

# **STAKEHOLDER ENGAGEMENT PLAN**

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**Solomon Islands:**

**Building Capacity in Statistics and Audit in the Solomon Islands (P180723)**

**Office of the Auditor General of the Solomon Islands  
Solomon Islands National Statistics Office**

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## 1. Introduction

The overall objective of this Stakeholder Engagement Plan (SEP) is to define a program for stakeholder engagement around the Building Capacity in Statistics and Audit in the Solomon Islands project (CAPSA) hereafter referred to as “the Project,” including public information disclosure and consultation, throughout the entire project cycle. The SEP outlines the ways in which the implementing agencies (IAs) will communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, or make complaints about the Project and any activities related to the Project. This document outlines key sections that seek to guide the IAs throughout the Project lifecycle, to ensure that meaningful, broad consultations have taken place to inform all stakeholders that have an interest in the Project or are directly or indirectly impacted by the Project.

## 2. Project Description

The Solomon Islands Government (SIG) is seeking World Bank (WB) assistance for the Project, which aims to build the capacity of the Solomon Islands National Statistics Office (SINSO) and the National Office of the Auditor General of the Solomon Islands (OAG) to meet their respective mandates in contributing to evidence-based policy-making and improved government accountability. The overall Project objective is to improve the availability and quality of official statistics and audits in the Solomon Islands. The Project is currently being prepared and it is expected that once approved, it will run from December 2023 to December 2028.

The Project will be implemented by SINSO and OAG as the IAs and will finance activities to strengthen statistical capacity (Component 1) and audit capacity (Component 2), as well as project management (Component 3). Component 1 will support SINSO for 1) the implementation of the Household Income and Expenditure Survey (HIES) with improved methodologies, 2) improvements to national accounts and economic statistics, and 3) a suite of technical and institutional capacity building activities. Component 2 will support OAG for 1) strengthening quality assurance practices and improving audit quality, and 2) improving the public impact of audits. Component 3 will provide communications support to enhance the public impact and community engagement of both SINSO and the OAG, overall project-specific support and financial management support to the wider project portfolio of the WB in the Solomon Islands.

The Project activities can be summarized as:

- i. HIES data collection, development and promotion of an internal data-sharing platform;
- ii. information and communications technology (ICT) and office improvements through procuring and installing computers, printers, workstations; and visual communication (VC) equipment;
- iii. production of business statistics and publications;
- iv. development of capacity building strategy for strengthening the technical capacity to deliver high-quality audits; and
- v. Training in leadership, data analysis, and visualization skills.

Project-financed activities focus on capacity building and quality service of statistical agencies. Office equipment improvements are small and no physical works will be funded or implemented. Therefore, the environmental and social (E&S) risks for the Project are considered to be low. No potential downstream E&S impacts are anticipated from the implementation of outputs from these technical assistance activities.

## 3. Overall Approach to Stakeholder Engagement

Stakeholder engagement is a crucial step in the Project preparation process. Stakeholder engagement aims

to achieve open and transparent stakeholder buy-in and commitment to the Project which, in the process, can improve its E&S sustainability and social acceptability. It enables stakeholders to contribute meaningfully to the design and successful implementation of the Project. Effective stakeholder engagement should begin early, during project preparation, and continue regularly throughout project implementation.

The project has been assessed as low E&S risk and many of the activities are internally facing. Nevertheless, public interest and engagement in the survey activities will be high due to the sensitive nature of information collected e.g., income data. Furthermore, the unique geography and low levels of internet access in the Solomon Islands means that publishing documents online does not necessarily constitute public access, hence communication via other channels such as face-to-face meetings/workshops, print media, TV or radio, will be important.

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

The Project is in its initial stages of preparation, nevertheless some stakeholder engagement has already occurred:

1. OAG have held formal and informal discussions with Ministry of Finance and Treasury (MoFT) and donor community including United Nations Development Program (UNDP), Australia's Department of Foreign Affairs and Trade (DFAT), New Zealand's Ministry of Foreign Affairs and Trade (MFAT), and the United States Agency for International Development (USAID) about OAG capacity building needs and independence agenda. Additionally, the Project and other needs not addressed in this project are part of the updated corporate strategy and where relevant OAG annual work plan, which has been shared with specific stakeholders upon request. .
2. SINSO have held formal and informal consultations on the Project with Ministry of National Planning and Development Coordination (MNPDC), MoFT and local donor focal points (organized by MNPDC) including UNDP, World Health Organization (WHO), Japan International Cooperation Agency (JICA), and MFAT (New Zealand). SINSO has also held joint consultations with the WB with Development Partners: DFAT (Australia), Asian Development Bank (ADB), Australian Bureau of Statistics (ABS), International Monetary Fund (IMF), Pacific Technical Assistance Center (PFTAC), and the Pacific Community (SPC). There was positive feedback across all stakeholders. However, when it came to providing funding and technical advisory assistance, only the WB showed positive response for the HIES (including Component 1 activities) and grant finding support.
3. Joint meetings on the preparation of project were held with the World Bank between July 17 and 21, 2023 in Honiara. Meetings included management and staff of SINSO, OAG, MoFT, and other relevant stakeholders from SPC, ABS, ADB, and PFTAC.

In addition, the Environmental and Social Commitment Plan (ESCP) and this SEP, when approved by the WB and prior to project appraisal, will be publicly disclosed on the OAG and SINSO websites.

#### **5. Stakeholder Identification and Analysis**

Stakeholder analysis determines the likely relationship between stakeholders and a project and assists to identify the appropriate consultation methods for each stakeholder group during the life of the Project.

Stakeholders can typically be divided into the following categories:

- Affected Parties – persons, groups and other entities that are directly influenced (actually or potentially) by the Project and/or have been identified as most susceptible to change associated with

the Project.

- Other Interested Parties – individuals/groups/entities that may not experience direct impacts from the Project but who consider or perceive their interests as being affected by the Project and/or who could affect the Project and the process of its implementation in some way.
- Vulnerable Groups – persons who may be disproportionately impacted or further disadvantaged by the Project 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. The vulnerability may stem from a person's origin, gender, age, health condition, economic deficiency and financial insecurity, disadvantaged status in the community (e.g., minorities or fringe groups), dependence on other individuals or natural resources, etc.

Key stakeholders to the Project are identified as:

1. Central Government: Ministers, Government Statisticians, Senior Government Officials, Statistics Officers; the Public Accounts Committee (PAC), MoFT, the Office of the Ombudsman, the Leadership Code Commission and the Public Service Commission, who will all have interest in the improved collection and production of statistics and improved audit methodology.
2. Local Government: Provincial governments, Municipal Councils. Through the implementation of the Project, Local Government will have more data collection options and better statistics available to assist their communities.
3. Development partners and donors: international organizations, UNDP, and multilateral and bilateral donors<sup>1</sup>. Development partners and donors will have more data collection options available to assist countries, including Solomon Islands. The Project components have been specifically designed to support and supplement existing donor funded activities to build institutional capacity of OAG and SINSO.
4. SPC members and Ministries of Pacific Island Countries (PICs), particularly National Statistics Offices (NSOs). All PICs are interested parties because of the potential for significant improvements to data collection efficiency and reduced costs of data collection in the future.
5. Educational Institutions, NGO communities, Civil Societies and Business organizations. The Project will help to produce improved data such as demographics and business statistics.
6. SINSO and OAG employees and consultants to the Project. Who will benefit from the capacity building and training opportunities, and new ICT equipment and furniture provided through the Project.
7. General Public: Who may be engaged as respondents to statistical collection exercises or may be beneficiaries of data driven government policy and planning initiatives. Responding to household surveys may be a burden to the respondent, however the data are intended to be used with positive intentions for various population groups. There is a risk of individual disclosure, which will be managed by anonymizing data in accordance with global best practice and national laws. Additionally, workers engaged under Component 1, as part of their work contracts, will be required

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<sup>1</sup> New Zealand's MFAT, Australia's DFAT, USAID, IMF, United Nations Children's Fund (UNICEF), Pacific Association of Supreme Audit Institutions (PASAI), SPC, PFTAC, JICA, WHO etc.

to sign an oath of secrecy for confidential reporting or data disclosure as a requirement under the Statistics Amendment Act 2007. Data that has been sufficiently anonymized should be made openly accessible to the public so that it can have broad public benefits. The general public will also benefit from improved production of social statistics and increased assurance that public funds are used for intended purposes.

8. Disadvantaged and vulnerable individuals and groups: The identified vulnerable groups include, among others, women, the elderly, children and adolescent girls, persons with disabilities and residents in remote areas. These groups may have mobility and accessibility issues and their concerns and inputs are not usually considered or integrated in project design and implementation. Furthermore, people who are unable to read may not be able to access information about the Project. The Project may benefit some vulnerable groups due to the collection of updated demographic information which includes gender indicators and disability statistics, which influences local policy decisions. The Project has not identified any disadvantaged or vulnerable individuals or groups who will be negatively impacted by the Project.

There are no identified conflicts of interest, or other interested parties.

#### 5.1 Summary of Project Stakeholder Needs

Stakeholder needs by Project Component are identified in Table 1.

**Table 1: Stakeholder needs by Project Component**

<b>Component 1: Strengthening statistical capacity</b>					
<b>Category</b>	<b>Stakeholder group</b>	<b>Key characteristics</b>	<b>Language Needs</b>	<b>Preferred notification means</b>	<b>Specific needs</b>
Affected Parties	SINSO employees and consultants	Project beneficiaries. Will have opportunities to participate in capacity building and training opportunities and will benefit from provision of new ICT equipment and furniture. May have interest in new positions. Will be made aware of the relevant E&S requirements in the ESCP and SEP.	Pijin (as needed), English	Official communications, meeting(s), phone calls, emails.	Training on the Project E&S provisions, code of conduct, OHS requirements to be undertaken, and access to the workers' GM to be provided before direct workers start.
	General public.	Potential project beneficiaries. Likely to cooperate in the HIES as long as the Project benefits are clear to them, and they are assured that individual data is anonymized.			Information on Project opportunities provided during regular project/staff meetings, phone calls, and emails (as needed) and available through official communications.
	Vulnerable and/or disadvantaged groups	Potential Project beneficiaries. However, there is potential for project benefits to not reach such groups if they are not consulted with.			Any community meetings undertaken must be culturally appropriate. The location of public consultations and meetings should be near the communities; transportation to and from the venue might be needed. Surveyors to speak local languages where necessary.
			Announcements on the internet and social media pages e.g., Facebook, Telekom text messaging arrangements, local radio/TV stations and programs e.g., Solomon Islands Broadcasting Commission, newspapers e.g., Solomon Star, Island Sun, public meeting(s) and consultation(s) (as needed).	Radio messages must be translated into Pijin.	Surveyors in rural areas to speak local language(s) where necessary and be able to provide on the spot translation where necessary.
					The location of public consultation(s) and meeting(s) (where needed) should be near the communities; for households located in far-flung

					areas, service vehicles to ferry participants might be needed; arrangement for child-care and child-friendly meetings and women-specific needs. Meeting(s) may need to be held in the evenings to accommodate needs of youth and women.
Interested Parties	PAC, other integrity institutions.	Key stakeholders in the HIES. Must be informed about HIES activities.		Official communications, meeting/workshop(s), phone calls, emails.	HIES survey design to be shared and workshopped with these stakeholders (as required).
	Central Government	Strong interest in program complementation and integration. May be interested in the outcomes and benefits of the Project, particularly the design of the HIES questionnaire. Development Partners should be consulted on training programs to ensure they are complementary.	English		
	Local Government				
	Development partners				
	SPC members and Ministries of PICs				
Businesses and business organizations	Strong interest in program outputs e.g., robust business statistics.	Pijin (as needed), English	Social media, public announcements, official communications.	Information on survey outputs to be available through social media and official communications.	
<b>Component 2: Strengthening audit capacity</b>					
Affected Parties	OAG employees and consultants	Project beneficiaries. Will have opportunities to participate in capacity building and training opportunities and will benefit from provision of new equipment. May have interest in new positions. Will be impacted by new procedures and methodologies. Will be made aware of the relevant E&S requirements in the ESCP and SEP.	Pijin (as needed), English	Official communications, meeting(s), phone calls, emails.	<p>Training on the Project E&amp;S provisions, code of conduct, OHS requirements to be undertaken, and access to the workers' GM to be provided before direct workers start.</p> <p>Information on project opportunities provided during regular project/staff meetings, phone calls, and emails (as needed) and available through official communications.</p>

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	UNDP	Currently undertaking functional review and benchmarking exercise of OAG. Will need to be coordinated with to ensure consistency between projects.	English	Official communications, meetings, phone calls, emails.	Information on the Project to be provided during meetings, phone calls, and emails (as needed) and available through official communications.
	General Public	Potential project beneficiaries. Will benefit from enhanced communication and stakeholder engagement activities such as publication of citizen-friendly audit reports. Likely to cooperate as long as the benefits are clear to them, and they are assured that data is anonymized.	Pijin (as needed), English	Announcements on the internet, public meeting(s) and consultation(s) (as needed).	The Project will support community engagement, specifically in subcomponent 2.2. Any community meeting(s) undertaken must be culturally appropriate. The location of public consultation(s) and meeting(s) should be near the communities; transportation to and from the venue might be needed. Meetings may need to be held in the evenings to accommodate needs of youth and women. All households to be included in surveys must be informed prior to any survey activities being undertaken.
	Vulnerable or disadvantaged groups	Potential project beneficiaries. Will benefit from updated gender and disability statistics and staff technical training.			The Project supports community engagement, specifically in subcomponent 2.2. Location of public consultations and meetings should be near the communities; for households located in far-flung areas, service vehicles to ferry participants might be needed; arrangement for child-care and child-friendly meetings and women-specific needs.
Interested Parties	Central Government including PAC, Local Government, development	Strong interest in program complementation and integration. Interested in the outcomes and benefits of Project activities. Development Partners should be consulted on training programs to		Official communications, meetings, phone calls, emails.	Information on the Project to be provided during meetings, phone calls, and emails (as needed) and available through official communications.

	partners, SPC and PICs, integrity institutions, civil societies, business organizations etc.	ensure they are complementary.			
<b>Component 3: Project management</b>					
Affected Parties	SINSO / OAG employees and consultants to the Project	Will be impacted by new structures and processes. May have interest in new positions.	Pijin (as needed), English	Official communications, meetings, phone calls, emails.	<p>Training on the Project E&amp;S provisions, code of conduct, OHS requirements to be undertaken, and access to the workers' GM provided before direct workers start.</p> <p>Information on the Project and project opportunities to be provided during regular project/staff meetings, phone calls, and emails (as needed) and available through official communications.</p>

## 6. Stakeholder Engagement Program

### 6.1 Proposed strategy for information disclosure

All project materials to be released for disclosure will be made available at venues and locations frequented by the stakeholders in easily understandable formats such as flyers and/or brochures as necessary. Public announcements will be coursed through radio, newspapers, television, and posters as needed. For government agencies and other entities, project information will be disseminated formally, through official correspondence and the conduct of meetings and consultations. Electronic copies of project documents will be made available online on the OAG website and SINSO website and social media pages e.g., Facebook, as available.

**Table 2: Proposed strategy for information disclosure**

Project stage	List of information to be disclosed	Methods proposed	Timetable: Locations/ dates	Target stakeholders	Responsibilities
Preparation Phase	Summary of the Project design and E&S risk management instruments (SEP, ESCP, Grievance Mechanism (GM))	OAG website, SINSO website and social media pages, and SIG news.  City/town websites and/or bulletin boards, project information flyer (as needed).	Acceptable draft versions of project documents to gather feedback; As soon as the documents are finalized	Affected persons and groups and interested parties.	OAG/SINSO E&S Focal Points.
Implementation Phase	Updated ESCP, ESCP, GM.	OAG website, SINSO website and social media pages, and SIG news.  City/town websites and bulletin boards (as needed).  Announcements in local radio/TV stations and	Upon project effectiveness	Interested parties such as central and local government, development partners, general public, vulnerable groups.	Project Manager in the Project Support Team (PST) (to be appointed).

	Progress Reports.  Monitoring and Evaluation Reports.	programs, local newspaper, and public consultations (as needed)	Upon submission and approval of six-monthly reports.		
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## 6.2 Proposed strategy for consultation

Stakeholder engagement activities will provide stakeholder groups with relevant information and opportunities to voice their views on issues that matter to them and/or affect them. Stakeholders will be kept informed as the Project develops, including reporting on project E&S performance and implementation of the SEP.

**Table 3: Proposed strategy for consultation**

Project stage	Topic of consultation	Methods proposed	Timetable: locations/dates	Target stakeholders	Responsibilities
<b>Preparation Phase</b>	Project design and project E&S risk management instruments (ESCP, SEP, GM)	<p>OAG website, SINSO website and social media, and SIG news.</p> <p>Mass media communication e.g., using radio and/or television (as needed).</p> <p>Disclosure of written information including SEP and ESCP, project website and brochures/posters/flyers (as needed).</p> <p>Bulletin boards and public areas, including government offices (as needed).</p> <p>Face-to-face and virtual meetings with key stakeholders and relevant organizations.</p> <p>GM.</p>	Acceptable draft versions to gather feedback; as soon as the documents are finalized.	Affected parties, interested parties.	OAG/SINSO E&S Focal Points

<p><b>Implementation Phase</b></p>	<p>Updated ESP, ESCP, GM.</p> <p>Information on timing of HIES surveys.</p> <p>Key messages re: data anonymity and public access to data.</p> <p>E&amp;S performance and implementation of the SEP and GM.</p>	<p>Public/community meetings (as needed), separate meetings for disadvantaged and vulnerable groups (as needed). Consultations will most likely take place in Honiara; however, some may also take place in the provinces.</p> <p>While not specifically funded through this project, OAG will engage with public and vulnerable groups through social audits.</p> <p>OAG website, SINSO website and social media pages, and SIG news.</p> <p>City/town websites and bulletin boards (as appropriate).</p> <p>Announcements on local radio/TV stations and programs, local newspapers, public consultations (as needed).</p> <p>During regular meetings with key stakeholders.</p>	<p>Upon project effectiveness</p>	<p>Interested parties such as central and local government, development partners, general public, vulnerable groups.</p>	<p>Project Manager in the PST (to be appointed).</p>
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	Inputs into survey instruments.	For the HIES and the Census of Establishments data collection activities, SINSO will establish separate project steering/working committees that will include various stakeholders from line ministries, development partners and the business community. Based on the TOR, the meetings will seek input and finalize survey instruments before data collection.	During Project Implementation	Line ministries, development partners, business communities.	Project Manager in the PST (to be appointed).
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After each activity/consultation, a documentation report, including the number of attendees (gender disaggregated) will be prepared and circulated to participants. They will be given a maximum of one week to provide their comments and input. The Project Manager will generate all comments and inputs from stakeholders, which can be provided physically or through electronic means. The comments and inputs will then be relayed to the concerned project staff/team and implementers for their responses and actions. All exchanges will be documented and recorded for future reference and to serve as guides for implementation.

### 6.3 Proposed strategy to incorporate the view of vulnerable groups

To ensure meaningful consultation with vulnerable and marginalized groups, the Project will employ the following strategies as necessary:

- a) A simple, high-level database or spreadsheet containing the key characteristics of identified vulnerable groups in the survey areas to be developed and maintained.
- b) Separate, targeted consultation(s) and meeting(s) for persons with disabilities, women, youth, elderly, and other vulnerable groups in the survey areas (as required). Accessibility of meeting and consultation venues will be ensured. If telecommunication networks allow it and in times when there are travel restrictions, phone interviews may be considered as an alternative to face-to-face interaction.
- c) Regional surveyors will speak the local language(s) and be able to provide on-the-spot translation where necessary.
- d) The Project will hire a Project Manager in the PST who will be responsible for managing all aspects of the SEP, including community consultation(s)
- e) The Project will hire a Communications Advisor in OAG under Subcomponent 2.2 to support regular community engagement on the availability of official statistics and audits.

## 7. Resources and Responsibilities for Implementing Stakeholder Engagement Activities

The PST will appoint a Project Manager to carry out E&S risk management tasks. The Project Manager, reporting to the Project Management Group (PMG<sup>2</sup>), will be responsible for managing all aspects of the

<sup>2</sup> A Project Management Group will be established and serve as a convening body for the IAs to oversee the project

SEP. While no specific budget has been allocated for stakeholder engagement, it is an essential part of the Project’s success and activities will be embedded in the budget for the Project Manager to be employed in the PST. The functions and responsibilities will be outlined further in the Project Operations Manual (POM) (to be developed by the PST).

### 8. Grievance Mechanism

The GM is a mechanism to receive and facilitate the resolution of stakeholder’s concerns, complaints, and grievances about the Project, including concerns relating to E&S impacts and issues. It is intended to allow the various project stakeholders to pass on valuable information in a neutral and, if necessary, anonymous way. The GM allows these concerns and complaints to be addressed promptly and transparently. The GM is gender responsive and is readily accessible to all Affected Persons (APs) at no cost and without retribution. The GM will use traditional systems for conflict and dispute resolution and, as far as possible, problems, concerns, or grievances will be resolved within the scope of the Project. However, the GM will not impede APs access to the Solomon Island’s own judicial or administrative remedies.

The GM’s general attributes are:

Definition	Scope	Users	Management	Submission of Complaints
<ul style="list-style-type: none"> <li>• A process for receiving, evaluating, and handling complaints and concerns from communities, beneficiaries, and other stakeholders.</li> </ul>	<ul style="list-style-type: none"> <li>• Complaints handling mechanisms will be provided for stakeholders and other interested parties to raise questions, comments, suggestions, and/or complaints, or provide any feedback from all activities funded by the Project.</li> <li>• The GM does not preclude anyone who wishes to file the same complaints in any government systems that they trust and are most accessible to them.</li> </ul>	<ul style="list-style-type: none"> <li>• Project beneficiaries, directly and/or indirectly affected parties, interested parties.</li> <li>• Project workers.</li> </ul>	<ul style="list-style-type: none"> <li>• The GM will be managed by the PST Project Manager.</li> </ul>	<ul style="list-style-type: none"> <li>• Complaints can be submitted at any time during the implementation of the Project.</li> </ul>

The OAG and SINSO are committed to receiving any concerns or grievances from any affected community about the performance of the Project and will utilize all available uptake points for the GM. These include: (i) verbal or in-person visits to any project or traditional/community leaders’ offices; (ii) calls or SMS to a dedicated line and mobile number; (iii) physical mail; and (iv) online platforms such as the Project website(s), email, and social media accounts.

The key functions of the GM are to: (i) record, categorize and prioritize the grievances; (ii) settle the grievances in consultation with complainant(s) and other stakeholders; (iii) inform the aggrieved parties about the solutions; and (iv) forward the unresolved cases to higher authorities.

The PST Project Manager (to be appointed) will be the grievance focal point to receive, review, and

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and make joint decisions on project management. The PMG will comprise management and project managers from the SINSO and OAG.

address project related concerns in coordination with traditional/community leaders and concerned government authorities. APs will be made fully aware of the Project benefits and impacts during consultations. No costs will be charged for anybody making a complaint. APs will be exempted from any fees associated with resolving grievances pursuant to the Project's grievance procedure.

- By Phone: *to be confirmed.*
- By email: *to be confirmed.*
- By mail: *to be confirmed.*
- In person: *to be confirmed.*

Complaints will be recorded and investigated by the PST Project Manager working with the PMG and OAG and SINSO Project Managers. An example Grievance Register is available in Annex B and an example Grievance Intake Form is available in Annex C. Complaints, including SEA/SH related complaints, may remain confidential if desired by the AP. The PMG and the OAG and SINSO Project Managers will be informed/updated immediately by the PST Project Manager of any complaints from APs. A GM Management Information System (MIS) (either a stand- alone GM MIS or embedded in the Project MIS) will be established and maintained, which will show the details and nature of the complaint, the complainant, the date, and actions taken as a result of the investigation. It will also cross-reference any safeguard compliance report or other relevant documentation.

Throughout the entire process, relevant SI agencies and the WB will always be available to review public complaints and provide advice on the IA's performance for grievance redress.

Final details will be outlined in the updated SEP, to be finalized within one month of the Project's effective date.

### 8.1 Key Steps of Grievance Redress Process

#### STEP 1 - RECEIPT

Any APs, by themselves or through their representatives e.g., their traditional/community leader, can file complaints or grievances through any uptake method e.g., in-person, phone, email etc. Any complaints or grievances will be acknowledged within **five working days**.

#### STEP 2 - LOGGED

Upon receipt of the complaint, the PST Project Manager will log the details into the GM MIS (to be developed). The GM MIS will be used to record complaints by date, name, contact address, and contact information (number, social media accounts, etc.) if available, and details or substance of the complaint. If the complainant desires, their identity may be kept anonymous, but the nature of their concern should still be recorded. A duplicate copy of the entry is given to the person making the complaint for their record at the time of registering the complaint. The duplicate copy given to the complainant will also describe the procedure that will be followed in assessing the concern or complaint.

#### STEP 3 – LEVEL OF RESPONSE DETERMINED

For all grievances, the PST Project Manager, following the principles and protocol of this GM will consider the complexity and severity of the grievance and will make recommendations about a potential action plan or redress mechanism. The action plan will be discussed and agreed with the complainant. Serious complaints will be escalated to the PMG. Where deemed necessary, the WB will be engaged to seek advice on how to address the Grievance.

#### STEP 4 – RESOLUTION

Most complaints are expected to be low risk and will be investigated and resolved within **two weeks**. Resolution must be agreed to by the complainant.

Complex or high risk cases that are not resolved within the two-week timeframe, or those involving complaints of Sexual Exploitation and Abuse/Sexual Harassment (SEA/SH), will be referred to the PMG, who, in close coordination with the PST Project Manager, traditional/community leaders, and concerned government agencies, will find a solution to the issue/problem within **four weeks**. Victims of SEA/SH will also be referred to key gender-based violence service providers e.g., SafeNet<sup>3</sup>. The PST Project Manager will regularly update the AP(s) on the progress and status of the case.

#### JUDICIAL OPTION

If unresolved, or at any time the complainant is not satisfied, they can take the matter to the appropriate court. Both successfully addressed complaints and non-responsive issues will be reported to the WB by the PST per the reporting methods described in section 8.4.

#### 8.2 Grievance Mechanism Awareness Raising

Information about the GM will be provided in accessible, easily understood formats, in both Pijin and English, on the OAG and SINSO websites and social media pages. All information pertaining to GM will also be included in all communication initiatives with stakeholders, particularly during public consultations and key stakeholder meetings.

#### 8.3 Staff Allocation and Capacity Building

The PST will assign roles and responsibilities to the staff who will be assigned to managing the GM. Specifically, this task will be assigned to the Project Manager. These roles and responsibilities will be documented in the POM and will be regularly updated.

The roles and responsibilities for the GM include:

- Providing information and education to stakeholders regarding the GM;
- Managing the GM system;
- Receiving and recording complaints;
- Notifying the complainants about receipt and deadlines for review of complaints received;
- Sorting and/or categorizing complaints;
- Identifying problems, including impacts to project activities and results;
- Proposing recommendations; and
- Reporting and handling of GM results.

#### 8.4 Transparency, Monitoring, and Reporting

Regular policies, procedures, and updates on the GM system, and comments/complaints received and resolved, will be available on the OAG and SINSO websites and social media pages and will be updated every six months.

The PST will assess the GM on a six-monthly basis to: (a) summarize GM results, including suggestions and questions; and (b) review the status of unresolved complaints and suggest corrective actions as needed.

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<sup>3</sup> SAFENET 24/7 domestic violence hotline #132

## **Reporting to the World Bank**

In the Progress Reports, the PST will include the latest GM information as follows:

- Status of the GM e.g., procedures, staffing, awareness-raising, etc.
- Quantitative data on the number of complaints received (disaggregated by complainant's gender); number of complaints resolved; means of receipt (telephone, email, in-person etc.).
- Qualitative data on the types of complaints received and the responses/resolutions, including high risk, SEA/SH related, and/or unresolved complaints.
- The time taken to resolve complaints (disaggregated by complainant's gender).
- Factors that influence the use of GM.
- All corrective actions taken.

## **9. Monitoring and Reporting**

The ESCP requires the PST to prepare six-monthly reporting ('Progress Reports'), which will include details on the implementation of E&S risk management measures, including stakeholder engagement and grievances. All information in relation to stakeholder engagement activities and the GM will be included in the Progress Reports and these will be made available on the OAG website, SINSO website and social media pages, and on community bulletin boards (as needed) which can be easily accessed by stakeholders.

**Annex A – Abbreviations and Acronyms**

ABS	Australian Bureau of Statistics
ADB	Asian Development Bank
AP	Affected Person
CAPSA	Building Capacity in Statistics and Audit in the Solomon Islands project
DFAT	Department of Foreign Affairs and Trade (Australia)
E&S	Environmental and Social
ESCP	Environmental and Social Commitment Plan
ESF	Environmental and Social Framework
ESS	Environmental and Social Standards
GM	Grievance Mechanism
HIES	Household Income and Expenditure Survey
IA	Implementing Agency
ICT	Information and Communications Technology
IMF	International Monetary Fund
JICA	Japan International Cooperation Agency
MFAT	Ministry of Foreign Affairs and Trade (New Zealand)
MIS	Management Information System
MNPDC	Ministry of National Planning and Development Coordination
MoFT	Ministry of Finance and Treasury
NGO	Nongovernmental Organization
OAG	Office of the Auditor General of the Solomon Islands
PAC	Public Accounts Committee
PASAI	Pacific Association of Supreme Audit Institutions
PDO	Project Development Objective
PFTAC	Pacific Technical Assistance Center
PIC	Pacific Island Countries
PMG	Project Management Group
POM	Project Operations Manual
PST	Project Support Team
SEA/SH	Sexual Exploitation and Abuse/Sexual Harassment
SEP	Stakeholder Engagement Plan
SIG	Solomon Islands Government
SINSO	Solomon Islands National Statistics Office
SPC	Pacific Community
UNDP	United Nations Development Program
USAID	United States Agency for International Development
VC	Visual Communications
WB	World Bank
WHO	World Health Organization

### **Annex B – Example Grievance Register**

A register of feedback and grievances must be kept in a central database in a format that can be easily analyzed (e.g., in Microsoft Excel or Microsoft Access). This will allow the GM to be monitored and evaluated. Reporting of the effectiveness of the GM will be undertaken as part of the six-monthly Progress Reports.

An example format for the database is provided below:

### Example Grievance Register Template

Complaint Number	Date received	Name and contact details of complainant	Gender of complainant	Complaint received by (name of officer)	How was the complaint received (email, in-person, phone call, website etc.)	Details of Complaint	Name of any other persons involved in trying to resolve the complaint e.g., community leader	Action planned and / or taken to resolve the problem	Was the problem resolved? (Yes / No)	Time taken to resolve complaint (days)	If no, when was the problem referred to the next level?

**Annex C – Example Grievance Intake Form**

# GRIEVANCE INTAKE FORM

Person completing the Form:

Date:

## 1. INFORMATION ABOUT THE COMPLAINANT

Name:

How was grievance received:

Complaint Number:

Phone

Phone:

In person

Address:

Website

E-Mail:

Email

Gender of complainant:

## STAKEHOLDER TYPE

Public Institution <input type="checkbox"/>	Project Affected Person <input type="checkbox"/>	Private Enterprise <input type="checkbox"/>	Trade Association <input type="checkbox"/>	NGO <input type="checkbox"/>
Interest Group <input type="checkbox"/>	Industry Association <input type="checkbox"/>	Workers' Union <input type="checkbox"/>	Media <input type="checkbox"/>	Project Worker <input type="checkbox"/>

Does the complainant wish to remain anonymous?

Yes

No

## 2. DETAILED INFORMATION ON THE COMPLAINT

Description of the complaint:

Resolution method requested by the complainant:

Is the complaint related to sexual exploitation and abuse (SEA) and/or sexual harassment (SH)? Yes  No

If yes, refer the complainant to the SafeNet 24/7 domestic violence hotline #132

### 3. DETERMINATION OF NECESSARY ACTION

Resolution decided by the Ministry, responsible department, date of completion of action.