamber of the WBWD.

Generally, the alignments of the pipelines will be constructed in the shoulders of the asphalted roads, road reserve, footpaths or gravel/base coarse roads. In some cases, the alignments will have to go through asphalted roads, but their lengths have been kept to a minimum.

Under this subcomponent, 4 local communities are affected by the project. Brief description regarding these communities is provided as follows:

- a. **Deir Abu Daief:** This village is located 7 km east of Jenin. According to the PCBS, its population was 7,739 in 2022.
- b. **Jalaboun:** Jalaboun is located 12 km east of Jenin. According to the PCBS, its population was 3,090 in 2022.
- c. **Arabuna:** Arabuna is located 11 km northeast of Jenin. According to the PCBS, its population was 1,126 in 2022.
- d. **Northern & Southern of Beit Qad:** This village is located 5 km east of Jenin. According to the PCBS, its population was 2,158 in 2022.

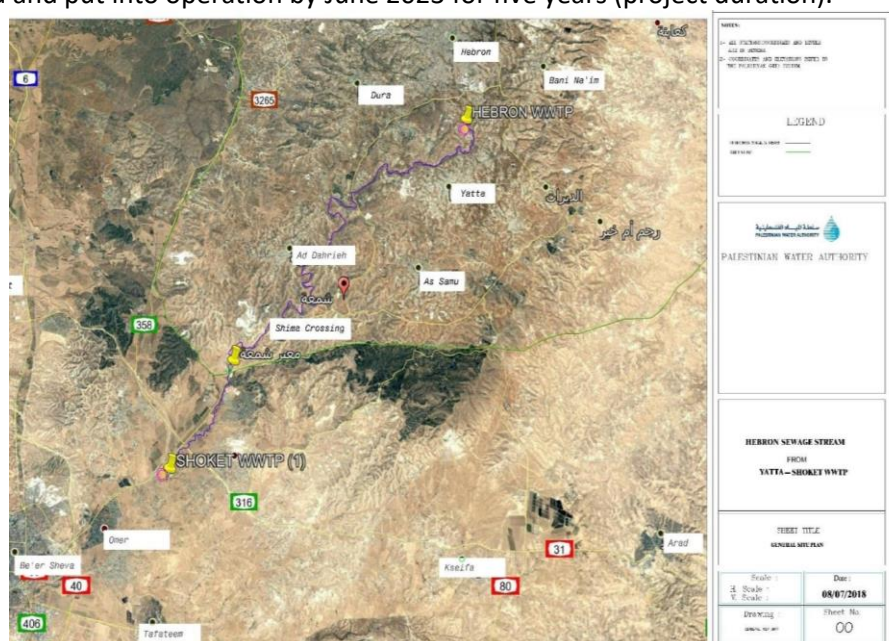


**Figure 3:** Northeast Villages Water Distribution System (Beit Qad, Arabuna, Jalboun, and Deir Abu Daief)  
*Source: Preliminary Design, Detailed Design, Preparation of Tender Documents and Construction of Water Supply Systems in East and Southwest of Jenin Villages- Palestine. Designed by: Water Environment and Energy Consulting Center (WeeCon)*



**Figure 4:** Bulk Water Supply System and the Northeastern Water Distribution System in Jenin

**Sub-Component 1.3 – Hebron Wastewater Operation and maintenance:** this sub-component will finance the operation and maintenance of the Hebron wastewater treatment plant that is expected to be commissioned and put into operation by June 2023 for five years (project duration).



**Figure 5:** Hebron Regional Wastewater Treatment Plant



**HRWWTP:** The proposed HRWWTP will provide treatment to wastewater collected in the City of Hebron sewer system so that discharges meet current effluent discharge criteria, protect the environment downstream of the plant, including the eastern aquifer, from the current situation of untreated wastewater discharge, contribute to general improvement in the health and well-being of the residents, produce treated wastewater capable for use in irrigation to supplement the current water resources in the area, and reduce the Israeli annual wastewater treatment charges to the Palestinian Authority (PA).

An Environmental, Social and Cultural Heritage Impact Assessment and Environmental, Social and Cultural Heritage management plan ESCHIA/ESCHMP was prepared to support of the wastewater treatment plant all associated works.

**City planning and administration:** Hebron is divided into two areas. Whereas H1 area is governed by the Palestinian Authority, H2 is under control of the Israeli authorities. According to the Oslo Accords, Hebron comprises both Area A and Area C. A large number of Israeli settlements are located in the heart and on the environs of Hebron city, posing restrictions to Palestinian citizens' daily life, city planning and administration, and daily functions of government bodies and civil society actors.

**Population and Gender:** Based on population statistics, gender ratio shows 107.3 males to every 100 females. Less than one fifth of the populations are refugees, including 18.7% registered and 0.6% unregistered refugees (Reference: ESCHIA ESCHMP Report, 2014).

**Employment:** Available data shows that participation of women in the labor force is very limited. Only 10.3% of women in the age of 10 years and above participate in the labor force. In contrast, males in the same age group comprise 70.3% of the labor force. 11.3% of the population in the surveyed communities, including 10.6% males and 16.9% females, are unemployed.

## **1.4 Potential Environment and Social Risks and Mitigation Measures**

**WSRP will lead to overall environmental and social (E&S) benefits for beneficiary populations** by improving access to quality water and improving the efficiency of the water transmission and distribution networks, increasing employment opportunities during construction, operation and maintenance of the water infrastructure and having positive economic impacts on livelihoods and businesses as a result of savings due to improved access to quality drinking water. However, the project is expected to have several environmental and social risks which have been rated as substantial. A summary of the potential social and environmental risks and mitigation measures of the project is provided in annex III.

## **1.5 Regulations and Requirements**

### **1.5.1 World Bank Environmental and Social Standard 10**

The Environmental and Social Framework (ESF) developed on October 1, 2018 included a new set of environment and social policies to enable the World Bank and Borrower/Recipients to better manage environmental and social risks of projects and to improve development outcomes. An essential part of this framework is the ten Environmental and Social Standards (ESSs), which establish the standards that the client and the project should meet through the project life cycle.

Out of these standards, ESS10, “Stakeholder Engagement and Information Disclosure”, recognizes “the importance of open and transparent engagement between the Borrower and project stakeholders as an essential element of good international practice”. Specifically, the requirements set out by ESS10 are the following:

- Borrower/Recipient will engage with stakeholders throughout the project life cycle, commencing such engagement as early as possible in the project development process and in a timeframe that enables meaningful consultations with stakeholders on project design. The nature, scope and frequency of stakeholder engagement will be proportionate to the nature and scale of the project and its potential risks and impacts.
- Borrowers/Recipients will provide stakeholders with timely, relevant, understandable and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination and intimidation.
- The process of stakeholder engagement will involve the following, as set out in further detail in this ESS: (i) stakeholder identification and analysis; (ii) planning how the engagement with stakeholders will take place; (iii) disclosure of information; (iv) consultation with stakeholders; (v) addressing and responding to grievances; and (vi) reporting to stakeholders.
- The Borrower/Recipient will maintain and disclose as part of the environmental and social assessment, a documented record of stakeholder engagement, including a description of the stakeholders consulted, a summary of the feedback received and a brief explanation of how the feedback was considered, or the reasons why it was not.

This Stakeholder Engagement Plan (SEP), proportionate to the nature and scale of the project and its potential risks and impacts, was developed by PWA, cleared by the Bank and disclosed on PWA website by project appraisal. The SEP includes the identification of stakeholders, the proposals for future engagement, and the views of stakeholders on the SEP. According to ESS10, PWA will also implement a grievance mechanism (GM) to receive and facilitate the resolution of concerns and grievances of project-affected parties related to the environmental and social performance of the project in a timely manner.

### **1.5.2 Palestinian Environmental Assessment Policy**

The Palestinian legislation requires public consultation only for projects that require Environmental Assessment. The Palestinian Environmental Assessment Policy (PEAP) was approved by decree No: 27-23/4/2000. One of the main principles underlying this policy is that stakeholder consultation is an essential component of it.

Article 8 of this policy on Stakeholder Consultation states the following:

1. Proponents are required to consult stakeholders during the scoping and conduct of Environmental Impact Assessments.
2. Stakeholder consultation may be required during Initial Environmental Evaluation (IEE) as determined by the Environment Quality Authority (EQA).
3. The EQA is empowered to conduct its own stakeholder consultation to verify the information provided, or extend the proponent’s consultations.

4. Initial Environmental Evaluation and Environmental Impact Assessment Reports shall be made available by proponents for stakeholder review and comment as specified by the EQA.
5. The EQA shall coordinate environmental assessment (EA) consultations with consultations by other authorities pursuant to other regulations and laws.

In consultation with the proponent and the EA Committee as required, the EQA determines whether stakeholder consultation is required and, if so, what the minimum requirements should be. It may be required during scoping and terms-of-reference preparation.

Projects with potentially higher environmental risk should involve more extensive consultations. The methods and results of these consultations must be documented in the Environmental Impact Assessment (EIA) Report.

### **1.6 Objectives of the Stakeholders Engagement Plan**

The main objectives of the SEP are to define a program for stakeholder engagement including public information disclosure and consultation, through the entire project cycle as follows:

- Provide guidance for stakeholder engagement and information disclosure such that it meets the standards of World Bank ESF.
- Identifying the main stakeholders of the project components and activities.
- Provide the opportunity for identified stakeholders to participate in the process of identifying any potential impacts and/or concerns.
- Identify those environmental and social impacts/concerns, which are considered to be of key relevance and importance through a process of information disclosure and meaningful consultation as per the World Bank's ESF requirements and ESS10.
- Ensure appropriate approach and adequate focus is adopted during the project implementation.
- Identify the most effective methods, timing and structures through which to share project information, and it ensure regular, accessible, transparent and appropriate consultation.
- Ensure that the identified stakeholders are appropriately engaged on issues that potentially affect them in addition to managing the community Grievance Mechanism (GM) that will be adopted by PWA during the project life, especially during implementation.
- Define clear roles and responsibilities for the implementation of the stakeholder engagement.
- Guide the building of a mutually respectful, beneficial and lasting relationships with stakeholders; and ensure that the community GM is accessible.

## **2. Brief Summary of Previous Stakeholder Engagement Activities**

Several public consultations and individual meetings have been conducted during the project preparation including meetings held on July 20, August 8, October 23, November 14, November 16 and November 27, 2022. During consultation meetings, PWA team introduced the project's activities and informed participants about the project's Environmental and Social (E&S) instruments, including this SEP. The stakeholder engagement activities were conducted in different parts of the West Bank and included representatives from the targeted Local Government Units (LGUs). Participants were informed during the meetings that a GM system will be available to them prior to the commencement of the works in order to raise any grievances and/or concerns related to the project activities. A summary of the discussions during consultation meetings is provided under section 2.2. Detailed description of the stakeholder engagement activities for each sub-component is provided in annexes I & II.

### **2.1 Methodology:**

Three methods that were used to engage the stakeholders are: a) Stakeholder engagement meetings involving different stakeholders, including heads and members of the local councils, landowners, civil society representatives and community member to discuss project's details and sub-components. Engagement activities took place at PWA offices and LGUs venues; b) Formal meetings with municipalities<sup>1</sup>; and c) Community meetings at some of the project locations in the North- East localities in Jenin governorate <sup>2</sup>with relevant stakeholders to discuss the proposed reservoir location. Participants also included women residents and representatives of women's associations.

### **2.2 Consultation and Participation Meetings:**

During the scoping and consultation sessions, PWA held information disclosure meetings with the communities affected by the project's sub-components. The meetings aimed at providing the local councils and the communities with the project information and obtaining feedback including expectations, and concerns to be considered in developing proposed mitigation strategies and improving methods for stakeholder engagement and information disclosure. The meetings included heads and members of the local councils, landowners, community members and representatives of schools in the targeted communities including the Dair Abu Daief School, Faquo'a High School, Beit Qad High School and Beit Qad Agriculture Station/School. Several women volunteers from communities of Marj Ben Amir, female Council member of Beit Qad, a representative of the Beit Qad Women Association also joined the meetings in addition to representatives of the Civil Defense and the EQA.

During the meetings, participants were mainly interested in learning about the project activities and timeline. Participants congratulated the PWA for this important project. Representatives from the Civil Defense department underlined the fact that they are facing difficulties filling their firefighting tanks with water during emergencies and have urged PWA to install filling points for the Civil Defense use as part of the new water networks.

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<sup>1</sup> Project subcomponent 1.1 included Jenin, Qabatya, Burqin and Al Shuhada Municipalities. Project subcomponent 1.2 included Marj Bin Amir Municipality (including representatives of Beit Qad, Arabuna, Deir Abu Daief, and Jalboun).

<sup>2</sup> Site visits included: Beit Qad, Deir Abu Daeif, and Deir Abu Daeif proposed reservoir location.



Participants were also informed about the establishment of the Regional Water Utilities. They were also informed about the E&S risks and mitigation measures including the preparation of the ESMF, the SEP, the LMP, the Environmental, Social, Health and Safety (ESHS) plan and a GM system. Representatives expressed their satisfaction and said that they are willing to cooperate to ensure timely implementation of the project.

The EQA representative raised concerns about the environmental impacts and requested to include the reinstatement works as part of the project activities. He also requested to consider implementing a wastewater network project as a second phase of the project to minimize any wastewater impacts in the future.

A community member expressed his satisfaction with the future project. He said that the targeted communities have been waiting for more than 30 years for this vital project, which will improve their living conditions. Another community member mentioned that people are looking forward to this project which will improve their living standards and reduce risks caused by “tankers”. He explained that the existing filling points are not safe and that a child was killed in an accident caused by one of the tankers, usually unauthorized, who use the filling points to supply the communities with water. Another community member of Arabuna village requested the PWA team to elaborate more on negative impacts/risks of the project activities. PWA representatives explained that PWA projects consider undertaking all necessary mitigation measures of possible E&S impacts of a project. The communities raised the concern for having effective safety plan and measures during implementation phase to minimize E&S impacts particularly the E&S impacts associated with road safety due to construction activities (e.g. excavation, backfilling, laying of pipelines, construction of reservoir and water pumping stations), dust and noise. Community representatives also highlighted the importance of the timely implementation of the construction activities by the contractor. People were very enthusiastic about the project and are looking forward to successful and speedy implementation of the project; many see it as a dream coming true as they have been suffering for years due to lack of proper supply of safe water and need the supply project. They have been, waiting for this vital project which will improve the quality of their life and living conditions.

Representatives of beneficiary municipalities expressed their gratitude to the World Bank (WB) team and PWA for considering this important and vital project and urged PWA to expedite the commencement of the project activities. Municipalities confirmed that the required land for the construction of the reservoirs is a public land owned by the local councils and expressed their readiness to cooperate with PWA in order to facilitate the implementation of this vital project.

Participants also inquired about the disinfection process using the chlorine and requested that the project should include quality control system to monitor chlorine concentration quantities to avoid possible impacts of chlorine on health and garden plants. Municipality engineers in Jalboun underlined the importance of selecting qualified contractors and the implementation of safety plans especially during winter seasons. Female volunteers from local communities inquired about water metering and consumption in addition to the billing system. They also inquired about the quality control mechanism and water testing requirements and location of the samples, either at water reservoirs or network.

The PWA Consultant provided the stakeholders with the relevant available information and noted that further engagement activities will need to be conducted in accordance with the project SEP. PWA also informed participants that information about the SEP will be available publicly.

Table 1 below summarizes the location, date and attendance of each of the meetings, as well as the key issues that were raised as part of the discussions.

**Table 1:** Stakeholder meetings held under the WSRP

Stakeholder meetings held for Sub-component 1.1				
Community	Location	Meeting / Site visit date	Participant	Main outputs and points of discussions
Jenin, Burqin, Al Shuhada, Qabtya	PWA HQ	November 16, 2022	<p>PWA:</p> <ol style="list-style-type: none"> <li>1. Ibrahim Hinde</li> <li>2. Waad Odeh</li> <li>3. Issa Dahu</li> <li>4. Raed Yaqoub, WBWD</li> </ol> <p>Consultant-CEP:</p> <ol style="list-style-type: none"> <li>1. Bassam Abu Zahra</li> <li>2. Baha Maro</li> </ol> <p>Representatives of</p> <ol style="list-style-type: none"> <li>1. Jenin Municipality</li> <li>2. Qabatiya Municipality</li> <li>3. Burqin Municipality (please refer to Annex I for the attendance sheet)</li> </ol>	<p>The main outputs could be summarized as follows:</p> <ol style="list-style-type: none"> <li>1. The consultant briefly presented project's design, components, design criteria, and shared information about project activities and locations.</li> <li>2. The attendees were informed that the project will include the preparation of E&amp;S instruments (i.e. SEP, Environmental and Social Management Framework (ESMF), Labor Management Plan (LMP) and Resettlement Framework (RF)) and risks and mitigation measures. All stakeholders will be consulted and engaged during the preparation of the mentioned documents and the implementation of the project.</li> <li>3. PWA E&amp;S Specialist introduced the concept about the different E&amp;S aspects of the project, urged the attendees for effective discussion and sharing thoughts, concerns, vision and expectations about the project and its impacts on their lifestyle, and informed them about the Project GRM system.</li> <li>4. Attendance to the session included LGUs representatives from the benefited localities. Annex I shows the attendance sheet, photos and the attendees' participations.</li> </ol> <p>During the session the following was concluded:</p> <ul style="list-style-type: none"> <li>○ The local Community is fully supporting the project;</li> <li>○ PWA projects consider undertaking all necessary, mitigation measures of possible E&amp;S impacts of a project, including the safety plan and a GRM</li> </ul>

				<p>System from the project stakeholders and workers;</p> <ul style="list-style-type: none"> <li>○ Qabatya representative requested to replace part of the existing pipeline within the current project's scope (if possible);</li> <li>○ The consultant informed the local council that further consultations will be carried out at each locality</li> <li>○ The consultant will follow up coordination with each locality to conduct a separate site specific scoping and consultation meetings;</li> <li>○ People are looking forward to successful implementation of the project;</li> <li>○ Local Community and different stakeholders are very willing to cooperate;</li> </ul>
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Stakeholder meetings held for Sub-component 1.2

Community	Location	Meeting / Site visit date	Participant	Main outputs and points of discussions
Marj Bin Amir including affected localities (Beit Qad, Dair Abu Daief, Jalboun, Arabuna)	Marj Bin Amir Municipality Beit Qad	July 20th 2022	<p>WB team:</p> <ol style="list-style-type: none"> <li>1. Eng. Snaa Al Nimir</li> <li>2. Luis Gonzaga Alvarez</li> <li>3. Dr. Iyad Rammal</li> </ol> <p>PWA:</p> <ol style="list-style-type: none"> <li>5. Eng. Ziyad Daraghmah</li> <li>6. Eng. Ibrahem Hinde</li> </ol> <p>Marj Bin Amir Municipality:</p> <ol style="list-style-type: none"> <li>1. Abd Al Mutillyat, Deir Abu Daief</li> <li>2. Nassar , Beit Qad - South</li> <li>3. Hashim Abu Hasan, Arabunah</li> <li>4. Hani Zidan, Beit Qad – North</li> <li>5. Ibrahem Abu Al Rub, Jalboun</li> <li>6. Barakat Al Omari, Marj Bin Amir Mayor</li> <li>7. Hilal Nassar, Marj Bin Amir Municipality Director</li> </ol>	<ol style="list-style-type: none"> <li>1. Meeting at Marj Bin Amir Municipality with representatives of the unserved communities' councils in addition to the Municipality team</li> <li>2. PWA and the WB team presented project's general scope, the goals and requirements</li> <li>3. The head of the councils and the members are very willing to cooperate, they are in need for the water supply project as they are suffering for years ago, waiting for this vital project which will improve the quality of their life and living conditions.</li> <li>4. PWA and WB team mentioned and clarified the importance of having the adequate institutional arrangements in parallel with the construction component to assure sustainability of the water service.</li> <li>5. The Municipality and representatives of the communities are ready and willing to establish the RWU – who will follow up operation and maintenance of the water service</li> <li>6. The attendees conducted a site visit to the unserved communities, location of the water reservoirs and filling points</li> <li>7. The Municipality confirmed that all the required land for reservoirs construction are owned by the local councils,</li> </ol>

				<p>furthermore they are willing to cooperate for the successful implementation of this vital project.</p> <p>(Photos of the Meeting and Site Visit are in Annex II)</p>
Marj Bin Amir	PWA HQ	August 8th 2022	<p>WB team:</p> <ol style="list-style-type: none"> <li>1. Eng. Snaa Al Nimir</li> <li>2. Dr. Iyad Rammal</li> </ol> <p>PWA:</p> <ol style="list-style-type: none"> <li>1. Eng. Rawan Isseed</li> <li>2. Eng. Ibrahim Hinde</li> </ol> <p>Marj Bin Amir Municipality:</p> <ol style="list-style-type: none"> <li>1. Barakat Al Omari, Head of the Council</li> <li>2. Hilal Nassar, Municipality Director</li> <li>3. Omar Abu Al Rob, Engineering Department</li> </ol> <p>Consultant / Designer of the Water System:</p> <p>Eng. Ammar Al Kukhon</p>	<ol style="list-style-type: none"> <li>1. PWA and the WB team provided general description of the project components,</li> <li>2. The consultant introduced design criteria, assumptions, the served communities and project components</li> <li>3. Municipality thanks the WB team and PWA for considering this important and vital project, requesting to expedite the construction of the water system as much as possible.</li> </ol>
Marj Bin Amir	PWA HQ	October 23rd 2022	<p>PWA:</p> <ol style="list-style-type: none"> <li>1. Rawan Isseed,</li> <li>2. Saleem Yahya,</li> <li>3. Hashem Thahir</li> <li>4. Raed Yaqub,</li> <li>5. Ziyad Fuqaha,</li> <li>6. Ibrahim Hinde,</li> <li>7. Wa'ad Odeh,</li> <li>8. Issa Dahu</li> </ol> <p>WB:</p> <ol style="list-style-type: none"> <li>1. Snaa Al Nimer,</li> <li>2. Luis,</li> <li>3. Omar Zimmo,</li> <li>4. Basher, Corlina, Sahar,</li> <li>5. Ranin,</li> <li>6. (on line team: Ziyad Abu Hasnein, Sahar, Iyad Rammal)</li> </ol> <p>LGUs:</p> <p>Marj Bin Amir Municipality:</p> <ol style="list-style-type: none"> <li>1. Barakat Al Omari, Head of the Council</li> <li>2. Hilal Nassar, Municipality Director</li> </ol>	<ol style="list-style-type: none"> <li>1. The consultant of the detailed design for the unserved communities in Jenin provided a presentation, details about the communities, and explained the design criteria</li> <li>2. It was agreed to include the institutional component in the project, establishment of the RWU – LGU – representatives has no objection and willing to cooperate</li> <li>3. The WB inquired about the ownership certificates for water tanks and pumping stations locations – LGU representatives confirmed availability, Municipality and the consultant</li> <li>4. No concerns were raised by the participants in this specific meeting.</li> <li>5. LGU representatives expressed the importance of the project and its expected positive impacts on their communities</li> </ol>

			<p>3. Omar Abu Al Rob, Engineering Department</p> <p>Consultants: WeeCon&amp; PEAK</p> <ol style="list-style-type: none"> <li>1. Ammar Al Kukhun</li> <li>2. Baraa Jarara,</li> </ol>	
Marj Bin Amir including affected localities (Beit Qad, Dair Abu Daief, Jalboun , Arabuna)	Marj Bin Amir Municipality	November 14, 2022	<p>PWA:</p> <ol style="list-style-type: none"> <li>1. Ibrahim Hinde,</li> <li>2. Wa'ad Odeh,</li> <li>3. Issa Dahu</li> <li>4. Ali Zarour</li> </ol> <p>Consultant: WeeCon Ammar Al Kukhun</p> <p>Representative of unserved communities (The attendance sheet is enclosed in Annex II)</p>	<p>Session agenda included, introductory speech by both the Municipality and PWA, presentation about project design and components by the consultant (designer), PWA E&amp;S Specialist introduction about different social and environmental aspects of the project and finally open discussion and comments reception.</p> <p>The main key points could be summarized as follows:</p> <ol style="list-style-type: none"> <li>1. PWA E&amp;S Specialist introduced the concept about the different social and environmental aspects of the project;</li> <li>2. The attendees were urged for effective discussion and sharing their thoughts, concerns, vision and expectations about impacts on their lifestyle.</li> <li>3. Attendance included LGU and community representatives, local residents from the benefited localities, schools, civil defense, women associations, youth centers, councils` members and others. Annex II shows the attendance sheet, photos and the attendees' participations.</li> </ol> <p>During the session the following was concluded:</p> <ul style="list-style-type: none"> <li>○ The local Community is fully supporting the project;</li> <li>○ The concept of the project scope, design, components and activities are well perceived by the community;</li> <li>○ PWA projects consider all necessary mitigation measures of possible E&amp;S impacts of a project, and the project's GRM system;</li> <li>○ The attendees are ready to bear the expected impacts during the implementation phase, urging the WB and PWA to expedite implementation of the project due to the community's urgent needs;</li> </ul>

				<ul style="list-style-type: none"> <li>○ The communities raised the concern for having effective safety plan and measures during implementation phase to minimize E&amp;S impacts.</li> <li>○ People are looking forward to successful and speedy implementation of the project (many of them are looking to the Project as a dream)</li> <li>○ Local Community and different stakeholders are very willing to cooperate, they are in need for the water supply project as they have been suffering for years, waiting for this vital project which will improve the quality of their life and living conditions.</li> </ul> <p>Specific comments that were raised during the discussions are summarized in Annex II.</p>
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**In-depth interviews with vulnerable/women groups:** consultations with women groups were carried out during November 2022. Meetings were conducted with female Council members of Marj Bin Amer municipality, representatives of Beit Qad Rural Women Development Society, Deir Abu Daief Girls School Counselor and some women households. During discussions, the following issues were raised:

i) The project shall enhance women`s daily life practices in the targeted towns and villages (e.g. the availability of water will reduce the negative impacts of tanked water, such as polluted water, high costs, and waste of time and efforts), and shall improve health and personal hygiene of women. The school counselor expressed that the project would prevent water shortage/cuts in the school which have negative impact on the girls` hygiene and oblige the girls to buy bottled water to drink several times during the school year. The project will also eliminate any potential GBV/SH risks and/or other accidents related to the drive in of the water tankers into the school premises. The project is also expected to indirectly improve the economic situation of women entrepreneurs who need water in their projects such as restaurants.

ii) The project team informed the consulted women that a Codes of Conduct and a GM with features to handled GBV/SEA/SH related complaints will be established to reduce all GBV/SH risks. Participants showed their satisfaction, however, they said that no concerns were raised related to safety issues during similar construction activities. They added that based on previous similar experiences, they expect high respect, cooperation and facilitation from the construction staff in response to their own traditions and general ethics and morals.

iii) Harassment (physical/verbal) has never been experienced in previous projects.

**For activities under sub-component 1.3,** PWA will conduct public consultation meetings with the relevant stakeholders after the project`s approval and prior to the commencement of the activities` implementation. PWA will coordinate with the relevant authorities and the Hebron Regional Wastewater Treatment Plant (HRWWTP) project`s committee including representatives of AL-Hileh community. The

operation and maintenance of the Hebron wastewater treatment plant is expected to be commissioned and put into operation by June 2023 for five years (project duration).

### 3. Stakeholder Identification and Analysis

A key step in the stakeholder engagement process is to identify the key stakeholders to be consulted and involved. Stakeholders are individuals or groups who are affected or likely to be affected by the project and who may have an interest in the project.

The term **Project-affected Persons/Parties (PAPs)** includes “those likely to be affected by the project because of actual impacts or potential risks to their physical environment, health, security, cultural practices, well-being, or livelihoods. These stakeholders may include individuals or groups, including local communities” (ESF, World Bank, 2018). The term **Other interested parties (OIPs)** refers to “individuals, groups, or organizations with an interest in the project, which may be because of the project location, its characteristics, its impacts, or matters related to public interest. For example, these parties may include regulators, government officials, the private sector, the scientific community, academics, unions, women’s organizations, other civil society organizations, and cultural groups” (ESF, World Bank, 2018). Disadvantaged / Vulnerable Individuals or Groups refers to persons who may be disproportionately impacted or further disadvantaged by the project(s) as 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 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 with disadvantaged or vulnerable individuals or groups 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.

Stakeholder engagement process for the WSRP has started from identification, mapping and analysis. It is anticipated that this SEP will help clarify the stakeholder identification procedure at the national level for the forthcoming phases.

#### 3.1 Project-Affected Parties (PAPs)

Project-affected Parties include local communities, community members and other parties that may be subject to direct impacts from the Project activities, which includes impact on land, land-based livelihood, access, assets, and businesses. Project is in both urban and rural areas. The bulk water system and the networks pass through populated streets as well as neighboring villages. In general, the affected parties include landowners, land users, road users and encroachers (if any), businesses, and vulnerable categories. Detailed description of the PAPs’ different categories is listed below:

### 3.1.1 People Affected by Land Acquisition

A key category of PAPs is going to be people losing assets and/or private land and/or access to common resources due to project's land requirements. In addition, the construction contractor will need to establish working areas near each construction site. The project's impacts mainly relate to small amount of land, that may be needed for the construction of the Jenin Bulk Water Supply System, of which project components will consist of transmission pipelines, new water reservoirs and pumping stations. Four communities are mainly affected by this activity: Jenin City and the villages of Burqin, Qabatiya and Mothalath Al-Shuhada. Affected groups may include private landowners, land users, farmers, and vulnerable PAPs such as women headed households.

The construction of Northeast Villages Water Distribution Networks in the Jenin area will include 5 communities located within the project area. Activities include the rehabilitation of the existing wells, pipes, and storage facilities. As such, very small pieces of land might be required for these facilities. However, in some instances, the Right of Way (RoW) may be encroached on certain segments of the sub-project alignment and might entail livelihood impacts which will need to be assessed and, if required, compensated. Similarly, there is a potential risk of temporary negative livelihood impacts during construction (e.g. due to restrictions on access and land use) on businesses (e.g. shops, kiosks etc.) in residential areas.

### 3.1.2 People residing in the project areas

Project's affected parties also include the residents of the communities who live along and/or nearby the project area as shown in table 2. These PAPs are likely to be affected by disturbances caused by the Project's heavy vehicles traffic and construction impacts. The communities may also benefit from project-related employment opportunities.

**Table 32:** LGUs, Camps and Industrial areas to be targeted by the project

No.	Communities	No.	Communities
1	Jenin Industrial Zone	9	Arabuna
2	Jenin	10	Arrana
3	Jenin Camp	11	Wadi Dabi'
4	Beit Qad	12	Burqin
5	Deir Abu Deif	13	Al Jalameh
6	Jalboun	14	Qabatiya
7	Mouthalath Al Shuhada		
8	Deir Ghazaleh		

### 3.1.3 Local Governmental Units (Municipalities and village Councils) and Service Providers

The project will enhance the institutional, operational and financial efficiency, and responsiveness to emergencies for a number of Local government Units (LGUs) and Service Providers (SPs) such as Jenin city, Qabatiya and Jalboun.



### 3.2 Other Interested Parties (OIPs)

The table 3 below summarizes the parties that have interest in the project.

**Table 3:** Other interested parties

Other Interested Parties	Interest in the project
<b>1- Ministries and Government Agencies</b>	
<ul style="list-style-type: none"> <li>Ministry of Finance</li> </ul>	Ministry of Finance and other key line ministries are important players to ensure payment of government bills, they are included in the discussion on overall sector sustainability.
<ul style="list-style-type: none"> <li>Ministry of Social Affairs</li> </ul>	Ministry of social Affairs shall be engaged on status of families and poverty in order to install and operate the prepaid water.
<ul style="list-style-type: none"> <li>Ministry of Local Government</li> </ul>	Ministry of Local Government shall be engaged at different aspects, as LGU are under their authority. Capacity building, and reforms shall be done in full coordination with them
<ul style="list-style-type: none"> <li>Ministry of Public Works and Housing</li> </ul>	Ministry of Public Works shall be engaged through the construction of bulk water system to be fully aware of the rout
<ul style="list-style-type: none"> <li>Ministry of Labor</li> </ul>	
<ul style="list-style-type: none"> <li>Palestinian Land Authority</li> </ul>	For Land acquisition, the Land Authority will be key player
<ul style="list-style-type: none"> <li>Environmental Quality Authority</li> </ul>	The EQA will be important partner through the construction work and the operation of Hebron WWTP
<ul style="list-style-type: none"> <li>Ministry of Agriculture (if applicable)</li> </ul>	
<ul style="list-style-type: none"> <li>Ministry of Education</li> </ul>	The projects will be implemented in coordination with the ministries and relevant authorities.
Palestinian Water Sector Regulatory Council (WSRC)	WSRC is responsible for monitoring all matters related to the operation of water SPs including production, transportation distribution, consumption and wastewater management, with

	the aim of ensuring water and waste water service quality and efficiency to consumers in Palestine at affordable prices.
<b>2- Academic institutions</b>	
Schools, Universities, think tanks (such as northeast Jenin Communities' Schools, and The Arab American University)	<p>Potential concerns regarding environmental and social impacts</p> <p>Potential educational/outreach opportunities to increase awareness and acceptance of the project.</p>
<b>3- Women and Youth Organizations</b>	
<p>Women organizations such as Mari Bin Amir women Council and Rural Women Development Society</p> <p>Youth participants include volunteers</p>	<p>Potential concerns regarding exclusion of vulnerable groups such as women and youth from project benefits. Potential concerns about Gender Based Violence (GBV) related issues.</p> <p>Potential opportunities to involve women, women headed households and youth in the project activities.</p>
<b>4- Local Media</b>	
Press and media (including social media)	Inform residents in the project area and the wider public about the Project implementation and planned activities

### 3.3 Disadvantaged/Vulnerable Individuals or Groups

Disadvantaged / vulnerable individuals or groups are potentially disproportionately affected and less able to benefit from opportunities offered by the project due to specific difficulties to access and/or understand information about the project and its environmental and social impacts and mitigation strategies.

Disadvantaged / vulnerable individuals or groups in the project area include those registered as poor by the Ministry of Social Affairs and women-headed households, people living in remote and rural locations, persons with disabilities, youth, and elderly. No ethnic or religious minorities are known to be present in project areas.

The project will provide safely managed water supply services to the unserved and under-served population and ensure efficiency of the operation and maintenance of existing wastewater treatment plants. Improved water services will make the targeted communities less vulnerable to droughts and water shortages, while better operated and maintained wastewater treatment facilities will increase the quality of treated wastewater (thus reducing the level of pollution of the water bodies the treated wastewater is discharged into), thereby facilitating its reuse for various purposes. It will also finance required infrastructure for bulk water supply and the expansion of water distribution networks to remove critical bottlenecks and improve water availability and allocation.

In order to ensure disadvantaged or vulnerable needs are taken into consideration, and that they are reached, PWA will adopt several mechanisms such as, publishing all information about the project in

Arabic, holding workshops or meetings at suitable location that women can easily access, provide needed facilities in public meetings for handicap or people with disabilities. In addition, when designing the grievance mechanism, PWA will take into account the availability of needed resource for vulnerable groups to give feedback, or send a complaint; for example, if internet option is not available to women at villages, the Project Management Units at PWA will provide them with alternative options such as a telephone number for GM.

### 3.4 Summary of stakeholder interest in and influence over the project

Table 4 provided below summarizes the level of interest in and potential influence over the project of the various stakeholder categories identified above. Categories color-coded in red will require regular and frequent engagement, typically face-to-face and several times per year, including written and verbal information.

**Table 4:** Analysis and prioritization of stakeholder groups based on level of interest in and influence over the project

	High ability or likelihood to influence or impact the project	Medium ability or likelihood to influence or impact the project	Low ability or likelihood to influence or impact the project
High level of interest in the project	<ul style="list-style-type: none"> <li>Local Government Units: Municipalities and villages</li> <li>People affected by land acquisition</li> <li>Funding agencies</li> </ul>	<ul style="list-style-type: none"> <li>People residing in project areas</li> </ul>	<ul style="list-style-type: none"> <li>Vulnerable households and communities</li> </ul>
Medium level of interest in the project	<ul style="list-style-type: none"> <li>Press and Media</li> <li>Ministries and Government Agencies</li> </ul>	<ul style="list-style-type: none"> <li>NGOs</li> <li>Private Sector: small to medium businesses</li> </ul>	<ul style="list-style-type: none"> <li>Academic institutions</li> <li>Health facilities</li> </ul>
Low level of interest in the project		Academic and Educational Institutions	<ul style="list-style-type: none"> <li>Other project developers and their financiers</li> </ul>

## 4. Stakeholder Engagement Program

Stakeholder engagement is an inclusive process conducted throughout the project life cycle. Where properly designed and implemented, it supports the development of strong, constructive and responsive relationships that are important for successful management of a project's environmental and social risks. Stakeholder engagement is most effective when initiated at an early stage of the project development process, and is an integral part of early project decisions and the assessment, management and monitoring of the project's environmental and social risks and impacts. In line with the Government guidelines to minimize the spread of coronavirus (COVID-19) and to maintain a safe and healthy environment for the community, the project will ensure that, as required and during outbreaks/infection surges, additional COVID-19 related safety measures are implemented in all stakeholder engagements. The project will be taking all necessary precautions in order to comply with the government and WHO guidelines related to social distancing, masks and, if required, a complete ban on large gatherings.

#### 4.1 Purpose and timing of stakeholder engagement program

Stakeholder engagement activities need to provide specific stakeholder groups with relevant information and opportunities to voice their views on topics that matter to them. Table 6 below presents the stakeholder engagement activities envisaged under the project. The activity types and their frequency are adapted to the three main project stages (preparation, design and pre-construction phase, implementation/construction phase and operation phase).

**Table 5: Planned stakeholder engagement activities by project phase**

Project stage	Target stakeholders	Topic(s) of engagement	Method(s) used	Location/frequency	Responsibilities
<i>Preparation; Detailed Design and Pre-construction phase</i>	Project Affected Parties - Including people affected by land acquisition; People residing in the project area; LGUs, Private Sector	ESMF, Environmental and Social Management Plan (ESMP), RF, SEP disclosures. Project scope and rationale; Project E&S requirements; receive feedback from PAPs on the project's potential impact, expectations and concerns GM process	Public meetings, workshops, separate meetings specifically for women and vulnerable; Social Media Communication; Face-to-face meetings; visits to affected vulnerable groups and individuals; Disclosure of written information - Brochures, posters, flyers, website Information desks - In Municipalities; GM	Project launch meetings in municipalities and PWA offices are expected to <b>start within</b> the launching phase of the project (project activation); Monthly meetings in affected municipalities and villages;	PWA
	<b>Other Interested Parties - External</b> Ministries; Academic institutions; Local Government Units; General public; Women organizations; Local commercials	Project information; Grievance mechanism process including special mechanism for GBV/Sexual Exploitation and Abuse (SEA)/Sexual Harassment (SH) related complaints; Project scope, rationale and E&S requirements	Public meetings, workshops; Social Media Communication; Disclosure of written information - Brochures, posters, flyers, website; Information desks - In Municipalities and at PWA; GM;	Commencement of construction phase for the infrastructure packages	PWA
	<b>Other Interested Parties -Internal</b> WB and Project Coordination Unit (PCU)/Project Implementation Unit (PIU) Staff; Supervision Consultants; Contractor, sub-contractors,	Project information - scope and rationale and E&S requirements; Training on ESIA prepared for specific sub-components and other sub-management plans; GM process	Face-to-face meetings; Trainings/workshops; Invitations to public/community meetings	As needed	- PWA - Contractor/sub-contractors;

	service providers, suppliers and their workers				
<i>Construction phase</i>	<p><b>Project Affected Parties</b> - people affected by land acquisition; People residing in the project area; LGUs, Private Sector; Vulnerable households;</p>	<p>Land acquisition process RF Grievance mechanism process; ESMF; Health and safety impacts (Construction-related safety measures); Employment opportunities; LMP Environmental concerns; GBV awareness-raising Interruption of public service supplies due to: (a) Accidental damage during excavation to existing utilities such as wastewater sewers, water pipes, communications and electrical cables or (b) Reallocation of some utilities to accommodate the new pipes</p> <p>Damage to road infrastructure from excavations and construction traffic especially the movement of heavy machinery.</p> <p>Disruption of traffic including vehicles and pedestrian movements and risking public safety.</p> <p>Risk on public health and surrounding environment due to the spill of raw sewage from damaged sewers.</p>	<p>Public meetings, trainings/workshops, separate meetings specifically for women and vulnerable; Social Media Communication; Disclosure of written information - Brochures, posters, flyers, website Information desks - In Municipalities and at PWA; GM</p>	<p>Quarterly meetings in all affected municipalities and villages with ongoing construction; Communication through mass/social media (as needed); Information desks with brochures/posters in affected municipalities on continuous basis</p>	<p>- PWA - Contractor/sub-contractors; - Grievance staff</p>

	<b>Other Interested Parties (External)</b> Ministries; Academic institutions; Local Government Units; General public; Women organizations;	Land acquisition process; Resettlement and livelihood restoration options (if applicable); Project scope, rationale and E&S principles; GM process	Face-to-face meetings; Joint public/community meetings with PAPs	(As needed)	- PWA - Contractor/sub contractors; - Municipal grievance staff
	<b>Other Interested Parties (Internal)</b> PWA Staff; Supervision Consultants; Contractor, sub-contractors, service providers, suppliers and their workers	Project information - scope, rationale and E&S Principles; Training on Health & safety and sub-management plans; GM process	Face-to-face meetings; Trainings/workshops; Invitations to public/community meetings	As needed	- PWA - Contractor/sub-contractor
<b>Post-construction and Operation phase</b>	<b>Project Affected Parties</b> - people affected by land acquisition; People residing in the project area; LGUs, Private Sector ; Vulnerable households	Satisfaction with engagement activities and GRM; Grievance mechanism process; Community health and safety measures;	Public meetings, trainings/workshops, outreach to communities and women households Mass/Social Media Communication -; Disclosure of written information - Brochures, posters, flyers, website Information desks - In Municipalities and at PWA; GM	Meetings in affected municipalities and villages (every six months); Survey of citizens/PAPs in affected villages; Communication through mass/social media (as needed); Information desks with brochures/posters in affected municipalities (on continuous basis)	PWA

	<b>Other Interested Parties (External)</b> Ministries; Academic institutions; Local Government Units; General public; Women organizations;	Grievance mechanism process; Community health and safety measures;	Public meetings, trainings/workshops; Mass/Social Media Communication; Disclosure of written information - Brochures, posters, flyers, website; Information desks - In Municipalities and at PWA; Grievance mechanism; Project tours for media, local representatives	Meetings in affected municipalities (every six months); Communication through mass/social media (as needed); Information desks with brochures/posters in affected municipalities (on continuous basis)	PWA
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## 4.2 Description of Methods and Tools

The project intends to utilize various methods of engagement that will be used as part of its continuous interaction with the stakeholders. The format of every consultation activity should meet general requirements on accessibility, i.e. should be held at venues that are easily reachable and do not require long commute, entrance fee or preliminary access authorization, cultural appropriateness (i.e. with due respect to the local customs and norms), and inclusiveness, i.e. engaging all segments of the local society, including disabled persons, the elderly, and other vulnerable individuals.

Those engagement methods shall include small size meetings at the targeted LGUs and announcements at those villages or localities. If a large audience is expected to attend a public meeting or a training workshop, necessary arrangements will be made to ensure audibility and visibility of the presentation involved. This includes provision of a projector, places allocated for the wheelchair users, etc. Taking records of the meeting is essential both for the purposes of transparency and the accuracy of capturing public comments. At least two ways of recording may be used, including:

- Written minutes of the meeting;
- Photography.

A summary description of the engagement methods and techniques that will be applied by PWA is provided in table 7 below. The summary presents a variety of approaches to facilitate the processes of information provision, information feedback as well as participation and consultation.

**Table 6: Engagement Methods and Tools**

Method / Tool	Description and Use	Contents	Target Groups
Correspondence (Phone, Emails, official letters)	-To distribute information to Government officials, NGOs, and Local Governments  -To invite stakeholders to meetings and follow-up	Introduction of the project and information about time and venue of meetings	Government officials, district offices staff, local government council members and staff, health facilities, universities
Formal meetings	To inform the Project Platform about the project progress	<ul style="list-style-type: none"> <li>- Project status</li> <li>- Plans for next period</li> <li>- Issues and changes</li> <li>- Progress of the communication campaign</li> </ul>	Project management term and key relevant stakeholders
Public meetings	-To present project information affected parties and larger communities -To allow participants to provide their views and opinions -To build relationship with the communities,	Important highlights of Project, announcements of planned activities, measures for risk mitigation, overall progress and major achievements.	Affected people in the project area of influence -Public venues: LGUs.  Residents in the project area, etc.



Method / Tool	Description and Use	Contents	Target Groups
	-To register feedback on discussions and questions.		
Focus group meetings and workshops	Used to facilitate discussion on Project's specific activity and/or facility in question, including a presentation and an interactive Questions & Answers session with the participants	Project's specific activities and plans, design solutions and impact mitigation/management measures that require detailed discussion with affected stakeholders.	Directly affected parties in the project area: youth, elderly, women, and other vulnerable groups.
PWA 's Websites	To promote various information and updates on the overall Project, impact assessment and impact management process, procurement, employment opportunities, as well as on Project's engagement activities with the public.	Information about Project development updates, health and safety, employment and procurement, ESMF, ESCP and Project-related material.	Directly affected communities and any other stakeholders and interested parties.
Printed materials and Site- Specific Signs	To announce information to Project stakeholders on a regular basis to maintain awareness of the Project development. To provide site specific project information.	Important highlights of Project achievements, announcements of planned activities, changes, and overall progress.	Affected communities
Site visits and procedures to be used to ensure their inclusion such as holding separate small group discussions and awareness for men and women at an easily accessible venue; and reaching out to women through Women Associations to	To gather opinions and views from individual stakeholders through visiting project site	Any questions, queries or concerns, especially for stakeholders that may have a difficulty expressing their views and issues during public meetings.	Women and other Affected vulnerable groups

Method / Tool	Description and Use	Contents	Target Groups
ensure inclusiveness.			
Regular staff meetings. Safety toolbox meetings Posts on information boards in the offices and on site.	To announce workers grievance mechanism and any information on project progress	Employee Grievance Procedure; Updates on Project development.	Project Employees and workers

### 4.3 Proposed strategy for information disclosure

Information on the project's components and sub-components as well as the project's different implementation stages will be disclosed to people, such as the purpose of the project, project elements, project expected timeline, and type of activities involved. The types of methods that will be used to communicate this information to each of the stakeholder groups will vary according to the target audience. These methods will include meetings with the targeted audience, workshops, announcement in the local mosques and on the municipalities Facebook pages and websites. Additional methods will be through the local newspapers and the local radio stations.

In accordance with World Bank Policies, the following documents shall be disclosed on the World Bank website and PWA website:

- Environmental and Social Management Framework (ESMF): to be disclosed by project appraisal.
- Stakeholder Engagement Plan (SEP): to be disclosed by project appraisal.
- Resettlement Framework (RF): to be disclosed by project appraisal.
- Labor Management Plan (LMP): to be disclosed by project effectiveness.
- Environment and Social Commitment Plan (ESCP): to be disclosed by project appraisal.

The current PWA website ( <http://www.pwa.ps/> ) will be used to disclose project documents, including the SEP in both Arabic and English. PWA will create a webpage on the Project on its existing website. All future project related environmental and social monitoring reports will be disclosed on this webpage. This will allow stakeholders with access to Internet to view information about the planned development and to initiate their involvement in the public consultation process. The SEP will remain in the public domain for the entire period of project development and will be updated on a regular basis as the project progresses through its various phases, in order to ensure timely identification of any new stakeholders and interested parties and their involvement in the process of collaboration with the project. The methods of engagement will also be revised periodically to maintain their effectiveness and relevance to the project's evolving environment.

For stakeholders who live in remote and access restricted areas, visits will be conducted to the targeted audience to get their comments on the engagement plan and suggestions for improvement will be included in the plan. Posters and leaflets will be used where applicable. The strategy should include means

to consult with project-affected stakeholders if there are significant changes to the project resulting in additional risks and impacts. Following such consultation, an updated SEP will be disclosed.

#### **4.4 Proposed strategy to incorporate the views of vulnerable groups**

The project will take special measures to ensure that disadvantaged and vulnerable groups have equal opportunity to access information, provide feedback, or submit grievances. The recruitment of Social Specialist will help to ensure proactive outreach to all population groups. Ensuring the participation of vulnerable individuals and groups in project consultations may require the implementation of specific techniques for vulnerable groups, mainly persons with disabilities and unemployed persons. Such techniques may include reach out visits to individuals or families at their homes; holding separate small group discussions and awareness for men and women at an easily accessible venue; and reaching out to women through Women Associations to ensure inclusiveness.

If necessary, PWA will deliver brochures and informational material to such vulnerable groups. These approaches help the project to reach out to the groups who are likely to be insufficiently represented at community gatherings.

The following are suggested strategies to incorporate the view of vulnerable groups:

- Identify the vulnerable affected groups for each sub-component.
- PWA will coordinate with specialized local community institutions that have direct communication with vulnerable population to ensure inclusion.
- Ensure that public meetings are announced through channels that reach the vulnerable populations (i.e. public school, mosques, leaflets, etc.).
- Ensure that the language of informed consent is comprehensible to the group and use of project materials in Arabic.
- Ensure that venues for public meetings are accessible to vulnerable groups.

#### **4.5 Review of Comments**

As detailed above, communication and feedback from stakeholders will be taken into consideration at each stage of this project. In addition, PIU/PWA plans to have several public meetings with the target population prior to implementation and post implementation to receive views and comments. Prior to implementation, information about the website and/or phone numbers of the PIU will be disclosed to public.

## 5. Resources and Responsibilities for Implementing Stakeholder Engagement Plan

### 5.1 Resources and Implementation Arrangements

PWA will mobilize human and material resources to implement the SEP and manage the GM. PWA shall hire and train a Social Specialist who will be responsible for monitoring and follow up on the project's social development and social risk management requirements. The PWA will continue financing the SDS during the project's lifetime.

The Social Specialist will consider stakeholder engagement activities in the periodical reports. A communication specialist from the Public Relations Department will be an integral part of the project Team. During the construction phase of the subprojects under component 1, a supervising entity (consultant) will be hired; the Consultant will supervise and follow up proper implementation of the E&S measures as part of their onsite responsibilities and will report to the PWA's Environment and Social Development Specialists. Additionally, PWA in cooperation with the contracting entities (i.e. consultants and contractors) will play an important role in building communication with the local communities and the different stakeholders to ensure proper awareness and engagement.

Moreover, PWA will be responsible for the preparation and production of information material concerning the project's activities and the GM. The material resources that PWA will mobilize are (i) a Project specific area on PWA website; (ii) an electronic grievance database; (iii) a stakeholder engagement log; (iv) The Palestine Water mobile application launched by PWA in 2022, <https://apps.apple.com/il/app/palestine-water-application/id1639667507> ; (v) printed documents (manuals, brochures, posters, etc.) that will be used, based on the needs of the SEP.

### 5.2 Roles and Responsibilities

The Social Specialist will take responsibility for and lead all aspects of the stakeholder engagement. However, to implement the various activities envisaged in the SEP, the Social Specialist will need to closely coordinate with the project's key stakeholders. The roles and responsibilities of these actors/stakeholders are summarized in table 7 below.

**Table 7:** Responsibilities in SEP Implementation

Actor/Stakeholder	Responsibilities
PWA	<ul style="list-style-type: none"><li>● Planning and implementation of the SEP;</li><li>● Leading stakeholder engagement activities;</li><li>● Management and resolution of grievances;</li><li>● Coordination/supervision of contractors on SEP activities;</li><li>● Supervision/monitoring of RP (if triggered) and Supervision Consultants;</li><li>● Monitoring of and reporting on environmental and social performance to Project Management and the World Bank</li></ul>
Consultants hired by PWA	<ul style="list-style-type: none"><li>● Supervision/monitoring of Contractor;</li><li>● Management of engagement activities during the construction phase</li></ul>
Contractors/sub-contractors	<ul style="list-style-type: none"><li>● Inform PIU of any issues related to their engagement with stakeholders;</li><li>● Transmit and resolve complaints caused by the construction activities in close collaboration with PIU-Social Expert/ Supervision Consultants;</li></ul>

	<ul style="list-style-type: none"> <li>• Prepare, disclose and implement various plans (e.g. ESMP, Labor Management Plan, etc.);</li> <li>• Inform local communities of any environmental and social monitoring e.g. noise, vibration;</li> <li>• Announce important construction activities (such as road closures and available alternatives);</li> <li>• Coordinate with competent authorities for the implementation of the ESMF.</li> </ul>
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### 5.3 Estimated Budget

A tentative budget for implementing the stakeholder engagement plan over 4 years is attached in table 8. PWA will review this plan every six months to determine if any changes to stakeholder classification or engagement are required. The budget will be revised accordingly.

For the estimated budget please refer to the Environmental and Social Management Framework (ESMF). The Social Specialist will dedicate time and effort for the implementation of the SEP.

**Table 8:** Stakeholders Engagement Plan- Estimated Budget

SEP implementation		Unit Cost (\$)	Total (\$)
Site visits	1-2 visits /week	50	19,500
Consultation sessions	24	100	2,400
Training sessions for contractors	6	1000	6,000
GM communication material	(leaflets, GM boxes, Manuals)	L.S	5,000
Information disclosure (including media)	8	1,000	8,000
Internal Training	7	500	3,500
<b>TOTAL</b>			<b>44,400</b>

## 6. Grievance Mechanism

The Grievance Mechanism (GM) addresses grievances in an efficient, timely and cost-effective manner, that arise in the Project, either due to actions by PWA or the contractor/sub-contractors employed by PWA, from affected communities and external stakeholders. A separate mechanism is developed to address worker grievances. The contractor will be responsible for grievances related to their workers. The Supervision Consultant will administer the GM process deciding whether they or the Contractor shall handle the grievances and determining the best course of action to resolve the grievance. The Supervision Consultant will support PWA to monitor grievance resolution being undertaken by the contractor.

For Hebron Wastewater Operation and maintenance sub-component, a GM was established for the Hebron Regional Wastewater Treatment Plant (HRWWTP) project and is functional. The existing GM shall be adapted and strengthened, as required, and used for the Water Security Development project.

The project GM deals with the issues of land and other assets acquisition (e.g. amount of compensation, suitability of residual land plots, loss of access roads, loss of livelihood, etc.) as well as the losses and damages caused by construction works, and any direct or indirect environmental and social impacts. Therefore, the grievance mechanism has to be in place soon after project effectiveness and shall function until the completion of all construction activities and beyond till the defect liability period ends. PAPs and other potential complainants should be fully informed of the GM, its functions, procedures, timeline, and contact persons both verbally and through booklets and information brochures during consultations meetings and other stakeholder engagement activities. PWA will keep a log of the complaints at hand.

### **PWA Grievance Mechanism**

The existing GMs at PWA for the World Bank-financed projects including Water Security Development - Gaza Central Desalination Program, Wastewater Management Sustainability Project, and HRWWTP will be adapted and augmented, as required, and used for the WSRP-1 project and relevant details are included in this Stakeholders Engagement Plan (SEP). The GM shall include special referral pathways for workers' grievances on GBV and SEA/SH with referral to the PWA's GM. The SEP is prepared, consulted on, cleared by the Bank, and publicly disclosed.

The project GM deals with the issues related to the following:

1. Land and other assets acquisition (e.g. amount of compensation, suitability of residual land plots, loss of access roads, loss of livelihood, etc.)
2. Losses and damages caused by construction works, and any direct or indirect environmental and social impacts.
3. Address worker grievances
4. Address grievances related to Gender Based Violence (GBV), Sexual Harassment (SH), and Sexual Exploitation and Abuse (SEA).
5. Other concerns or recommendations, etc.

The grievance mechanism is put in place with project effectiveness and functions until the completion of all construction activities and beyond till the defect liability period ends. Project Affected Persons (PAPs) and other potential complainants should be fully informed of the GM, its functions, procedures, timeline, and contact persons both verbally and through booklets and information brochures during consultations meetings and other stakeholder engagement activities.

Complainants can seek redress from the judicial system at any time. The step-by-step process does not deter them from approaching the courts. All grievances related correspondence will be documented, and the grievance resolution process will be systematically tracked. PWA will keep a log of the complaints.

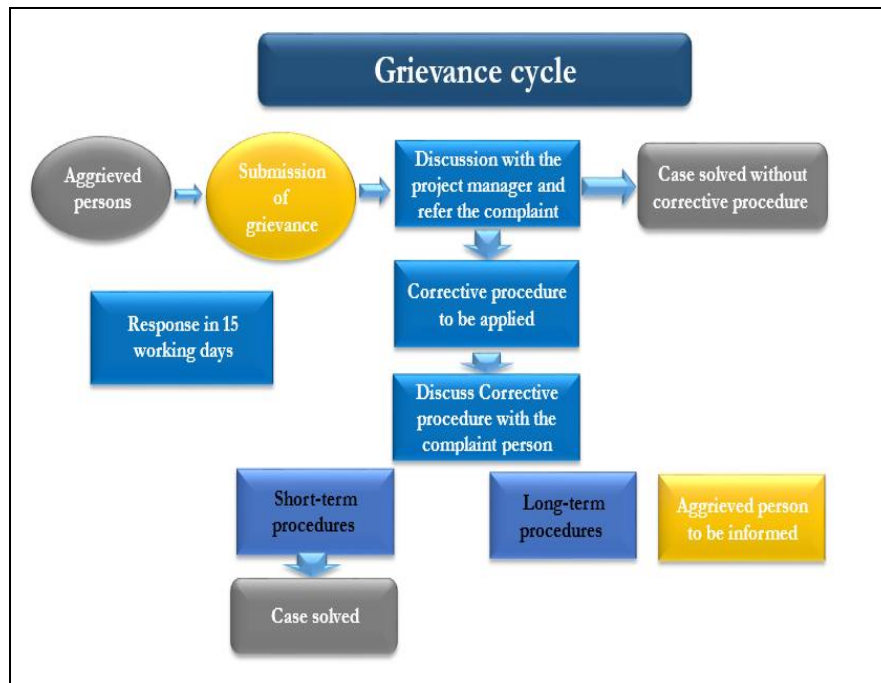
### **6.1 Grievance Mechanism Objective**

The objective of a grievance procedure is to ensure that all comments and complaints from any project stakeholder are considered and addressed appropriately. The grievance procedure will be simple, accessible and should be administered at the local level. Grievance system is important to ensure that complaints are properly handled immediately and to ensure that information is transparently shared and that they are accountable to the hosting communities. A functioning GM is considered to be a good feedback mechanism from the PAPs and one tool of the citizen engagement. Grievances activities to be applied under the project will be handled all types of grievances.

### **6.2 Institutional Responsibility for Grievances**

The main body responsible for handling grievances will be the Project Coordination Unit (PCU) at PWA. The Social Specialist working within PWA in cooperation with the Supervision Engineer/s and contractor/s will address all grievances raised by community members. The main tasks related to grievances are:

- Raise awareness about channels and procedures of grievance redress mechanisms;
- Collect the grievances received through different communication channels;
- Document all received grievances;
- Transfer the grievance to the responsible entity;
- Follow up on how the problem was addressed and solved;
- Document, report and disseminate the outcome of received grievances;
- Ensure that each legitimate complaint and grievance is satisfactorily resolved by the responsible entity;
- Monitoring grievance redress activities;
- The consultant presented the following figure during the public consultation sessions to clarify the grievance cycle (**Figure 6**) and illustrates how grievances are processed.



**Figure 6: Grievance Cycle**

To inform relevant stakeholders of the GM information, PWA:

- Prepares and distribute among the project stakeholders a leaflet containing information about the project grievance channels and tools for raising grievances.
- Displays GM information on the project boards.
- Informs stakeholders about the GM system during meetings with the adjacent community.

The GM will be appraised to ensure that it continues to be fit for purpose and that links between the communications strategy and awareness campaign, which enhance the GM, are clearly identified and synergized.

### 6.3 Grievances Channels

Anyone from the affected communities or anyone believing they are affected by the Project can submit a grievance by:

- Completing a written grievance registration form that will be available - (i) at the local governmental units of the affected localities; (ii) at each construction site; (iii) on the PWA website; and (iv) at the Project's headquarters in Ramallah, PWA HQ. The complaint can be submitted:
  - In person to the project's Social Specialist, or to the PWA.
  - By email to (i) the project's Social Specialist, or to (ii) PWA GM Unit: ([grm.pwa@gmail.com](mailto:grm.pwa@gmail.com))
  - Fax to 2987336
- Electronically: the complainant files a complaint electronically on the PWA's website: <http://www.pwa.ps/>
- By telephone: the complainant can call the following numbers:



- Project's Social Specialist
- PWA Ramallah: +970 2 2987665

The received grievances will be reviewed and recorded in a Grievance Register.

Grievance registration forms, notice of receipt form, response to grievance form and complaint referral card form are annexed.

## **6.4 Grievance Process**

The Social Specialist will be assigned to follow up complaints related to the project. The complaint, in order to be filed, should be related to the project components and/or to its implementation and management. The grievance resolution process involves the following main steps:

### **6.4.1. Receipt of Grievances**

Where possible, it is desirable that complaints are submitted in writing by the complainant. Should the complainant not wish to comply with this request and submit the complaint verbally, then the complainant information and the details of the complaint should be entered in the GM Log.

### **6.4.2. Procedure for Filing Complaints**

The complainant fills in the designated form in writing and signs it, or fills it electronically including all personal information and details of the complaint. The complainant encloses all copies of documents which may support the complaint. The staff will ensure that the form is filled in accurately. The complainant receives a receipt or a confirmation email of acknowledgment with a reference number to track the complaint.

If the complainant chooses to file his/her complaint verbally, the GM employee must register the complainant information and details of the complaint into the system. The complainant will receive a reference number to track his/her complaint.

### **Registering Complaints**

The complaint will be registered into the GM log. The complaints register records the following information:

- Complaint Reference Number
- Date of receipt of complaint
- Name of complainant
- Confirmation that a complaint is acknowledged
- Brief description of Complaint
- Details of internal and external communication
- Action taken: (Including remedies / determinations / result)
- Date of finalization of complaint

Original documentation must be kept on file.

### **6.4.3. Referral and Examination of Complaints**

A GM system will be established. The Social Specialist will inform the complainant that an investigation is underway within three business days. The complainant shall be informed of the estimated duration for resolving the complaint which is no later than ten business days from the date of receipt of the complaint. Where the complaint is unlikely to be resolved within the estimated duration, the Social Specialist must promptly contact the complainant to request additional time and explain the delay. In any event, the complaint must be resolved no later than two weeks from the date of receipt of the complaint. If the complaint is not resolved, the Social Specialist will refer the complaint to the PCU Project Manager to take the appropriate measures.

The Social Specialist will then follow the steps below:

- Verify the validity of the information and documents enclosed.
- Ask the complainant to provide further information if necessary.
- Refer the complaint to the relevant department, where applicable.
- The Social Specialist or the Specialist in charge in the relevant department shall conduct field visits for verification, if necessary, and prepare recommendation to the PCU of actions to be taken and of any corrective measures to avoid possible reoccurrence.
- The Social Specialist shall register the decision and actions taken in the GM log.

### **6.4.4. Notifying the Complainant and Closing the Complaint**

#### **- Notifying the Complainant:**

The Social Specialist shall notify the complainant of the decision/solution/action immediately either in writing, or by calling or sending the complainant a text message. When providing a response to the complainant, the Social Specialist must include:

- A summary of issues raised in the initial complaint;
- Reason for the decision.

All grievances are being reported and responded to by approval or rejection within 3 working days. The grievances are then investigated and resolved or closed within 2 weeks from the date of submitting the grievance.

#### **- Closing the Complaint:**

A complaint is closed in the following cases:

- Where the decision/solution of complaint is accepted by the complainant, the Social Specialist shall close the complaint and sign outcome and date in the Complaint Register.
- A Complaint that is not related to the project or any of its components.
- A Complaint that is being heard by the judiciary.
- A malicious complaint.

#### **6.4.5. Additional Dispute Resolution Scheme**

Where the complainant is not satisfied with the outcome of his/her complaint, the following procedures shall be considered:

- **Internal Dispute Resolution Scheme**

The Social Specialist shall advise the complainants that if they are not satisfied with the outcome of their complaint, they may readdress the issues with the Director of PCU at PWA and request a further review or consideration.

Where the complainants are not satisfied with the resolution provided by the Director of PCU, the SDS shall advise the complainants to readdress the issue to the Head of PWA.

- **External Dispute Resolution Scheme**

In case the complainants are not satisfied with the internal procedures for handling complaints, the outcomes of the complaints or for any unhandled complaints, the Social Specialist shall provide information on a complainant's right to refer their complaint to the Cabinet of Ministers' Unit for grievances or to the judicial system.

#### **Anonymous Complaints**

The GM system includes an anonymous complaint reporting process as some complainants may choose to file a complaint anonymously. Channels to accept and respond to anonymous grievances will be communicated to project affected parties during the consultation meetings and throughout project implementation. Anonymous complaints should provide factual details and specific allegations of misconduct or serious wrongdoing related to any of the project activities. The complainant shall be asked about the preferable way to inform him/her of the solution.

#### **6.4.6. Reporting**

The Social Specialist shall review the Complaints Register regularly for the purpose of providing analysis and reports on complaints to the Head of PCU/PWA. The report shall include number of complaints received, handled and closed. It shall also include analysis on systemic and recurring problems. This will assist the project management in determining the cause of complaints and whether remedial action is warranted.

Periodic Reporting shall be as following:

- A quarterly report to the project management to PWA Head
- and a quarterly report to the project management at the WB (as part of the quarterly progress report).

## **6.5 Feedback/grievance monitoring and recording**

PWA will keep log for grievances and how complaints were resolved within a stipulated time frame and then produce monthly reports for senior management. Grievances/feedback reports include data on numbers of grievances/feedback received, compliance with the standards, issues raised in grievances/feedback, trends in grievances/feedback over time, the causes of grievances/feedback, whether remedial action was warranted, and what redress measures were provided.

## **6.6 GM Manual and Log**

A detailed GM manual that includes guidelines on filing and handling complaints at the project's level (annex ii) is prepared with the support of the World Bank team including mechanisms for receiving and addressing GBV related complaints. PWA shall keep log for grievances and how complaints were resolved within a stipulated time frame and then produce quarterly report as part of the project progress report to be submitted to the WB management. Grievances/feedback reports include data on numbers of grievances/feedback received, issues raised in grievances/feedback, trends in grievances/feedback over time, the causes of grievances/feedback, whether remedial action was warranted, and what redress measures were provided.

## **6.7 Workers' Grievance Mechanism**

A GM shall be provided for project workers for each sub-project (and, where relevant, their organizations) to raise workplace concerns. Such workers will be informed of the GM at the time of recruitment and the measures put in place to protect them against reprisal for its use. Measures will be put in place to make the GM easily accessible to all such project workers.

The PCU/ PWA will require contractors to conduct an orientation session for their workforce on the GM prior to the start of civil works. The GM will also address child labor, GBV and sexual harassment related grievances. Information about the existence of the GM will be available to all project workers. Supervision Engineers and Environmental and Social Specialists will monitor the contractors' recording and resolution of grievances, and report these in the progress reports.

The Contractor shall have a GM for Contractor's personnel/workers, raise workplace concerns. The GM shall be proportionate to the nature, scale, risks and impacts of the Contract. The mechanism shall address concerns promptly, using an understandable and transparent process that provides timely feedback to those concerned in a language they understand, without any retribution, and shall operate in an independent and objective manner.

The Contractor's Personnel shall be informed of the GM at the time of engagement for the Contract, and the measures put in place to protect them against any reprisal for its use. Measures will be put in place to make the GM easily accessible to all Contractor's Personnel.

The GM shall not impede access to other judicial or administrative remedies that might be available, or substitute for grievance mechanisms provided through collective agreements.

Contractors may utilize existing GMs, providing that they are properly designed and implemented, address concerns promptly, and are readily accessible to Contractor's Personnel. Existing GMs may be supplemented as needed with Contract-specific arrangements. The workers' GM includes:

1. Procedure to receive grievances such as comment/complaint form, suggestion boxes, email, and telephone line,
2. Stipulated timeframes to respond to grievances,
3. A register to record and track the timely resolution of grievances, and
4. Responsible office/department to receive, record and track resolution of grievances.
5. Provisions for handling of GBV in the GM;

The workers' GM system will include special pathways for the GBV complaints and grievances, including grievances on sexual harassment and sexual exploitation and abuse. Channels to accept and respond to GBV grievances, while ensuring high confidentiality, will be communicated to the project's affected parties during the consultation meetings and throughout project implementation. Training will also be provided by a GBV expert for the PCU/PWA and the Supervision Engineer on detection of cases of gender- based violence and handling of inquiries, complaints and grievances related to GBV.

Upon submission the contractor GM; The Supervision Engineer social specialist will be responsible for monitoring the implementation of the workers' GM and report to PCU.

PWA has its GM which allow employees to submit their complaints through. The GM allows the employees/workers to raise their complaints through a specific channel as detailed above.

## **6.8 Complaints Related to GBV, SEA and SH**

In line with the World Bank Good Practice Note at "Addressing Sexual Exploitation and Abuse and Sexual Harassment (SEA/SH) in Investment Project Financing involving Major Civil Works", published in 2020.<sup>3</sup> The World Bank has developed the Good Practice Note (GPN) to assist in identifying risks of SEA/SH – as opposed to all forms of GBV that can emerge in Investment Project Financing (IPV) involving major civil works contracts – and to advise Borrowers on how to best manage such risks. The GPN builds on World Bank experience, relevant international instruments, and good international industry practices, including those of other development partners. The GPN also aims to contribute to a growing knowledge base on the subject.

PWA had adopted some actions to assess and address or respond on the complaints related to GBV, SEA and SH, which are:

### **1. Assessing Risks:**

During the preparation for this ESMF document, PWA team reviewed the complaints received from similar projects implemented by the PWA at West Bank and consultations with PAPs, so this assist in identifying the potential risks or problems that may be raised during the construction works. The results and findings confirmed that there wasn't any received complaint related to GVB, SEA or SH before in any previous project and this was because of the following reasons:

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<sup>3</sup><https://thedocs.worldbank.org/en/doc/741681582580194727-0290022020/original/ESFGoodPracticeNoteonGBVinMajorCivilWorksv2.pdf>

- All the families at West Bank and Gaza Strip still have the Arab clans' traditions and the accidents related to the SEA or SH are so rare and it happens in a very complicated situation.
- The cases related to GBV used to be responded to and solved by the local Non-Governmental Organizations (NGOs), who started to work widely in increasing the awareness about GBV, many women know where to go and they trust those NGOs.
- All the construction companies and contractor care about their reputation, so they do hard to monitor the workers.
- All the workers at West Bank and Gaza Strip are local workers, they do commit to the traditions and customs of West Bank and Gaza's families and they know the rules and laws of the families in case any SHE or SA accident happened.

## 2. Establishment of mitigation, reporting and monitoring measures:

PCU will ensure that the contractor and the supervision team comply to the following mitigation measures:

- Restrict the communication between workers and the surrounding local community.
- No camping for workers. Hence, there will be no Workers' influx.
- A CoC (Annex I) will be signed by all workers in the construction site.

## 3. Project Response Actions for GBV cases:

In case of receiving any complaint related to the GBV, SEA and SH, either using the GM channels or reported to the project staff during monitoring up activities, immediately this complaint is transferred to the responsible social specialist at the PCU/PWA, who deal with this complaint confidently and secretly, without reporting to the public. The complaint will be investigated only by the Social Specialist and it will not be recorded at the official database with the details, it will be mentioned as number and type of complaint, to keep on the privacy of this complaint. The GM system will provide the victim with special referral pathways in line with the guide book of the national strategy against GBV in Palestine<sup>4</sup> and the Project's SEP.

PWA will coordinate with the Ministry of Women Affairs to determine the appropriate referral mechanism for GBV/SH/SEA grievances. The Social Specialist will refer the survivor/s to the Ministry of Women Affairs.

If a GBV-related incidents occur, the following information related to the GBV/SH/SEA complaint will be only recorded:

- The nature of the complaint (what the complainant says in her/his own words without direct questioning);
- If, to the best of their knowledge, the perpetrator was associated with the project; and,
- If possible, the age and gender of the complainant.

Training will also be provided by a GBV expert for the PCU/PWA and Supervision Engineer on detection of cases of gender- based violence and handling of inquiries, complaints and grievances related to GBV.

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Chromeextension://efaidnbmnnnibpcajpcglclefindmkaj/http://www.miftah.org/Publications/Books/GuideViolenceAgainstWomenOrganizations.pdf

After dealing with/ referring the GBV complaint and closing it. The PCU/PWA Supervision Engineer with the relevant stakeholders shall conduct a consultation with the community of the received complaint in order to avoid the recurrence of such complaints and problems in the future.

### World Bank Grievance Mechanism

Communities and individuals who believe that they are adversely affected by a project supported by the World Bank may also complaint directly to the Bank through the Bank's GM.

(<http://projects-beta.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service>).

A complaint can be submitted to the Bank GM through the following channels:

- By email: [grievances@worldbank.org](mailto:grievances@worldbank.org)
- By fax: +1.202.614.7313
- By mail: The World Bank, GM, MSN MC10-1018, 1818 H Street Northwest, Washington, DC 20433, USA

### 6.9 PWA Contact Information

The point of contact regarding grievance management and the local stakeholder engagement activities is the PCU Project Manager at PWA:

Description	Contact details
Agency:	PWA
To:	Rawan Iseed Institutional Development Manager
E-mail:	<a href="mailto:rawan_isseed@hotmail.com">rawan_isseed@hotmail.com</a>
Website:	<a href="http://www.pwa.ps/">http://www.pwa.ps/</a>
Telephone:	02-2987665

Information on the Project and future stakeholder engagement programs will be available on the Project's website. Information can also be obtained from the Social Specialist. Quarterly E&S reports (as part of the progress report for the project ) that document the implementation of the SEP will be disclosed on the Project website.

## 7. Monitoring and Reporting

The Stakeholder Engagement Plan will be periodically revised and updated as necessary in the course of project implementations 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.

## 7.1 Reporting Back to Stakeholder Groups

Reporting to stakeholders involves providing important details on the undertakings, routines, status, and the project's progress. Reporting to stakeholders may also include new or corrected information since the last report. Keeping track of the many commitments made to various stakeholder groups at various times, and communicating progress made against these commitments on a regular basis, requires planning and organization.

Monthly summaries and internal reports on public grievances, enquiries and related incidents, together with the status of implementation will be collated by the Social Specialist and referred to the management in PWA. The monthly summaries will also provide information about the number and the 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 two possible ways:

- Publication of an annual report that includes information on project's engagement with the stakeholders.
- A number of Key Performance Indicators (KPIs) will also be monitored by the project on a regular basis, including the following parameters:
  - Number of public consultation meetings and other meetings conducted within a reporting period (e.g. monthly, quarterly, or annually);
  - Frequency of public engagement activities;
  - Geographical coverage of public engagement activities – number of locations and settlements covered by the consultation process, including the settlements in remote areas within the Project area;
  - Number of public grievances received within a reporting period (e.g. monthly, quarterly, or annually) and number of those resolved within the prescribed timeline;
  - Type of public grievances received;
  - Number of material published in the media.

## 8. References

World Bank. 2017. *Environmental and Social Framework*.

World Bank. 2018a. *Template for ESS10: Stakeholder Engagement and Information Disclosure Stakeholder Engagement Plan and Stakeholder Engagement Framework*.

World Bank. 2018b. *Guidance Note for Borrowers*. ESS10: Stakeholder Engagement and Information Disclosure.

Environmental, Social, and Cultural Heritage Impact Assessment for the Hebron Regional Wastewater Treatment Plant ESCHIA, 2018 (amended in 2021)



## 9. Annexes

### Annex I: Bulk Water Supply System in Jenin

#### A. Consultation and Participation Session\_ Bulk Water Supply System in Jenin



Figure 1: Meeting for the Bulk Water Supply System in Jenin\_ November 16<sup>th</sup> 2022

## B. Attendance Sheet




**Water Security and Resilience Program (WRSP)**  
 برنامج تطوير الامن المائي - الممول من قبل البنك الدولي  
**Stakeholders Consultation and Participation Workshop**  
 ورشة العمل التشاركية - مع ذوي العلاقة والجمهور  
**Participants Attendance Sheet** الحضور

**Date & time:** November 16, 2022 16 تشرين الثاني  
**Location:** PWA HQ رام الله سلطة المياه الفلسطينية

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## Annex II: Northeast Villages Water Distribution System

### A. Consultation and Site Visit\_ Northeast Villages Water Distribution System: July 20 2022



Figure 2: Meeting in Marj Bin Amir Municipality



Figure 3: Site Visit to the North-Eastern Localities –proposed reservoir site



**B. Consultation and Participation Session\_ Northeast Villages Water Distribution System:  
November 14 2022**



**Figure 4: Consultation and Participation Session November 14 2022**

## C. Summary of participants' comments during November 2022 Consultation Sessions

### Discussion and comments During Consultation Sessions

1. **Mr. Abd Al Aziz from the Civil Defense Department:**
2. The Civil defense department is facing difficulties during emergency situation for filling their firefighting tanks with water, request to install special filling points at certain locations in the new water networks.
3. **Mr. Burhan Azamta:** Recommendation to interconnect all the localities networks in the area (As an example Aba Village) and not only the 4 new communities.
4. **Yousef Yasin, Deir Abu Daief Local Council:**  
Inquiry about the method of project bidding and the time frame.
5. **Mr. Amjad Abu Farha, Local council member:**  
The importance of the project, the water to the local residents, thanking the WB and PWA for their efforts, urging for speedy implementations of the project
6. **Mr. Hani Zidan, Beit Qad, and engineer EQA:**  
Based on our daily working activities some of the current local water sources are not safe, this project will be vital for the safe and secure water sources for the residents. Furthermore, he raised his concern and request to include the reinstatement works in the project works in addition to consider completing the water project by the implementation of a wastewater network project as a second phase of the project to minimize any wastewater impacts in the future.
7. **Mr. Ibrahim Abu Al Rub, Jalboun:**  
It is very important to expedite project implementation to continue the remaining part of Jalboun water network around 40% and to avoid any possible delays in the implementation phase. Raising his concerns from previous water project during the bidding, implementation and financing of the project. We are very enthusiastic to having this vital project.
8. **Mr. Abd Al Karim Abu Farha, School principal at Beit Qad – North**  
We are looking positively for have a safe and secure water resources for our students. The importance of having a secure and clean water resources.
9. **Mr. Adnan Abu Hasan, local Resident:**  
We are looking forward for the implementation of this vital project – we have been waiting for more than 30 years, we expect that this project will positively enhance our living conditions, ready to bear any possible environmental and social impacts during the construction phase. We will support this vital project.
10. **Mr. Barakat,**  
The current filling points are not safe as the water tanks threaten our children life, as an example one of our children passed away due to an accident by one of the tankers, even part of them are not licensed. We are looking positively for the implantation of this project to minimize such threat to our people and children
11. **Ziyad Abu Hasan, Arabuna:**  
The project is an opportunity to enhance our living standards, we have been waiting for years. We don't have negative impacts and if possible please elaborate about negative impacts (if any).
12. **Mr. Mahmoud Abu Hasan, Social Specialist:**  
The importance of having safety plan and measures during implementation period, especially if it was in winter season to minimize negative construction environmental impacts. The importance of selecting the qualified contractor during construction phase.
13. **Eng. Yasin Abu Al Rub, Jalboun Municipality:**  
The important of having the institutional development in the project for the sustainability of the project and enquiring about PWA plans to establish the RWU, to have clear plans for the operation and maintenance phase and the role of the water departments at each municipality.
14. **Mr. Ali Abu Al Rub, Jalboun:**  
Very important to have project insurance to cover any possible accidents that may occur during the construction phase – Contractors must be responsible to provide this insurance
15. **Mr. Kamal Zidan, Beit Qad – South,**  
We are waiting for this project and expecting its implementation for more than 8 years. Urging all the involved parties to do whatever is required to achieve this dream. Now by conducting such session we have hope that this

project finally will be executed.

**16. Zinab Abu Al Hasan, Volunteer for the local community.**

Inquiries about the water meters and plans for billing system.

**17. Osama Nassar , local resident,**

Inquiries about the disinfection process using chlorine and that the project should include quality control system to monitor chlorine concentrations, to avoid possible impacts of chlorine on health and garden plants.

**18. Mr. Hani Zidan, Beit Qad, and engineer EQA:**

Based on our daily working activities and water sampling, chlorine concentrations are within the standards, and any inhabitant test the water at EQA labs in Jenin.

**19. Hiba Dirgham, local resident,**

Inquired about project implementation time frame and expected commencement and completion dates.

**20. Mr. Nour Al Din Bani Hasan,**

Inquired about the quality control mechanism and water testing requirements and location of the samples, either at water reservoirs or network.

**In Depth Interviews**

**1. Malak Jaber, members of Rural Women Development Society,**

- The project is anticipated to positively impact the women`s and females daily life practices;
- The availability of water would minimize the negative impacts of tanked water, such as the allocated costs, time and efforts;
- The project is also expected to indirectly improve the economic situation of women entrepreneurs.

**2. Suzan Elia, Women Council member,**

- Improve health and personal hygiene;
- Impact the women`s and females daily life practices;

**3. Khitam Abu EL Rub, Girls School Counselor,**

- The project will aid in preventing hazards related to entrance of water tanks into schools.

No concerns were raised by the aforementioned women representatives in regards to safety issues during construction activities, neither the presence of labor, nor women`s access to opportunities under the project. Furthermore, it was stated by consulted women that based on previous similar experiences, they expect high respect, cooperation and facilitation from the construction staff in response to their own traditions and general ethics and morals.

Harassment (physical/verbal) has never been experienced in such projects.

#### D. Attendance Sheets



### Water Security and Resilience Program (WRSP)

برنامج تطوير الأمن المائي - الممول من قبل البنك الدولي

### Stakeholders Consultation and Participation Workshop

ورشة العمل التشاركية - مع ذوي العلاقة والجمهور

#### Attendance Sheet

قائمة الحضور:

Date & time: November 14, 2022 14 تشرين الثاني

Location: Marj Bin Amir Municipality بلدية مرج بن عامر

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13	محمد الكبيسي	مهندس	دير ابو حفيف	0599437489		
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16	أيمن محمد	مهندس	دير ابو حفيف	0597899929	-	
17	سليم محمد	مهندس	دير ابو حفيف	0594416193	-	
18	أشرف محمد	مهندس	دير ابو حفيف	0592241411	-	
19	سليم محمد	مهندس	دير ابو حفيف	0568051486	-	
20	سوزان حسنة	دير ابو حفيف	دير ابو حفيف	0569732185	-	

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### **Annex III: Potential Environment and Social Risks and Mitigation Measures**

Project Component 1 is associated with considerable risks and impacts associated with the construction of the water systems (including pipeline trench excavation, transport and deposit of excess materials, new pipe and connection laying and joining, connection with existing pipes, new pipe and connection testing, cleaning and disinfecting, trench backfilling, and roadway reinstatement along the pipeline route), booster pumping stations (formworks for the building, foundations and retaining walls, mechanical work and fittings for the pump buildings and pipe yard, and electrical work for lighting and instrumentation), and operation of wastewater treatment plants (sludge handling and disposal, operating the electromechanical equipment, handling and exposure to chemicals). The above-mentioned activities are associated with potential OHS risks, and other environmental risks including noise, dust, and waste and hazardous waste generation. Water supply infrastructure (systems) in the served villages would increase the water availability from safe and reliable sources and therefore the per capita water use will be increased. This will result in an increase in the quantity of wastewater produced, and thus, the magnitude of the existing wastewater disposal problem will increase. This problem is not unique to this proposed action and is common to all water supply development projects in the West Bank. Some existing roads may experience some damage due to increased traffic and movement of heavy trucks and due to the installation of water system or internal water supply networks. Some paved roads may be affected or even crossed by water pipelines in some communities. The construction activities may require route detours, and safety measures for nearby communities and road users, from traffic and construction activities. Based on the information available at concept stage, there are no project “associated facilities”, as defined in paragraph 11 of ESS1 of the ESF. The capacity of PWA to manage the environmental and social risks and impacts is satisfactory in terms of human and technical resources.

The project’s subcomponents 1.1 and 1.2 are expected to have a number of social benefits including (but not limited to) a requisite increase in the domestic water per capita consumption in the project area; reduction in negative impacts (e.g. health, economic) on communities who suffer from water shortages, particularly during the summer, and households that will be connected to water distribution networks and will receive a reliable supply of safe piped drinking water instead of being dependent on unsafe water sold through tankers; and strengthened social accountability and responsiveness of service providers. However, certain risks have been identified that will need to be mitigated as required and include the following: i) land acquisition and restrictions to land use: while the project will not involve large scale private land acquisition or physical resettlement, there may be potential risks associated with some small-scale land taking, if required, for construction of water supply systems under Component 1. Final determination of land needs will be done during subproject preparation. There is also a potential risk of temporary restriction to land use and consequent negative impacts during construction on farmers in agricultural areas and small enterprises (e.g. shops, kiosks) in residential areas. ii) Risks related to labor use and OHS: no large-scale labor influx or construction of large labor camps is required under the project. The project includes a range of construction activities (small to medium (e.g. excavation, backfilling, laying of pipelines etc.) and large scale (e.g. construction of reservoir and water pumping stations)) that will be spread across locations and it is planned that local labor will be employed for and meet the needs of construction activities and no labor influx will be required. A determination of the scale and relevant mitigation measures in this regard will be made during subproject preparation. Overall, labor management risks that will need to be mitigated pertain to OHS, working terms and conditions, minimum age, and gender based violence/sexual exploitation and abuse/sexual harassment (GBV/SEA/SH). iii)

Community health and safety: the project also entails impacts pertaining to community health and safety, particularly associated with COVID-19 and other communicable diseases and road safety. iv) social exclusion: additional risks include potential exclusion from or inequitable provision of project benefits (e.g. enhanced social accountability measures) and/or lack of meaningful engagement during preparation and implementation (including operation of developed infrastructure) with women and marginalized groups (e.g. persons with disabilities, women headed households, youth, the poor, communities in Access Restricted Areas (ARAs) and rural and/or relatively remote locations, communities more vulnerable to impacts of climate change etc.). v) Social resistance: there are also risks of social resistance to measures for better tariff collection and reduction of Non-Revenue Water (NRW), and a continuing lack of or poor water conservation practices among communities.

## Annex II: Grievance Mechanism (GM) Manual

### GM Manual & Complaint Form

#### مقدمة:

يتوقع خلال فترة تنفيذ المشروع ورود شكاوى من المواطنين تتعلق بالآثار الناجمة عن تنفيذ المشروع. وحتى تتم معالجة الشكاوى حسب الأصول سيتم استقبال الشكاوى ومعالجتها من خلال الجهات المنفذة والمستفيدة من المشروع حيث يتم متابعة ومعالجة الشكاوى. وتشتترط إجراءات البنك الدولي على الجهات المنفذة والمستفيدة من المشروع العمل بنظام للشكاوى وتوفير إجراءات للتنظيم بناء على نظام الشكاوى المعتمد، ويشمل ذلك الإفصاح عن إجراءات الشكاوى على المواقع الإلكترونية أو المعلن عنها أثناء فترة إعداد المشروع ويشمل ذلك إصدار بيانات حول الشكاوى ونوعها ونسبة الشكاوى التي تم معالجتها. ومن أجل أن يكون تقديم الشكاوى فعالاً، لا بد من اتباع إجراءات إدارية واضحة وسلسة، بحيث تعمل على توفير الوقت والجهد الكافي، والانجاز الأمثل للشكاوى ابتداءً من استقبالها وانتهاءً بإنجازها وإغلاقها بشكل نهائي. وعليه فإن الإجراءات التالية توضح آلية تقديم الشكاوى مع ضرورة أن تقتزن الشكاوى بنماذج واضحة.

#### تعريفات:

- **الشكاوى:** مستند خطي أو إلكتروني يقدم من المشتكي أو وكيله شأنه الإبلاغ عن تصرف أو سلوك خاطئ أو تقصير في أداء خدمة أو في طريقة تأديتها أو الامتناع عن أدائها أو اتخاذ إجراء كان من المفترض القيام به، أو بشأن أي شكل من أشكال التمييز أو مخالفة للتشريعات السارية.
- **مقدم الشكاوى:** هو كل شخص طبيعى أو وكيله أو وصيه أو وليه وكل شخص معنوي أو وكيله تقدم بشكاوى بشأن ضرر قد لحق به بسبب تنفيذ إحدى مكونات المشروع أو آليات تنفيذه أو نتائجه.
- **جهة استقبال الشكاوى:** هي الجهات المنفذة أو المستفيدة حسب ما يتم تحديده في نظام الشكاوى المعلن عنه.
- **المشروع:** هو مشروع برنامج تطوير الأمن المائي والصمود (WSRP-1)
- **وحدة الشكاوى:** وحدة الشكاوى أو من يمثلها حسب ما يتم تحديده في نظام الشكاوى المعلن عنه.

#### إجراءات استقبال ومعالجة الشكاوى:

تهدف الإجراءات التالية إلى تنظيم وتسهيل عملية استقبال ومعالجة الشكاوى المتعلقة بالمشروع أو مكوناته بهدف تطوير تقديم الخدمة الأفضل للمجتمع المحلي وتصويب أي ضرر يتعرض له المواطنون ضمن الإجراءات والأنظمة واللوائح المختلفة.

#### 1- تقديم الشكاوى

- أ. يجب أن يكون موضوع الشكاوى متعلق بمكونات المشروع واليات تنفيذه، و/ أو أن يكون قد لحق بالمشتكي ضرراً نتج عن تنفيذ المشروع أو إحدى مكوناته.
- ب. يحق للمشتكي تقديم الشكاوى إلى إحدى الجهات المخولة لاستقبال شكاوى المشروع حسب ما يحدده النظام المعلن عنه.

#### 2- طرق استقبال الشكاوى

- أ. يمكن للمشتكي التقدم بالشكوى من خلال:
- الحضور الشخصي وتعبئة نموذج الشكوى لدى الجهة المخولة لاستقبال الشكاوى وذلك حسب الاجراء المعمول به. ينصح في حال تفشي العدوى بسبب وباء كورونا Covid-19 أو غيرها تقديم الشكوى من خلال نافذة الشكاوي الالكترونية أو من خلال الاتصال الهاتفي.
- تقديم الشكوى من خلال نافذة الشكاوى على الموقع الالكتروني للجهات المعنية حسب ما يتم تحديده في نظام الشكاوى.
- الاتصال على الرقم الهاتفي المخصص لتقديم الشكاوى.
- إرسال الشكوى الخطية عبر الفاكس الى وحدة الشكاوى
- عبر الموقع الالكتروني للجهات المعنية حسب ما يتم تحديده في نظام الشكاوى المعلن عنه.

### 3- إجراءات تسجيل الشكوى:

- يقوم المشتكي بتعبئة النموذج المعتمد خطياً وتوقيعه أو النموذج المعتمد إلكترونياً متضمناً كافة بياناته. كما يمكن للمشتكي تقديم شكوى خطية وإرسالها من خلال الفاكس.
- يقوم المشتكي بإرفاق أية وثائق مؤيدة للشكوى إن وجدت.
- يقوم الموظف المختص باستقبال الشكاوى بالتأكد من صحة البيانات المقدمة ويقوم بتسليم المشتكي بطاقة مراجعة.
- تشمل بيانات تسجيل الشكوى:
  - اسم المشروع
  - رقم تسجيل الشكوى
  - تاريخ استلام الشكوى
  - اسم مقدم الشكوى
  - وصف لحديثات الشكوى
  - مرفقات الشكوى
  - المراسلات التي تمت بخصوص الشكوى
- في حال رغبة المشتكي عدم الإبلاغ عن اسمه يتم تسجيل الشكوى وإبلاغ المشتكي بالاتصال بعد الفترة المحددة لمتابعة إجراءات حل الشكوى وللإطلاع على الحل.
- في حال كان موضوع الشكوى متعلق بالعنف القائم على النوع الاجتماعي أو بالتحرش الجنسي، يتم التعامل مع الشكوى بسرية كاملة، وتحويل الشكوى للمعالجة بطرق خاصة ووضع إجراءات متفق عليها مسبقاً للتحقق من الشكوى.

### 4- قبول أو رفض الشكوى ومتابعتها:

- من أجل متابعة الشكاوى المتعلقة بالمشروع بشكل فعال وضمان عدم ضياع أي منها يتم تحويل جميع الشكاوى إلى المختص المسؤول عن متابعة المشروع في الجهات المنفذة أو المستفيدة.
- يقوم المختص بالتحقق من صحة المعلومات والمستندات المرفقة مع الشكوى.
- الاستفسار من المشتكي عن أية معلومات إضافية حول الشكوى إن لزم الأمر.
- يقوم المختص بإبلاغ الجهة المختصة بالتوصية بشأن قبول النظر بالشكوى أو رفضها حسب الفترة الزمنية المعمول بها أو المنصوص عليها على أن لا تتجاوز فترة الرد ثلاثة أيام عمل من تاريخ تقديم الشكوى كحد أقصى.

### 5- إحالة الشكوى الى جهات الاختصاص:

- تعمل الدائرة المختصة التي احيلت اليها الشكوى بمتابعة الشكوى والرد عليها خلال أسبوعين كحد أقصى من تاريخ قبولها خطياً أو هاتفياً.
- تتم معالجة الشكوى بالتوافق مع المعايير البيئية والاجتماعية المعتمدة في خطة الإدارة البيئية والاجتماعية للمشروع والمتبعة عند تنفيذ المشاريع الممولة من قبل البنك الدولي.
- في حال تقدم المشتكي بشكواه الى وحدة الشكاوى في سلطة المياه يتم عمل التالي:
- تقوم وحدة الشكاوى في سلطة المياه بإحالة الشكوى إلى مدير المشروع للنظر بالشكوى وتحويلها الى الجهة المختصة لقبولها أو رفضها، ثم متابعتها والرد عليها خلال أسبوعين كحد أقصى من تاريخ قبولها.
- في حال عدم استلام الرد بعد مضي المدة المذكورة أعلاه، يتم إعادة المخاطبة برسالة تذكير للجهة المعنية وإخطارها بوجوب الرد خلال مدة أقصاها ثلاثة أيام من تاريخ استلام المخاطبة.

- تقوم وحدة الشكاوى بإعلام المشتكي خطياً أو إلكترونياً بالرد.

#### 6- الشكاوى المتعثرة

- في حال عدم استلام المشتكي الرد بعد استنفاد المدد المنصوص عليها أعلاه، تعتبر الشكاوى متعثرة.
- تحال الشكاوى المتعثرة الى الجهة المختصة لمتابعها حسب الإجراءات المتبعة في الادلة الفنية المعمول بها والمشار إليها في هذا الدليل.

#### 7- حفظ الشكاوى

- تقوم الجهة المخولة باستقبال الشكاوى بإدخال بيانات المشتكي ومحتوى الشكاوى وإجراءات متابعتها والرد عليها على النظام المحوسب المخصص لذلك وتوثيق نسخة منها في ملف المشروع.
- تقوم سلطة المياه في حال استقبالها للشكاوى الخاصة بالمشروع بتحويلها الى وحدة تنفيذ المشاريع والتي تقوم بإحالتها إلى الجهة المختصة وحفظها في ملف المشروع.

#### 8- آليات إضافية لتقديم الشكاوى

- في حال عدم قبول المشتكي برد الشكاوى يتم إعلام المشتكي بإمكانية توجيه شكواه إلى رئيس سلطة المياه بشكل مباشر.
- في حال عدم قبول المشتكي بالرد المقدم من قبل رئيس سلطة المياه يتم إعلام المشتكي بإمكانية توجيه شكواه الى الادارة العامة للشكاوى في الأمانة العامة لمجلس الوزراء أو الى أي جهة مختصة أخرى بما فيها القضاء.

#### 9- إغلاق الشكاوى:

تغلق الشكاوى في احدى الحالات التالية:

- بعد إعلام المشتكي بالرد وحل الشكاوى.
- طلب المشتكي إغلاق الشكاوى أو وقف متابعتها.
- إذا تم التوصل الى حل ودي للشكاوى.
- إذا اعتبرت الشكاوى كيدية.

#### 10- يتم رفع تقارير بالشكاوى على النحو الاتي:

- تقارير شهرية والتي يقوم بإعدادها وحدة تنفيذ المشروع ورفعها لوحدة تنسيق المشروع في سلطة المياه.
- تقارير حول الشكاوى ضمن التقارير الربع سنوية أو السنوية للمشروع والتي ترفعها سلطة المياه إلى الجهات المانحة.

#### ملاحق

##### الملحق رقم (1): نماذج مقترحة للشكاوى

- من أجل تسهيل عملية تقديم الشكاوى ومعالجتها وتصنيفها والرد عليها، يتم اعتماد مجموعة من النماذج لهذا الغرض، ومن النماذج المقترحة:
- نموذج تقديم شكاوى: بحيث يتضمن هذا النموذج اسم المشروع وبيانات المشتكي تتمثل في اسم المشتكي ورقم هويته، مكان الإقامة وطريقة التواصل، أما الجزء الآخر يتعلق بالشكاوى نفسها، من خلال بيان موضوع الشكاوى، الجهة المقدم ضدها الشكاوى، بيان حيثيات ووقائع الشكاوى، بنود تتعلق بتكرار الشكاوى ام انها جديدة.
- نموذج بطاقة مراجعة للمشتكي، تتضمن اسم المشروع واسم المشتكي وعنوانه، موضوع الشكاوى ورقمها وتاريخ تقديمها، وقت المراجعة حول الشكاوى بالتاريخ، بالإضافة الى معلومات حول الشخص مستقبل الشكاوى.
- نموذج استفسار عن معلومات اضافية: يمكن عمل نموذج استفسار يتعلق بموضوع الشكاوى موجه من الجهة المختصة الى المشتكي، ويقوم المشتكى بالإجابة على الاستفسار.
- نموذج رد على الشكاوى، بحيث يتضمن خطاب موجه من الموظف المختص الى المشتكي يحتوي على الرد النهائي بخصوص الشكاوى.

##### الملحق رقم (2): الأدوار والمسؤوليات



- 1- دور سلطة المياه في استقبال ومتابعة الشكاوى
    - استقبال الشكاوى من المواطنين.
    - تسجيل الشكاوى وتحويلها الى وحدة تنفيذ المشروع لمتابعتها.
    - حفظ نسخة من الشكاوى متضمنة الرد وأي إجراء إضافي تم اتخاذه لحفظه في ملف المشروع لدى وحدة المشاريع.
  - 2- دور طاقم المشروع في عملية متابعة الشكاوى ذات العلاقة بالمشروع
    - التأكد من وصول الشكاوى لوحدة تنفيذ المشروع الممثلة لسلطة المياه وتسجيلها حسب الأدلة والأنظمة.
    - المتابعة والرقابة على معالجة الشكاوى المقدمة ومدى رضى المواطن على الرد.
    - التأكد من متابعة ومعالجة الشكاوى ضمن الفترات الزمنية المنصوص عليها في هذا الدليل.
    - التأكد من توثيق نسخة عن الشكاوى في ملف المشروع.
    - تضمين تقرير الشكاوى ضمن التقارير الشهرية والربع سنوية متضمنة جدول الشكاوى .
- ملاحظة: يكون هذا الدليل قابل للتعديل حسب المستجدات وطبيعة الشكاوى محل الدراسة وضمن حدود صلاحيات واختصاصات الجهة المختصة.

### Complaint Form

#### نموذج تقديم شكوى

جهة استقبال الشكاوى:	المشروع:
التاريخ:	رقم الشكاوى:

#### طلب تقديم شكوى

القسم الأول: حول المشتكى/ة

اسم مقدم/ة الشكاوى:
هوية رقم:

القسم الثاني: حول الشكاوى

موضوع الشكاوى:

وقائع الشكاوى:

الجهة المقدم بحققها الشكاوى:

.....

هل الشكاوى منظورة أمام القضاء:	أ. نعم ب. لا	ب. لا
هل تقدمت بشكاوى في ذات الموضوع لجهة أخرى	أ. نعم الجهة: ..... هل تلقيت رد: ..... تاريخ الرد: .....	ب. لا

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**القسم الثالث: مرفقات الشكوى (وثائق ومستندات)**

أقر وأصرح أنا مقدم/ة الشكوى ..... بأن المعلومات والبيانات والمرفقات الواردة أعلاه هي معلومات وبيانات ومرفقات صحيحة وحقيقية والتزم واتعهد بتحمل كامل المسؤولية القانونية فيما لو تبين خلاف ذلك في أي وقت من الأوقات أو إذا تبين أن الشكوى المقدمة من قبلي كيدية.

وعليه أوقع

توقيع و/أو بصمة مقدم/ة الشكوى: .....

تاريخ تقديم الشكوى: / /

**القسم الرابع: (خاص لاستخدام مسؤول الشكاوى)**

**التوصية حول الشكوى:**

في حال رفض الشكوى، مبررات رفض الشكوى:

.....  
.....  
.....

التاريخ:

مسؤول مراجعة الشكوى: .....

التوقيع: