



Government of the Republic of Malawi

MALAWI SOCIAL SUPPORT FOR  
RESILIENT LIVELIHOODS PROJECT

# STAKEHOLDER ENGAGEMENT PLAN

National Local Government Finance Committee

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April, 2019

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## **LIST OF ACRONYMS**

ADC	:	Area Development Committee
CMC	:	Catchment Management Committee
COMSIP	:	Community Savings and Investment Promotion
DESC	:	District Environmental Sub-Committee
DSSC	:	District Social Support Committee
DTT	:	District Training Team
EAD	:	Environmental Affairs Department
EPWP	:	Enhanced Public Works Programme
MAIWD	:	Ministry of Agriculture, Irrigation and Rural Development
MCECD	:	Ministry of Civic Education and Community Development
MFEPD	:	Ministry of Finance Economic Planning and Development
MGCDSW	:	Ministry of Gender Children Disability and Social Welfare
MLYMD	:	Ministry of Labour Youth and Manpower Development
MNREM	:	Ministry of Natural Resources energy and Mining
MASAF	:	Malawi Social Action Fund
MSSRLP	:	Malawi Social Support for Resilient Livelihoods Project
NGO	:	Non-Governmental Organisation
NLGFC	:	National Local Government Finance Committee
SCTP	:	Social Cash Transfer Program
UBR	:	Unified Beneficiary Register
VDC	:	Village Development Committee

## 1. INTRODUCTION

The Government of Malawi intends to implement the Malawi Social Support for Resilient Livelihoods Project (MSSRLP) with funding from the World Bank. The MSSRLP is expected to run for five years from 2020 to 2025. Development Objective of MSSRLP is to improve resilience among the poor and vulnerable populations and strengthen the national platform for safety nets. The project will support the Malawi National Social Support Program II and it is entirely devised around the MNSSPII strategy and Implementation Plan, reflecting strong government ownership.

The MSSRLP will have three main components:

*(1) Improving Social and Economic Inclusion:* The Improving Social and Economic Inclusion component will have two subcomponents:

(a) Enhanced Core Programs and (b) Financing Scalable Safety Nets. The Enhanced Core Programs subcomponent will focus on the consolidation of an appropriate package of support for beneficiary households with a mix of program interventions, including social cash transfers (SCT), livelihoods support, and enhanced public works (EPW) as well as an option for scalable financing in times of crisis.

*(2) Strengthening Harmonized Delivery Systems:* Under strengthening harmonized delivery systems component, the project will establish systems that will promote harmonization within the social safety net sector and potentially link to other sectors to improve effectiveness of delivery. Such systems will include an institutionalized national social registry (Unified Beneficiary Registry), electronic payment and citizen's engagement and social accountability including grievance redress

*(3) Capacity Building and Institutional Strengthening Support:* The capacity building and institutional strengthening support component will support the enactment of the MNSSP II, the setting up of the necessary institutional structure for its implementation, as well as the general management and evaluation of the MSSRLP.

The MSSRLP is a multifaceted project that will involve different individuals, groups and institutions who are expected to play key roles at national, district and community levels to achieve the objectives of the project. In achieving the goals of the project there may also be stakeholders whose interests may be affected by the activities of the project either positively or negatively. A clear understanding of the nature, interest and concerns of such role players will be crucial for effective design and delivery of project interventions.

This Stakeholder Engagement Plan (SEP) seeks to contribute to a coordinated and continued engagement of relevant role players as well as affected persons and interested parties throughout the project cycle of the MSSRLP. The purpose of the SEP is to present a strategy for engaging stakeholders of the project to ensure that they understand the project and are able to provide feedback and input into the project. This SEP describes the nature of anticipated stakeholders as well as their information requirements, timing and methods of engagement throughout the lifecycle of the MSSRL project. The development of the SEP has been guided by requirements of the World Bank's environmental and social standard 10 (ESS 10) on stakeholder engagement and information disclosure. The standard stresses that the nature and level of stakeholder engagement should be commensurate with the level of the risk and impact anticipated in the project.

The Environmental and Social risks of the MSSRLP are expected to be moderate. The Project is expected to generate positive results for the poor and vulnerable populations in Malawi through the provision of a social safety net. As the project components are being developed, it is clear that the project is likely to include a relatively small portion of funds that would be directed to public works elements (which were significantly larger in previous projects such as MASAF IV and were regarded to be higher risk in terms of World Bank safeguards). However, the public works element remaining in the project design will still have the potential for risk and impact, which have to be screened and addressed accordingly.

## **2. PREVIOUS STAKEHOLDER ENGAGEMENT ACTIVITIES**

The Malawi Social Support for Resilient Livelihoods Project partly builds on the foundation laid down by MASAF IV interventions. As such it will benefit from the consultations that were undertaken during the preparation and implementation of the MASAF IV Program. The Government of Malawi will however carry out further consultations to inform the design and implementation of the current project as laid out in this Plan.

## **3. STAKEHOLDER IDENTIFICATION AND ANALYSIS**

The MSSRLP is a social support and resilience building project which is expected to reach out to approximately to 159,000<sup>1</sup> households with core safety net programs of social cash transfers, enhanced livelihood support packages and public works. The design and delivery of each of these core programs will involve several supporting partners led and coordinated by the government of Malawi through relevant ministries, departments and agencies. The social cash transfer program is seen as an anchor program for the MSSRLP and as such Implementation of the project activities will follow along the 28 districts that are part of the social cash transfer program. Interventions will initially start in the 11 districts that are being supported by the World Bank and thereafter some of the interventions may be extended to further districts. The eleven districts whose SCTP is funded by the World Bank include Karonga, Rumphi, Nkhatabay, Kasungu, Nkhotakota, Ntchisi, Lilongwe, Dowa, Dedza, Blantyre and Chiradzulu.

MSSRLP will build on existing decentralised implementation structures and arrangements built under MASAF IV with strong reforms. The National Local Government Finance Committee (NLGFC) will be the main implementing agency for the MSSRLP, working in close cooperation with several key implementing partners, including Ministry of Finance, Economic Planning and Development (MFEPD), Ministry of Gender, Children and Social Welfare (MGCSW), Ministry of Community Development, Ministry of Information, Civic Education and Information Technology, Ministry of Local Government and Rural Development, cooperatives and savings groups, and district authorities. The Ministry of Gender, Children, Disability and Social Welfare, jointly with NLGFC, will implement the SCTP to be funded under the proposed project in 11 districts. For the Enhanced Public Works Program (EPWP), NLGFC will work with the existing Technical Task Force for EPWP involving several line ministries. The livelihood and skills development activities will continue to be implemented with the participation of existing structures, including Ministry

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<sup>1</sup> This is an estimated working figure generated by the project preparation support team on their pre-appraisal mission of 28<sup>th</sup> March to 3<sup>rd</sup> April, 2019.

of Community Development, Culture and Civic Education, Community Savings and Investment Promotion (COMSIP), with NLGFC support. At the district level, project activities will be managed by the offices of the district commissioners. The district commissioners will oversee all activities related to SCTP and EPWP and will provide support to the implementation of the livelihoods and economic inclusion. At community level, the implementation process for the variety of MSSRLP activities will be led by the Community Social Support Committee (CSSC) within the Village Development Committee (VDC).

### **3.1 Affected Parties**

In this Project, the beneficiaries and the communities who are expected to be targeted by the interventions will constitute the project affected parties. The core safety net programs of MSSRLP will mostly target the members of the ultra-poor and vulnerable households in selected communities with an aim of providing consumption support and where possible some livelihood development opportunities to lift them out of poverty. There will be some slight variations within the target groups from one safety net program to another depending on the objectives of the respective program. For instance, SCTP will target the ultra-poor and labour constrained households while the enhanced public works will target the ultra-poor households with labour capacity. Livelihood interventions will target ultra-poor households who voluntarily express their interest to participate regardless of their labour capacity status. Ultra-poor households have on average 1 meal per day and/or their survival depends on begging and/or are undernourished and/or do not have valuable possessions/assets and/or receive no external help such as money, food and gifts. Labour-constrained means the household has no member between 19-64 years fit for work and/or, household has a dependency ratio of more than 3, school going members in the age bracket 19 – 25 years.

The environmental and social risks of the activities of MSSRLP are generally expected to be minimal because of the nature of activities that have been incorporated in the project design. A lot of lessons from the challenges encountered in MASAF series of programs have been built in to keep the risks low and the project as reasonably achievable as possible. The main one being the proposed reduction in scale of the public works component in the project as well as reformed approach in its delivery. The vulnerable groups that are being targeted by the project interventions will however still be adequately engaged in order to ensure that their views regarding the project are taken on board for enhancement of project benefits. The nature of this project and the level of anticipated risks project does not warrant special methods of engagement other than those that are normally used.

### **3.2 Direct and Other Interested Parties**

Direct interest parties include various individuals, institutions and organisations that will be directly involved in the delivery of the project from National, district to community level. At national level there will be the NLGFC as a coordinating institution and government ministries, departments and agencies (MDAs) as described under 3.0. At district level, the District commissioners of the target districts, Members of the council, the executive committee and its sub-committees and nongovernmental organisations working in such districts will be direct interested parties. The traditional leaders, area and village development

committees and their subcommittees and community volunteers constitute some of the direct interested parties at community level.

On the other hand, the Development Partners at national level, representatives of NGOs at district and community level, religious groups and their leaders and communities in areas where the project will be implemented are some of other interested parties. Table 1 highlights the various stakeholders for MSSRLP by project component at National, District and Community Level. Table 2 provides a description of each of the key national, district and community level stakeholders including their roles and interests.

Table 1: List of MSSRLP stakeholders at National, District and Community level according to project components and subcomponents

<b>Project Component</b>		<b>Stakeholders at National, District and Community Level</b>		
Component	Sub component Description	National level	District level	Community level
<b>Component 1: Improving Social and Economic Inclusion</b> <i>Sub-component 1.1. Enhanced Core Programs</i>	<i>Social Cash Transfers Program (SCTP)</i>	<ul style="list-style-type: none"> <li>- Social Support steering committee</li> <li>- Social Support technical committee</li> <li>- MFEPD</li> <li>- MGCDSW/SCTP</li> <li>- NLGFC</li> <li>- Development Partners (World Bank, EU, DFID, GiZ, Irish Aid, KfW, UNICEF)</li> </ul>	<ul style="list-style-type: none"> <li>District Council</li> <li>DEC</li> <li>DSSC</li> <li>NGOs</li> </ul>	<ul style="list-style-type: none"> <li>Targeted beneficiary households and communities, ADCs, VDCs</li> <li>CSSCs,</li> <li>Traditional and religious leaders</li> </ul>
	<i>Enhanced Public Works (EPWP)</i>	<ul style="list-style-type: none"> <li>- MFEPD</li> <li>- NLGFC</li> <li>- MENRM</li> <li>- MAIWD</li> <li>- MLGRD</li> <li>- MCECCD</li> <li>- MLUPD</li> <li>- GIZ</li> <li>- World Bank</li> </ul>	<ul style="list-style-type: none"> <li>- District Council Members</li> <li>- DEC</li> <li>- DESC</li> </ul>	<ul style="list-style-type: none"> <li>Targeted beneficiary households and communities, ADCs, VDCs</li> <li>CSSCs,</li> <li>Traditional and religious leaders</li> </ul>
	<i>Livelihoods Support</i>	<ul style="list-style-type: none"> <li>- COMSIP</li> <li>- NLGFC</li> <li>- National Savings and Loans Group Technical Working Group</li> <li>- MLYMD</li> </ul>	<ul style="list-style-type: none"> <li>- District Council Members</li> <li>- DEC</li> <li>- DESC</li> <li>- DCDO and CDAs</li> <li>COMSIP facilitators (Nutrition and ESS promoters), aggregators and book keepers</li> </ul>	<ul style="list-style-type: none"> <li>Targeted beneficiary households and communities, ADCs, DCs</li> <li>CSSCs,</li> <li>Traditional and religious leaders,</li> </ul>
<i>Sub-component 1.2. Financing Scalable Safety Nets</i>	<i>Financing Scalable Safety Nets</i>	<ul style="list-style-type: none"> <li>- MFEPD</li> <li>- DoDMA</li> <li>- MGCDSW/SCTP</li> <li>- NLGFC</li> <li>- Development Partners (World Bank, EU,</li> </ul>	<ul style="list-style-type: none"> <li>-District Council Members</li> <li>- DEC</li> <li>- DSSC</li> <li>- DESC</li> </ul>	<ul style="list-style-type: none"> <li>Targeted beneficiary households and communities, ADCs, DCs</li> <li>CSSCs,</li> </ul>

<b>Project Component</b>		<b>Stakeholders at National, District and Community Level</b>		
		DFID, GiZ, Irish Aid, KfW, UNICEF)		Traditional and religious leaders
<b>Component 2: Strengthening Harmonized Delivery Systems</b>	<i>Sub-component 2.1. Social Registry</i>	- NLGFC - MGCDSW/SCTP - MFEPD - UBR Team - NRB	District Council Members - DEC - DSSC - DESC - NRB	Targeted beneficiary households and communities, ADCs, DCs CSSCs, Traditional and religious leaders
	<i>Sub-component 2.2. E-payments</i>	- NLGFC - MFEPD - Service Providers(including commercial banks, security and logistics firms, mobile money networks) - Development Partners	District Council Members - DEC - DSSC - DESC - service provider reps	Targeted beneficiary households and communities, ADCs, DCs CSSCs, Traditional and religious leaders
	<i>Sub-component 2.3. Citizens' Engagement</i>	- NLGFC - MCECD - Media houses - Development partners - Civil Society organisations	District Council Members - DEC - DSSC - DESC - DGRM committees -	Targeted beneficiary households and communities, ADCs, DCs CSSCs, Traditional and religious leaders
<b>Component 3: Capacity Building and Institutional Strengthening Support</b>	<i>Capacity Building and Institutional Strengthening Support</i>	- NLGFC - Government MDAs - Training institutions (local and international) - Development partners	- DEC - DSSC - DESC -DGRM Committees	Targeted beneficiary households and communities, ADCs, DCs CSSCs, Traditional and religious leaders

Table 2: Description of Stakeholders and their roles, interests and needs

	<b>Description of Stakeholder</b>	<b>Expected Role</b>	<b>Information needs and interests</b>
<b>A.</b>	<i>Community Level</i>		
<b>1</b>	<b>Targeted Project Beneficiaries</b> - These will be ultra-poor and vulnerable households identified through the UBR and open community validation process	Contribute to the design of the project in order to maximize the benefits from the project interventions	Information on program adjustments, Payment schedules, Contact details of program focal persons, program enrolment figures
<b>2</b>	<b>Members of Project target communities</b> - These will be members of the communities from which beneficiaries of the -project will be identified	Support the development and implementation of the project	Information on program adjustments, Payment schedules, Contact details of program focal persons, program enrolment figures
<b>3</b>	<b>Local leaders</b> - These may be traditional, religious or political leaders who have influence in the communities where the project will be implemented	Support implementation of programs	Involvement in program implementation



<b>4</b>	<b>Development committee members</b> - These are members of Area Development Committees (ADCS) which are operational at traditional Authority (TA) level and Village Development Committees (VDCs) which are operational at Group Village Head level. This also includes members of the various relevant sub-committees of the VDC which are operational at this level.	Support the development and implementation of the project	Project implementation work plans and progress reports
<b>5</b>	<b>Community Extension Workers</b> - These are staff of government departments and agencies who work directly with communities and act as a link with district officials involved in the project. These include community development Assistants (CDAs), Health Surveillance Assistants (HSAs), Agricultural Extension Development Officers (AEDOs), Forestry Assistants (FAs), and COMSIP volunteers.	Facilitate delivery of project interventions to communities	Project implementation work plans and progress reports
<b>B.</b>	<i>District Level</i>		
<b>1</b>	<b>District Council and Its subcommittees</b> - This is a political arm of government at district level and is constituted by elected councillors and members of parliament from the district. It also includes Traditional Authorities who however do not have do not have voting rights. The Council is chaired by Chairperson elected from among the councillors. The District Commissioner serves as secretary to the council.	It's a decision making body on all development matters taking place in the districts	Project implementation work plans and progress reports
<b>2</b>	<b>The District Executive Committee and its Sub-committees</b> - This is the technical arm of the government at district level and is comprised of heads government departments, Representatives of NGOs and service providers working in the district, and representatives of interest groups. It is chaired by the district commissioner. The committee has several thematic sub-committees focusing on areas such as agriculture, health, environmental and natural resources, monitoring and evaluation, education, training and capacity building and social support.	Provide technical guidance on all development matters taking place in the district	Project implementation work plans and progress reports
<b>C.</b>	<i>National Level</i>		
<b>CI</b>	<i>National Level Committees</i>		
<b>1</b>	<b>Social Support steering committee</b> - chaired by the Chief Secretary	Policy oversight	Program updates and challenges requiring attention
<b>2</b>	<b>Social Support technical committee</b> - Chaired by Permanent secretary for EP&D	Direction, guidance on implementation	Program updates and challenges requiring attention
<b>3</b>	<b>National Savings and Loans Group Technical Working Group</b> -		Program updates and challenges requiring attention
<b>4</b>	<b>Parliamentary Committee on social support</b> - Committee of parliament comprising of elected members of parliament	Inform, guide and lobby the National Assembly on national policies, legislation and development projects related to the social support sector	Program updates and challenges requiring attention

<b>C2</b>	<i>Government Ministries Departments and Agencies</i>		
<b>1</b>	<b>National Local Government Finance Committee (NLGFC)</b> - NLGFC is a funding agency of the Malawi Government through which funding for development projects and other recurrent transactions to district councils is channelled and managed.	Implementing agent -manage MIS -Develop implementation and training materials -Oversee implementation	District reports and requirements
<b>2</b>	<b>Ministry of Finance, Economic Planning and Development (MoFEPD)</b>	-Coordinator of the Social Protection programs	Financial information from the project
<b>3</b>	<b>Ministry of Gender, Children, Disability and Social Welfare (MoGCDSW)</b> - This is the implementation coordination ministry of the Social cash transfer program	Coordinate implementation of SCTP, Manage MIS for SCTP, Develop implementation materials and Oversee implementation	
<b>4</b>	<b>Ministry of Civic Education and Community Development (MoCECD)</b> - Carries the Department of Community Development which is a key player on community sensitization and mobilization through their District Community Development Officers Community Development Assistants	Community sensitization and mobilisation for project implementation of community development projects	Community mobilisation reports and challenges for action
<b>5</b>	<b>Ministry of Local Government and Rural Development (MoLGRD)</b> - This ministry is in charge of decentralized institutions and functions that are part of the local government set up at district and community level.	Provide guidance on local governance issues affecting the project	Project updates and challenges requiring action
<b>6</b>	<b>Ministry of Natural Resources Energy and Mining (MoNREM)</b> - Hosts the Environmental affairs Department which has a regulatory mandate on Management of environmental and social issues associated with Projects	Support planning, implementation and monitoring of environmental and social safeguards in the project	Information on Safeguards
<b>7</b>	<b>Ministry of Agriculture, Irrigation and Rural development (MoAIWD)</b> - Ministry responsible promotion and management of agricultural related activities	Provide policy and technical guidance on agricultural related livelihood activities envisaged in the project	Program implementation updates
<b>8</b>	<b>Ministry of Labour, Youth and Man power Development (MoLYMD)</b>	Provide policy direction and technical guidance on project matters relating youth and Labour	Program implementation updates
<b>C3</b>	<i>Development Partners</i>		
<b>1</b>	World Bank	- Provide technical support on project design and implementation - Provide project funding	Program implementation updates
<b>2</b>	European Union	- Fund SCTP	
<b>3</b>	GiZ	- Technical support to social protection	Program implementation updates
<b>4</b>	German Government Through KfW		

5	Irish Aid	- Fund SCTP - Technical support to social protection	Program implementation updates
6	UNICEF	- Technical support to social protection	Program implementation updates
7	ILO	- Technical support to social protection	Program implementation updates
<b>C4</b>	<i>Non-Governmental Organisations</i>	-	
1	Community Savings and Investment Promotion (COMSIP) - Is an institution that was formed from within the MASAF series of projects as a concept aimed at promoting community development through mindset change, investment culture and asset creation by community based groups	- lead the implementation of the livelihood support program of the project	Program implementation updates
2	Concern Worldwide	- Share experiences on implementation of graduation models	Program implementation updates
3	Save the Children	- Share experiences on implementation of e-payment systems	Program implementation updates
4	United Purpose	- Share experiences on implementation of cash plus interventions	Program implementation updates

### 3.3 Disadvantaged and Vulnerable Individuals or Groups

Much as the project is largely expected to have positive impact among beneficiary members of the target communities, there is still a possibility of individuals, families and communities that might be negatively affected by activities of the program. These may come from among the beneficiaries or non-beneficiary members of the target communities. The women and children, elderly, disabled and chronically ill are often times the most vulnerable because of their limited access to information due to physical, social, cultural and structural barriers within the communities. These categories of people will be particularly targeted with adequate information to understand the nature of project activities and anticipated positive and potential negative impacts of the project. They will also be provided with information on how to access the grievance redress mechanism of the project whenever the need arises.

Members of the community that are old might have mobility challenges to access venues for program activities such as meetings. There will be consideration to organize meetings within manageable distances for such people. Another envisaged challenge is high illiteracy levels in some of the target communities that will make it difficult for beneficiaries to read and understand written information pertaining to the project. Appropriate methods such as public meetings, visual media (posters, billboards, community videos), will be employed to reach out to such groups of people. Hearing challenges (due to age or birth) by some beneficiaries might require use of sign language aides in outreach and visibility tools as well as Public Address systems or megaphones, especially where the meetings attract large crowds of people.

Extra effort will be undertaken to reach out to non-beneficiating members of the target communities in order to make them understand the project targeting processes and capacity limits so that they do not feel disadvantaged.

#### 4. STAKEHOLDER ENGAGEMENT PROGRAM

##### 4.1 Purpose and Timing of Stakeholder Engagement Program

The purpose of the engagement program for this project is to:

- a. Consult stakeholders on the proposed project design, anticipated environmental and social risks and impacts, mitigation measures, the draft engagement plan and the draft environmental and social risk management instruments.
- b. Provide regular information and feedback to stakeholders related to project implementation progress and any other emerging issues throughout the project cycle.

**Table 3: Stakeholder Engagement Program**

No.	Project Phase	Engagement Activity	Objective	Targeted Stakeholders	Time Frame
1	Project Preparation Phase	National stakeholder consultations	Collect views on the design of the project, environmental and social risks, mitigation measures, grievance redress mechanisms and Stakeholder engagement plan	Representatives of Government MDAS, Development Partners, and NGOs	April, 2019
		District level Stakeholder consultations	Collect views on the design of the project, environmental and social risks, mitigation measures, grievance redress mechanisms and Stakeholder engagement plan	Members of the District Executive Committees and its Subcommittees	April, 2019
		Community level Stakeholder consultations	Collect views on the design of the project, environmental and social risks, mitigation measures, grievance redress mechanisms and Stakeholder engagement plan	Members of ADCs, VDCs, CSSCs, COMSIP groups, Traditional and religious Leaders, AECs, Ordinary members of the community including women, youths, the elderly and disabled	April, 2019
2	Project Implementation Phase	Project inception meetings with District Councils	Provide feedback on approved project design and orient district level stakeholders on their roles	Members of the District Executive Committees	January, 2020
		Community mobilization	Mobilize and prepare target communities for project implementation	Members of target communities, ADCs, VDCs, traditional, religious and political leaders, development sub-	February 2020

No.	Project Phase	Engagement Activity	Objective	Targeted Stakeholders	Time Frame
				committees such as CSSCs, COMSIP groups and marginalized groups	
		Project implementation monitoring and supervision missions	Provide and obtain on going information and support on project performance	National, district, and community level stakeholders	Ongoing at least on quarterly basis through out
		Project review meetings with selected stakeholders from National, District and Community level	Provide and get periodic feedback on project implementation progress and any emerging issues	Selected National, District and Community level stakeholders	Twice a year from December 2020 to December 2025
3	Project Close Out Phase	Project close out meetings	Engage stakeholders on project exit strategy	Beneficiary communities and groups, national and district stakeholders	2025

## 4.2 Proposed Strategy for Information Disclosure

Appropriate information will be provided to stakeholders depending on the stage of the project and the identified stakeholder information needs. This will include information on the nature of the project design, the anticipated environmental and social risks and impacts, the proposed mitigation measures, the stakeholder engagement plan, grievance redress mechanisms and how stakeholder views were incorporated in the project design and management of environmental and social risks.

The Project will use a combination of methods to disclose information pertaining to the project in a manner that is commensurate with the nature of the identified stakeholders and environmental and social sensitivity of the project. For community level stakeholders, information will mostly be disclosed through public meetings organized within the communities. Deliberate efforts will be made to ensure that vulnerable groups of people such as women and children, the elderly and disabled are adequately represented and heard in such meetings. At national and district level, disclosure of information will be done through meetings with the representatives and members of relevant MDAs, committees and sub-committees. Printed and electronic copies of relevant project documents will be made available to stakeholders through appropriately designated places within reach of stakeholders.

Communication to stakeholders on information disclosure programmes will be conveyed through relevant means depending on targeted audiences. Mostly, the project will use written forms of communication such as letters and electronic mails, community radio stations where available, and mobile public address system. Where possible social media platforms and groups will be created assist in information dissemination to targeted stakeholders. All these processes, platforms, and channels will be linked to the NLGFC website. Table 4 summarizes the key methods that will be used for disclosure of pProject information at different stages of the Project.

**Table 4: Methods for Disclosure of Project Information**

Project stage	List of information to be disclosed	Methods proposed	Timetable: Locations/ dates	Target stakeholders	Percentage reached	Responsibilities
Project Preparation	Project Design summary, Stakeholder Engagement Plan, Environmental and Social Commitment Plan, Grievance Redress Mechanism setup	Community Meetings, Events, and gatherings	Selected communities, April–September 2019 and After Bank Approval	Members of target communities in target districts	About 40% percent of target audience	NLGFC in Collaboration with District Councils
		Community and National Radio stations Bill boards, banners, leaflets,	After Bank Approval	Community members in target districts	60% of target audience	Project preparation team members
		Make available printed and electronic copies at National, and District level focal offices as well as online portals	April–September 2019 and After Bank Approval	National and District level stake holders	95 % of target stakeholders	NLGFC
Project implementation	Project Progress Reports	Review Meetings  Community radios, national radios, billboards, banners, newspaper placements, freebies etc	Annually throughout the project life span	Stakeholder representative at national, district and community level	100 % of target stakeholders	NLGFC

### 4.3 Proposed Strategy for Consultation

The Project will mostly employ interviews, focus group discussions, open meetings, and workshops as a means of carrying out consultations. These will be done right in the target districts and communities to enable easy participation of vulnerable and disadvantaged groups of people. Table 5 summarises the key consultations that will be undertaken.

**Table 5: Summary of Key Consultations and Methods to be used**

Project stage	Topic of consultation	Method used	Timetable: Location and dates	Target stakeholders	Responsibilities
Project Preparation	Project design elements	Workshop with target stakeholders	Kumbali Lodge, 24 March -2 <sup>nd</sup> April, 2019	Representatives of Government MDAS, Development Partners, and NGOs	Malawi Government Project Preparation Team and World Bank Project preparation team
	Project design, Environmental and Social Risks, Mitigation Measures, GRM and Stakeholder Engagement Plan	Meetings with District Social Support Committees and District Environmental Sub-Committees	Six District Councils (two from each region) from 22 <sup>nd</sup> to 26 <sup>th</sup> April, 2019	Members of DSSC,	NLGFC in collaboration with Safeguards Task team
	Project design, Environmental and Social Risks, Mitigation Measures, GRM and Stakeholder Engagement Plan	Community Meetings and focus group discussions	Selected communities in six project target Districts Councils (two from each region) from 22 <sup>nd</sup> to 26 <sup>th</sup> April, 2019	Representative Members of ADC, VDC, CSSC, GRMCs, VNRMCs, COMSIP Groups, Disabled people, SCTP and PWP beneficiaries, religious leaders, political leaders,	NLGFC in collaboration with Safeguards Task team
Project Implementation	Project implementation Progress Review meetings	Community Meetings  Media Bi-annually, including quarterly media tours	Project target communities, Quarterly throughout project life span	Representative Members of ADC, VDC, CSSC, GRMCs, VNRMCs, COMSIP Groups, Disabled people, SCTP and PWP beneficiaries, religious leaders, political leaders,	District Councils with support from central level stakeholders
Project phase out	Exit strategy preparation	Community Meetings	Project target communities, Final year of the project	Representative Members of ADC, VDC, CSSC, GRMCs, VNRMCs, COMSIP Groups, Disabled people, SCTP and PWP beneficiaries, religious leaders, political leaders,	District councils with support of National Project coordination team

#### 4.4 Proposed Strategy to Incorporate the View of Vulnerable Groups

Appropriate and clear methods of communication will be used to inform in a timely manner, all participants about the meetings. This will include invitation letters where possible, stipulating the type and number of community stakeholder groups expected to come to the meetings. Where possible and necessary, separate consultations will be done with select

interest groups during community meetings. The community meetings will be properly facilitated using a pre-designed discussion guide which will carry specific questions targeting vulnerable groups. Well experienced moderators will be used to conduct community meetings to ensure equitable participation and contribution of marginalized groups. The facilitating teams will have skilled note takers who will record the deliberations verbatim with the aid of voice recorders. Consent (verbal) or and otherwise, will be sought from meeting participants before recorders are used in recording of proceedings. After completion of consultations, the field notes and transcriptions will be consolidated, analysed and key issues incorporated into the relevant project documents.

#### 4.5 Timelines

Table 6: Project Phase Timeline

Activity	Project Preparation	Bank Appraisal	Bank Decision	Project Implementation Preparation	Project Implementation	Project Phase out
Timeline	June 2018- August 2019	Sep, 2019	Dec, 2019	Jan 2019-June, 2019	2020	2025

#### 4.6 Review of Comments

Upon disclosure of project information, provision will be made for secure portals where the general public and concerned stakeholders may submit their comments, observations and questions regarding the project. Considering the moderate degree of environmental and social risks that are anticipated in this project, these will mostly constitute lockable boxes where written comments regarding the project will be deposited. For information disclosed through meetings, instant feedback will be collected through designated rapporteurs who will be available during the meetings. Participating stakeholders will also be given freedom to take their own minutes of the proceedings and share a copy with the rapporteurs. Comment boxes will also be placed in designated places within the communities for use by community members to submit views and reactions after information disclosure meetings. After the deadline for submission is passed comment boxes will be collected from the sites for consolidation, analysis and inclusion into the project documents. A summary of how comments were taken into account will be made and shared with the stakeholders through project implementation inception meetings once the final decision on the project is made by the Bank.

#### 4.7 Future Phases of Project

This stakeholder engagement plan has established a continuous stakeholder engagement program for the project to ensure that stakeholders are kept informed throughout the project phases. The stakeholder engagement program includes annual project review meetings, quarterly community interface meetings, and regular project monitoring and supervision visits. These platforms will provide avenues for exchange of information between project implementers and other stakeholders regarding the progress of the project and issues related to management of environmental and social risks including the grievance redress mechanism.



## 5. RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT ACTIVITIES

### 5.1 Resources

The Project has allocated an indicative amount of funds amounting to US\$1 Million (about MK730, Million) to facilitate citizen engagement activities including stakeholder engagement and grievance redress mechanism for the entire project period of five years. Table 7 provides estimated budget for key stake holder engagement activities.

**Table 7: Budget Estimate for Stakeholder Engagement Activities**

No.	Project Phase	Engagement Activity	Objective	Targeted Stakeholders	Budget (MK)
1	Project Preparation Phase	Stakeholder consultations	Collect views on the design of the project, environmental and social risks, mitigation measures, grievance redress mechanisms and Stakeholder engagement plan	Representatives of Government MDAS, Development Partners, and NGOs, Members of the District Executive Committees and its Subcommittees, Members of ADCs, VDCs, CSSCs, COMSIP groups, Traditional and religious Leaders, AECs, Ordinary members of the community including women, youths, the elderly and disabled	25,000,000
		Project Information disclosure	Provide information to stakeholders and the general public on environmental and social risks of the project, proposed mitigation measures, the Stakeholder Engagement Plan, and the Grievance Redress Mechanism for review and feedback if there are issues	The general public, project beneficiaries and members of the target communities	25,000,000
2	Project Implementation Phase	Project inception meetings with District Councils	Provide feedback on approved project design and orient district level stakeholders on their roles	Members of the District Executive Committees	26,500,000
		Community mobilization	Mobilize and prepare target communities for project implementation	Members of target communities, ADCs, VDCs, traditional, religious and political leaders, development sub-committees such as CSSCs, COMSIP groups and marginalized groups	60,000,000
		Roll out and Manage the Grievance	Provide a systematic way of receiving, recording and resolving grievances	Project Affected People at community, District and National levels	250,000,000.

No.	Project Phase	Engagement Activity	Objective	Targeted Stakeholders	Budget (MK)
		Redress Mechanism	from Project Affected Persons (PAPs)		
		Project implementation monitoring and supervision missions	Provide and obtain on going information and support on project performance	National, district, and community level stakeholders	135,700,000
		Project review meetings with selected stakeholders from National, District and Community level	Provide and get periodic feedback on project implementation progress and any emerging issues	Selected National, District and Community level stakeholders	85,000,000
3	Project Close Out Phase	Project close out meetings	Engage stakeholders on project exit strategy	Beneficiary communities and groups, national and district stakeholders	20,940,253
2	Project Implementation Phase	Communication and Information – visibility and documentation	Engage beneficiaries and implementers and document progress. Disseminate to achieve visibility through systematic outreach activities	Communities, district and national level stakeholders	55,000,000

## 5.2 Management Functions and Responsibilities

The Stakeholder Engagement activities will form part of the Environmental and Social Commitment Plan (ESCP). This is a tool which will commit Management to ensuring that planned activities are implemented and form part of project approval documents which will be monitored by the World Bank. The monitoring and evaluation framework for the project will also have indicators on the ESCP whose implementation progress will be tracked and reported accordingly. ESCP Implementation progress report will be periodically produced and shared with stakeholders for review, deliberation and action.

The implementation arrangement for the project is piggy backed on the decentralized government structures at District and Community level. As such, stakeholder engagement activities at community level will mostly be done by extension workers who will be supported by the district project coordinating teams comprising of representatives of relevant departments at district council level. At national level, the Implementation of the SEP will be coordinated by NLGFC in collaboration with members of the project preparation team. The project preparation team is comprised of qualified and experienced people drawn from various relevant ministries that have a stake in the PNSS project. These include the ministries of Finance, Economic Planning and Development (MoFEPD); Ministry of Gender, Children Disability and Social Welfare (MoGCDSW); Ministry of Information, Civic Education, and Information Technology (MoICECT) Ministry of Local Government and Rural Development (MoLGRD); Ministry of Agriculture, Irrigation and Water Development (MoAIWD), Ministry of Labour, Youth, and Manpower Development (MoLYMD); Ministry of Lands, Housing and Urban Development (MoLHUD), and Ministry of Natural Resources, Energy and Mining (MoNREM). Other members are from COMSIP which is non-governmental

institution. The National Local Government Finance Committee will facilitate the implementation of the Stakeholder Engagement Plan. Overall management responsibility for implementing the SEP will rest with the Executive Director of the National Local Government Finance Committee.

The contact details for the Executive Director are as follows:

The Executive Director  
National Local Government Finance committee  
Red Cross House, Area 14  
Private Bag 352,  
Lilongwe 3, MALAWI  
Phone: +265 1775 666  
E-mail: [nlgfc@nlgfc.gov.mw](mailto:nlgfc@nlgfc.gov.mw)

## **6. GRIEVANCE REDRESS MECHANISM (GRM)**

The MSSRLP is a multifaceted project having multiple interventions which are mostly expected to have positive impacts in the target communities and the country at large. While considerable effort and forethought has been made to include safeguards in the design and implementation of the project in order to minimize and prevent potential adverse impacts from the project, there is always a possibility that interests of some individuals, groups and institutions may still be negatively affected by activities of the project. It is therefore expected that such instances may generate complaints from individuals, groups and institutions that may be affected. As such, provision of a mechanism for receiving, recording and resolving potential concerns and complaints that may arise from Project affected persons is necessary. Such a mechanism would assist to provide early remedies to grievances so as to avoid unnecessary project implementation delays and obstructions.

The Malawi Social Support for Resilient Livelihoods Project will strengthen the Grievance Redress Mechanism that was established under MASAF IV. The Grievance Redress and Management Committees which were established at Village, Area, and District Level will be reorganized and adequately capacitated. The GRM will also be extended to the national level and be expanded to handle all types of grievances arising from implementation of all the programs under the MSSRLP including work related grievances.

Typical grievances that are anticipated from the implementation of MSSRLP Programs include claims and complaints about cash transfers, poor service delivery including delays, unfair treatment by program staff, lack of information, restrictions on land use, loss of property, disruption of access paths, corrupt practices, Human rights violations, child labor, gender based violence and sexual exploitation and abuse.

Legitimacy, Accessibility, Predictability, Fairness, Rights Compatibility, Transparency and Capability are the key tenets that will underpin the grievance redress mechanism<sup>2</sup> for the Malawi Social Support for Resilient Livelihoods Project.

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<sup>2</sup> World Bank. 2014. The World Bank's Approach to Grievance Redress in Projects. Washington, DC. © World Bank. <https://openknowledge.worldbank.org/handle/10986/20119> License: CC BY 3.0 IGO.

## **6.1 Institutional Setup of the GRM for MSSRLP**

The GRM for the MSSRLP provides for negotiation and agreement by consensus between the community and affected persons as the first avenue to resolve grievances expressed by the people affected by the project. This is because the implementation of sub projects will be community driven and resolution at the earliest point possible would make the process faster and cost effective. Thus the process of grievance redress mechanisms will initially be handled by grievance redress committees which operate within the community settings themselves.

However, in events where some aggrieved parties are not satisfied by decisions made at village grievance redress and management committee (VGRMC) levels, the cases will be referred for review and re - consideration to higher level grievance redress committees at Area (Traditional Authority) (AGRMC), District (DGRMC) Levels. In cases where the grievances are not resolved at district level, the case will be referred to national level grievance redress and management committee (NGRMC). In the unlikely case that issues are not resolved at the national level the case will be referred to Court.

The GRM for the MSSRLP is complimentary to other existing traditional grievance redress mechanisms within the communities and the country at large. Such existing mechanisms include traditional chiefs, Courts, Police, Anti -Corruption Bureau, Human Rights bodies and Civil Society Organizations. As such communities shall be informed about the other existing mechanisms and be allowed to make use of them when and where ever they find it necessary. This would also assist in creating alternative space for PAPs who would otherwise not be able to voice out their concerns through the main GRM structure for fear of reprisals despite repeated assurances of protection. The Project will therefore also identify and engage institutions that provide alternative grievance redress mechanism services in project target areas in order to create linkages that would provide necessary feedback to the Project GRM. Figure 1 is a schematic diagram of grievance redress mechanism institutional set up from village level up to national level.

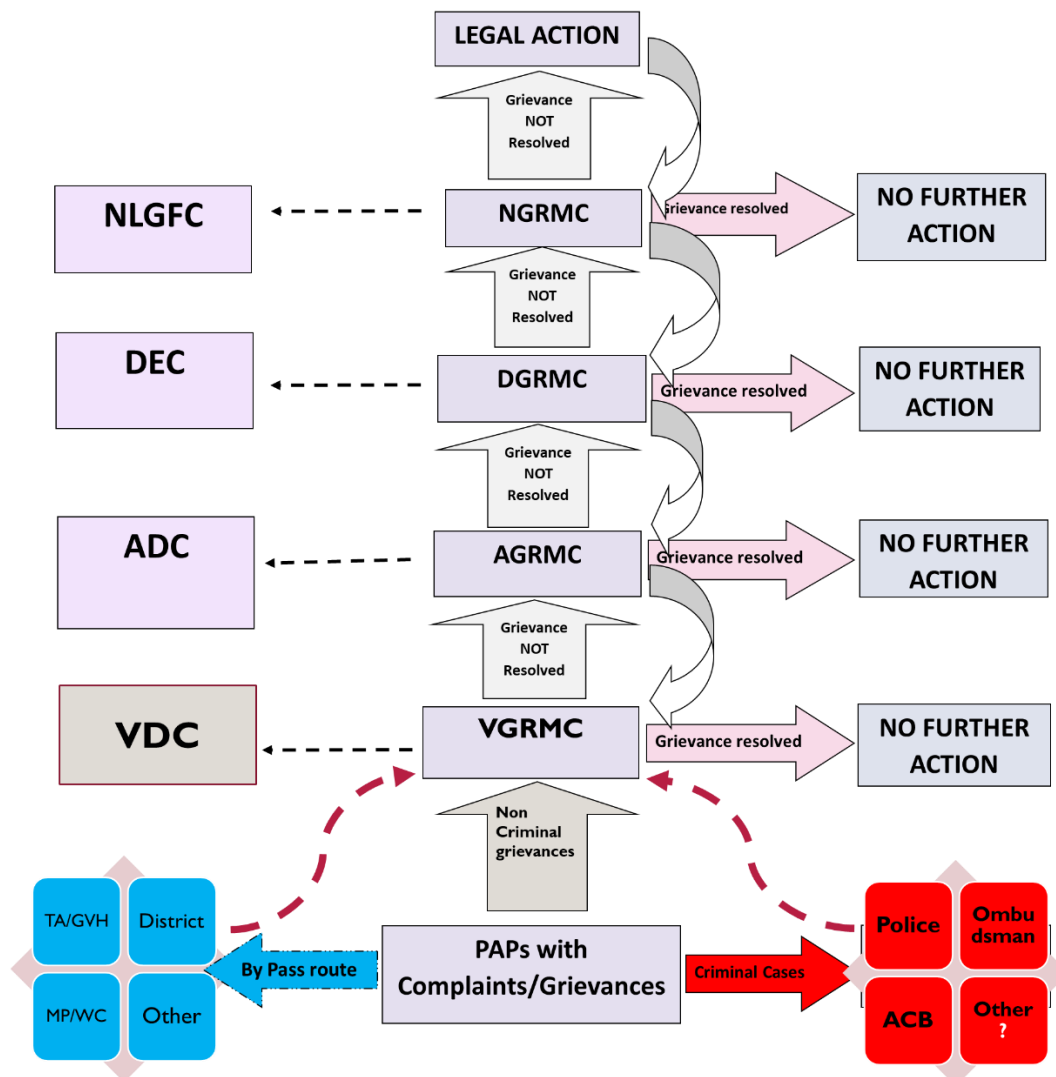


Figure 1: Institutional Arrangement for the MSSRLP Grievance Redress Mechanism

## 6.2 Grievance Redress Procedure

1. *Sub-project Committee Level.* For interventions having subproject implementation committees, the GRM for the MSSRLP provides for negotiation and agreement by consensus between the community subproject implementation committee and affected persons as the first avenue to resolve grievances expressed by the people affected by the project. The project in collaboration with District Councils and their extension staff shall orient all the subproject implementation committees on the GRM. The committee at this level shall record, vet and hear cases as submitted to them by PAPs. If the PAP will be satisfied with the resolution, the case will be closed. If not, the case shall be referred to the village grievance redress and management committee (VGRMC).
2. *Village Level.* At this level, the Village Grievance Redress and Management Committee (VGRMC) shall record, vet and hear cases as submitted to them by PAPs as well as referrals from the subproject implementation committees. If the PAP will be satisfied with the resolution, the case will be closed. The

Village Development Committee will be appraised on the resolution made by the VGRMC. Membership of the VGRMC will include Youth representative, elected PAPs representative (SCT, EPWP, Livelihoods), Community Based Organization /Faith Based Organization representative, women representative from groups/committees, chairperson of the VDC as an ex-officio member, representative of the community social support committee, and member of the area land management committee.

3. *Area or Traditional Authority (TA) Level.* If cases at the VGRMC are not closed, the grievances shall be referred to the Area Grievance Redress Management Committee (AGRMC). The PAP shall be communicated that his/her issue was referred to the upper committee for hearing. The AGRMC shall receive and record the cases as referred to them by VGRMC. This committee shall hear the case from the PAP and review the decision made by VGRMC. If the PAP will be satisfied with the decision, the case will be closed. The ADC will be appraised on the decision made by the AGRMC. Membership of the AGRMC shall include chairperson of VGRMC specific to the area where grievance has come from, Faith Based Organization representative, women representative (from groups or committees), NGO representative doing related work and working in that particular TA, Chairperson of Area Executive Committee (AEC), Chairperson of Area Development Committee (ADC), Lands clerk and Chairperson of the Youth Network of the area.
4. *District Level.* In the event that the case was not closed at AGRMC, the case will be referred to the District Grievance Redress and Management Committee. The DGRMC shall invite the affected person to hear the case and also review the decisions made earlier by the two lower committees. If the PAP shall accept the resolution made, the case shall therefore be closed at this level. The ADC will be appraised on the outcome of the hearing by AGRMC. Membership of the DGRMC will include the Director of Planning and Development (DPD), District Gender Officer, District Social Welfare Officer, District Labour Officer, Director of Administration (DoA), District Community Development Officer (DCDO), District Labour Officer (DLO), Judiciary Representative, Victim Support Unit Representative, District NGO Network Representative, and Technical Specialist to be co-opted depending on the issue.
5. *National Level.* In the event that the case was not closed at DGRMC, the case will be referred to the NGRMC. The NGRMC shall invite the affected person to hear the case and also review the decisions made earlier by the three lower committees. Where need be, the NGRMC shall liaise with Project Steering Committee (PSC) so that a resolution should be made for the case at hand. If the PAP shall accept the resolution made, the case shall therefore be closed at this level. The NLGFC will be appraised by NGRMC on the outcome of the hearing. Membership of the NGRMC will include representatives of the key collaborating institutions of the MSSRLP.

6. *Court Option.* Where the case was not closed at national level, the PAP shall be advised to seek justice from the Court of Law and the decision made by the Court of Law shall be final
  
7. *Criminal and Other Special Cases.* All cases recorded by the GRM that are found to be criminal in nature shall immediately be reported to the police. Communities will also be sensitized to report criminal cases directly to the police. Furthermore, the project will sensitise communities to make use of the existing Tipp-offs anonymous facility established under MASAF IV program to report suspected cases of fraud to the Anti-Corruption Bureau. The contact details of the facility are as follows:
  - Ground Telephone (MTL): Dial 80000 847
  - Cell Phone (TNM/Airtel): Dial 847
  - E-mail: [reportssqm@tip-offs.com](mailto:reportssqm@tip-offs.com)
  - Postal Address: Box 1726, Blantyre

Since Gender Based Violence (GBV) and Sexual Exploitation and Abuse cases are substantively different from other complaints that are typically handled through the grievance redress mechanisms, their information will be handled in a special way within the GRM to ensure that the information is confidential. The GRM committees will be oriented on how to approach survivors and make referrals of such PAPs to a safe and ethical GBV service provider in the area.

### **6.3 Key Activities in the Grievance Redress Process**

The GRM process for MSSRLP will consist of five key activities which will be performed in managing the grievances for the project. These key activities include:

- (i) Complaint uptake
- (ii) Complaint assessment, analysis and response
- (iii) Resolution and closure
- (iv) Registry and monitoring
- (v) GRM Evaluation.

#### **6.3.1 Complaints Uptake**

The MSSRLP GRM has provided multiple options for submission of grievances by project affected persons in order to minimize barriers that may prevent other PAPs from forwarding their issues. These channels include the following:

- (a) *Face to Face:* This may be verbal or written submissions through face to face interactions with members of committees, programme officials, local structures (chiefs, councilors, MPs) done at any time.
- (b) *Grievance Box:* Grievance boxes will be placed in strategic places of target project communities where PAPs would drop in their grievances at any time. These will also be made available at pay-points when payments are being delivered.

(c) *Toll Freeline*: The existing anonymous tip-offs facility under MASAF IV which is used for reporting suspected cases of fraud and corruption will be made use of. The stakeholders will be sensitized accordingly on what cases to report through this channel.

(d) *Phone Call or SMS*: This will be at PAPs own discretion and capability. Where possible, details of relevant immediate contact persons in the project area will be made available.

### **6.3.2 Case Assessment, Analysis and Response**

When a complaint is received, a maximum of fifteen Days (**15**) days has been provided for the VGRMC to respond to the PAP. This is so to make sure that grievances/complaints are resolved as early as possible. Where possible, provision of instant feedback will be done depending on the nature of the cases.

Once complaints are received, the GRM committees shall assess the issues by looking at, among other factors, the following:

- Whether the complaint or grievance is related to the project or not,
- Whether the case can ably be handled at their level or another,
- Whether the case can effectively be handled through the project GRM or alternative mechanisms.

If for whatever reason the committee determines that it cannot ably handle the complaint, PAPs shall be advised to channel their complaints to the right alternative grievance redress levels or institutions. Otherwise, it will proceed to hear the cases and make necessary investigations to establish the truth of the matter.

### **6.3.3 Case Resolution and Closure**

Where a resolution has been arrived at and the PAP accepts the resolution, the PAP shall be required to sign the resolution and closure section in the Grievance Log and Resolution Form as attached in Annex 1. Two members of the VGRMC (preferably Chairperson and Secretary) shall also be required to counter sign. This shall signify that the complaint or grievance which was presented has been fully discussed and closed.

### **6.3.4 GRM Registry and Reporting**

All grievances received will be publicly entered into an accessible recording system known as the GRM registry that shall be maintained at all the GRM committee levels. The Village log and resolution form shall be in triplicate. For any case heard, closed or referred, a copy of this case shall be sent to the two upper levels for records, i.e. the AGRMC and the DGRMC. Similarly, if a case is handled at AGRMC, a copy shall be sent to District Grievance Redress Mechanism Committee (DGRMC) and another to VGRMC to notify them how the referred case was handled. This shall enable the district to keep a register (Annex 2), of all cases recorded and handled by any GRM committee in their district. Using this information, councils will be able to generate a matrix of cases and agreed resolutions and be able to follow up if the resolutions are being implemented.



### **6.3.5 GRM Monitoring and Evaluation**

The MSSRLP GRM monitoring and evaluation will be undertaken alongside any other evaluation exercises for the project. This will be possible using copies of registers that Councils and GRM committees will be keeping. This will assist to establish the levels of functionality and identify areas for improvements to achieve optimum efficiency of the GRM system.

## **7. SEP MONITORING AND REPORTING**

The monitoring process will be done both by the district officers and central level officers. At district level the District Monitoring and Evaluation Committee (DMEC), headed by the Monitoring Officer, will be in-charge of project monitoring. They will be supported by the DSSC, various project secretariat staff, the district extension workers and community social support committees.

District level monitoring and evaluation unit will be linked to main project monitoring and evaluation unit which will be based within the National Local Government Finance Committee (NLGFC). As indicated earlier on, this unit will also lead the monitoring and reporting on the SEP.

Where relevant immediate feedback will be needed as result of stakeholder consultations, it will be provided through regular correspondence channels to concerned stakeholders. However Feedback on how comments were incorporated into the project document will be provided through project implementation inception meetings once the project is approved by the bank. Further feedback on issues raised during project implementation will also be provided through the quarterly and annual progress review meetings.

**ANNEXES**

**ANNEX 1: COMMUNITY GRIEVANCE LOG & RESOLUTION FORM**

**SECTION A: GENERAL INFORMATION**

**Form Number** .....

District Name: ..... TA.....GVH.....

Name of Project Location/ Village Cluster:		Name of Community/ Village:		Reporting Dates:	
Name of Complainant		Complainant Program: SCTP <input type="checkbox"/> COMSIP/VSL <input type="checkbox"/> EPWP <input type="checkbox"/> Non-Beneficiary <input type="checkbox"/>	Household Identification:		Phone Number, Email:

**SECTION B: DETAILS OF THE GRIEVANCE**

Program		1. SCTP	2. COMSIP/VSL	3. EPWP	4. Other
Ref No.	Date of Grievance	Type of Grievance/Complaint	Follow-up/Investigation		Resolution Made
			Date	Person Assigned	
G1					
G2					
G3					

Name of Reporting Officer: .....

**SECTION C: SUBMISSION OF GRIEVANCE**

If case is closed, GRM Committee members & complainant to sign below

GRM Committee Chair \_\_\_\_\_

Name & Signature of Project Affected Person /Beneficiary \_\_\_\_\_

GRM Committee Secretary \_\_\_\_\_

Date: \_\_\_\_\_

SECTION D: REFERRAL OF CASES

Referred to AGRMC

Ref No.	Date of Receiving a Referral	Follow up / Investigation		Resolution Made
		Date	Person Assigned	
G1				
G2				
G3				

RECEIPT: SUBMISSION OF GRM

Form number .....

Complaint :	
Household ID:	TA:
Districts:	Program:
Name of Complainant:	Reporting officer:
Case: - Closed { } - Referred { }	Signature of complainant:

**ANNEX 2: AREA GRIEVANCE LOG AND RESOLUTION FORM**

**SECTION A: GENERAL INFORMATION**

**Form Number** .....

District Name:..... TA.....GVH.....

Name of Project Location/ Village Cluster:		Name of Community/ Village:		Reporting Dates:	
Name of Complainant		Complainant Program: SCTP <input type="checkbox"/> COMSIP/VSL <input type="checkbox"/> EPWP <input type="checkbox"/> Non-Beneficiary <input type="checkbox"/>	Household Identification:		Phone Number, Email:

**SECTION B: DETAILS OF THE GRIEVANCE**

Program		5. SCTP	6. COMSIP/VSL	7. EPWP	8. Other
Ref No.	Date of Grievance	Type of Grievance/Complaint	Follow-up/Investigation		Resolution Made
			Date	Person Assigned	
G1					
G2					
G3					

Name of Reporting Officer: .....

**SECTION C: SUBMISSION OF GRIEVANCE**

If case is closed, GRM Committee members & complainant to sign below

GRM Committee Chair \_\_\_\_\_

Name & Signature of Project Affected Person /Beneficiary \_\_\_\_\_

GRM Committee Secretary \_\_\_\_\_

Date: \_\_\_\_\_

SECTION D: REFERRAL OF CASES

Referred to AGRMC

Ref No.	Date of Receiving a Referral	Follow up / Investigation		Resolution Made
		Date	Person Assigned	
G1				
G2				
G3				

RECEIPT: SUBMISSION OF GRM

Form number .....

Complaint :	
Household ID:	TA:
Districts:	Program:
Name of Complainant:	Reporting officer:
Case: - Closed { } - Referred { }	Signature of complainant:

**ANNEX 3: DISTRICT GRIEVANCE LOG & RESOLUTION FORM**

**SECTION A: GENERAL INFORMATION**

**Form Number .....**

District Name: ..... TA.....GVH.....

Name of Project Location/ Village Cluster:		Name of Community/ Village:		Reporting Dates:	
Name of Complainant		Complainant Program: SCTP <input type="checkbox"/> COMSIP/VSL <input type="checkbox"/> EPWP <input type="checkbox"/> Non-Beneficiary <input type="checkbox"/>	Household Identification:		Phone Number, EMail:

**SECTION B: DETAILS OF THE GRIEVANCE**

Program		9. SCTP	10. COMSIP/VSL		11. EPWP	12. Other
Ref No.	Date of Grievance	Type of Grievance/Complaint	Follow-up/Investigation		Resolution Made	
			Date	Person Assigned		
G1						
G2						
G3						

Name of Reporting Officer: .....

**SECTION C: SUBMISSION OF GRIEVANCE**

If case is closed, GRM Committee members & complainant to sign below

GRM Committee Chair \_\_\_\_\_

Name & Signature of Project Affected Person /Beneficiary \_\_\_\_\_

GRM Committee Secretary \_\_\_\_\_

Date: \_\_\_\_\_

SECTION D: REFERRAL OF CASES

Referred to AGRMC

Ref No.	Date of Receiving a Referral	Follow up / Investigation		Resolution Made
		Date	Person Assigned	
G1				
G2				
G3				

RECEIPT: SUBMISSION OF GRM

Form number .....

Complaint :	
Household ID:	TA:
Districts:	Program:
Name of Complainant:	Reporting officer:
Case: - Closed { } - Referred { }	Signature of complainant:

**ANNEX 4: DISTRICT GRIEVANCE REDRESS MECHANISM REGISTER**



**DISTRICT GRIEVANCE REGISTER**

**GRM**...../..... District Reference No.

Name of the District: .....

Ref #	Recording Date	Name of the Household	Household Identification	TA	Type of Grievance/Complaint:	Resolution Made:	Program	Status (Open, Closed)
G 1								
G 2								
G 3								
G 4								
..								
..								
...								
..								
..								
..								
..								
..								
..								
Gx								



## ANNEX 5: SUMMARY OF COMMENTS AND ISSUES FROM FIELD STAKEHOLDER CONSULTATIONS

<i>Target Group</i>	<i>Issues Raised</i>	<i>How the issues have been addressed</i>
<b><i>District Environmental Sub-committee &amp; District Social Support Committees</i></b>	Adequate consultations to be done with the communities.	This has been done and will continue to be done in all target districts
	The number of beneficiaries in this new project should increase.	It is not possible to increase the number of beneficiaries since the project has a limited budget. However the project will lobby with other projects and organizations working in the same areas to reach out to those that may not be targeted under this project.
	There has been poor asset creation in the previous PWP and one cause of this is involvement of ward councillors. Councillors diverted certain projects so they could push their political agenda forward. In this new project, how are we going to handle councillors?	Councillors and councils will be sensitized on their roles in the project
	Department of Nutrition, HIV and AIDS (DNHA) should be included in the list of implementers	DNHA will be actively involved in planning and delivery of relevant programs at district level
	Decentralize disaster assessment process to district councils minimize time wasting which is experienced when the process is controlled from the central level.	Assessments will be done by the Councils in collaboration with DODMA
	In the absence of sensitizations on the new methods i.e. electronic payments might bring challenges accessibility of money, need more sensitizations.	To be done extensively
	Worries on workability of electronic payment since most beneficiaries do not have phones and are not literate in the new payment systems like Mpamba.	Sensitizations of beneficiaries will be done. There will be gradual roll out of the system
	SCTP might reduce charcoal burning through the top ups.	Business and financial trainings will be provided
	Fears that the programmes deepens dependency syndrome.	IGA's should be able to mitigate dependency syndrome.
	Environmental degradation e.g roads projects	Sub-projects will be screened and ESMPs will be developed accordingly
	Sabotage of activities because of few beneficiaries involved	Civic education will be done in the communities
	Delay in procuring materials	Procurement of materials on PWP will be done by the communities
	No funds for implementation of ESMP's	The project will provide funds for ESMP implementation
	Too many projects per hotspot and resources for safeguards monitoring were not enough.	The project will provide funds for safeguards monitoring
	Enhancement of child labour at household level emanating from the fact that adults are going to be preoccupied with project activities	Sensitization of household beneficiaries on child labour
	Climate change impacts ( unpredictable rains, too much rains etc	Promotion of climate smart agriculture in relevant project interventions
	Pollution of water courses due to pesticides use or chemical usage	Sensitization on Integrated Pest Management
	Need for coordination between the different sectors at district level.	Strengthen capacity of DESC and DSSC
	Land degradation from charcoal making and other	Alternative business and Investment

**Target Group Issues Raised**

**How the issues have been addressed**

Target Group Issues Raised	How the issues have been addressed
activities that might destroy environment	opportunities will be promoted under livelihood enhancement activities
Conflicts arising due to land ownership	Land donation forms will be used Alternative sites will identified where there is no voluntary donation
Late provision of wages on PWP	System will be improved to ensure timely payment. Payments will be made every 2 months E-payment will improve efficiency of payment
Create employment among the youth (make sure more youths are engaged in the program	Most of the beneficiaries will be the youth
Crime will be reduced because the youth will be economically empowered.	Most of the beneficiaries will be the youth
Human trafficking will reduce through skills development and top ups.	Sensitization of communities on Human Trafficking
Skills transfer (business skills and in other areas). Making the families resilient even in the months when they had no food.	Business and financial trainings will be provided
Increase in child prostitution because rural areas will be opened up due project activities	communities will be sensitized
Increase in gender related abuses perpetrated by men as they will have more power over the money being generated by women	communities will be sensitized
Risk of injury	Protective gear will be provided for those who are working on risky areas
<b>Community</b>	
UBR system for the new project may omit some old members	UBR system will promote fairness and ensure that only eligible households are enrolled
PWP timing should not coincide with farming period	Fund transfer accounting and liquidation system will be improved to ensure timely implementation of activities
People who could not take part in the project felt discriminated (all catchments had fixed number of beneficiaries).	Transparent and reliable targeting criteria will be used following the UBR system which will promote fairness
Construction of roads during the dry season has been hard for the elderly and the sickly because the work is more energy intensive than is the case during rainy season.	All systems will be improved to ensure implementation of subprojects according to their appropriate times and seasons. The UBR will also ensure that only eligible people (i.e. those with labour capacity) are recruited for EPWP
There is need for an alternative receiver of payment in the e-payment	Provisions will be made for alternative receivers
Marriage interference impact due to women participation in the project (women not respecting their husbands)	Sensitization project beneficiaries on gender related issues targeting both men and women
There is need to prevent double dipping as it brings conflicts within the community.	UBR system will assist t to eliminate double dipping
Elderly people not benefiting from these good programs feel discriminated	UBR system will ensure that the elderly are considered under appropriate programs
There is need to understand why other people are not progressing. Hence need to also consider providing support to those individuals who are better off.	Suggestion is noted and will be used in providing customized support to project beneficiaries
Need for first aid kit during PW cycle.	The project will project first aid kits for

***Target Group Issues Raised***

***How the issues have been addressed***

	high risk activities such as construction, farming, sanitation and hygiene activities
Chiefs are not being involved in the program especially SCT.	Chiefs will be sensitized on their roles before commencement of project activities
Variations in the amount of money that is provided	Results of case management verifications will be timely communicated
Beneficiaries should be made aware when the bank/program has reduced the amount or increased the transfer.	Beneficiaries will be well communicated on all payment issues
Lack of coordination during pay parade between the paying team (bank) and the District team.	The Bank and District team will be sensitized to improve their coordination
Targeting criteria brought conflicts in the community	Use of the UBR system and Mthandizi MIS is expected to improve the targeting process and eliminate potential causes of conflicts

**ANNEX 6: LIST OF NAMES OF CONSULTED PEOPLE**

PHALOMBE COMM

**NATIONAL LOCAL GOVERNMENT FINANCE COMMITTEE  
DISTRICT AND COMMUNITY STAKEHOLDER CONSULTATIONS FOR PLATFORM FOR NATIONAL SOCIAL SUPPORT PROJECT  
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**NATIONAL LOCAL GOVERNMENT FINANCE COMMITTEE**  
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**NATIONAL LOCAL GOVERNMENT FINANCE COMMITTEE**  
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## NATIONAL LOCAL GOVERNMENT FINANCE COMMITTEE

### DISTRICT AND COMMUNITY STAKEHOLDER CONSULTATIONS FOR PLATFORM FOR NATIONAL SOCIAL SUPPORT PROJECT ATTENDANCE REGISTER

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24/4/19

**NATIONAL LOCAL GOVERNMENT FINANCE COMMITTEE**  
**DISTRICT AND COMMUNITY STAKEHOLDER CONSULTATIONS FOR PLATFORM FOR NATIONAL SOCIAL SUPPORT PROJEC**  
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**NATIONAL LOCAL GOVERNMENT FINANCE COMMITTEE**  
**DISTRICT AND COMMUNITY STAKEHOLDER CONSULTATIONS FOR PLATFORM FOR NATIONAL SOCIAL SUPPORT PROJEC**  
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**NATIONAL LOCAL GOVERNMENT FINANCE COMMITTEE**  
**DISTRICT AND COMMUNITY STAKEHOLDER CONSULTATIONS FOR PLATFORM FOR NATIONAL SOCIAL SUPPORT PROJECT**  
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**NATIONAL LOCAL GOVERNMENT FINANCE COMMITTEE**  
**DISTRICT AND COMMUNITY STAKEHOLDER CONSULTATIONS FOR PLATFORM FOR NATIONAL SOCIAL SUPPORT PROJECT**  
**ATTENDANCE REGISTER TA MWANSAMBO**

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5	Sitiyano Tsabvu	Thantawe	Comsp	0992299593	S. Tsabvu.
6	WEMU K. MATYIKUKWA	CHAOLA	CHAIR YH/WORK	0999365504	(Signature)
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16	Fatima Chimbalanga	Chaola	VDC	0991633969	F. Chimbalanga
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