



**صندوق تطوير وإقراض الهيئات المحلية**  
**Municipal Development & Lending Fund**

**Municipal Development and Lending Fund**

**Stakeholder Engagement Plan (SEP)**

**Municipal Development Program Phase 4**

**December 2022**

## Table of Contents

<b>TABLE OF CONTENTS</b>	<b>I</b>
<b>LIST OF TABLES</b>	<b>II</b>
<b>LIST OF ACRONYMS</b>	<b>III</b>
<b>1. INTRODUCTION AND PROJECT BACKGROUND</b>	<b>5</b>
1.1 PROJECT DESCRIPTION	5
1.2 STAKEHOLDER ENGAGEMENT AND INFORMATION DISCLOSURE	7
1.3 OBJECTIVES OF STAKEHOLDERS ENGAGEMENT AND INFORMATION DISCLOSURE	7
1.4 STAKEHOLDER ENGAGEMENT POLICIES AND STRATEGIES	7
<b>2. STAKEHOLDER ENGAGEMENT PLAN (SEP)</b>	<b>9</b>
2.1. SEP PRINCIPLES AND METHODOLOGY	9
2.2. STAKEHOLDER IDENTIFICATION AND ANALYSIS	9
2.2.1. <i>Affected Parties- Persons</i>	10
2.2.2. <i>Other Interested Parties- Individuals</i>	10
2.2.3. <i>Disadvantaged / Vulnerable Individuals or Groups</i>	11
2.3. SUMMARY OF STAKEHOLDER INFLUENCE OVER THE PROJECT	14
2.4. POTENTIAL SOCIAL AND ENVIRONMENTAL RISKS AND IMPACTS OF THE PROJECT	16
2.5. DESCRIPTION OF THE STAKEHOLDERS ENGAGEMENT PROGRAM	17
2.6. PROPOSED AND TIMING OF STAKEHOLDER ENGAGEMENT PLAN	18
2.7. STAKEHOLDER ENGAGEMENT PLAN SEP PUBLIC CONSULTATION WORKSHOP	ERROR! BOOKMARK NOT DEFINED.
2.8. PARTICIPANTS FROM LGUs:	26
2.9. PARTICIPANT FROM THE PALESTINIAN CONTRACTORS UNION (PCU):	26
2.10. INFORMATION DISCLOSURE STRATEGY	27
2.11. RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT ACTIVITIES	29
<b>3. GRIEVANCE MECHANISM</b>	<b>29</b>
<b>4. MONITORING AND REPORTING</b>	<b>33</b>
4.1. INVOLVEMENT OF STAKEHOLDERS IN MONITORING ACTIVITIES	33
4.2. REPORTING BACK TO STAKEHOLDER GROUPS	33
<b>5. ANNEXES</b>	<b>34</b>
5.1. ANNEX 1 - PUBLIC CONSULTATION WORKSHOP REPORT	35
5.2. ANNEX 2 - GRM COMPLIANT FORMS	46
5.3. ANNEX 3 - COMMUNITY GRIEVANCE LOG	47
5.4. ANNEX 4 - LIST OF TARGETED MUNICIPALITIES IN WEST BANK AND GAZA	48

**List of Tables**

Table 1: Stakeholders Per Project Components and Activities -----	12
Table 2: Stakeholders Identification and Mapping-----	14
Table 3: Proposed Stakeholder Engagement Techniques and Their Objectives-----	18
Table 4: Proposed Stakeholders' Engagement Action Plan Per Project Phase-----	20
Table 5. Disclosure Requirements -----	28

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**List of Acronyms**

AFD	French Development Agency
BTC	Belgian Technical Cooperation
CBOs	Community-Based Organizations
CSOs	Civil Society Organization
DANIDA	Danish International Development Assistance
EC	European Commission
ESF	Environment And Social Framework
ESMF	Environmental And Social Management Framework
ESMP	Environmental And Social Management Plan
ESSs	Environment And Social Standards
FGD	Focus Group Discussion
FP	Financing Partners
GAM	Grants Allocation Mechanism
GBV	Gender Based Violence
GIZ	German Technical Cooperation
GM	Grievance Mechanism
KFW	German Development Bank
LALP	Land Acquisition and Livelihood Plan
LALFP	Land Acquisition and Livelihood Framework Policy
LMP	Labor Management Procedures
MDLF	Municipal Development and Lending Fund
MDP	Municipal Development Program
MOE	Ministry Of Education
MOF	Ministry Of Finance
MOH	Ministry Of Health
MOHPW	Ministry Of Housing and Public Works
MOL	Ministry Of Labor
MOLG	Ministry Of Local Governance
MOT	Ministry Of Public Transportation
MOWA	Minister Of Women's Affairs
NRC	Norwegian Refugee Council
O&M	Operation And Maintenance
OHS	Occupational Health and Safety

PA	Palestinian Authority
PAP	Project Affected People/Parties
PNA	Palestinian National Authority
PNGO	Palestinian Non-Governmental Organizations Network
RP	Resettlement Plan
SDC	Swiss Agency for Development Cooperation
SEA/SH	Sexual Exploitation and Abuse/Sexual Harassment
SEP	Stakeholders Engagement Plan
SIDA	Swedish International Development Assistance
UNDP	United Nations Development Programme
VNG	International Cooperation Agency of The Association of Netherlands Municipalities
WB	World Bank
WB & G	West Bank & Gaza Strip
WHO	World Health Organization

## 1. Introduction and Project Background

### 1.1 Project Description

In 2009, the Palestinian National Authority (PNA) initiated a national Municipal Development Program (MDP) to support local development in the country with a specific focus on improving the capacities of municipalities to provide better services to the Palestinian citizens. The Municipal Development and Lending Fund (MDLF), as the national development agency in the local government sector, has been mandated to implement the MDP.

The MDP is a multi-phase national program that has been financed by the Palestinian government and several financing partners (FPs), including; World Bank (WB), German Development Bank (KfW), Danish International Development Assistance (DANIDA), Swedish International Development Assistance (SIDA), Swiss Agency for Development Cooperation (SDC), International Cooperation Agency of the Association of Netherlands Municipalities (VNG), Belgian Technical Cooperation (ENABEL/BTC), French Development Agency (AFD), the European Commission (EC), and German Technical Cooperation (GIZ).

The MDP is designed to contribute to the larger Palestinian Government objectives related to strengthening local governments by enhancing their efficiency and effectiveness in managing their municipal affairs by moving them towards fiscal stability over the longer-term. The first phase of the MDP spanned over a three-year period from 2010 to 2013. The second phase of MDP started in 2014 and was concluded in 2017. The third phase of the MDP is designed to be implemented from 2017 – 2022.

The three phases of the MDP have targeted all municipalities and provided municipalities with a combination of technical assistance and annual performance-based grants for priority sub-projects that would improve municipal service delivery. The performance-based grants (known as the Grants Allocation Mechanism-GAM) was designed to create incentives for municipalities to introduce management principles to enable progress towards creditworthiness.

The new program MDP IV (2022-2025) consists of four main components as following:

#### **Component 1: Performance and Service Delivery**

This sub-component will cover all municipalities in the WB&G. Bi-annual allocation for municipalities will be distributed to municipalities to be utilized for municipal infrastructure and service delivery. The bi-annual allocation will be split into: (basic block grant and performance-based grants).

The municipalities have to comply with basic entry criteria to be eligible for financing. Like MDPI and MDP2 and MDP3, municipal performance will be measured through Key Performance Indicators (KPIs) focusing on financial sustainability, good governance, integrated planning, and inclusion of vulnerable groups. The eligible sectors under this sub-component are those stated in the Local Governmental Units (LGUs) law # 1 for 1997. The detailed implementation modality and arrangements will be detailed in the Project Operational Manual (POM).

#### **Component 2: Capacity Development**

2.a) Sub-component 2.a: Capacity Development for Municipalities. This sub-component of the project would continue to strengthen municipal capacity in financial management, planning, operation and maintenance, social accountability, E municipality, citizens services centers, and creditworthiness. Specific attention will be paid to weak municipalities through customized capacity-building packages. Adding to that, this sub-component includes technical assistance to enhance the preparedness of municipalities to respond to disasters and shocks and strengthen resilience at the local level. Municipal capacity development activities will continue to be identified by municipalities and MDLF and the identification of Capacity Building (CB) packages per municipalities will be subject to well defined criteria taking into consideration the lessons learned from the impact evaluation of CB which was

conducted in 2021. The performance measuring system will be applied to identify capacity-building activities to the municipalities, which will be delivered to improve capacity and sustain the results achieved. Detailed description of capacity development packages will be reflected in the POM.

2.b) Sub-component 2.b: Capacity Building for Ministry of Local Government (MOLG) and MDLF: this sub-component will support MDLF for institutional development in general and particularly in line with the lending roadmap. Also, it will support the MOLG for specific issues related to reform and policy agenda for local governance development.

### **Component 3: Climate Change Initiatives**

3.a) Territorial Approach for Climate Change Initiatives (more details will be reflected in the POM). This approach was agreed upon with Enabel to be used for identifying initiatives related to climate change mitigation and adaptation. Three clusters were identified across WB&G based on value chain study, as well as other studies conducted by the UNDP, MoLG, Palestinian Energy and Natural Resources Authority (PENRA), and the Environmental Quality Authority. The 1<sup>st</sup> cluster is the northern of West Bank, the 2<sup>nd</sup> cluster is the southern of West Bank and the 3<sup>rd</sup> cluster is Gaza strip.

The study identified potential thematic interventions related to climate change, for instance: renewable energy, green building and solid waste management, and green public spaces which contribute to improved services provision at the local level.

The typology of interventions per each cluster will be identified using in-depth studies/assessment considering the following entry points:

- The value chain study.
- The potential readiness for joint projects.
- The potential willingness for public/private sector engagement.
- The significance of the intervention concerning CC and environment.
- The potential outcome for service delivery improvement.
- The community participation and civic engagement.

Accordingly, the list of interventions will be subject to a second competitive criteria technically, financially, socially and environmentally. The scoring of the initiatives will be detailed in the POM. Once the initiatives are agreed upon the implementation will be done like the procedures of component 1 as illustrated in the POM.

3.b) Quick win Climate Change Initiatives: under this sub-component a number of municipalities will be selected through a well-defined criterion (to be reflected in the POM). The priorities will be based on the ongoing vulnerability assessments/studies/resilience plans and will be subject to technical, financial, social and environmental scoring. These initiatives will be quick wins focusing on climate change adaptation in a number of municipalities. The municipalities that already have resilience plans and vulnerability assessment will be competing for receiving financing under this sub-window. Once the initiatives are agreed upon, the implementation will be done like the procedures of component 1 as illustrated in the POM.

### **Component 4: Program Management**

This component will cover the technical assistance to Municipalities in the Design/supervision of the projects under (component 1.a, 1.b and component 3). It also includes the cost for monitoring and evaluation assignments, outreach and communication and the management fees.

### **Component 5: Contingent Emergency Response (US\$0)**

The objective of this Component is to support the response capacity in the event of an emergency, following the procedures governed by IPF Directive and Policy paragraph 12 (Situations of Urgent Need or Capacity Constraints). There is a possibility that, during project implementation, a natural disaster, epidemic or other emergency may occur, which would cause a major adverse economic and/or social impact. In anticipation of such an event, the Contingent Emergency Response Component (CERC) allows the PA to receive support by reallocating funds from other project Components or serving as a conduit to process additional financing from other funding sources for

eligible emergencies to mitigate, respond to and recover from the potential harmful consequences arising from the emergency. Disbursements under this Component will be subject to the declaration of emergency by the PA, the international community, or the UN.

### 1.2 Stakeholder Engagement and Information Disclosure

The objective of the Stakeholder Engagement Plan (SEP) is to define a program for stakeholder engagement, including public information disclosure and consultation, throughout the entire project cycle. The SEP outlines the ways in which the project team will communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, or make complaints about project and any activities related to the project. The involvement of the local population is essential to the success of the project in order to ensure smooth collaboration between project staff and local communities and to minimize and mitigate environmental and social risks related to the proposed project activities. In the context of infectious diseases, broad, culturally appropriate, and adapted awareness raising activities are particularly important to properly sensitize the communities to the risks related to infectious diseases. During the implementation of the project, the project's affected parties shall be consulted about the sub-project activities and components (including information on the LALPF), and the types of methods that will be used to communicate the project's information to each of the stakeholder groups and the timetables).

### 1.3 Objectives of Stakeholders Engagement and Information Disclosure

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

- 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 GM that will be adopted by MDLF 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.

### 1.4 Stakeholder Engagement Policies and Strategies

MDLF work is completely consistent with the national policy agenda and has been established as part of the initiative of the central government to support the effectiveness, reform, and transparency



toward building a independent Palestinian state. MDLF is working on translating the national policies and strategies into implementable programs and projects

MDLF will implement the stakeholder engagement plan in compliance with the following policies and strategies: Community Participation Policy Paper, Gender Mainstreaming Policy Paper, the Local Development Planning Policies, MDLF Operation Manuals, Social Accountability National Tools, and Citizen Participation Manual SDIP Manual<sup>1</sup>.

The SEP has been prepared following the World Bank's Environment and Social Framework (ESF), and ESS10 in particular. The SEP outlines the ways in which the project team will communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, and/or submit complaints about the project and any activities related to the project. The involvement of the local population is essential to the success of the project in order to ensure smooth collaboration between project staff and local communities and to minimize and mitigate environmental and social risks related to the proposed project activities. "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:

- Recipients 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.
- 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 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 taken into account, or the reasons why it was not.

MDLF has developed its Stakeholders Engagement Plan (SEP) based on the previous experience of implementing MDPIII, in which stakeholder engagement and an overall participation process was central. A highly participatory approach was implemented during MDPIII, fully involving all the concerned stakeholders, including women and vulnerable groups such as youth etc., through Focus Group Discussion (FGD), household level interviews, stakeholder consultation meetings, issue specific

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<sup>1</sup> All mentioned references and policies are available on MDLF webpage: Community Participation Policy Paper, Gender Mainstreaming Policy Paper, the Local Development Planning Policies, MDLF Operation Manuals, Social Accountability National Tools, and Citizen Participation Manual SDIP, <https://www.mdlf.org.ps>

consultation meetings, open meetings, and workshops. This approach highlighted the importance of civic participation irrespective of gender, profession, socioeconomic status, age etc. and was also used during preparing site-specific subproject environmental and social management plans and assessments. The municipalities followed guidelines and requirements to ensure a participatory approach and collected feedback from the affected people using the following steps:

- **Invitation:** in advance distributed invitations individually for main stakeholders (as per the stakeholder analysis), and shared an invitation for the public on the social media for any interested stakeholders.
- **Presentation:** The municipality had to prepare and give a presentation during the consultation meeting including (the sub-project duration, sub-project locations, the layout design, the activities of the sub-project, the grievance mechanism, including the special features for addressing potential GBV related complaints, and the expected ES risks and impacts). A discussion followed the presentation.
- **Number of attendees and location of the consultation meeting:** The municipality was supposed to select an appropriate location to conduct the consultation meeting; the capacity of the place and accessibility of the location for all stakeholders, particularly women, were important criteria.
- **Reporting:** Municipalities were required to summarize all the feedback, and include this in the site-specific ESMP.

## 2. Stakeholder Engagement Plan (SEP)

### 2.1. SEP Principles and Methodology

In order to meet best practice approaches, MDP4 will apply the following principles for stakeholder engagement:

- **Openness and life-cycle approach:** consultations for the project will be arranged during the whole life-cycle, carried out in an open manner, free of external manipulation, interference, coercion or intimidation. In the context of COVID-19, stakeholder consultation and engagement activities should be designed to comply with the national restrictions on social distancing as established in World Health Organization (WHO) guidance notes and the Bank's note on "Public Consultations and Stakeholder Engagement in WB-supported operations when there are constraints on conducting public meetings";
- **Informed participation and feedback:** information will be provided to and widely distributed among all stakeholders in an appropriate format; stakeholders' feedback will be communicated and their comments and concerns will be addressed;
- **Inclusiveness and sensitivity:** stakeholder identification is undertaken to support better communications and build effective relationships. The participation process for the projects is inclusive. All stakeholders at all times encouraged to be involved in the consultation process. Equal access to information is provided to all stakeholders. Sensitivity to stakeholders' needs is the key principle underlying the selection of engagement methods. Special attention is given to vulnerable groups, in particular women, youth and elderly, and disabled.

### 2.2. Stakeholder Identification and Analysis

The stakeholder engagement process for MDP4 will start with identification, mapping, and analysis. It is anticipated that this SEP will help clarify the stakeholder identification procedure at the national level and local levels over the project cycle.

Project-affected Parties: In order to ensure effective and tailored engagement, stakeholders of the MDP4 can be identified as the following main categories:

#### 2.2.1. Affected Parties- Persons

Including 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. They are the individuals or households most likely to observe changes from environmental and social impacts of the project.

#### **The following presents the project affected parties of MDP4:**

- 159 municipalities in the West Bank and Gaza (a complete list of municipalities is included in Annex 4);
- People & communities in the vicinity of the project activities. (They will be identified based on the selected subprojects);
- Contractors, suppliers, and sub-contractors. (To be identified after the project approval);
- Contractors' workers, (permanent and temporary workers);
- ;
- Municipality workers. (Include engineers, procurement and financial staff);
- Citizens residing in the subprojects surrounding areas (to be identified after identifying the subprojects);
- People affected by land acquisition (they will be identified for each subproject);
- Vulnerable communities with focus on women, youth, elderly people, people with disabilities (PWD), poor people, unemployed people;
- ;
- Public facilities that would benefit from the project activities such as schools, health clinics, public garden etc.

#### 2.2.2. Other Interested Parties-

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.

- Ministries and Government Agencies who provide services and may have interest in MDP4 Activities:
- Municipal Development and Lending Fund (MDLF);
- Ministry of Local Government;
- Ministry of Education (MOE)
- Coastal Municipalities Water Utility (CMWU)
- Ministry of Health (MOH)
- Ministry of Finance (MOF)
- Ministry of Public Transportation (MOPT)

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- Ministry of Labor (MOL)
  - Palestinian Energy and Natural Resources Authority (PENRA) Palestinian Employment Fund (PEF)
  - Environmental Quality Authority (EQA)
  - Water & Environment Quality Authority (WEQA)
  - Gender focal point at the Ministry of Labor (MOL). This person will provide feedback on GBV related cases in the workplace and the grievance mechanism related to sexual exploitation and harassment;
  - Civil Society Organizations (CSOs), and Community Based Organizations (CBOs), including women organizations, youth organizations and organizations serving people with disabilities (ex. Women Affair Center – Maan Development Center – Youth Clubs.
  - International Organizations working in West Bank and Gaza and providing similar services, (ex. UNDP- UNRWA- NRC- OXFAM- GIZ- -.
  - Neighborhood Committees, Social Accountability Committees and SDIP Committees in West Bank and Gaza<sup>2</sup>
    - Some other interested groups and organizations have interests in protecting certain groups and individuals such as:
      - labor Unions
      - Contractors Unions in West Bank and Gaza
      - Engineering Syndicate
      - Engineering Consulting Firm
      - The General Union of Palestinian Woman
      - The General Union of Disabled People
      - Academic Institutions / Universities
      - Mass media and Media Association
      - Business owners and service providers, consultancy firms
      - Palestinian Employment Fund

### 2.2.3. Disadvantaged / Vulnerable Individuals or Groups

- **Vulnerable Groups** – 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
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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.

A significant factor in achieving inclusiveness of the engagement process is safeguarding the participants of vulnerable individuals in public consultation and other engagement forums established by the project. The vulnerability may stem from gender, age, economic deficiency and financial insecurity, disadvantaged status in the community, small minorities, Bedouins communities, and people living in restricted areas

**The following presents the vulnerable groups that may be affected by MDP4 activities:**

- Women including those who have special socioeconomic conditions: women-headed households, widows, divorced, poor women,
- Refugee people
- The unemployed people mainly youth groups
- People live in remote areas and close to the borders and in restricted areas in West Bank and Gaza
- Poor people
- Low-income families
- People with disabilities with focusing on disabled women and youth
- Internally displaced people.
- Elderly people
- Bedouins Communities and minorities in West Bank and Gaza
- People affected by climate change (floods – climate change impact etc.)

*Table 1: Stakeholders Per Project Components and Activities*

Project Component	Project activities	Potential Stakeholders
<b>Component 1:</b> Municipalities' Performance and Service delivery	Identify and implement infrastructure subprojects, and support municipalities to sustain municipal services provision including the following activities: <ul style="list-style-type: none"> <li>- Road rehabilitation</li> <li>- Water and wastewater management</li> <li>- Solid waste services</li> <li>- Electricity and energy project</li> <li>- Equipment and materials</li> <li>- Public buildings</li> </ul>	<ul style="list-style-type: none"> <li>- MDLF staff</li> <li>- MOLG staff</li> <li>- A total of 159 Municipalities in West Bank and Gaza</li> <li>- Contractors, suppliers, and sub-contractors.</li> <li>- Direct workers, temporary workers</li> <li>- Gender focal point at the MOL., to provide feedback on GBV and the grievance mechanism related to sexual exploitation and harassment</li> <li>- Municipality workers. (include engineers, procurement and accountant staff</li> <li>- Citizens residing in the subprojects surrounding areas (to be identified after identifying the subprojects).</li> <li>- Vulnerable communities (women, elderly, people with disabilities PWD.</li> </ul>

Project Component	Project activities	Potential Stakeholders
		<ul style="list-style-type: none"> <li>- Civil Society Organizations (CSOs), Community Based Organizations (CBOs), ex: Women Affairs Center, The General Union of Palestinian Women,</li> <li>- The General Union of Disabled People)</li> <li>- International Non-Governmental Organizations (INGOs)/UN Organizations works in West Bank and Gaza (UNDP – GIZ - Oxfam – NRC</li> <li>- Neighborhoods Committees, Social Accountability Committees in West Bank and Gaza</li> <li>- Engineering Consultancy Firms.</li> <li>- Contractors Unions in West Bank and Gaza</li> </ul>
<p><b>Component 2:</b></p> <p>Capacity development for municipalities</p> <p>Capacity building for MOLG and MDLF</p>	<p><b>Strengthening municipal capacity in the of areas:</b></p> <ul style="list-style-type: none"> <li>- Financial sustainability</li> <li>- Institutional performance</li> <li>- Transparency and accountability and participation</li> <li>- Enhance MDLF in general and in areas of lending roadmap, also will include assisting the MOLG in issues related to reform and policy agenda for local governance development.</li> </ul>	<ul style="list-style-type: none"> <li>- MOLG staff (who is responsible to approve the procedures and systems/ policies and regulations).</li> <li>- MOF (responsible on financial policies and procedures).</li> <li>- Municipalities in West Bank and Gaza (the municipalities selected based on the project plan and assessment), this component covers Community Service Centers, Operation and Maintenance Staff, Financial Staff and Public Relations staff).</li> <li>- Suppliers / consultancy firms, the supplies include equipment, computer devices, developing software, and provide capacity building and training, they well be engaged to apply the ES compliance including LMP,</li> </ul>
<p><b>Component 3</b></p> <p>Enhance resilience to climate change and conduct assessment for climate change mitigation and adaptation</p>	<p>Same activities like the scope of component (1), but with more positive impact based on some criteria such as climate change, vulnerable assessment ...etc.</p>	<ul style="list-style-type: none"> <li>- MDLF Staff</li> <li>- Ministry of Local Governance</li> <li>- Palestinian Energy and Natural Resources Authority (PENRA)</li> <li>- Consultancy firms</li> <li>- Private sectors and businesses</li> <li>- Civil Society Organizations CSO, Community Based Organizations (CBOs).</li> <li>- Representative of vulnerable communities include women, PWD, (women organizations – General Union of Disability).</li> </ul>

Project Component	Project activities	Potential Stakeholders
		<ul style="list-style-type: none"> <li>- Universities in West Bank and Gaza.</li> <li>- Research Centers.</li> <li>- INGOs have projects related to the environment and wash (Enable-UNDP- Oxfam - NRC .</li> <li>- Potential affected people to be identified after identifying the needs.</li> <li>- Ministry of Education.</li> <li>- Coastal Municipalities Water Utility.</li> <li>- Ministry of Health.</li> <li>- Ministry of Finance.</li> <li>- Ministry of public Transportation</li> <li>- Ministry of Labor.</li> <li>- Environmental Quality Authority</li> <li>- Palestinian Water Authority</li> </ul>
<b>Component 4</b> Provide technical assistance to municipalities in the design/supervision of procurement-related components (Provide 1 and component 3	<ul style="list-style-type: none"> <li>- Provide technical assistance to the municipalities in (C1, C3)</li> <li>- Monitoring and evaluation, outreach, and the management fees.</li> </ul>	<ul style="list-style-type: none"> <li>- MDLF Staff</li> <li>- Municipalities in West Bank and Gaza</li> <li>- MOLG</li> <li>- Engineering/Management and Financial Consultancy Firms</li> </ul>

### 2.3. Summary of stakeholder influence over the project

Table 2 below summarizes the 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. Categories color-coded in orange will require regular engagement during some activities, typically through written information. Finally, categories color-coded in green will require infrequent engagement, typically through indirect written information (e.g., mass media).

Table 2: Stakeholders Identification and Mapping

Stakeholder Group	Level of Involvement
<b>Affected Parties- Persons</b>	
<ul style="list-style-type: none"> <li>- Local Government Sector including, municipalities and the joint service councils</li> <li>- People &amp; communities in the vicinity of the project activities.</li> <li>- People affected by land acquisition</li> <li>- Public facilities would benefit from the project activities such as schools, health clinics, public gardens...etc.</li> <li>- Contractors/suppliers</li> </ul>	<ul style="list-style-type: none"> <li>- Consultation, meetings, Focus Group Discussion( FGD) will be conducted to involve all affected or likely to be affected group including all stakeholders identified groups, Municipal Development and Lending Fund Program (MDLF) will be responsible to supervise and overseeing all implementation , the municipalities will be responsible on implementation during all phases and will be the primarily responsible entity for overall performance and compliance with MDLF</li> </ul>

Stakeholder Group	Level of Involvement
<ul style="list-style-type: none"> <li>- Civil society organizations / CBOs, women organizations, youth organizations, community centers and clubs, organizations servicing people with disability</li> <li>- Vulnerable groups include women, youth and PWD</li> <li>- Potential Affected people PAP (represented by CBOs &amp; neighborhood communities)</li> </ul>	<p>regulatory requirements as well as World Bank requirements.</p>
<b>Other Interested Parties</b>	
<p><b>Ministries and Government Agencies</b></p> <ul style="list-style-type: none"> <li>- Ministry of Education</li> <li>- Ministry of Health</li> <li>- Ministry of Finance</li> <li>- Ministry of public Transportation</li> <li>- Ministry of Labor</li> <li>- Ministry of Local Government</li> <li>- MDLF,</li> <li>- Palestinian Employment Fund</li> <li>- Private Sector</li> <li>- Union of labor</li> <li>- Union of contractors</li> <li>- Business owners and service providers, consultancy firms</li> <li>- Academic Institutions</li> <li>- Mass media and associate</li> <li>- International organizations in Westbank and Gaza</li> <li>- CBOs and local cooperation societies, cooperatives, NGOs and associations</li> </ul>	<ul style="list-style-type: none"> <li>- Stakeholders who are not affected by the project development, but may be potentially interested in the project throughout different phases</li> <li>- Consultation, public meetings, interviews, FGD will be conducted with different interested groups as listed, in order to involve them in the project cycle as they can influence the Implementation of MDP4 through creating an enabling environment for improving services delivery, accountability and sharing resources, sharing experiences</li> <li>- Local authorities may impact the project in terms of regulatory requirements;</li> </ul>
<p>Donors/ International Agencies financing the project.</p>	<ul style="list-style-type: none"> <li>- Donors are the primary funding agency for this project. As a result, project documentation and performance shall comply with its applicable Standards.</li> </ul>
<b>Involvement of Vulnerable Groups- People</b>	
<ul style="list-style-type: none"> <li>- Women-headed households or widow, or divorced</li> <li>- The unemployed people</li> <li>- Youth</li> <li>- Low-income families</li> <li>- People with disabilities</li> <li>- Elderly people</li> <li>- People living in remote areas,</li> <li>- People affected by the internal displacement</li> <li>- People affected by the climate change</li> <li>- Minor groups and communities including Bedouins</li> </ul>	<p>Involvement of vulnerable groups is essential, and they should be consulted and involved appropriately in design and implementation. MDLF is responsible to ensure the mechanism for engagement of vulnerable groups and facilitate their participation in all project process phases. CBOs may be taking the responsibility in representing the vulnerable groups and inform them about each subproject. They should be informed about the E&amp;S Impact and risks of the subproject, GM, and mechanisms for raising GBV and sexual exploitation complaints etc.</p>



#### 2.4. Potential social and environmental risks and impacts of the project

The Municipal Development Project -MDP4 project is expected to result in positive impacts improving the service delivery at the municipal level (component 1), enhancing municipal capacity (component 2), and natural hazard and climate risk resilience (component 3). Similar to MDP-3, municipalities are eligible to receive grants to implement a wide range of potential sub-projects in different infrastructure sectors, the details and specific locations of such investments are yet to be identified. The project is expected to have risks and impacts associated with the provision of infrastructure sector selected by municipalities as sub-projects under Components 1 (but are not limited to) the construction/rehabilitation of roads rehabilitation, street lighting, public buildings, public parks, water and sewage as part of eligible list, might be expected under the performance based grants, in addition to operational activities in the Gaza . Component 3 is associated with the provision of small-scale physical works expected in the second cycle including energy-efficient building rehabilitation, rooftop solar energy, SWM (Slurry management), urban nature-based solutions like green roofs, green corridors, urban parks, among other urban heat and flood management works, and also climate change mitigation and adaptation works targeting more than one municipality. And Component 2 will support MDLF for institutional capacity development of Ministry of Local Government and municipalities, including packages to promote social accountability, preparation of pre-investment studies, and enhance financial management and credit worthiness, that may include the supply of computers and minor civil works for renovation and refurbishment, in addition to promoting policy reforms. The project activities will have adverse environmental risks and impacts which are mainly related to civil works activities under the different components and the infrastructure sectors, such as dust and noise emissions, interruptions to public services and infrastructure, road and traffic safety risk, and non-hazardous waste generation. Pollution and health risk due improper hazardous waste management may result from improper pest control management, leakage from supplied oil and fuel, improper disposal and management of slurry, in addition to the e-waste resulting the end of life of electronic equipment's. Occupational health and safety (OHS) risks related to civil works in the different components and infrastructure sectors and scales, as well to the OHS risks related the operations activities in the Gaza Strip including but not limited to waste collection, maintenance activities, and supply of pest control material), in addition to the health risk related to the unexploded ordinances (UXO) during excavation at previously shelled sites in the Gaza Strip. The emission of dust, bio-aerosols, odors, and vehicle exhaust due to waste collection and transportation activities. Climate change mitigation and adaptation works targeting more than one municipality under component 3 are expected to cause impact on biodiversity conservation depending on the sub-project spatial location and the scale of interventions,. The supplies sub-projects are not expected to have adverse impact on the energy and resources efficiency. Most of the sub-projects are expected to be implemented in urban areas and not expected to affect cultural heritage resources, other than chance find of uncovered resources. The environmental risk of activities that will be identified under the contingency emergency response component will be assessed upon identification, where an exclusion list for high activities is prepared under the ESMF. The social risk rating is also "substantial". The main social risks include the following: i) land acquisition and temporary restrictions to land use: while the project will not involve large scale private land acquisition or physical resettlement, there may be potential risks, under Component 1, associated with some small-scale land taking for the expansion of ROW, if required, for rehabilitation and maintenance of water networks, and construction and rehabilitation of roads. Similarly, while activities including construction and rehabilitation of public facilities (e.g., schools, clinics, public centers, solid waste facilities etc.) are generally implemented on public land, some private land taking may be needed in cases where public land is not available. 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 small enterprises (e.g., shops, kiosks) particularly in commercial areas. Risks will be assessed, and mitigation measures proportionate to the risk level will be included in site-specific instruments based on the project's Land Acquisition and Livelihood Framework Policy (LALFP). ii) risks related to labor use and OHS: no large-scale labor influx or construction of large labor camps will be required under the project. The project includes a range of construction activities (small to medium (e.g., excavation, backfilling etc.) and large scale (e.g., solid waste sanitary landfills and transfer stations)) that will be spread across locations in the West Bank and Gaza and it is planned that local labor will be employed for and meet the needs of construction activities. A determination of the scale and relevant mitigation measures in this regard will be made during subproject preparation. Overall labor management risks including, OHS, working terms and conditions, and minimum wages that will need to be mitigated. 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. improved services, enhanced social accountability measures) and/or lack of meaningful engagement during preparation and implementation with women and marginalized groups (e.g. persons with disabilities, women headed households, youth, the poor, people living in Area C, communities in Access Restricted Areas (ARAs) and relatively rural/remote locations, communities more vulnerable to impacts of climate change etc.). The risk will be mitigated through participatory measures incorporated in the project design and the development and implementation of the SEP.

### 2.5. Description of the Stakeholders 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.

The stakeholder engagement activities will be carried out as follows:

- Project stakeholders and all parties affected or interested to this project will be identified;
- Stakeholder meetings and any engagement activities will be conducted, and their results will be communicated;
- Disclosure of relevant project information helps communities and other stakeholders understand the risks, impacts and opportunities of the project. By providing communities with access to relevant information such as the purpose, nature, and scale of the project; the duration of proposed project activities; as well as any risks to and potential impacts on such communities and relevant mitigation measures, the envisaged stakeholder engagement process; and the community grievance mechanism; stakeholder expectations will be better managed throughout the project, in addition to facilitating the communication process, leading to better project outcomes;
- Stakeholders affected by or who influence the project works will be consulted; and
- Any public information relating to the project will be disclosed and made easily accessible where applicable.

Municipalities, with the supervision of MDLF, will be responsible for implementing the stakeholder engagement during the implementation and O&M phases.

MDP4 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 accessible. The activity should also meet 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 PWD, women, the elderly, youth and other vulnerable individuals.

The use of various methods of engagement also serves to build stakeholder relationships, gather information from stakeholders, consult with stakeholders and disseminate project information to stakeholders. The objectives of using multiple engagement methods are detailed in **Table 3**.

*Table 3: Proposed Stakeholder Engagement Techniques and Their Objectives*

Engagement Methods	Appropriate application
	<ul style="list-style-type: none"> <li>•</li> </ul>
<b>Correspondences (phone, emails)</b>	<ul style="list-style-type: none"> <li>• Distribute information to civil society, NGOs, local governments and organizations/agencies.</li> <li>• Inviting stakeholders to meetings and follow-up.</li> </ul>
<b>Individual meetings</b>	<ul style="list-style-type: none"> <li>• Searching for opinions.</li> <li>• Allowing stakeholders to speak freely about sensitive issues.</li> <li>• Building personal relationships.</li> </ul>
<b>Formal meetings</b>	<ul style="list-style-type: none"> <li>• Present project information to a group of stakeholders.</li> <li>• Allow the group to comment - opinions and views.</li> <li>• Building an impersonal relationship with high-level stakeholders.</li> <li>• Share project results with other execution units/stakeholders to ensure the rippling effect.</li> </ul>
<b>Public meetings</b>	<ul style="list-style-type: none"> <li>• Present project information to a large group of stakeholders, particularly communities.</li> <li>• Allow the group to give its views and opinions.</li> <li>• Building relationships with communities, especially those affected.</li> <li>• Make meetings easier with presentations, Power Point presentations, posters, etc.</li> <li>• Record discussions, comments, and questions.</li> <li>• Share project results with other execution units/stakeholders to ensure the rippling effect.</li> </ul>
<b>Focus group meetings</b>	<ul style="list-style-type: none"> <li>• Present project information to a group of stakeholders.</li> <li>• Present the environment and social impact of the subproject</li> <li>• Allow stakeholders to give their opinion on targeted basic information.</li> <li>• Building relationships with communities.</li> <li>• Save responses and meetings.</li> </ul>
<b>Project leaflet</b>	<ul style="list-style-type: none"> <li>• Brief information on the project to provide a regular update.</li> <li>• Specific project information (informing sheet)</li> </ul>

## 2.6. Proposed and Timing of Stakeholder Engagement Plan

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 4** presents a proposed action plan for stakeholder engagement and the activities to be performed throughout the project, in addition to stakeholder communication techniques to ensure that all stakeholders are informed of the project and are engaged and aware of their rights and the

mechanism for voicing out their concerns. Municipalities shall be responsible for ensuring the implementation of the below activities and ensuring that workers and suppliers, etc. assigned for this project are well aware of the requirements during the phases in which they are directly involved.

MDLF is responsible to supervise and provide assistance to the municipalities who will be responsible for implementing the action plan over the project cycle. MDLF will recruit a local social consultant both in West Bank and Gaza to provide support and assistance to MDLF and municipalities in implementing engagement activities

Table 4: Proposed Stakeholders’ Engagement Action Plan Per Project Phase

Targeted Stakeholders	Topic(s) of engagement	Engagement/Communication Technique Used	Location and Frequency	Responsibility
<b>Preparation Phase for MDP4 (Components 1, 2 and 3)</b>				
<ul style="list-style-type: none"> <li>- Municipalities in West Bank and Gaza</li> <li>- Relevant <b>Ministries and Government Agencies</b> and may have interest in MDP4 Activities:</li> <li>- Ministry of Local Governance (MOLG)</li> <li>- <b>Costal Municipalities Water Utility (CMWU)</b></li> <li>- <b>Ministry of Health (MOH)</b></li> <li>- <b>Ministry of Finance (MOF)</b></li> <li>- <b>Ministry of Public Transportation (MOPT)</b></li> <li>- <b>Ministry of Labor (MOL)</b></li> <li>- <b>Palestinian Employment Fund (PEF)</b></li> <li>- <b>Water &amp; Environment Quality Authority (WEQA)</b></li> <li>- <b>Civil Society Organizations (CSOs), and Community Based Organizations (CBOs), including women organizations, youth organizations and organizations serving people with disabilities (ex.</b></li> </ul>	<ul style="list-style-type: none"> <li>- Introducing MDP4 and the anticipated environmental and social risks and impacts and mechanisms for managing Environmental and Social risks/issues including: Environmental and Social Framework (ESF), Environmental and Social Management Framework (ESMF), Environmental and Social Management Plan(ESMP), SEP, Labor Management Procedure (LMP), Land Acquisition and Livelihood Policy Framework (LALPF) , Grievance Mechanism (GM ) and specific</li> <li>- procedures for mitigating Gender Based violence (GBV) and the existence of confidential reporting mechanism</li> </ul>	<ul style="list-style-type: none"> <li>- FGD for the ministries and government agencies</li> <li>- Meeting with municipalities and other interested groups-organizations</li> <li>- Disseminate project information through a power point induction program and printed materials,</li> </ul>	<p>meetings to take place with the targeted stakeholders. Engagement activities shall be conducted in different 4 locations as follows:</p> <p>northern part of West Bank (Nablus city)                      Middle part of West Bank (Ramallah city)                      Southern part of West Bank (Hebron).                      Gaza strip (Gaza city) West Bank and Gaza</p> <p>The meetings will be conducted</p>	MDLF

Targeted Stakeholders	Topic(s) of engagement	Engagement/Communication Technique Used	Location and Frequency	Responsibility
<p>Women Affair Center – Maan Development Center – Youth Clubs.</p> <ul style="list-style-type: none"> <li>- International Organizations working in West Bank and Gaza and providing similar services, (ex. UNDP-UNRWA- NRC- OXFAM-.</li> <li>- Neighborhood Committees, Social Accountability Committees and SDIP Committees in West Bank and Gaza</li> <li>- Some other interested groups and organizations have interests in protecting certain groups and individuals such as:                             <ul style="list-style-type: none"> <li>• labor Unions</li> <li>• Contractors Unions</li> <li>• Engineering Syndicate</li> <li>• The General Union of Palestinian Woman</li> <li>• The General Union of Disabled People</li> </ul> </li> </ul> <p>Academic Institutions / Universities</p> <ul style="list-style-type: none"> <li>- Mass media and Media Association</li> </ul>			<p>during the project preparation</p>	
<p><b>Consultation and engagement of vulnerable communities and groups</b></p>	<p>Orientation about civic participation and community</p>	<p>FGD, meetings during pre-implementation phase to</p>	<p>To take place for each identified</p>	<p>MDLF</p>

Targeted Stakeholders	Topic(s) of engagement	Engagement/Communication Technique Used	Location and Frequency	Responsibility
including women, youth, PWD, and elderly people, poor people, people low income, unemployed people, people living in remote and restricted areas, minorities groups and communities	inclusion, Information about the project’s GM including specific procedures for GBV and the existence of confidential reporting mechanism	inform them about the project. Invitation, and personal calls, individual meetings, public announcements,	subproject and ensure vulnerable groups are consulted and they have easy access to information and able to express their needs	Municipalities
<b>Preparation Phase for MDP4 (Component 2)</b>				
<ul style="list-style-type: none"> <li>- <b>MOLG staff (who is responsible to approve the procedures and systems/ policies and regulations).</b></li> <li>- <b>MOF (responsible on financial policies and procedures).</b></li> <li>- <b>Municipalities in West Bank and Gaza (the municipalities selected based on the project plan and assessment), this component covers Community Service Centers, Operation and Maintenance Staff, Financial Staff and Public Relations staff).</b></li> </ul> <p>Suppliers / consultancy firms, the supplies include equipment, computer devices, developing software, and provide capacity building and training, they well be engaged to apply the ES</p>	<p>Orientation on the main issues/ activities included in C2 , which focusing on (financial sustainability - Institutional performance - Transparency and accountability and participation , also the cooperation with the MOLG in issues related to reform and policy agenda for local governance development )</p>	<p>FGD , conduct meetings with the identified stakeholders will take place before the project approval , MDLF will provide printed materials and information about the main issues included under C2</p>	<p>FGD , meetings , interviews will take place at the municipalities during project preparation</p>	<p>MDLF</p>

Targeted Stakeholders	Topic(s) of engagement	Engagement/Communication Technique Used	Location and Frequency	Responsibility
requirements including LMP provisions,				
<b>Pre-Preparation Phase for Developing Subprojects</b>				
<b>Consultation with affected people who residing in the project area</b> <b>Affected people by land Acquisition Business owners</b> <b>vulnerable groups include women, youth, PWD, and elderly people</b>  <b>Local Committees<sup>3</sup></b> <b>Neighborhood Committees</b>	Presenting the subprojects nature, type of project, activities and duration and the anticipated potential environmental and social risks impacts; And discuss the proposed mitigation measures,	FGD with potentially affected people as described in this document Provide information about the GM mechanism and features for raising potential complaints regarding GBV. Provide information about the focal point that the community can contact for further information and consultation	The meetings should take place near the project area, and community participation (local organizations-community center -  For each subproject and during the project preparation,	Municipalities with the support of Social Consultant
<b>Implementation Phase</b>				
<b>Consultation with contractors/sub-contractors</b> <b>Contracted Workers,</b> <b>Suppliers</b>	Municipalities will organize meetings with contractors/subcontractor, to inform them about the ES Safeguards with focusing on LMP, LALPF, and ESMP, The municipality should provide the GM and GBV and provide specific and easy means to	Inform contractors and, subcontractors, workers about the LMP and all requirements to comply with WB and national policies to be followed during project implementation and recruitment of workers	FGD and Meetings with contractors and direct workers should take into consideration the WB note on conducting	Municipalities  Social Consultant

<sup>3</sup> local committees, social accountability committee and neighborhood committees are committees that were formed by municipalities to enhance civic participation in the communities



Targeted Stakeholders	Topic(s) of engagement	Engagement/Communication Technique Used	Location and Frequency	Responsibility
<p><b>Consultation with people affected by land acquisition</b></p>	<p>access it. In addition, make them aware of the available project's and World Bank's grievance mechanisms.</p> <p>Follow up on agreements and concerns for people affected by land acquisition</p>	<p>Municipalities will publish the LMP on the website, LALPF, inform the contractors to disseminate information about RM for workers and GBV as well</p> <p>Individual interviews, community meeting, meetings with the local committees</p>	<p>public consultations as well as the national policies</p> <p>To be implemented after subproject approval and complete contracting process</p> <p>During subprojects implementation, and it continue as needed</p>	
<p><b>Operation and Maintenance Phase(O&amp;M)</b></p>				
<p><b>Consultation with direct workers and contractors during the O&amp;M activities.</b></p>	<p>Inform workers about the grievance mechanism and how they can access it.</p>	<p>Formal and informal meetings,</p>	<p>Regular meetings as required. Meetings should take into consideration the WB note on conducting public consultations as well as the</p>	<p>Municipalities with the support of the Social Consultant, with the supervision of MDLF</p>

Targeted Stakeholders	Topic(s) of engagement	Engagement/Communication Technique Used	Location and Frequency	Responsibility
			national restrictions.	
<p><b>Consultation with People residing in the project areas including vulnerable groups</b></p>	<p>Assess citizens satisfaction</p>	<p>Citizen’s satisfaction survey</p>	<p>Conduct citizen satisfaction survey after the completion of subproject activities and report the results/ During the O&amp;M period</p>	<p>Municipalities with the support of Social Consultant</p>

## 2.7. Consultations during the preparation of the project

The stakeholder engagement activities conducted as part of the preparation of the MDP 4 project included meetings with different international and local partners during the preparation of the project design. Meetings included discussions of project components and activities, targeted groups, scoping of potential social and environmental risks, institutional and implementation arrangements. MDLF also organized a one-day virtual consultation workshop on 1<sup>st</sup> November 2022, for West Bank and Gaza. There was 75 participant who attended the workshop, representing different stakeholders, including municipalities in West Bank and Gaza, ministries, public sectors, civil society organizations, people with disabilities, women organizations, and Engineering Consultancy Firms etc. During the workshop, MDLF presented the SEP and provided background on different issues related to the importance of engaging stakeholders during the project cycle, and effective participation. The process of identifying the various categories of stakeholders was also explained., The participants were also introduced to the different types of stakeholder engagement activities and tools of communication with different stakeholders including vulnerable groups such as women and people with disabilities etc. The focus on engaging vulnerable groups more effectively was highlighted and discussed. Finally, the participants also discussed the importance of effective and accessible information disclosure and dissemination of information to enhance collecting feedback from citizens. It was highlighted that the monitoring and reporting of stakeholder engagement activities will continue during the project implementation.

During the discussion, participants raised several concerns and issues, and these are summarized in sections 2.7.1 and 2.7.2 below. A detailed report of the public consultation meeting is enclosed in (Annex 1)

### 2.7.1 Feedback received from the municipalities:

Expressed concern over the LALF, stating their fear of possible impediments for implementing much needed interventions in areas where residents may not adhere to already approved masterplans in terms of setback, easement, and other building requirements. The municipalities were also concerned that implementing the LALF may slow the pace of development or encourage LGUs to avoid much needed projects in their attempt to avoid financial implications associated with compensation. Therefore, representatives of LGUs urged MDLF to help LGUs implement their masterplans by allowing a more proactive practice between the LGU and the citizens within the objective of serving the public interest and respect of all parties' rights and obligations within the approved masterplans. MDLF responded that the project will be implemented within master plan considering the land use and roads width as per master plan

### 2.7.2 Feedback received from the Women's organizations, Palestinian Contractors Union (PCU):

The head of the contractor's union attended the workshop on behalf of the PCU given its high significance and highlighted two main points:

- On the ESMF and LMP: to consider the contractors' capacity. Referring to the apparent more complex E&S requirements that could overburden the contractors and possibly divert their focus from the contract's main developmental purpose. The participant indicated that a dedicated budget should be allocated to enable the contractor to comply with the ESF requirements.
- On the SEP: the PCU expressed interest to continuing consultation with MDLF concerning all aspects of the new program, looking for bridging any gaps that could result in disputes and dissatisfaction of any party.
- The representative of Palestinian Women Union in West Bank inquired about the confidentiality of mechanism that will be conducted once a women submit a complaint. MDLF

responded that according on the GM manual and the open channels of the LGUs to receive complaints; the woman has the right to decide if her complaint would be submitted, handled and closed confidentially or not. The woman can select the channel to submit her complaint especially if the complaint related to GBV.

- The president of General Union of Palestinian Women (GUPW) in Ramallah indicated that the importance of engaging the women members of LGUs in the works and activities of LGUs. MDLF responded that MDP4 will focus on effective engagement of women across the project and this was explained properly during presenting the SEP. and on 20<sup>th</sup>, 22<sup>nd</sup>, 23<sup>rd</sup> and 24<sup>th</sup> of November, MDLF will conduct workshop for all municipalities in West Bank and Gaza targeting specially women in the local councils to provide them with an overview on the social accountability unified Manuel and complains mechanism
- The head of the GUPW in Gaza inquired if the code of conduct includes the provisions related to women rights. MDLF responded that section 2 of code of conduct includes provisions to protect women rights such as woman right to submit a complaint related to GBV, safe working environment, rights of pregnant woman...among other. It is worth to mention that MDLF present and explained the COC.
- A representative of Municipality inquired about the responsible entity to conduct stakeholder engagement during project implementation. MDLF responded that the municipality is the responsible part to assure engagement of stakeholders during implementation phase of the project with support of MDLF consultant.

Overall, participants indicated that they are satisfied with the process of engaging stakeholders during the previous cycles of MDP program. They added that the mechanisms and procedures conducted by MDLF a past are well known due to the many public meetings and consultations conducted by MDLF previously.

Participants also explained that they don't have any significant concern in term of the GBV/SEA anticipated risks and this primarily due to the types and small scale of the projects implemented through MDP. In addition, as the sub-projects will be implemented within the master plan, local labors will be hired and there are no camps or migrants' labors.

## 2.8. Information Disclosure Strategy

In accordance with World Bank Policies, the following documents will be disclosed on the webpages of the World Bank, MDLF and municipalities. Shared information will be provided in understandable and accessible format and the mechanism of information dissemination will be simple and accessible to all stakeholders.

There are two of possible means to be followed for dissemination include briefing material and organization of community consultation sessions.

- a. Posts on municipalities' web sites (including project information, details of entitlements including grievance mechanism);
- b. Leaflets (including project information, details of entitlements including grievance mechanism) to be distributed in the project area

Table 5. Disclosure Requirements

Topic	Documents to be Disclosed	Frequency	Where
Environmental and Social Assessment	Environmental and Social the Management Framework (ESMF)	- During the appraisal of MDP4 program	World Bank's website; MDLF website.
Land Acquisition and Livelihood impact	Land Acquisition and Livelihood Framework (LALF)	- During the appraisal of MDP4 program	World Bank's website; MDLF website.
Grievance Mechanisms	A 'user friendly' GM guidance highlighting relevant aspects, including how to submit complaints, uptake channels, the resolution process, timeline for resolution, feedback mechanisms etc. will be published in Arabic. Information about GM features for GBV/SEA/SH related complaints will also be included. Complaining system and channels	- During the appraisal of MDP4 program - Continue during projects implementation	MDLF website. Municipalities website Social media pages
Resettlement, Rehabilitation and Land Acquisition Documents	Site-specific Land and Livelihood Plans (LALP).	- This document will be prepared only for subproject requiring land acquisition, involuntary resettlement and/ or livelihood impacts. the document will be prepared after subproject selection - It will be developed once/subproject in the entire project cycle. But to remain on the website and other disclosure locations throughout the project period.	World Bank's website; Municipality website; MDLF website.
Labor Management and Conditions	Labor Management Procedures LMP	- During the appraisal of MDP4 and remain during project implementation	World Bank Website MDLF Website Municipalities website
Environmental and Social Management	Environmental and Social Impact Assessments/Environmental and Social Management Plan	- Site specific sub-project document will be prepared after subproject selection. - It will be developed once/subproject in the entire	World Bank Website MDLF Website Municipalities website

Topic	Documents to be Disclosed	Frequency	Where
		project cycle. But to remain on the website and other disclosure locations throughout the project period.	

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

MDLF is responsible for the overall management and implementation of MDP4 with the municipalities and other implementing agencies. MDLF will provide financial management and consolidated reporting for the ESF instruments' implementation, progress monitoring, and procurement. MDLF shall mobilize human and material resources to implement the SEP and the concerned staff shall report directly to the director of the Technical Department in MDLF. The MDLF E&S specialists will have a supervisory role over different stakeholders (mainly the contractor, Municipality and supervision) and will be responsible to include the proposed mitigation measures and monitoring activities in the tender documents.

MDLF has one Social Specialist in West Bank and one Social Specialist in Gaza, and they will supervise the engagement activities in coordination with municipalities and different stakeholders. The budget for the SEP is estimated to be around US\$ (10,000) ( public consultation meeting with stakeholders, orientation for the project workers in term of GM, COC, labor working condition as well as the orientation for contractors) and is included in the costing table under the operational expenses of the project. The MDLF will review the SEP every six months to determine if any changes to stakeholder classification or engagement are required. The budget will be revised accordingly.

### 3. Grievance Mechanism

A grievance mechanism was established for the MDP-3 according to the Palestinian Council Resolution No. 60 of 2009 and its amendment of 2015, mandating the establishment of a complaints mechanism at the Ministry of Local Government (MOLG) and at the municipal level.

A GM manual was prepared for the project in January 2020, approved by the MOLG and disclosed on MDLF's website page. Municipalities were informed about the GM manual during the orientation workshops conducted by the MDLF team for Cycle II. For the Additional Financing, the project's GM manual was updated in October 2020 to include complaints' filing measures to minimize risk of exposure to COVID-19. The GM manual is vital and can also receive special kind of complaints such as accepting GBV and Sexual Harassment complaints and anonymous complaints based on the existed complaining system; channels and tools in the municipality. The updated GM system includes online tools for filing complaints, and a grievance mechanism log will be adapted by the LGUs to include information on SEA/SH/GBV with a separate coding related to COVID-19 related grievances. Due to the high sensitivity of SEA/SH/GBV, the project's GM will ensure confidentiality and survivor- centered approach for SEA/SH grievances. The updated manual was discussed with the municipalities during the consultation session that was conducted in November 2020. MDLF will share the updated manual with the municipalities; Social consultants will provide continuous on-job training to municipalities on the grievance procedures and will ensure that municipalities have assigned a GM focal point. MDLF will monitor that complaints are dealt with properly and in accordance with the GM manual. Information about the existence of the GBV grievance mechanism and of channels to accept and respond to anonymous grievances will be communicated to all stakeholders during the consultation meetings. Municipalities shall ensure a timely response to complaints and shall register all complaints, including the date received, the date responded to, type of response.in the GM log. The following procedure will be followed through the implementation of MDP IV project:

The complaint can be submitted to either Municipality or to MOLG using one of the following methods:

- Submitting the complaint to the Municipality can be through:

- In person: the complainant fills a form at the municipality
- Electronically using the municipality website.
- Telephone call to the supervision engineer (number to be provided at the municipality level).
- Submitting the complaint to the complaint department in the MoLG can be through:
  - In person: the complainant files a complaint by filling a form at the Complaints Unit at the Ministry of MoLG or at any of its district offices/
  - Sending a fax to the Complaints Department at the MoLG.( 02 2401091)
  - Submitting an electronic complaint on <http://www.molg.pna.ps/Complain.aspx>

In order to control the risks of virus transmission during Covid-19 pandemic, the complainants will be advised to submit their complaints electronically or via telephone. Where possible it is desirable that complaints are submitted in writing. 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 Tracking log.

The GM system shall include additional codes and procedure to manage anonymous related grievances. The GM system will include 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 complaints Staff shall ask the complainant about the preferable way to inform him/her of the solution.

Complaints will pass through the following process:

1. All of complaints should be sent to the supervision engineer for review, follow up, and documentation.
2. Verification: the in-charge employee (supervision engineer) can verify the mentioned information in the complaint, and he/she can also contact the complainant for further information.
3. Employee in charge of handling the complaint must inform the municipality about the accepting or rejecting of the complaint, and municipality 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 two weeks from the date of receipt of the complaint.
4. In the event the employee in charge of handling the complaint submitted the complaint to a specialized complaint unit, the unit must also submit an accepting or rejecting of the complaint within three (3) days at most. Where the complaint is unlikely to be resolved within the estimated duration, the complaints staff must promptly contact the complainant to request additional time and explain the delay.

The complainant should receive a reply by phone or written letter.

In the case of the complaint was submitted to MOLG, the complaint is re-directed to the municipality (to the mayor), and the municipality is requested to reply within two weeks at most since the acceptance of the complaint. Otherwise MOLG sent a reminder letter to the municipality requesting a reply within only three days, and finally the MOLG informs the complainant by the respond by phone or by a formal letter.

Appeal: Where the complainants are not satisfied with the resolution provided by the municipality, the complaints staff shall advise the complainants to use the appeals process and readdress the issue to the Council of Ministers. Complainants can also appeal to the Municipalities Court at any time.

The GM system shall include special referral pathways for the GBV complaints and grievances, including grievances on sexual harassment and sexual exploitation and abuse. The mechanism of

accepting and responding to GBV grievances will be communicated to project affected parties during the consultation meetings.

MDLF play a supervision role in this process, the municipality should report to the MDLF of all the complaints through continuous registration in the weekly reports and/ or through site visits, so that the MDLF and/ or the social consultant will intervene to solve the issue if the municipality was not able to solve or mitigate it. (The detailed GM manual and complaint form are prepared and published on MDLF Webpage)

The project's GM contains specific measures for handling GBV related grievances should they arise. The MDLF shall request municipalities to determine the appropriate referral mechanism for GBV grievances.

If GBV-related incidents occur, it will be reported to MDLF, as appropriate and keeping the complainant information confidential. Specifically, the following information related to the GBV 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.

### 3.1. Workers' Grievance Mechanism

The MDLF will require contractors/suppliers to develop and implement a grievance mechanism for their workforce prior to the start of the works. This grievance mechanism also addresses child labor, GBV and sexual harassment related grievances. As a result, it develops features to accept and respond to the anonymous complaints. The anonymity of the complains is communicated to all affected parties during the consultation.

The workers grievance mechanism will include:

- a procedure to receive grievances such as comment/complaint form, suggestion boxes, email, a telephone hotline;
- stipulated timeframes to respond to grievances;
- a register to record and track the timely resolution of grievances;
- an assigned staff to receive, record and track resolution of grievances.
- An anonymous feature that receives anonymous complaints and ensures privacy.

The workers grievance mechanism will be described in staff induction trainings, which will be provided to all project workers. Information about the existence of the grievance mechanism will be readily available to all project workers (direct and contracted) through notice boards, the presence of "suggestion/complaint boxes", and other means as needed. The implementing entities will monitor the contractors' recording and resolution of grievances, and report these in the progress reports.

The project workers can submit a grievance:

- By completing a written grievance registration form that will be available at the contractors' office, municipalities headquarters and MDLG. To control the risks of virus transmission during Covid-19 pandemic, the complainants will be advised to submit their complaints electronically via the electronic grievance form which will be available at the websites of these entities.
- By submitting the complaint electronically via the email to the supervising engineer



- Grievances related to administrative decisions issued against the workers should be filed within **twenty days** from the date of his/ her being notified of it.

**The grievance must include the following information:**

- a) The name, position and address of the complainant
- b) The date of issuance of the decision appealed against and the date of its publication, or the date of announcing the decision appealed against
- c) The subject matter of the decision being appealed against and the reasons on which the appeal is based

The workers' GM system will also 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 MDLF (LTC) and Municipalities on detection of cases of gender-based violence and handling of inquiries, complaints and grievances related to GBV. Workers' grievances must be resolved within two weeks and the complainant informed accordingly.

### 3.2. World Bank Grievance Redress System

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

A complaint can be submitted to the Bank Grievance Redress Service through the following channels:

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

## 4. Monitoring and Reporting

### 4.1. Involvement of Stakeholders in Monitoring Activities

The Project provides the opportunity to stakeholders, especially Project Affected Parties to monitor certain aspects of project performance and provide feedback. GM will allow PAPs to submit grievances and other types of feedback. Frequent and regular meetings and interactions with the PAPs and other local stakeholders will be organized while respecting Covid-19 safety and distancing procedures.

### 4.2. Reporting Back to Stakeholder Groups

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

Monthly summaries and internal reports on public grievances, enquiries and related incidents, together with the status of implementation of associated corrective/preventative actions will be collated by the Social Specialists and referred to the senior management of the project. The monthly summaries will provide a mechanism for assessing both 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 MDLF during the MDP4 life cycle may be conveyed to the stakeholders in **two possible ways**:

- Publication of the annual report on project's interaction 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:
  - Frequency of public engagement activities;
  - Number of public grievances received within a reporting period (e.g., monthly, quarterly, or annually) and number of those resolved within the prescribed timeline;
  - Geographical coverage of public engagement activities – number of locations and communities and groups covered by the consultation process, including the vulnerable people and disadvantaged people within the Project Area of Influence (PAI);
  - Type of public grievances received; - Number of press materials published/broadcasted in the local, regional, and national media;

## 5. Annexes

- Annex 1 Public Consultation Workshop Report
- Annex 2 GM Complaint Form
- Annex 3 Community Grievance Log
- Annex 4 - List of Targeted Municipalities in West Bank and Gaza

## 5.1. Annex 1 - Public Consultation Workshop Report



**صندوق تطوير وإقراض الهيئات المحلية**  
**Municipal Development & Lending Fund**

Municipal Development and Lending Fund

Municipal Development Program  
MDP 4

Public Consultation Workshop Report

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صندوق تطوير وإقراض الهيئات المحلية  
Municipal Development & Lending Fund

خطة إشراك أصحاب المصلحة  
Stakeholders Engagement Plan (SEP)

برنامج التطوير البلدي المرحلة الرابعة MDP Phase IV

#### Annex 1: Photos

##### Workshop Banner & Moderators



Participants (West Bank & Gaza)



## Annex 2: Workshop Invitation Template



صندوق تطوير وإقراض الهيئات المحلية  
Municipal Development & Lending Fund



التاريخ: 23/10/2022

معالي الدكتورة مي الكيله حفظها الله  
وزيرة وزارة الصحة الفلسطينية  
تحية طيبة وبعد،

**الموضوع: دعوة لحضور ورشة عمل / تحديث الإطار البيئي  
والاجتماعي لبرنامج تطوير البلديات المرحلة الرابعة**

يهدىكم صندوق تطوير وإقراض الهيئات المحلية أطيب التحيات ، وبالإشارة إلى الموضوع أعلاه فإن الصندوق يصدد تصميم البرنامج الرابع لتطوير البلديات والذي يتطلب تحديث الملفات الخاصة بالإطار البيئي والاجتماعي والإطار الخاص بحيازة الأراضي بالإضافة إلى إعداد الإجراءات الخاصة بإدارة العمال وأصحاب العلاقة.  
وعليه يشرفنا دعوتكم لحضور ورشة العمل والتي ستعقد يوم الثلاثاء بتاريخ 2022/11/1 في قاعة الهلال الأحمر في البيرة، ما بين الساعة التاسعة صباحاً لغاية الثانية بعد الظهر لعرض الملفات الأولية المعدلة و لسماع آراكم وملاحظاتكم.  
نرجو من حضرتكم ترشيح من ترونه مناسباً لحضور الورشة وتزويده بالرابط المرسل لكم عبر البريد الالكتروني والذي يتيح المشاركة لمن تعذر عليه الحضور.

الرابط الالكتروني:

<https://us06web.zoom.us/j/83411346511?pwd=R0V1ZjZkZk2NONlkYenEYMUfVbHBjQT09>

وتفضلوا بقبول فائق الإحترام،

المهندس. مجدي الصالح

وزير الحكم المحلي  
رئيس مجلس إدارة الصندوق

Ramallah Main Office: Al-Arma Bldg., Mecca Street, Al-Balou' RD Al Bireh, Palestine  
Gaza Branch Office: Khadar Bldg. Omar Al Mokhtar Street in front of the PLC, Al Remal, Gaza, Palestine  
Website: www.mdlf.org.ps | email: info@mdlf.org.ps

☎ +972 2 242 6610 | 📠 +972 2 2426617  
☎ +972 8 262 1010 | 📠 +972 8 2638111





### 1. Workshop Data

Day/Date	Tuesday 01 November, 2022								
Time	09:00 – 14:00								
Venue	West Bank..... Red Crescent Al-Bireh Gaza..... Light House Gaza City						via zoom + 14 online participants.		
Subject of Consultation	Discussion of Guidelines under the new Municipal Development Program (MDP4)								
Participants (75) <sup>4</sup>	LGUs	Ministries				Consult.	Contr. Union	Eng. Assoc.	Others <sup>5</sup>
		MoLG	MoL	MoH	EQA				
West Bank	31	3	1	1	1	4	1	1	12
Gaza	20								
MDLF	Moderator	Hazem Kawasmi, Operations Manager							
	In Participation of	Naeem Nobani, Mutaz Muhaisen, Nansi Al-Masi, Amal Sabawi In addition to MDLF area engineers and support staff.							

### 2. Summary of Public Consultation & Main Highlights

The workshop was held in the West Bank and Gaza via virtual connection, with participants ranging from LGUs and ministries to other direct stakeholders like the Engineer's Association, Contractors Union, and civil society representatives including the General Union of Palestinian Women and the Palestinian Green Building Council. The workshop focused on topic of

### 3. Stakeholder Engagement Plan (SEP)

The presentation was followed by a discussion session where participants engaged in expressing their ideas and concerns regarding each guideline presentation. Overall, the participants acknowledged the significant effort made in recent years in supporting the local government units in improving the lives of population, in addition to improving the quality of services provided by LGUs across the West Bank & Gaza including vulnerable communities. The main highlights of this workshop are summarized in the following points:

- Introduction to Stakeholder Engagement Plan SEP
- MDP 4 SEP main objectives and importance
- Identify the type of stakeholders and categorizes (Affected persons, individuals – Other Interested groups and Vulnerable Groups )
- Classifications of stakeholders= in relation to their effect and influence
- Stakeholder Engagement Action Plan per project
- Information Disclosure Strategy

<sup>4</sup> Excluding MDLF staff.

<sup>5</sup> Including civil society organizations.

**4. Discussion:** the participants from LGUs praised the important of involving all stakeholders across the different stages of project development.

تحديد وتحليل اصحاب المصلحة لمشروع MDPIV		
الفئات الضعيفة والمهمشة	افراد - اطراف اخرى لديها اهتمام او مصلحة	الافراد - الاطراف المتأثرين
<p>الافراد والمجموعات المهمشة الذين يمكن ان يتأثروا او يتضرروا بشكل اكبر من المشروع بسبب حالة الهشاشة والضعف ، وفي هذه الحالة مطلوب جهود اكبر لاشراكهم لضمان تمثيل عادل في المشاورات وعملية صناعة القرار المتعلقة بالمشروع</p> <ul style="list-style-type: none"> <li>▪ النساء ، النساء اللواتي يعيلن أسرهن ، النطلقات والارامل</li> <li>▪ كبار السن</li> <li>▪ الاشخاص العاطلين عن العمل</li> <li>▪ اصحاب الاعاقات</li> <li>▪ ذوي الدخل المحدود</li> </ul>	<p>الافراد والمجموعات او المؤسسات التي لديها اهتمام او مصلحة من تنفيذ المشروع لاسباب تتعلق اما بموقع المشروع - خصائصه ، اثره او بسبب الاهتمام العام ويشمل:</p> <ul style="list-style-type: none"> <li>▪ الوزارات والجهات الرسمية ( وزارات مختلفة )</li> <li>▪ مصلحة بلديات الساحل</li> <li>▪ وزارة المواصلات</li> <li>▪ وزارة العمل</li> <li>▪ صندوق التشغيل الفلسطيني</li> <li>▪ سلطة الطاقة والموارد الطبيعية</li> <li>▪ القطاع الخاص</li> <li>▪ الاعلام</li> <li>▪ المؤسسات الاكاديمية</li> </ul>	<p>يشمل الاشخاص او الاطراف المرجح ان يتأثروا من تنفيذ المشروع ، نتيجة الاثار او المخاطر التي يمكن ان يسببها المشروع على الصحة ، البيئة ، الامان ، الممارسات الثقافية ، الرفاه او سبل العيش</p> <p>تضم هذه الشريحة افراد او جماعات بما في ذلك المجتمعات المحلية ، وفي حالة MDPIV تشمل:</p> <ul style="list-style-type: none"> <li>▪ قطاع الحكم المحلي - وزارة الحكم المحلي</li> <li>▪ - الصندوق - البلديات</li> <li>▪ المواطنين المقيمين في مناطق نفوذ المشروع</li> <li>▪ المواطنين المتأثرين من حيازة الاراضي</li> <li>▪ المقاولين والموردين ، مقاولي الباطن والمكاتب الاستشارية</li> <li>▪ المؤسسات الاهلية</li> </ul>

Annex 4: Detailed List of Attendees



صندوق تطوير وإقراض الميكنات المحلية  
Municipal Development & Lending Fund

ورشة عمل تحديث الاطار البيئي والاجتماعي المرحلة الرابعة  
جمعية الهلال الأحمر الفلسطيني  
الثلاثاء 2022/11/1

الاسم	المسمى الوظيفي	المؤسسة	رقم الجوال	البريد الإلكتروني
1. انوار عفتياويك	مديرة فرع رام الله	إدارة الأحياء القبلية	0599251130	nazeek.anabtawi@gmail.com
2. نضال أبو الرب	مدير دائرة الأحياء القبلية	مدير دائرة الأحياء القبلية	0597477644	naburub@penra.pna.ps
3. منى النور	مديرة فرع رام الله	إدارة الأحياء القبلية	0599672472	fathi.muna@qablan.org
4. نجاد أبو البراق	مدير فرع رام الله	إدارة الأحياء القبلية	05974545915	innadjara@yahoo.com
5. أسامة مصطفى	مدير فرع رام الله	إدارة الأحياء القبلية	0597327249	amir@penra.pna.ps
6. ندى منير	مديرة فرع رام الله	إدارة الأحياء القبلية	0599772039	n.ghannam@qablan.org
7. مادي كندري	مدير فرع رام الله	إدارة الأحياء القبلية	0562402120	n.burkhasa@yahoo.com
8. نديم نجاد أبو ذر	مدير فرع رام الله	إدارة الأحياء القبلية	0569684040	Basem_nj@outmail.com
9. ندى منير	مديرة فرع رام الله	إدارة الأحياء القبلية	0598944335	ndyngds@mslg.gov.ps
10. ندى منير	مديرة فرع رام الله	إدارة الأحياء القبلية	0599713896	manager@palgbc.org

Karamah Main Office: Al Amal Bldg., Wecco Street, Al Babu' PD Al Bab, Palestine | ☎ +972 2 242 4610 | 📠 +972 2 2424617

Gaza Branch Office: Shuja Bldg., Omer Al Makhay Street in front of the P.C. Al Bab, Gaza, Palestine | ☎ +972 8 282 1010 | 📠 +972 8 2828111

Website: www.mdf.org.ps | Email: info@mdf.org.ps


  
 صندوق تطوير وإقراض الهيئات المحلية  
 Municipal Development & Lending Fund

Zaykhaul Samaha@hotmail.com 0599264225	مجلس بلدية	مدير عام	م. زغول
Zahir Odeh@alsharq.com 0599757482	بلدية شرق غزة	مدير عام	م. زاهر
planning@pcd.ps 0562505516	الخارجية	مدير تطوير	م. م. م. م. م.
amr52@hotmail.com 0599114454	بلدية	مدير عام	م. م. م. م. م.
daraghmah@hotmail.com 0599-93964	بلدية	مدير عام	م. م. م. م. م.
PCU@VICKB.Palnet.com 0599261513	اتحاد المقاولين	مدير عام	م. م. م. م. م.
info@PCU.PC 0562400455	بلدية	مدير عام	م. م. م. م. م.
medo88-mail@psnet.net 0599674453	بلدية	مدير عام	م. م. م. م. م.
F. Shabaneh@yach.com	بلدية	مدير عام	م. م. م. م. م.
ayyad.ayyad@gmail.com 0562335518	بلدية	مدير عام	م. م. م. م. م.
chloa.ayyad@yach.com 0593932690	بلدية	مدير عام	م. م. م. م. م.
nabiel.ayyad@yach.com 0599033046	بلدية	مدير عام	م. م. م. م. م.

Ramallah Main Office: Al Amal Bldg., Mecca Street, Al Bab' 40 Al Reef, Palestine | ☎ +972 2 243 6410 | 📠 +972 2 243 6417  
 Gaza Branch Office: Elsharq Bldg. Opp. Al Makhra Street in front of the P.C. Al Ramal, Gaza, Palestine | ☎ +972 8 262 1810 | 📠 +972 8 262 1811  
 Website: www.mdl.org.ps | Email: info@mdl.org.ps


  
 صندوق تطوير وإقراض الهيئات المحلية  
 Municipal Development & Lending Fund

**ورشة عمل تحديث الاطار البيئي والاجتماعي المرحلة الرابعة**  
**جمعية الهلال الأحمر الفلسطيني**  
**الثلاثاء 2022/11/1**

الاسم	المسمى الوظيفي	المؤسسة	رقم الجوال	البريد الإلكتروني
عبدالله ابو حريز	مدير المدينة	بلدية	0598174840	O.K.baqer@alsharq.com
ياسر حامد	مدير المدينة	بلدية	0599385550	b.hamed@silwad.ps
خالد حيدر	مدير المدينة	بلدية	0594504010	Eyad.halal@silwad.ps
محمد حيدر	مدير المدينة	بلدية	059900514	Stalmond.ayyad@silwad.ps
محمد حيدر	مهندس	بلدية	0562008024	Hazim.Ahmed@silwad.ps
د.ائل عاكب	مدير المدينة	بلدية	0597888562	assa_name@yahoo.com
خلود حيدر	مدير المدينة	بلدية	598939089	Kha.Doun@silwad.ps
زيد الدويك	مدير المدينة	بلدية	0599202192	Z.Taweel@APLA.PS
محمد حيدر	مدير المدينة	بلدية	0594-22323	Schab.imam@hotmail.com
محمد حيدر	مدير المدينة	بلدية	0593-712576	Musab.abdo1989@hotmail.com
محمد حيدر	مدير المدينة	بلدية	0594777036	Amr.Ohman@Gmail.com

Ramallah Main Office: Al Amal Bldg., Mecca Street, Al Bab' 40 Al Reef, Palestine | ☎ +972 2 243 6410 | 📠 +972 2 243 6417  
 Gaza Branch Office: Elsharq Bldg. Opp. Al Makhra Street in front of the P.C. Al Ramal, Gaza, Palestine | ☎ +972 8 262 1810 | 📠 +972 8 262 1811  
 Website: www.mdl.org.ps | Email: info@mdl.org.ps



صندوق تطوير وإقراض الهيئات المحلية  
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اسم المرشحة	معلومات	رقم الهاتف	البريد الإلكتروني
27. ارامم باخ	بلدية العيص	0595965881	aramm@ps.ps
30. م. وروى دحلان	بلدية العيص	0597458071	Wardah.Farassneh@hotmail.com
31. م. سامية مريكات	بلدية الكوفة	0595966610	mrayyan@palena.org
32. م. مجد فخران	بلدية رام	0588947647	Eng.majid.furran@gmail.com
33. م. عفاف الربيع	بلدية بيتونيا	0595609053	eng_ettaharib@yandex.com
34. م. شذى السلا	بلدية بيت لحم	0592390028	Eng. alshaykh@bethlehem-city.org
35. م. هداية دحمان	بلدية بيت لحم	0569032847	Jouana.Dahman@gmail.com

Ramallah Main Office: Al Anad Bldg., Mecca Street, Al Basha' RD Al Basha', Palestine | ☎ +972 2 242 6610 | 📠 +972 2 243617  
Gaza Branch Office: Elkhair Bldg., Omer Al Mokhtar Street in front of the P.C. Al Ramal, Gaza, Palestine | ☎ +972 8 267 1010 | 📠 +972 8 2638111  
Website: www.mdlf.org.ps | Email: info@mdlf.org.ps



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Municipal Development & Lending Fund



ورشة عمل تحديث الاطار البيئي والاجتماعي المرحلة الرابعة  
جمعية الهلال الأحمر الفلسطيني

الثلاثاء 2022/11/1

الإسم	المسمى الوظيفي	المؤسسة	رقم الجوال	البريد الإلكتروني
3. علاء ابو كنة	مستشار مشاريع	مدرسة بيرزيت	595 147097	Eng. abu skanna@alsharaka.com
1. شرف محمد زكي	مدير البرامج	بلدية سلوان	0599672739	sharif.zakia@kat.mad.ps
م. (اسماعيل عثمان)	مهندس بيئي	بلدية سلوان	0598 245869	ismael.othman@gmail.com
2. هادي	مهندس بيئي	بلدية الكوف	0569951180	dahabeh.hadi@yahoo.com

Ramallah Main Office: Al Anad Bldg., Mecca Street, Al Basha' RD Al Basha', Palestine | ☎ +972 2 242 6610 | 📠 +972 2 243617  
Gaza Branch Office: Elkhair Bldg., Omer Al Mokhtar Street in front of the P.C. Al Ramal, Gaza, Palestine | ☎ +972 8 267 1010 | 📠 +972 8 2638111  
Website: www.mdlf.org.ps | Email: info@mdlf.org.ps

ورشة عمل  
تحديث الاطار البيئي والاجتماعي لبرنامج تطوير البلديات - المرحلة الرابعة  
Updating the Environmental and Social Management Framework (ESMF) – MDP 4  
1 نوفمبر 2022

#	الإسم	المؤسسة	الوظيفة	رقم الجوال	البريد الإلكتروني	التوقيع
1	محمد كمال الخليل	بلدية بنغازي	مهندس بيئي	0595384026	halvadel@bgh.gov.ly	
2	احمد صلاح عيسى	بلدية بنغازي	مهندس بيئي	0594461747	ahmed.issaa@bgh.gov.ly	
3	سليم ابراهيم ابو حبيب	بلدية بنغازي	مهندس بيئي	099745028	slim.abu@bgh.gov.ly	
4	انسامة احمد طرشا	-	رئيس قسم الشرايع	0599219458	O.Talash@bgh.gov.ly	
5	مريم محمد ابو حبيب	بلدية بنغازي	مهندسة بيئية	0593205001	mariam.abu@bgh.gov.ly	
6	محمد احمد طرشا	EMCC	مدير الملف	0599761570	director@emcc.gov.ly	
7	تامر احمد بلباس	بلدية بنغازي	مهندس بيئي	0599449232	Hamid-Abulbas@bgh.gov.ly	
8	يوسف احمد كسبي	بلدية بنغازي	مهندس بيئي	0598924294	youssef.kasbi@bgh.gov.ly	
9	عبد الوهاب محمد صالح	بلدية بنغازي	مهندس بيئي	0598916959	abdelwahab@bgh.gov.ly	
10	ناظر محمد طارق الترد	بلدية بنغازي	مهندس بيئي	0599499000	naظر@bgh.gov.ly	
11	محمد احمد بلباس	MDP	مهندس بيئي			
12	احمد احمد بلباس	MDP	مهندس بيئي			
13	محمد احمد بلباس	MDP	مهندس بيئي			

5.2. Annex 2 - GRM Compliant Forms

<b>Community Grievance Compliant Form</b>	
<b>Reference No.</b>	
Full Name (Optional)	
Contact Information: ----- ----- ----- -----	<ul style="list-style-type: none"> <li>• By Telephone: -----</li> <li>• By E-mail: -----</li> <li>• Other, please specify -----</li> </ul>
Please mark how you wish to be contacted (telephone, e-mail). ----- -----	
Description of Incident or Grievance: ----- ----- -----	What happened? Where did it happen? To Whom did it happen? What is the result of the problem? ----- -----
Date of Incident/ Grievance: -----	
<ul style="list-style-type: none"> <li>• One-time Incident/ Grievance (date -----)</li> <li>• Happened more than once (how many times? -----)</li> <li>• On-going (currently experiencing problem) -----</li> </ul>	
What would you like to see happen to resolve the problem? ----- ----- -----	
Signature: ----- Date: ----- <b>Please return this form to:</b> (Name), HSE Supervisor [ <b>MTIT/ Contractor/Supplier</b> ]  Address: ----- Tel. ----- E-mail -----	





## 5.4. Annex 4 - List of Targeted Municipalities in West Bank and Gaza

#	LGU name (English)	LGU name (Arabic)	Governorate
1	A IKhader	بلدية الخضر	Bethlahim
2	ALSamue	بلدية السموع	Hebron
3	AbuDees	بلدية ابوديس	Jerusalem
4	Abwein	بلدية عبوين	Ramallah
5	AdDaheriyya	بلدية الظاهرية	Hebron
6	AdDoha	بلدية الدوحة	Bethlahim
7	Ajjeh	بلدية عجة	Jenin
8	AlBireh	بلدية البيرة	Ramallah
9	AlEizariyya	بلدية العيزريه	Jerusalem
10	AlJdereh	بلدية الجديرة	Jerusalem
11	AlKafriyyat	بلدية الكفريات	Tulkarm
12	AlKarmel	بلدية الكرمل	Hebron
13	AlMazraSharqeyya	بلدية المزرعة الشرقية	Ramallah
14	AlMizraaAlqibliia	بلدية المزرعة القبلية	Ramallah
15	AlNeweemeh	بلدية النويعمه	Jericho
16	AlOja	بلدية العوجا	Jericho
17	AlRam	بلدية الرام	Jerusalem
18	AlRamadeen	بلدية الرمضين	Hebron
19	AlTayybeh	بلدية الطيبة	Ramallah
20	AlUbeidiyya	بلدية العبيدية	Bethlahim
21	AlYamun	بلدية اليامون	Jenin
22	AlZawyeh	بلدية الزاوية	Salfeet
23	Allar	بلدية علار	Tulkarm
24	Alzayyem	بلدية الزعيم	Jerusalem
25	Anabta	بلدية عنبتا	Tulkarm
26	Anata	بلدية عناتا	Jerusalem
27	Aqqaba	بلدية عقابا	Tubas
28	Aqraba	بلدية عقربا	Nablus
29	Arraba	بلدية عرابه	Jenin
30	AsSawahreh	بلدية السواحة الشرقية	Jerusalem
31	Aseera	بلدية عصيرا الشماليه	Nablus
32	AshShoyukh	بلدية الشيوخ	Hebron
33	Atara	بلدية عطاره	Ramallah
34	Atteel	بلدية عتيل	Tulkarm
35	AzZababedah	بلدية الزبابده	Jenin
36	Azzun	بلدية عزون	Qalqilia
37	Balaa	بلدية بلعا	Tulkarm
38	BaniNeim	بلدية بني نعيم	Hebron
39	BaqaAlSharqeyya	بلدية باقة الشرقية	Tulkarm
40	BartaaAlSharqeya	بلدية برطعه الشرقية	Jenin
41	Battir	بلدية بتير	Bethlahim
42	Bedia	بلدية بديا	Salfeet
43	Bedu	بلدية بدو	Jerusalem
44	BeitAnan	بلدية بيت عنان	Jerusalem
45	BeitAwwa	بلدية بيت عوا	Hebron
46	BeitAxa	بلدية بيت اكسا	Jerusalem

47	BeitFajjar	بلدية بيت فجار	Bethlahim
48	BeitForeek	بلدية بيت فوريك	Nablus
49	BeitJala	بلدية بيت جالا	Bethlahim
50	BeitLeed	بلدية بيت ليد	Tulkarm
51	BeitLiqia	بلدية بيت ليقيا	Ramallah
52	BeitSahur	بلدية بيت ساحور	Bethlahim
53	BeitSureik	بلدية بيت سوريك	Jerusalem
54	BeitUla	بلدية بيت اولا	Hebron
55	BeitUmmar	بلدية بيت امر	Hebron
56	Beithanina	بلدية بيت حنينا	Jerusalem
57	Beitkahel	بلدية بيت كاحل	Hebron
58	Beitunia	بلدية بيتونيا	Ramallah
59	Beta	بلدية بيتا	Nablus
60	Bethlehem	بلدية بيت لحم	Bethlahim
61	BirNabala	بلدية بيرنابالا	Jerusalem
62	Birzeit	بلدية بيرزيت	Ramallah
63	Borqin	بلدية برقين - جنين	Jenin
64	Bruqin	بلدية بروقين	Salfeet
65	DeirALGhosoun	بلدية دير الغصون	Tulkarm
66	DeirBallut	بلدية دير بلوط	Salfeet
67	DeirDebwan	بلدية دير دبوان	Ramallah
68	DeirIstia	بلدية دير استيا	Salfeet
69	DeirSamet & AsSima	بلدية دير سامت والسيما	Hebron
70	Dura	بلدية دورا	Hebron
71	Hableh	بلدية حبله	Qalqilia
72	Halhul	بلدية حلحول	Hebron
73	Handaza_Bardaa	بلدية هندازا وبردعه	Bethlahim
74	Hebron	بلدية الخليل	Hebron
75	Hizma	بلدية حزما	Jerusalem
76	Howwara	بلدية حوارة	Nablus
77	Idna	بلدية اذنا	Hebron
78	Jabaa	بلدية جبع	Jenin
79	Jammaein	بلدية جماعين	Nablus
80	Janata	بلدية جناتا	Bethlahim
81	Jayyus	بلدية جيوس	Qalqilia
82	Jeep	بلدية الجيب	Jerusalem
83	Jenin	بلدية جنين	Jenin
84	Jericho	بلدية اريحا	Jericho
85	KafrALlabad	بلدية كفر اللبد	Tulkarm
86	KefelHares	بلدية كفل حارس	Salfeet
87	Kharas	بلدية خراس	Hebron
88	Kuber	بلدية كوبر	Ramallah
89	KhalaMay	بلدية خله المي	Hebron
90	KuforAlDeek	بلدية كفر الديك	Salfeet
91	KuforDan	بلدية كفر دان	Jenin
92	KuforRaie	بلدية كفر راعي	Jenin
93	KuforTholoth	بلدية كفر ثلث	Qalqilia
94	KufurAqab	بلدية كفر عقب	Jerusalem
95	Maithalun	بلدية ميثلون	Jenin

96	MarjBinAmer	بلدية مرج بني عامر المشتركة	Jenin
97	Nablus	بلدية نابلس	Nablus
98	Nelin	بلدية نعلين	Ramallah
99	Nuba	بلدية نوبا	Hebron
100	Qabalan	بلدية قبالان	Nablus
101	Qabatya	بلدية قباطية	Jenin
102	Qaffin	بلدية قفين	Tulkarm
103	Qalqilia	بلدية قلقيلية	Qalqilia
104	QarawatBaniHassan	بلدية قراوه بني حسان	Salfeet
105	Qasra	بلدية قصره	Nablus
106	Qatanna	بلدية قطنه	Jerusalem
107	Ramallah	بلدية رام الله	Ramallah
108	Rawabi	بلدية روابي	Ramallah
109	Sabastya	بلدية سبسطية	Nablus
110	Salfit	بلدية سلفيت	Salfeet
111	SeeletAdDaher	بلدية سيلا الظهر	Jenin
112	SeeletAlHartheyya	بلدية سيلا الحارثية	Jenin
113	Seier	بلدية سعير	Hebron
114	Silwad	بلدية سلواد	Ramallah
115	Sinjel	بلدية سنجل	Ramallah
116	Surda	بلدية سردا - ابو قش	Ramallah
117	Surif	بلدية صوريف	Hebron
118	Surra	بلدية صرة	Nablus
119	Taffuh	بلدية تفوح	Hebron
120	Tammun	بلدية طمون	Tubas
121	Taqua	بلدية تقوع	Bethlahim
122	Tarqumia	بلدية ترقوميا	Hebron
123	Tubas	بلدية طوباس	Tubas
124	Tulkarem	بلدية طولكرم	Tulkarm
125	Turmosayya	بلدية ترمسعا	Ramallah
126	WestBaniZeid	بلدية بني زيد الغربية	Ramallah
127	Yabad	بلدية يعبد	Jenin
128	Yatta	بلدية يطا	Hebron
129	Zatara	بلدية زعترة	Bethlahim
130	Zeita	بلدية زيتا	Tulkarm
131	beitOur	بلدية بيت عور التحتا	Ramallah
132	nahhalin	بلدية نحالين	Bethlahim
133	Saeyda	بلدية صيدا	Tulkarm
134	AlQubayba	بلدية القبيبة	Jerusalem
135	Beit Hanoun Municipality	بيت حانون	North Gaza
136	Bait Lahia Municipality	بيت لاهيا	North Gaza
137	Um Al-nasser Municipality	أم النصر	North Gaza
138	Jabalia Al Nazla Municipality	جباليا	North Gaza
139	Municipality of Gaza	غزة	Gaza

140	Wadi Gaza Muicpality	وادي غزة	Gaza
141	EL Zahra Municipality	الزهراء	Gaza
142	AL-Moghraqa Municipaliy	المغراقة	Gaza
143	Zawaida Municipality	الزوايدة	Middle Gaza
144	Nusseirat Municipality	النصيرات	Middle Gaza
145	MAGHAZI MUNICIPALITY	المغازي	Middle Gaza
146	Al Burajj municipality	البريج	Middle Gaza
147	Deir EL Balah Municipality	دير البلح	Middle Gaza
148	Al Mosaddar Municipality	المصدر	Middle Gaza
149	WADI ALSALQA MUNICIPALITY	وادي السلقا	Middle Gaza
150	Municipality of Khan Younis	خان يونس	Khan Younis
151	Municipality of Abasan Aljadida	عبسان الجديدة	Khan Younis
152	Abasan Al-Kabira Municipality	عبسان الكبيرة	Khan Younis
153	Municipality of Al Fukhari	الفخاري	Khan Younis
154	Al Qararah Municipality	القرارة	Khan Younis
155	Municipality of bani-suhila	بني سهيلا	Khan Younis
156	Khuza'a Municipality	خزاعة	Khan Younis
157	Rafah Municipality	رفح	Rafah
158	ALNASSER Municipality	النصر	Rafah
159	Al Shouka Municipality	الشوكة	Rafah