



Food and Agriculture Organization
of the United Nations

Annex 7

Summary of consultations and stakeholder engagement plan

For the GCF-FAO Project “Climate Resilient Agriculture in Somalia (Ugbaad)”

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Part 1. Introduction

1. The objective of the consultations is primarily to engage with the various categories of stakeholders at Federal, Federal Member State and District level as they will be involved in project implementation and/or will be the direct beneficiaries of the project. Raising awareness about the project concept is key for the design team: (i) to have a better understanding of challenges/constraints related to Climate Change at various level, (ii) to have a better understanding of institutional challenges/constraints that might hamper project implementation at various level and, (iii) to identify and finetune options to address climate change related issues at various levels.
2. **Methodology.** The consultations were conducted at various levels: (i) at federal level with main government and non-government stakeholders as well as international partners, (ii) in target federal member states with government and non-government stakeholders as well as with international partners and, (iii) in target district level, with local authorities and communities.
3. Project target regions and districts are shown in table 1.

Table 1 Target regions and districts

Federal Member State	Region	District
Southwest	Lower Shabelle region	Afgoye, Barawee, Kurtunwerey, Qoryole
Hirshabelle	Middle Shabelle region	Cadale
Jubaland	Lower Juba	Kismayo
Puntland	Nugal region	Eyl and Garowe
Somaliland	Todgheer	Odweyne
Galmudug	Mudug	Hoby

4. To inform the design of the project 'Climate Resilient Agriculture in Somalia', FAO Somalia together with UNDP has conducted a research study using the **Private Sector Engagement Facility** available under the joint FAO-UNDP program entitled '**Scaling up Climate Ambition on Land Use and Agriculture (SCALA)**'. The research has targeted the main Value Chains targeted by the project, Maize, Sesame and Sorghum. A stakeholder mapping, a market assessment with identification of Market opportunities as well as the economic analysis of the various segments of the 3 value chains have been done. An extensive field work has been conducted and various stakeholders operating along the Value Chains interviewed: Micro-Finance Institutions, Banks, Private seed companies, Exporters, Cooperatives, Agro-dealers. The field work has taken place in Jowhar (Middle Shabelle, Hirshabelle), Gebiley (Toghdeer, Somaliland) and Baidoa (Bay, South West State). The whole report of the research study as well as a more detailed market analysis is shown in Appendix 1-2 of the Annex 2: Feasibility Study.

Part 2. Stakeholder Analysis

2.1. Stakeholder identification process

5. The stakeholders were first identified during the design of the concept note based on the focus of the project, agriculture, livestock and water management. At concept note stage, the NDA provided the Line Ministries to be involved at Federal level. FAO design team with the support of FAO Field offices at concept note stage identified the stakeholders in target Federal Member States (South West, Puntland, Somaliland) identified the various stakeholder among CSOs and International Partners.
6. In the Full Proposal design stage, the NDA contributed together with FAO Somalia to identify the stakeholders to be consulted at Federal Level among the Line Ministries, Civil Society Organizations (CSOs) and international partners.
7. At Federal Member state, FAO Field offices played a major role in organizing the regional consultations and identified main stakeholders playing a major role in the target Federal Member State and Region among Line Ministries, CSOs and Private Sector and International Partners. Main stakeholders were identified based on the technical scope of the project and its focus.
8. At district level, local authorities played a major role in identifying areas within the district and communities to be visited by the Field missions based on a set of a pre-established criteria: (i) areas where agriculture prevails because of the technical focus of the project were visited and communities where agro-pastoralism is prominent were identified and, (ii) include vulnerable categories as much as possible in the Focus Group Discussions. The project has taken into consideration during the consultations the vulnerable and discriminated groups as it has conducted a gender survey

2.2. Roles and responsibilities of key stakeholders

Table 2 Roles and responsibilities of key stakeholders

Stakeholder	Roles and responsibilities
FAO	Accredited Entity (AE) and Executing Entity (EE) FAO is in charge of financial and administrative management of the GCF grant using its procedures. FAO has a direct role in project implementation and a supervisory role in the implementation of the project activities implemented by the other Executing Entities (Ministry of Environment and Climate Change and Ministry of Agriculture and Irrigation at Federal Level). FAO will have to supervise the execution of a series of LoAs with Line Ministries at Federal Member State or contracts with implementing partners.
National Designated Authority (NDA): Ministry of Environment and Climate Change (MoECC) at FGS	The Ministry of Environment and Climate Change at Federal level plays the role of NDA and therefore, is in direct contact with the GCF to discuss and agree on country priorities when it comes to Climate Change. Furthermore, the Ministry of Environment and Climate Change, as NDA, will play the role of coordination with line Ministries at Federal and with Ministries of Environment and Climate Change at Federal Member State level. The Ministry of Environment and Climate will also chair the project steering committee.
EE: Ministry of Environment and Climate Change (MoECC) at FGS	The Ministry of Environment and Climate Change is also an executing entity of the project. The Ministry will be executing directly a series of activities.
EE: Ministry of Agriculture and Irrigation (MoAI) at FGS	The Ministry of Agriculture and Irrigation is also an executing entity of the project. Furthermore, the Ministry of Agriculture and Irrigation will coordinate with the Ministries of Environment and Climate the Ministries of Agriculture and Irrigation at Federal Member state level. The Ministry of Agriculture and Irrigation is represented in the project steering committee.
Line Ministries: Ministry of Livestock, Rangelands and	The Ministry of Livestock, Rangelands and Forestry as well as the Ministry of Water and Energy will be represented in the Project Steering Committee (PSC)

Forestry at FGS, Ministry of Water and Energy	
Ministry of Environment and Climate Change at FMS	The Ministry of Environment and Climate Change at Federal Member State level will be chairing the Regional Project Technical Committee responsible for the technical oversight of the project.
Ministry of Agriculture and Irrigation and Ministry of Livestock, Rangelands and Forestry at FMS	The Ministry of Agriculture and Irrigation and the Ministry of Livestock, Rangelands and Forestry at Federal Member states will be represented in the Regional Technical Committee. LoAs will be signed as well with the Ministries of Agriculture and Irrigation and Livestock, Rangelands and Forestry to implement project activities in target districts.
Private sector: Seed companies	Seed companies will be contracted to provide Foundation seeds to establish the seed multiplication schemes in project target districts. These seed multiplication schemes will be responsible for multiplying drought tolerant seeds for fodder and major staple crops (Maize and Sorghum).
Private sector: Micro-Finance Institutions	Ms. Micro-finance Institutions will be involved as access to micro-credit will be facilitated. More specifically, Micro-Finance Institutions (MFIs) will be involved in Galmudug state as the project will facilitate the access of beneficiaries to micro-credit in target project districts. IFAD A2R2 parallel financing project will provide support to the MFI
NGOs, Service Providers	They will be partners at implementation stage
Research institutions, Universities, CGIAR	Partnerships will be established at implementation stage particularly to implement the activities in relation of the seed system.
Direct Beneficiaries	
Cooperatives, and Farmers' Associations	Cooperatives will be involved in project implementation as they are the first port of call for establishing FFS. They will also contribute to implement value chain related activities such as the construction of food storage facilities. They will likely have to contribute to a level of 10% of the overall budget for processing equipment and food storage facility.
Water committees	Water committees will be involved in project implementation as: (i) they will have to mobilize communities in irrigated areas, (ii) they are the first port of call for establishing FFS in irrigated areas and, (iii) they will contribute to the definition of the fees mechanism needed to maintain irrigation schemes. The water committees will also ensure the effects of project activities are sustainable after project completion and ensure the sustainability of the fees mechanism.
Landscape Management Committees (LMC)	Landscape management committees will be formed and will be involved in the design of the Landscape Management Plans as well as in their implementation.

Part 3. Stakeholder Consultations during the Project Formulation

3.1. Stakeholder Consultations at Concept Note Stage

9. The design team has undertaken 2 visits to Mogadishu (4-12 June and 29 August-4 September 2022) in addition to field visits to the target project areas in Puntland from 21-23 July, 2022, and Somaliland from 13 -14 July 2022. The design team engaged with various partners: (i) international organizations, (ii) government partners at federal and federal state level in the 3 regions (Lower Shabelle, Nugaal and Togdheer), (iii) with district level partners and, (iv) community level partners. International organizations. The design team engaged with: (i) FAO and UNDP met many times and accessed to a grant from the joint SCALA¹ program to further engage with the private sector in the project target areas, (ii) AfDB and IFAD to check geographic and thematic complementarities between their pipeline projects; the 'Program to Build Resilience and Food Security in the Horn of Africa' and the A2R2 GEF 7 funded project and the present concept note, (iii) Save the Children and World Vision about their ongoing activities in Lower Shabelle, and (iv) 2 meetings on June 14 and July 6 2022 have taken place with ICRAF and Evergreening to discuss the opportunity to engage with the private sector in the area of carbon credit in project target areas.
10. At **Federal level**, the Project Idea Note of the project has been presented and discussed with the DoECC (currently MoECC, the NDA) in March 2022 which gave its green light for the development of the concept note. The design team organized an online workshop on 11th July 2022 to present the project idea note to the government officials representing Ministry of Livestock, Forestry and Range, Ministry of Agriculture and Irrigation. One on one meetings were also organized to collect information such as with the Director of Planning of the Ministry of Agriculture and Irrigation. At **Federal state level**, the design team organized online sessions to discuss the project idea note with the line Ministries and identify main impacts of climate change as priority interventions as follows: (i) In South West, Ministries of Environment, Agriculture on 12th August 2022, (ii) in Puntland, Ministries of Environment and Climate Change, Agriculture, and Livestock on 14th July 2022. In Somaliland, the design team met in person with Government officials representing the Ministries of Environment and Climate Change, Agriculture, and Livestock and Fishery 11 -12th July 2022.
11. Online sessions have been also organized with partners to collect information about their ongoing projects. The attending partners includes: (i) in Puntland, CEFA, UNDP, and IFAD on 27th July 2022, (ii) in Somaliland, GIZ, the Office of the Resident Coordinator, World Vision and Concern Worldwide in September 2022.
12. At **district level**, the design team met in Puntland, Somaliland and Lower Shabelle, respectively with Jibagalle and Garowe District administration, Odweyne district administration and Afgooye, Kurtuwaaray and Qoryooley districts administration who facilitated mobilizing the community and who will be key partners for selecting project beneficiaries and solving conflicts during the project implementation.
13. At **community level**, the design team met with CSOs such as Hilaac Women Group, Kaalo, and Farmers' associations in Somaliland and Puntland who facilitated meetings between farmer's and the design team during the field work. The design team engaged as well with farmers in Puntland and Somaliland to collect further information on the constraints they face and needs, as well as on the impacts of Climate Change and the type of interventions could help overcome the negative effects of climate change. The design team engaged with the community elders and the village development committees in Puntland to have more information on the context as they will be key in defining the selection criteria of project beneficiary and in solving conflicts during the project implementation.

¹Scaling up Climate Ambition on Land Use and Agriculture through Nationally Determined Contributions and National Adaptation Plans (SCALA)

3.2. Stakeholder Consultations at Funding Proposal Stage

3.2.1. Institutional Stakeholder Consultations

14. The **objectives** of the consultations at Federal level were: (i) to present the final concept of the project to the stakeholders operating at federal level and assess its relevance to address climate change, (ii) to identify the main constraints in terms of project implementation in a context of a large scale investment program, (iii) to discuss the institutional arrangements for project implementation and the articulation between the Federal and Federal Member State levels.
15. At **federal level**, a national consultation workshop was conducted in Mogadishu on March 28 2024. The workshop agenda included : (i) a presentation on the concept of the project, (ii) a session for comments and questions on the concept, (iii) a plenary session on Government priorities to address a set of questions on Government' s priorities in terms of adaptation to Climate Change, options to address Climate Change and lessons learnt on past experience, (iii) a plenary session on institutional arrangements to be defined for project implementation. The Federal Ministry of Environment and Climate Change, together with the Ministry of Agriculture and Irrigation, chaired the national consultation workshop. Participants from line Ministries (Ministry of Livestock, Rangelands and Forestry, Ministry of Water, Sodma) as well as from Civil Society Organizations (CSOs sur as OXFAM, SIEDO) and International Partners (UNESCO, UNDP, etc.) attended the workshop. Proceedings of the workshop have been provided in **Appendix 1**.
16. The **objectives** of the consultations at Federal Member State level were: (i) to present the final concept of the project to the stakeholders operating at federal member state level and assess its relevance to address climate change, (ii) to identify main constraints for project implementation and lessons learnt from past experience and, (iii) to identify main options to address climate change in each specific Federal Member state.
17. At **Federal Member State**, regional consultation workshops have taken place in: (i) Garowe for Puntland on March 4 2024, (ii) Haregeisa for Somaliland on March 6 2024, (iii) Kismayo for Jubaland on March 10 2024, (iv) Dushamareb on March 25 2024, (v) Baidoa on March 18 2024. 2 mini workshops were conducted for Hishabelle state in Mogadishu due to security reasons: (i) one workshop with CSOs and line Ministries (Ministry of Agriculture and Irrigation, Ministry of Livestock, Rangelands and Forestry) on March 26 2024 and, (ii) one workshop on March 31 2024 with representatives from the Ministry of Environment and Climate Change and CSOs in a mixed format (Remote and in presence). In each of the regional workshops, the workshop agenda included: (i) a presentation on the concept of the project, (ii) a session for comments and questions on the concept, (ii) either a plenary session or working groups on main negative effects/impacts of climate change and main constraints faced in project implementation, (iii) either a plenary session or working groups on the main options to address Climate Change. The Regional Ministry of Environment and Climate Change chaired the workshop in all Federal Member States, except in Puntland where the workshop was shared by both the Ministry of Environment and Climate Change and the Ministry of Livestock, Rangelands and Forestry. Participants from line Ministries (Ministry of Livestock, Rangelands and Forestry, Ministry of Water) and Research Institutions as well as from Civil Society Organizations as well as the private sector and International Partners operating in each specific member state attended the workshop. Proceedings of the workshop have been provided in **Appendix 1**.

Table 3 Summary of consultations at the Funding Proposal stage

Level	Location	Date	Type of Stakeholders	Participants		Issues Raised/Points discussed/Action points
				Female	Male	
Federal Level	Mogadishu	March 28, 2024	Government agencies : Ministry of Environment and Climate Change (FGS) Ministry of Agriculture and Irrigation (FGS) Ministry of Livestock, Rangelands and Forestry (FGS) Civil Society Organizations : SIEDO, OXFAM, DBG, Somali Greenpeace Association, Yali Richea (Chapter Somalia), SOGEA, GREDO, Somalione International Partners : World Bank, UNEP, UNDP, UNESCO, WFP	3	27	<ul style="list-style-type: none"> - FAO jointly with MOECC to establish a relevant institutional arrangement. - Risk matrix and mitigation measures to be outlined and aligned to the proposal. - learning institutions and research centres be invited for talks and their contribution to the agenda. - Need to review the possibility of IDP relocation back to rural areas to reengage in livelihood activities and contribute to food and nutrition security (demand supply to be analysed for decision making purposes). - River infrastructure improvement has a potential of addressing some of the water needs at community level through desilitation and removal of trees and foreign materials on the beds. - Explore co funding of activities to be implemented under the GCF by other donors such as FCDO. - Consideration of indigenous knowledge to contribute to food security and sustainable climate adaptation practices.
Federal Member State						
Galmudug	Dushamareb	March 26, 2024	Government agencies : Ministry of Environment and Climate Change (FGS) and Ministry of Environment and Climate Change (FMS), Ministry of Agriculture (FMS), Ministry of Livestock (FMS), Ministry of Humanitarian Affairs (FMS)	2	21	<ul style="list-style-type: none"> - For Mudug Region, Hobyo and Harardhere Districts should be targeted. - For Galgaduud Region, Cabuwaq and Guricel Districts should be targeted. - The project to target capacity building for staff of Ministry of Environment, Climate Change & Rural Development for Galmudug State of Somalia. - Plenty of water: including boreholes working through solar panels to be prioritized. - Effective EWS and set up and training of both government and community to enhance their capacity.

			<p>CSO's : SNC, NRC, Care, PAH, INSO, SCI, SRC, Towfiiq umberalla, APCO, WISE, Kulmiye Relief, Mercy-USA, DBG, Kheytrat CBO,</p> <p>International Partners : UNICEF, WFP, OCHA</p>			<ul style="list-style-type: none"> - Coping strategies and community awareness and training to be considered. - Increase of water harvest and increase rehabilitation of water catchments. - Provision of agricultural materials to be provided. - Improving veterinary services. - Main constraints facing the project implementation e.g Security, risk, and accessibility. - Community awareness, mobilization, and feedback of the project during the implementation should be in high priority. - To consider conflict of interest during the project implementation. - Pool funding: need more advocacy. - SOP diversion: need to adhere to the SOP developed for the project. - Activity should correspond to the needs of the community. - Newly liberated areas to be given special consideration.
Puntland	Garowe	March 3, 2024	<p>Government Agencies: Ministry of Environment, Rangelands and Climate Change, Ministry of Livestock, and Animal Health, Ministry , Ministry of Water, Ministry of Humanitarian and Disaster Management</p> <p>CSOs: Kaalo, Horn Vision, Drylands Solutions</p> <p>International Partners: WFP</p>			<ul style="list-style-type: none"> - Consult with communities on how to address climate change is key - Alternate drought and floods create gully erosion and deforestations and depletion of species. - Climate Change incur displacement to other areas and social disruptions at community level - Support needs to be provided to cooperatives and they can also mobilize resource and can also address challenges they face. - Seeds related constraints also need to be addressed; Seeds also are imported without quality control - Land, soil and water management are important - Fodder production is key to address climate change - Most of farmers are not traditional farmers; they are not aware of the impacts of Climate Change, do not know climate resilient practices and how to adapt - Communities are not aware of Climate Change - Long term solutions need to be found and medium to large scale investment projects and programs are key to build the resilience of communities

Somaliland	Hargeisa	March 6, 2024	<p>Government Agencies : Ministry of Environment and Climate Change, Ministry of Agriculture Development, NADFOR, Ministry of Water and Rural Development, Ministry of Livestock</p> <p>Civil Society Organizations: SCI, BVO, Candlelight, SIAR</p> <p>International Organizations : UNDP, GIZ</p>	2	18	<p>✓ Main points of Feedback on Questions and Discussions:</p> <ul style="list-style-type: none"> - Community and Organizational Structures: The emphasis was placed on recognizing and strengthening various community and organizational structures to ensure inclusivity across different categories of communities in project activities. - Supporting Value Chains: There was a call to support the value chain by providing equipment and backing existing organizations. Additionally, the development of a platform for stakeholders to convene and enhance knowledge on fodder production was proposed. - Commercial Farming: The significance of providing technical assistance to commercial farms growing horticulture crops was highlighted, particularly considering the high market value of these crops in major cities. - Catchment Approach: The discussion emphasized the necessity of prioritizing catchments and interventions through a top-down approach, especially in areas like Oodweyne, which comprises multiple catchments with significant agricultural lands. - Hydrological Considerations: Starting from the upper stream and progressing towards the bottom was deemed essential for effective catchment management systems. - Utilization of Existing Platforms: SWALIM's platform for disseminating information across various sectors, including crops, livestock, and fisheries, was recognized as valuable. The suggestion was made to organize a collaboration between SWALIM and NADFOR to enhance its information repository. - Traditional Knowledge Integration: Recognizing the importance of traditional weather forecasting and indigenous knowledge, there was a call to link these traditional mechanisms with institutions like SWALIM for localized weather predictions. - Focus on Climate Information: The importance of leveraging existing mechanisms such as the multi-hazard early warning framework and Serva to enhance climate
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						<p>information systems was emphasized for more effective climate forecasting.</p> <ul style="list-style-type: none"> - Coordination with Partners: Collective Suggestions were made for coordination with partners and line ministries to optimize support efforts and avoid duplication of resources. <p>Main Constraints Discussed:</p> <ul style="list-style-type: none"> - Participants from government sector highlighted that numerous projects were executed without adhering to a top-down approach, leading to subsequent failures, particularly in water infrastructure development. - Participants from INTERNATIONAL Organizations stressed the significance of documenting and extracting lessons from past projects, a practice currently lacking in FAO approach. <p>✓ Recommendation:</p> <ul style="list-style-type: none"> - Mitigation measures and risk assessments at the government level are imperative for informing future project inputs. - Coordination of parallel interventions is necessary for prioritization and enhanced collaboration, especially in areas like Oodweyne where multiple projects are underway. - Government leadership is essential for coordinating activities among diverse stakeholders. - Leveraging regional humanitarian coordination can facilitate inter-ministerial coordination and impact assessment. - Emphasis on watershed management system harmonization, risk assessments, and baseline studies to inform project initiation. - Establishment of community engagement teams to enhance community input and inclusivity. - Integration of vegetation-focused measures to mitigate water flow. - Investment in middle-income farmers to foster agricultural development. - Increased awareness and research on water management.
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						<ul style="list-style-type: none"> - Expansion of project coverage to other areas in Somaliland contingent upon budget availability. - Community-led adaptation plans are essential for sustainable outcomes. - Inclusion of village administrative committees and subcommittees in project oversight. - Avoidance of cash dependency to mitigate negative impacts. - Alignment of future projects with contextual realities and utilization of lessons learned.
Jubaland	Kismayo	March 10, 2024	<p>Government agencies : Ministry of Environment and Climate Change (FGS), Ministry of Environment and Climate Change (FMS), MOFBE (FMS), MOWFAHR (FMS), Ministry of Livestock, Forestry and Range (FMS)</p> <p>CSOs: ACTED, CARE, DRC,</p> <p>International Partners : GIZ,</p>	12	12	<p>Points raised by Ministry of Environment and Climate Change:</p> <ul style="list-style-type: none"> - Institutional capacity building is required in regulatory framework, project implementation cycle, ESIA, environmental conservation/restoration and environmental governance. The current capacity in research and development is minimal, this needs enhancement. - Climate change information and early warning system including metrology and weather monitoring stations are required. - The priority input of the government include support in the following: - Climate smart agriculture, drought resistant crops, afforestation, ecosystem restoration in particular mangrove restoration, biodiversity & wildlife management, rangelands management, management of marine ecosystem, sustainable urbanization, climate technology & innovation, environmental & climate justice and gender transformative approach. - Climate Change shocks include raising temperature, heat waves, recurrent droughts & floods, water scarcity, agricultural & food insecurity, displacement/migration, - An integrated approach is required with components including re/afforestation, water harvesting & water management (integrated watershed management) awareness raising, capacity building, seed banking, integrated terrestrial and marine environmental restoration. - Inadequate coordination & communication among stakeholders, unsustainable interventions, limited financial resources, lack of consultation before/after projects, less appropriate project management modalities (mostly cooked outside), policy makers internal conflicts/crises.

					<p>Points raised from the ministry of women, family affairs and human rights:</p> <ul style="list-style-type: none"> - Engagement of women groups and vulnerable groups and enhanced consultation; also at the decision making level - Formation of women agriculture groups and cooperatives - Capacity building of women farms in climate smart agriculture and income generation activities - Enabling/facilitating women farmers in water management techniques such as drip irrigation, rain water harvesting, drought resistant farming, - Farm to farm knowledge sharing among women farmers including support in value chain - Encouraging and training women farmers on agro-forestry, etc. for diversifying income sources. - Empower women farmers on the method of crop diversification to reduce vulnerability to pest & diseases and to increase adaptability to climate change - Improve health and nutrition inputs for women through increase access to variety of vegetables, poultry, etc - Poor women farmers linking with financial institutions and facilitate in the overall package including finances, cost-effective utilization including collateral support, - Women empowerment beyond input through creation of policy and laws to safeguard their rights; with enhance focus on small scale farmers, and farming on marginal areas. <p>Agriculture and irrigation: the group prioritized their recommendations as follows:</p> <p>-The strategic priority for agriculture is the improvement of irrigation system including rehabilitation and construction of canals, construction/rehabilitation of the river embankments,</p> <ul style="list-style-type: none"> - Water catchments management with focus on rainfed farming - Infrastructure improvement, including feeder and link (farm to market) road development - Agriculture mechanization with focus on post-harvest techniques, tractors, agriculture tools & implements and related inputs. - Research center improvement, laboratory construction and staff induction/training.
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						<ul style="list-style-type: none"> - Institutional capacity building including brining on expert consultants, study tours to successful practices and international exposure, value chain expertise and green house construction. - Policy and regulation review and development including plant protection policy, irrigation policy and seed development policy.
South West State	Baidoa	March 18, 2024	<p>Government Agencies: Ministry of Environment and Climate Change (FGS), Ministry of Environment and Climate Change (FMS), Ministry of Energy and Water (FMS) , MoHADMA (FMS)</p> <p>CSOs: Gredo, ACTED, SOYVA, IRC,</p> <p>International Partners: OCHA, UNHCR</p>	3	33	<ul style="list-style-type: none"> - Main negative impacts of Climate Change: (i) low productivity, (ii) Spread of diseases and insects, (ii) farmers give up farming business, (iii) Soil erosion , (iv) Reduction of range land area and, (v) scarcity of water resources - Priorities to address Climate Change: Water resource management: (i) Diversification of livelihood, (ii) Capacity building and knowledge, (iii) Early warning system and disaster and, (iv) Animal husbandry management - Lessons learnt from past projects : (i) Lack of stakeholder and community engagement at the planning phase as well implementation phase often leading to project failure, (ii) Lack of capacity building for the stakeholders, (iii) Limited resources such as funding to execute the project, (iv) Lack of sustainable practices, (v) Lack of quality farm inputs leads to low production of crops, (vi) Low quality construction of water infrastructures. - Proposed actions are : (i) Foster community engagement and participation, (ii) Conduct awareness and sensitization campaigns about climate change, (iii) Provide capacity building and training initiatives, (iii) Value chain development, (iv) Climate resilience and adaptation, (v) Enhance Access to extension services, (vi) Social safety nets and, (vii) Distribution of drought resistance seeds
Hirshabelle	Mogadishu	March 26, 2024	<p>Government Agencies:</p> <p>Ministry of Agriculture and Irrigation (FMS), Ministry of Livestock, Forestry and Range (FMS), Ministry of Water (FMS)</p>	0	7	<ul style="list-style-type: none"> - It was noted that temperatures are reported becoming in high extremes recently with 2023 being the highest in Somalia ever, this has negatively affected the crop production and livestock causing displacements in search for water and greener pastures. - Hirshabelle State has consistently been in a loop of recurring floods and drought effects mainly due to the prevailing climate change, riverine communities face at least 2 rounds of floods in a year leaving little room for tangible infrastructural developments.

			CSO's: Mercy corps, SAACID, Label Relief, SOVA			<ul style="list-style-type: none"> - The majority of internal displacements can be attributed to the effects of climate shocks, agro-pastoralist and pastoralist are actively seeking consistent supply of water for their livestock due to the drought effect. - Disease outbreaks have been reported also due to excessive heat and even during floods as some diseases are easily transmitted during such periods. - Soil erosion is also affecting some parts of the State also due to climate shocks. - A holistic approach to landscape management like afforestation will particularly be of importance to Cadale communities as the area is mostly dry and drought affected. - Planting of climate adaptive crops to boost the market and local economy of the area, crops mostly grown in Cadale are sorghum, Beans and Mango-beans. - Applying localization techniques in the project implementation while adhering to the grand bargain principles. - Because Cadale district is quite deserted of humanitarian support, there is the need to intensify community awareness on climate change and related impacts for adequate participation by the community members. - Lack of consultation with target communities during project planning phase, this has led to many failed projects with unimpactful results. - Inability to harmonize policies and guidelines in construction and rehabilitation of agricultural infrastructure amongst the different actors resulting in ineffective flood defensive constructions. - Provision of less preferred and/or low-quality seeds to beneficiaries resulting in low yield and sometimes sale of humanitarian aid. - Distribution of livestock procured from other areas out of the implementation location can be detrimental to the animals due to change in weather/climate and may not be able to adapt and effectively reproduce as expected. - Early consultations with the Ministry of Agriculture and Irrigation to identify quality and relevant seeds for distribution to the communities. - Provision of cash-based assistance to allow beneficiaries buy their preferred choice in livestock. - Training for community animal health workers which will greatly improve the animal health and wellbeing.
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						<ul style="list-style-type: none"> - Consultation with local communities at the project design stage to understand the context-specific needs. - Working closely with other partners to avoid duplication and promote complementarity in the different activities. - Ensure a consultative process with both vulnerable groups and minority groups during throughout the project cycle for an inclusive approach with accountability. - Because women are very involved in business activities, it is recommended that an effective market linkage programme is implemented for farmer associations. - Introduce cash for work programmes for the different category of the population including value addition activities like fish processing and preservation techniques. - Provide vocational training to allow for skills acquisition as it relates to agricultural activities and other context-specific trades.
Hirshabelle	Mogadishu	March 31, 2024	<p>Government agencies : Ministry of Environment and Climate Change (FGS), Ministry of Environment and Climate Change (FMS), Ministry of Livestock, Range and Forestry (FMS)</p> <p>CSO : SAID, STS, Peaceline,</p>			<ul style="list-style-type: none"> - Bulk of funding appears to be dedicated to Component 1 (more than 51 million allocation) - Cadale area is primarily rain fed agriculture. But mainly livestock and forestry are the livelihoods in the area and is the primary focus for MoLFAR, - lessons derived from previous experiences particularly working with established cooperatives – WFP SRSF project should be taken into consideration : not clear exist strategy, - Participation of all relevant line ministries may ensure sustainability, - Livestock related intervention is relevant of 70% - Rehabilitation of irrigation schemes will help overcome the effects of Climate Change - Coastal and pastoral livelihoods are important, but rain-fed agriculture is also very important. - Sustainability of the income generation activities for marginalized, minority groups is key - Project target areas need to be expanded as there are areas such as in Adan Nabal where the communities are agro-pastoral with some livestock activities - Project duration is too long; Somalia needs a lot of support to deal with its climate crisis across farming, livestock, etc. via climate finance, - Other projects (SJF and JOSP) are targeting Hirshabelle and overlapping needs to be avoided

						<ul style="list-style-type: none"> - Floods destroy crops in riverine areas and Village dwellers are forced to evacuate lowland areas and move to highlands areas or become IDPs - In Middle Shabelle, more than 10,000 hectares affected by the floods and it causes tensions between host and displaced communities - communities are forced to compete over limited land/pasture and water resources, - Livestock are vulnerable because of limited rangeland, but riverine areas seem to expose animals to illnesses (vector borne), - Due to flooding and loss of fodder crops, livestock are tempted to graze in farming areas, - Rehabilitation of major river canals for more efficient water use and flood risk aversion is needed particularly in the villages located between Jowhar and Balcad, - Fodder production and storage are important either in the same district or fodder production in riverine areas to address the needs of pastoral households in drought seasons, - Conflict mitigation strategies should be mainstreamed within these communities so that when tension arises people have the soft skills to alleviate tension between farmers, pastoral and agropastoral groups, - Land Management policies there was a time when certain areas of land were allocated by the government ("ranging management system") and reserved specifically for grazing during the dry season or droughts. Such Policies may have a more sustainable value but more buy in, consultation and assessments of local communities' needs are needed, - Strengthening disaster preparedness and response needed for climate change adaptation at the institutional level working together with government partners, - At Village level, community action and adaptation plans can be designed – where we can figure out the preparedness response - At the State level – capacitating in terms of disasters strengthening – build the capacity of personnel including in policy development, - Introduce sun and wind energy for irrigation to reduce fossil fuel use which contributes greenhouse gas emission - Outside flooded areas such as in Garab Madowe, Garab Cade (Adey), some farms grow maize and sorghum, - Climate change is disrupting traditional livestock corridors, changing livelihoods and traditional pastoralism
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						<ul style="list-style-type: none"> - Education and veterinary services are also very limited among pastoral groups/herders. The rain season also exacerbates the vulnerability of livestock to treatable diseases and illnesses, - Diversifying income generating opportunities for pastoral groups would support their resilience to climate related shocks and stressors. - Rangeland and ecosystems support such as rotational grazing, water conservation measure, reforestation and community based natural resource management (catchments, small scale irrigation schemes) are all approaches that would enhance this intervention during droughts and dry spells, - community-based early warning systems are better to establish to alert and prepare pastoralists to extreme weather, - Pastoralists break river embankments to flood the rangelands in land and riverine areas are flooded at the same time which incurs crop losses. They do not own the land, know the water will eventually reach/seep over to their lands, causing losses the land of other farmers along the way - Resource-based conflict management is an area that should be integrated in the project, - There are farmer clans who are not organized or armed, such as those along riverine areas, who are actually more populous but vulnerable nonetheless, - Displaced migrants groups residing in Jowhar are minority groups are conversely considered vulnerable, - Identifying approaches together with local leaders and other community groups will provide far more nuance with regards to resilience building solutions and conflict resolution,
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3.2.2. Community Stakeholder Consultations

18. The **objectives** of the consultations at district level were: (i) to understand the main challenges related to climate change, (ii) to identify with local authorities the options to address climate change at district level, (iii) to identify the main constraints communities face in relation to climate change, (iv) to understand the effects/impacts of climate change on cropping systems, livestock/pastoral systems and livelihoods and, (v) to identify a set of activities able to mitigate climate change related constraints.
19. A series of consultations have been conducted from March 3rd, 2024 to March 9, 2024 at **district level** with Local Authorities and target communities in Kismayo (Lower Juba, Jubaland), Hobyo (Mudug, Galmudug), Odweyene (Togdheer, Somaliland), Eyl and Garowe (Nugaal, Puntland), Cadale (Middle Juba, Hishabelle), The field missions used 3 data collection instruments : (i) an interview guide to conduct interviews with Local Authorities, (ii) a questionnaire to be used in the Focus Group Sessions with communities, (iii) a table to collect data on yields, cropped areas, size of livestock.. to inform the Economic and Financial Analysis. The Focus Groups included women and youth. An Interview guide and a questionnaire were filled in in each of the field mission. Field mission reports have been drafted after each of the field visits where the names of interviewees were recorded. Stakeholder consultation documents are provided in Appendix 1 and 2. A summary table of the consultation at community level is provided in Appendix 3. The field missions were led by FAO field staff working in the 3 field FAO offices in the following Federal Member States and Region: (i) Jubaland FAO's Field Office, (ii) Somaliland FAO's Field Office, (iii) Hirshabelle FAO's Field Office. In the case of Puntland, the field mission was led by the Director the Information Management Centre established by SWALIM. In the case of Galmudug, the field mission was led by Field technical staff under the supervision of the FAO team based in Dushamareb.
20. The objective of the **survey targeting women** was to conduct a gender analysis to better understand the role women play in the pastoral and agro-pastoral systems and how they are impacted by Climate Change. The survey has been used to establish the Gender Assessment and a Gender Action Plan.

Part 4. Stakeholder Engagement Plan

4.1. Principles and procedures for stakeholder consultations

21. This section will outline general principles and procedures that must be adhered to in all consultations undertaken throughout the lifecycle of the project as well as particular accommodations for marginalised groups that must be implemented where deemed necessary in the Stakeholder Engagement Plan (Table 5).

4.1.1 General Principles and Procedures

Freedom from manipulation, interference, coercion and intimidation

22. All consultations held throughout the project's lifecycle must be conducted in a manner that promotes the safety of participants but prevents potential perceptions of intimidation. Timelines for consultations (particularly community consultations) must be respectful of stakeholder decision-making processes, preferences, and livelihoods. As such, scheduling of consultations must avoid periods of increased work for local farmers (i.e. harvest periods) to ensure that they are able to attend if they so wish.
23. No acts of intimidation or violence, provision of bribes, gifts or unregulated patronage are permissible during consultations in respect of the project. Consultations must be conducted free-of-charge.

Culturally appropriate

24. Information disclosed directly to stakeholders or made publicly available must be tailored to the languages spoken in the regions in which the material is disclosed. Local project staff are best placed to determine when such translation is necessary. Potential languages into which materials may need to be translated include: Somali languages (Maay and Maxaa Tiri). Where necessary, interpreters may need to be employed to provide live translation services at consultation meetings. More detail on information disclosure is provided in section 4.2 below.

Based on prior disclosure of information

25. Information on the project's purpose, nature, scale, duration and potential risks must be provided in a timely and accessible manner. This includes ensuring that draft social and environmental assessments and management plans are disclosed and that stakeholder feedback on them is considered during consultations. More information regarding the communication and disclosure of information is provided in section 3.2 below.

4.1.2 Accommodations for Marginalised Groups

26. In addition to these accommodations that will be embedded in relevant consultations, requirements for women's and youth group-targeted consultations are provided below. Where the Stakeholder Engagement Plan (section 4.3) states that specific approaches for marginalised groups are necessary at a consultation, the following principles and procedures must be applied.
27. Community consultations undertaken in respect of the project will aim for a female participation rate of no less than 50%. Project staff should be aware that male and female stakeholders may have different interests in and abilities to influence the outcome of the project. For example, the literacy rate for the female population in Somalia is notably lower than that of the male population. To address this issue (particularly regarding consultations for which the Stakeholder Engagement Plan **Error! Reference source not found.** indicates specific approaches for marginalised people are required), project information should be disseminated through various media including announcements in community forums, market days, picture-based texts and through radio and television broadcasts where possible. To facilitate the meaningful participation of women and youth community members, consultations should be planned with consideration of the daily routines of these groups. Where possible, consultations should be held in locations that are accessible for participants with disabilities.

4.2. Information disclosure

28. [Safeguard: Environmental and social operational pillar \(ESOP\) \(fao.org\)](#) Disclosure of relevant information related to the project is an integral part of ensuring full, effective and meaningful stakeholder engagement. As such, the project will ensure communication and information disclosure in a culturally appropriate manner and in accordance with the national framework, FAO/GCF standards and international best practice.
29. The FAO Country Office and CPIU will disclose all relevant information concerning the project's social and environmental risks, the progress of risk management actions and the methods for raising a project-related grievance by establishing a dedicated information portal and, through other mediums, meeting the specific beneficiaries' needs. These information disclosure channels will also be made available and accessible through the project's co-EEs' (MoECC and MoAI) web portals and other communication channels.
30. To address potential issues of unequal access, project information should also be disseminated in the relevant languages listed in section 3.1.1(b) above and through various media including announcements in community forums, market days, picture-based texts and through radio and television broadcasts where possible.
31. After the completion of each consultation, a summary will be circulated to participants for feedback and will be publicly disclosed through the web portals and other methods of communication mentioned above. Monitoring and evaluation reports (described in section 4.4) and information on how to access the project's Grievance Redress Mechanism (described in part 5) will also be disclosed through these web portals and alternative communication methods.

Table 4 - Main Communication and Information Disclosure Methods

Method of Communication/Disclosure	Tools to be Used	Responsibility
Information on project social and environmental risks and the progress of risk management actions	<ul style="list-style-type: none"> • Publication on FAO and relevant co-EE web portals • Radio and television broadcasts • Announcements in community forums 	FAO
Information on methods for raising a grievance	<ul style="list-style-type: none"> • Publication on FAO and relevant co-EE web portals • Announcements in community forums and market days • Provision of picture-based texts 	FAO
Details of proposed stakeholder consultations	<ul style="list-style-type: none"> • Publication on FAO and relevant co-EE web portals • Announcements in community forums and market days • Provision of picture-based texts • Direct e-mail and letter invitations where necessary (particularly to be sent to Dimitra clubs) 	FAO
Summary/feedback from completed consultations	<ul style="list-style-type: none"> • Publication on FAO and relevant co-EE web portals • Announcements in community forums and market days • Provision of picture-based texts 	FAO
Monitoring and evaluation reports	<ul style="list-style-type: none"> • Publication on FAO and relevant co-EE web portals • Radio and television broadcasts • Announcements in community forums 	FAO

4.3. Stakeholder Engagement Plan

32. All consultations described in the table below will be conducted in compliance with the principles and processes provided in section 4.1 of this SEP.

Table 5 Stakeholder Engagement Plan

Stakeholder	Level	Area of influence	Relevant activities	Engagement Methods	Frequency	Responsibilities
FAO	Manage closely	Technical Project governance Strategic orientation of project implementation Financial management Project implementation at FMS and district level	All (with particular interest in activities for which FAO is the listed EE in the FP)	1. Through CPIU, In collaboration with MoECC at Federal and FMS level, FAO will establish the PSC, CPTC at Federal level and the RPTCs at FMS level 2. Through CPIU, FAO will make sure to engage with relevant stakeholders involved at FGS and FMS level (CSOs, Line Ministries and International Partners) 3. Through regional FAO offices, FAO will engage with local authorities and communities at district level 4. Liaise with GCF for replenishment based on project progress	1. Once a year for the PSC and PTC at FGS, Quarterly for the PTCs at FMs and on an ad hoc basis 2. On a permanent basis 3. On a permanent basis 4. Annually or on ad hoc basis based on the disbursement	1. Co-Chair the PSC and PTC and PTCs respectively at Federal and FMS level, 2. Coordination among stakeholders involved in implementation 3. Monitoring of project implementation at field level 4. Administrative and Financial Monitoring of GCF grant
Ministry of Environment and Climate Change-FGS (EE)	Manage closely	Project Governance including coordination of MoECC at FMS level Strategic Orientation of the project	3.1.1.2., 3.1.1.4. , 3.1.1.5., 3.1.2.1. to 3.1.2.3., 3.1.3.1. to 3.1.3.5., 3.2.1.2. to 3.2.1.4., 3.1.2.6.	1. Through CPIU, In collaboration with FAO at Federal, MoECC organize the PSC, PTC at Federal level 2. MoECC will make sure to engage with relevant stakeholders involved (CSOs, Line Ministries and International	1. Once a year for the PSC and PTC at FGS 2. On a permanent basis 3. On a permanent basis	1. Chair the PSC and PTC and PTCs respectively at Federal and FMS level, 2. Executing entity for a set of activities at FGS 3. Monitoring activities executed by MoECC at FMS

		Implementation at FGS and financial management		Partners) at FGS for implementation 3. Engage with MoECC at FMS level for monitoring their activities		
Ministry of Agriculture and Irrigation-FGS (EE)	Manage closely	Contribution to the project governance and coordination Contribution to the orientation of the project Implementation at FGS and financial management	3.1.5.1. to 3.1.5.3.	Through MoECC, at Federal, attend the PSC, PTC at Federal level MoAI will make sure to engage with relevant stakeholders involved (CSOs, Line Ministries and International Partners) at FGS for implementation Engage with MoAI at FMS level for monitoring their activities	Once a year for the PSC and PTC at FGS On a permanent basis On a permanent basis	Attend the PSC and CPTC and RPTCs respectively at Federal and FMS level, Executing entity for a set of activities at FGS
Ministry of Environment and Climate Change-FMS	Manage closely	Governance of the project at FMS Technical orientation at FMS Monitoring of implementation at District level	1.2.1.4., 2.2.1.4.,	Engage with relevant stakeholders involved at FMS level (CSOs, Line Ministries and International Partners) In collaboration with FAO field offices organize the RPTC at FMS	On a permanent basis Quarterly and on an ad hoc basis	RPTC is organized Monitoring of implementation of Agricultural activities
Ministry of Agriculture and Irrigation-FMS	Manage closely	Contribution to Governance of the project at FMS Contribution to Technical orientation at FMS Implementation of Agriculture related activities at District level	2.2.1.4., 2.3.1.1., 2.3.1.3., 2.3.1.5., ...	Engage with relevant stakeholders involved at FMS level (CSOs, Line Ministries and International Partners) involved in implementation of agriculture related activities	On a permanent basis Quarterly and on an ad hoc basis	Solving of agriculture technical issues at FMS Monitoring of implementation of Agricultural activities
Project Steering	Manage closely	Oversight of overall project implementation	All activities	MoECC as co-chair organizes an annual meeting in collaboration with CPIU	Once a year	Ensure that the project implementation is in line with

Committee (PSC)-FGS		Provision of strategic directions for the project at FGS		(Secretariat of the Project Steering Committee) MoECC engages with all stakeholders represented on the PSC (line Ministries, Civil Society Organizations, International Partners, representatives of FMS) and provides project progress reports for review in preparation of the meeting		overall government orientation Project objectives will be reached at project completion
Central Project Technical Committee (CPTC)-FGS	Manage closely	Provision of technical directions for the project at FGS	All activities	MoECC as co-chair organizes an annual meeting in collaboration with CPIU (Secretariat of the Project Steering Committee) MoECC engages with all stakeholders represented on the PSC (line Ministries, Civil Society Organizations, International Partners, representatives of FMS) and provides project progress reports for review in preparation of the meeting	On an annual basis	Ensure project implementation is technically sounds Oversee the implementation of technical studies Streamline the use of technical approaches among regions and districts
Regional Project Technical Committee (RPTC)-FMS	Manage closely	Oversight of project implementation specifically at FMS and district level Provision of strategic directions for the project at FMS	All activities	MoECC as co-chair organizes an annual meeting in collaboration with FAO field offices (Secretariat of the Project Technical Committee) MoECC engages with all stakeholders represented on the RPTC (line Ministries, Civil Society Organizations, International Partners, representatives of districts) and provides: (i) regional project progress reports for review in preparation of the	On a quarterly basis On an ad hoc basis	Ensure project implementation is technically sounds at district level Oversee the implementation of technical studies Streamline the use of technical approaches among project sites in the district

				meeting or, (ii) technical notes or studies		
Central Project Implementation Unit (CPIU)	Manage closely	Monitoring of project implementation at FGS Coordination of RPIU-FAO's field offices	All activities	Convene all stakeholders at FGS level for all kind of activities Liaise with the 2 other EEs Liaise with Line Ministries to establish LoAs when relevant Liaise with field offices on a regular basis	On a permanent basis	Project implementation through procurement and administrative and financial management Coordination of project implementation at FGS and FMS level Compilation of project annual progress reports and design of annual workplans Producing proceedings of PSC meetings as the Secretariat of the PSC
FAO's Field Offices	Manage closely	Monitoring of project implementation at FMS and district level	All activities	Convene all stakeholders at FMS level and district level Liaise with Line Ministries to monitor LoAs established with them when relevant Liaise with district level authorities and communities	On a permanent basis	Project implementation through procurement and administrative and financial management at regional level Coordination of project implementation at FMS and district Compilation of project annual progress reports and design of annual workplans at FMS level Producing proceedings of PTC meetings as the Secretariat of the PTC
NDA	Keep satisfied	Liaise with GCF Streamlining GCF portfolio and ensuring complementarity among GCF projects Coordination of AEs	All activities	Liaise with GCF Regional Representative on a regular basis Liaise with Heads of Agencies (AEs) to identify ongoing GCF related initiatives and agree on Government priorities	On a permanent basis	Ensure a permanent communication with GCF to move the adaptation agenda forward and keep Somalia well positioned Interaction with AEs to ensure pipeline projects aligned with Government

				Liaise with technical staff of AEs to establish complementarities among the GCF proposals		priorities and addressing them Ensure streamlining in approaches and complementarity among GCF projects
Landscape management committees (LMC)	Keep satisfied	Monitoring to Project implementation Awareness raising of its members Contribution to design and implementation of Landscape management plans	1.1.2.1. to 1.1.2.4. 1.2.1.1. to 1.2.1.4.	Engage with communities and engage with all social categories (youth, women and minorities) Engage with associations and other grassroots organizations Engage with local authorities	On a permanent basis	Inform the communities and stakeholders at grassroots level about project objective Contribute in the design and implementation of landscape management plan Contribute to the decision-making in the selection of the sites for the implementation of landscape management plan Be involved in the monitoring of implementation of LMP
Water Committees	Keep satisfied	Monitoring to Project implementation Awareness raising of its members Contribution to identification of infrastructure to be rehabilitated	2.1.1.1. to 2.1.1.3. .	Engage with communities and engage with all social categories (youth, women and minorities) Engage with associations and other grassroots organizations Engage with local authorities	On a permanent basis	Inform the communities and stakeholders at grassroots level about project objective Contribute in the design and implementation of the fee mechanism for maintenance Contribute to the decision-making in the selection of the sites for canal rehabilitation Be involved in the monitoring of canal rehabilitation
Village Committees	Keep informed	Awareness raising Conflict resolution	All activities	Engage with communities and engage with all social	On permanent basis	Ensure conflict resolution are enforced

				categories (youth, women and minorities)		Contribute to the decision-making in the selection of beneficiaries or sites at village level
District commissioner	Keep informed	Sensitization of the community about the project objective Formation of Watershed management committees and WUA	All activities	Engage with communities and engage with all social categories (youth, women and minorities) Engage with village committees Engage with Watershed management committees and WUA	On permanent basis	Ensure conflict resolution are enforced Contribute to the decision-making in the selection of beneficiaries or sites at village level Facilitate the formation of Watershed Management Committees or WUA
National Committee for Food Security and Climate Change	Keep informed	Contribute to define project's strategic orientations and Government position to access Climate Finance	All activities	Engage with line Ministries and MoECC Engage with all international partners (UN and donors)	On a permanent basis	Streamline government decision making processes to access to climate finance
Private sector: Seed companies	Manage closely	Responsible for provision of foundation seeds of drought tolerant varieties Responsible for provision of seeds for fodder production Responsible for provision of tree seedlings	2.3.1.4. to 2.3.1.7.	Engage with the Ministry of Agriculture and Irrigation at FMS level Engage with CPIU and Field Offices for procurement Engage with Universities to select appropriate drought tolerant varieties	When activities 2.3.1.4. to 2.3.1.7. will be implemented	Ensure foundation seeds of drought tolerant varieties are provided to cooperatives or farmers ' groups involved in the seed multiplication scheme on time Ensure provision of quality foundation drought tolerant seeds Ensure provision of quality fodder seeds on time Ensure provision of quality tree seedlings on time

Private sector: Micro-Finance Institutions	Keep satisfied	Responsible for finance graduation and for provision of Micro-credits to women- youth SMEs/Farmers' Cooperatives/Farmers or women associations Responsible for developing financial products adapted for Value Chain Development (Maize, Sesame and Sorghum and Livestock)	2.3.3.1 to 2.3.3.4.	Engage with women-youth SMEs/Farmers' Cooperatives/Farmers or women associations Engage with individual farmers for provision of individual micro-credit	When activities 2.3.3.1. to 2.3.3.4. are implemented	Ensure financial products are adequate for value chain development Ensure SME/Cooperatives/Farmers' and women Associations access to micro-credits
International and local NGOs	Manage closely	Provision of technical services Responsible for capacity building and awareness raising	1.1.2.4.	Engagement with communities for the design of LMP	At project start up as community engagement takes time	Ensure all groups (minorities, youth, women) are included in the community engagement
Research/ academia institutions (CGIAR, universities)	Manage closely	Provision of technical services (organization of trainings)	2.2.2.1.	Engage with Ministry of Agriculture and Irrigation at FGS Engage with Ministry of Agriculture and Irrigation at FMS	When activity 2.2.2.1. is implemented	Ensure capacity development needs are well defined at both levels (FGS and FMS) Ensure building the capacity of staff at local level (District level)
Vulnerable and discriminated groups Indigenous Communities	Manage closely	Provision of perspectives/information to inform the design and implementation of project activities	All	FPIC Attendance/participation in public meetings. Focus groups Targeted surveys	All engagement /activities to be in accordance with the IPPF and IPP. Engagement of at least one of the proposed methods at minimum four times per annum in each target district throughout the lifecycle of the project.	N/A

4.4. Monitoring and reporting

33. Successful stakeholder engagement plans include a proper monitoring process to understand not only how well engagement activities are working and why, but also to respond to unexpected events that may introduce new environmental and social risks and impacts or elevate the level of risks and impacts.
34. Project evaluation shall be included as part of the overall engagement strategy, with monitoring activities being undertaken at regular intervals involving communities and stakeholders through participatory processes throughout the project life. The approach of the monitoring of stakeholder engagement should align with key provisions of the GCF Environmental and Social Policy, Gender Policy, FAO's ESGM and the ESMF of the project.
35. An annual reporting of the SEP implementation will be integrated into the project's annual report. These reports shall be used to assess the efficacy and appropriateness of stakeholder engagement efforts as well as providing baselines for updating the SEP accordingly to priorities emerging from the implementation.
36. Reporting will include the indicative implementation indicators (provided in Table 6 below) as well as the explanation of each stakeholder engagement activity undertaken during the year, barriers and opportunities to orientation following year project implementation. Gender and age-disaggregated data for all consultations and meetings should also be included in these reports in accordance with the requirements of the Gender Assessment and Action Plan provided in Annex 8.

Table 6 - Indicators for Monitoring SEP Implementation

Aspect(s)	Indicator(s)	Critical Limit	Actors	Frequency
Stakeholders engaged	% of Stakeholders involved according to the SEP by type (i.e., Manage closely, Keep satisfied, Keep informed, Monitor)	Under 90% for each group	FAO	Annual
	# of stakeholders involved in consultations of all types	None	FAO	Annual
Gender and youth consultation	% of the amount of Female and youth-only consultations required by the SEP actually held	Under 90%	FAO, Project Gender Specialist	Annual
	% female attendance at public community consultations	Under 50%	FAO, Project Gender Specialist	Annual
	% of consultations held at which gender/youth-related issues are raised (in accordance with Annex 8)	Under 75%	FAO, Project Gender Specialist	Annual
Communication/Disclosure	Number of documents disclosed on web-portals and instances of communication through other mediums outlined in section 3.2 of the SEP	None	FAO	Regular (prior, during and post activities)
Grievances	Number of grievances raised using the project GRM	None	FAO	Annual

Part 5. Grievance Redress Mechanism

5.1. Project-level Grievance Redress Mechanism (GRM)

37. The project will establish one or more grievance mechanisms to file complaints in the location where the project is being implemented. GRM serves as a mechanism for timely resolution of an issue directly linked to project activities and prevent escalation of problems into social conflict; and as an accountability mechanism where people who are directly or indirectly affected by the project can seek remedy. However, GRM can also serve as a proactive tool to facilitate dialogue with affected communities at all stages of the project cycle, including to determine what kind of information the communities require and the best means for them to receive it. Setting up a project level GRM is key because of the fragility of the country and exposure of beneficiaries and local communities to local conflicts. The project level GRM aims to:
- Provide affected people an avenue through which affected individuals/communities can voice their concerns and dissatisfactions.
 - Create a platform in which stakeholders and community members can freely raise concerns and complaints to be effectively addressed.
 - Demonstrate to project stakeholders and communities that they play an important role in project design and implementation.
 - Follow up and report on efforts to take corrective action (remediation process).
 - Improve project performance by compiling and disseminating best practices and lessons learned from the processes.

FAO Somalia GRM

38. FAO Somalia is committed to ensuring accountability to affected populations (AAP) and has developed several tools used in mainstreaming PSEA/GBV, Protection and AAP into its programme and activities and provide Complaint and Feedback Mechanism. These tools such as CoCo system, hotline, Call Centre, Field monitor and third-party monitoring, bulk Voice or Text SMS, etc. are made available to facilitate a two-ways communication with beneficiaries and communities. Most AAP actions implemented by FAO Somalia have been made in the context of remote operations considering that several FAO's targeted rural areas are in non-accessible locations. In accessible areas a more direct supervision is conducted by FAO technical and field staff, FAO field monitors and government counterpart.
39. FAO Somalia has a dedicated unit dealing with GRM and in-house developed GRM system (CoCo-Compliance, Complaint and Feedback) to handle complaints and feedback, and associated policies. CoCo is a system that integrates and manages the data on compliance, complaints and feedback gathered via the different tools available (hotline, call centre, TiMO-monitoring via digital solution, SMS surveys, emails, etc). The CoCo system enables FAO to respond to communities' concerns systematically and timely, thus increasing community voice and power. CoCo is accessible and responsive to vulnerable people, including women, people with disabilities and other minority groups. FAO Somalia Staff who handle the CoCo system are trained in gender sensitivity, AAP and Protection principles, as well as on Prevention of Sexual Exploitation and Abuse (SEA/PSEA).
40. Beneficiaries are made aware of FAO's toll-free Hotline number, operating on 24hours basis, that they can call at any time to provide feedback, complaint and report cases of fraud, diversion, sexual exploitation, and abuse. Beneficiaries can also lodge complaints or give feedback regarding FAO activities in the field via FAO's Implementing Partners and Local Representatives who are recorded in FAO's E-Platform. Hotline is communicated via several means such as during sensitization and communication sessions, in the consent form, radio campaigns, leaflet, call centre and mandatory bulk SMS Voice messages. FAO's Hotline is in FAO Hargeisa field office and is handled by two FAO staff members who are Somali speakers and speak also local dialect. The Hotline number is toll-free to the callers and covers the entire Somalia thus allowing the most vulnerable to call without cost.

41. Awareness/radio campaigns are launched to accompany all major activities to inform the population at large and beneficiaries specifically of activities, criteria and entitlements associated with participation in FAO projects. Bulk SMS (text and voice) are sent systematically to beneficiaries before activity starts to provide FAO Hotline and entitlement. FAO conducts regular radio Public Service Announcements specific to PSEA/GBV, Protection, AAP and Post-Distribution-Aid-Diversion to encourage beneficiaries and communities to report incidents to FAO and provides FAO's Hotline number and information where else to denounce it.
42. FAO Somalia established clear reporting channels and response mechanisms for beneficiaries and community members and favors the direct contact with beneficiaries via the Call Centre, FAO's toll-free hotline, Voice SMS and AAP staff handling CoCo; however other mechanisms are available to communities via elders, implementing partners, district authorities, other platforms managed by other organizations (TalktoLoop, Radio Ergo), and anonymous emails.
43. FAO Somalia ensures mediation and facilitation of community and beneficiaries concerns via the network of stakeholders involved in the activity, and according from whom the assistance is required (elders, council members, district authorities, governor, or minister).
44. Implementing Partners are fully screened and assessed and required to establish local mechanism to gather feedback and complaints and report to FAO. This is a requirement assessed at time of pre-qualification for partnering with FAO Somalia.
45. When required, FAO supports the Government in establishing its own GRM for specific projects and provides training, coaching and resources for the operations of the hotline (staff, equipment and telecom cost), while the CoCo system provides a different (from FAO database) and secure access to FMS/FGS to handle the cases, and FAO conducts oversight.

Project specific GRM

46. The Central Project Implementation Unit (CPIU) will be responsible for addressing incoming grievances regarding environmental and social standards; as part of the safeguard's performance monitoring, the National Project Coordinator/safeguards specialists of the CPIU will be responsible for documenting and reporting on any grievances received and how they were addressed. They will be also responsible for coordinating among FAO Somalia's units to address grievances. FAO as well as other executing entities (EEs) will inform communities about the GRM through culturally appropriate mechanisms, ensuring information on the mechanisms at different levels through preferred communication channels, which are to be agreed and discussed as part of the project FPIC. The project will be responsible for documenting and reporting, as part of the safeguard's performance monitoring, on any grievances received and how they were addressed. Any grievances should be analysed and mitigated as quickly as possible to avoid any tensions or conflicts.
47. The GRM will include methods/process to (i) receive and register external communications from the public; (ii) screen and assess the issues raised and determine how to address them; (iii) provide, track, and document responses, if any; and (iv) adjust the management program, as appropriate. The Grievance Redress Mechanism will include the following stages:
 - The established GRM will be conducted in line with the requests from community consultations and will be sensitive to the needs of vulnerable groups, especially Indigenous People, women and PLWD. Main stakeholders (through consultation process that will be part of FPIC) will have to agree on the preferred ways and method to file claims or grievances (e.g. directly through FAO or through existing local structures or traditional means of community discussion, respecting customary rights).
 - In instances whereby the claimant would prefer to have the grievance addressed directly through FAO or a higher level of government but does not have the ability to file a claim personally, the concerned person(s) will express the grievance (either orally or in writing) to the local implementation unit/structure. The project staff at the local level who receives the complaint will be responsible for presenting/filing those complaints to the Safeguards Specialist based in the CPIU in Somalia.

- In instances where the claimant has the means to directly file a claim, he/she has the right to do so, presenting it directly to the Safeguards Specialist within the CPIU in Somalia. The process of filing a complaint will duly consider anonymity as well as any existing traditional or ethnic dispute resolution mechanisms and it will not interfere with the community's self-governance system. Contact information will also be given for processing a grievance directly to the Safeguards Specialist within the CPIU by phone.
- After the complainant files a complaint through one of the channels of the grievance mechanism, this complaint will be registered by the Safeguards Specialist and sent to the CPIU National Project Coordinator/Technical Advisor to confirm that the complaint is eligible. The confidentiality of the complaint must be preserved during the process.
- Eligible complaints will be addressed by the CPIU or the applicable institution. The CPIU National Project Coordinator/Technical Advisor will be responsible for recording the grievance and how it has been addressed if a resolution was agreed.
- If the situation is too complex, or the complainer does not accept the resolution, the complaint must be sent to a higher level, until a solution or acceptance is reached.
- For every complaint received, a written proof will be sent within ten (10) working days; afterwards, a resolution proposal will be made within thirty (30) working days.
- In compliance with the resolution, the person in charge of dealing with the complaint, may interact with the complainant, or may call for interviews and meetings, to better understand the reasons.
- All complaints received, its response and resolutions, must be duly registered.
- All complaints received needs to be solved.

Table 7 Grievance structure

Recipient of Grievance	Action required
Project's Safeguards Specialist	Must register the complaint and send eligible complaints to the CPIU within 2 working days.
Central Project Implementation Unit (CPIU)	Must respond within 5 working days of receipt.
Project Steering Committee (PSC)	Any organization may receive a complaint and must provide proof of receipt of said complaint. If the case is accepted, then the receiver must send all the information to all of the Project Steering Committee members and call for a meeting to find a resolution. The response must be sent within 5 working days after the meeting of the Project Steering Committee
FAO Somalia GRM unit	The unit will assess the complaint and, if need be field a compliance mission through M/E unit to solve the issue. The project safeguard specialist will coordinate among M/E and CFM units to address the complaint and make sure it is solved in compliance with procedures.
FAO representative in Somalia	Must respond within 5 working days, in consultation with PSC. FAO Representative: Email: FAO-SO@fao.org Tel. (+254) 2076 25920
FAO Regional Office for Africa	Must respond within 5 working days in consultation with FAO's Representation. FAO representative: Email: FAO-RAF@fao.org

	phone:
Office of the Inspector-General (OIG)	To report potential fraud and misconduct by confidential fax: (+39) 06 570 55550 By email: Investigations-hotline@fao.org By Confidential Hotline: (+ 39) 06 570 52333

48. **Dissemination of GRM.** Disclosure of FAO ESMF information will be carried through different channels and formats including through FAO disclosure portal, FAO's regional/country offices' websites and/or relevant national website, if applicable. Special consideration will be taken to ensure that information is available on in a form and language that is readily understandable and tailored to the target different stakeholder groups, including marginalized and disadvantaged groups (include women, youth, elderly, Indigenous People, PLWD). To reach a wider audience, at local level, other means of dissemination that will be considered, include disclosure of GRM & IRM as part of the Project ongoing stakeholder engagement processes, as part of FPIC process, in physical and digital format (newsprint, radio reporting, flyers, local displays, direct mail, among others).
- Inception workshop and regular training at county level, and in each of the project regions.
 - Information sessions and community meetings, including the provision of information both orally and through informative materials.
 - Brochures regarding the project grievance redress mechanism distributed to diverse stakeholders including local and provincial CSOs.
 - FAO Somalia's webpage
 - Included as part of any other communication material that is designed and distributed during project implementation.
49. The following should be taken into consideration when devising appropriate forms of disclosure: the level of technical detail, local languages and dialects, levels of literacy, roles of women and men, and local methods of disseminating information. Communication material about the GRM channels must be prepared in local languages and should be distributed to all stakeholders throughout the project cycle. Key information to be disseminated include:
- What GRMs are available, including FAO's own grievances reporting procedures, and why they are important.
 - Who can actually raise grievances (individuals, communities, and other stakeholders that might be affected by the project), also specifying who cannot.
 - Uptake channels, including phone hotline, SMS, email, webpage, offices, or help desks, where grievances can be filed (these should be defined strategically and ideally in consultation with communities so they will be most effective and accessible to different target groups).
 - Who is responsible for receiving and responding to grievances.
 - Commitments by the project regarding the maximum time allowed to get back to individuals or groups that file a grievance and other time bound steps related to a grievance and described in the GRM of the project document. Note that written proof will be sent within ten (10) working days; afterwards, a resolution proposal will be made within thirty (30) working days.
 - Policy about protection from retaliation in accordance with the Whistle-blower protection measures, and the victim centered approach policy and its key principles of safety, confidentiality /privacy and informed consent.
 - What are the types of responses and benefits that people can receive from using GRMs.

5.2. FAO's approach to the GRM

50. FAO is committed to ensuring that its programs are implemented in accordance with the Organization's environmental and social obligations, and therefore supports the establishment and implementation of **Grievance Redress Mechanism** as a crucial process to ensure that parties involved in and affected by the activities of FAO programmes and projects have access to fair, transparent, inclusive and no-cost process and mechanisms to redress grievances and resolve conflict. FAO programs have access to an effective and timely mechanism to address their concerns about non-compliance with E&S obligations (including SEAH and GBV), the Organization, in order to supplement measures for receiving, reviewing and acting as appropriate on these concerns at the program management level, has entrusted the Office of the Inspector-General with the mandate to independently review the complaints that cannot be resolved at that level. FAO grievance, feedback and complaint mechanisms should be:
- **Legitimate:** They should be trusted by the intended stakeholder groups for whose use they are intended and be accountable for the fair conduct of grievance processes.
 - **Accessible:** They should be known to all stakeholder groups for whose use they are intended and provide adequate assistance for those who may face barriers to access (such as language and mobility). They should be age- and gender-inclusive; address access barriers for different groups, including marginalized, vulnerable and disadvantaged and persons with disabilities; and deal with concerns promptly and effectively in a transparent manner that is culturally appropriate at no cost and without retribution.
 - **Predictable:** Provide entry points for communicating concerns and clarity on the mechanism's procedures, and keep the parties with grievances informed about progress by providing sufficient information about the mechanism's performance. A grievance mechanism requires that the involved and affected stakeholders know about it, trust it and are able to use it. It is important to maintain a record of responses to all grievances received and make this available where appropriate; inform the involved and affected parties on how to access the mechanism during stakeholder engagement activities; and indicate the appeals process to which complainants may be referred when resolution has not been achieved.
 - **Rights-compatible:** They should ensure that outcomes and remedies are in line with internationally recognized human rights. The mechanism should not prevent access to judicial or administrative remedies. Where feasible and suitable, utilize other existing formal or informal mechanisms as a supplement to the grievance mechanism, if needed, to ensure conformity with internationally recognized human rights.
 - **Open to continuous learning:** They should incorporate measures to identify lessons learned that can improve the mechanism, and prevent future grievances and harm.
 - **Confidential:** The safety of the complainant should be a primary consideration at all times during reporting, investigation, and thereafter. Complaint mechanisms must consider potential dangers and risks to all parties, including survivors of GBV and abuse and incorporate ways to prevent additional harm. This should include the availability of confidential complaint mechanism systems.
51. In this regard, FAO grievance redress mechanism is designed and established to voice concerns and grievances from people who believe that they have been harmed/affected by the projects or programmes implemented or financed by the Organization; and to identify agreeable solutions within a reasonable timeframe. Special efforts will be made to ensure the grievance redress mechanism is available for all people, and that women, indigenous, marginalized, and other vulnerable and or socially excluded groups have equal access and bear no negative repercussions for filing any complaints or grievances. Any cost that may be associated with the preparation or issuance of a legitimate complaint or grievance (e.g. engaging a qualified person to assist the complainant) will be covered by the grievance mechanism.
52. FAO will facilitate the resolution of concerns of beneficiaries of FAO programs regarding alleged or potential violations of FAO's social and environmental commitments which includes SEAH and GBV.

All concerns and/or incidents related to sexual exploitation and abuse must be addressed to the PSEA Focal Point in the country and to the Office of the Inspector General (OIG) as appropriate.

53. The FAO will facilitate the resolution of concerns of beneficiaries of FAO programs regarding alleged or potential violations of FAO's social and environmental commitments. For this purpose, concerns may be communicated in accordance with the eligibility criteria of the Guidelines for Compliance Reviews Following Complaints Related to the Organization's Environmental and Social Standards, which applies to all FAO programs and projects (Guidelines for Compliance Reviews Following Complaints Related to the Organization's Environmental and Social Standards). The principles to be followed during the complaint resolution process include impartiality, respect for human rights, including those pertaining to indigenous peoples, compliance of national norms, and coherence with the norms, equality, transparency, honesty, and mutual respect.
54. Concerns must be addressed at the closest appropriate level, i.e., at the project management/technical level, and if necessary, at the Regional Office level. If a concern or grievance cannot be resolved through consultations and measures at the project management level, a complaint requesting a Compliance Review may be filed with the OIG in accordance with the Guidelines. Program and project managers will have the responsibility to address concerns brought to the attention of the focal point.
55. Any project stakeholder can file a grievance through at least 3 channels: the project GRM, the Country Office GRM (which may be the same as the project GRM), and Office of Inspector General (OIG). GRM shall receive and address complaints related to the implementation of activities in a timely and culturally appropriate manner.

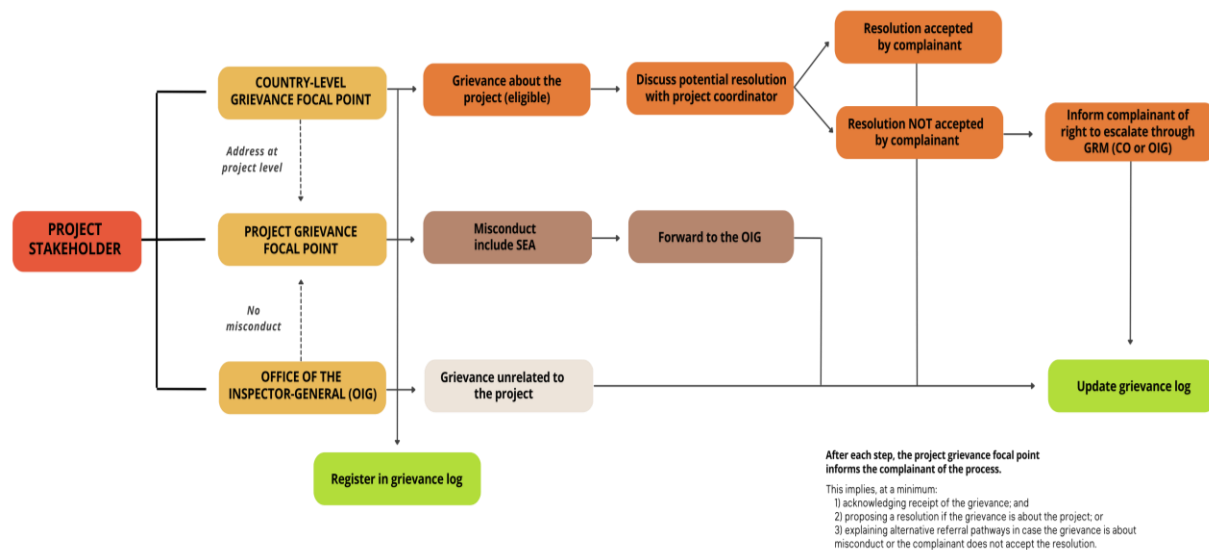


Figure 1 FAO GRM Referral Pathway

56. FAO prohibits and prevents retaliation against workers and other stakeholders who seek to be informed about and participate in activities that are supported or implemented by the Organization; express their concerns about them; or gain access to the processes and mechanisms of FAO programmes and projects for redressing grievances. The Organization neither tolerates nor contributes to threats, intimidation, retaliation or physical and legal attacks against human rights defenders and stakeholders who are involved in and affected by FAO programmes and projects. Respect should always be given to request for confidentiality with regards to the identities of complainant and disclosure of information provided to these mechanisms.
57. The Office of the Inspector General (OIG) provides oversight of the programmes and operations of the Organization, through internal audit and investigation, according to its charter. In addition, the Office has the mandate to independently review complaints related to non-compliance of the Organization's obligations under the FAO environmental and social standards and has specific guidelines for *Compliance Reviews Following Complaints Related to the Organization's Environmental and Social*

Standards. The mechanism set out in these guidelines is designed to be independent, transparent, and effective to provide programme beneficiaries with a means to have their complaints resolved and to keep them informed of what is being done to address their concerns throughout the compliance review process.

58. These Guidelines provide that any person, group, or representative of a person or group who is potentially directly affected by a FAO programme is permitted to file a complaint, however not anonymous. OIG conducts a preliminary review of admissible complaints to determine if they allege a violation of FAO's social and environmental standards and/or require further investigation.
59. Complaints containing allegations that there has been a breach of the Organization's environmental and social standards must be made in writing and communicated to OIG by mail, courier, email or fax, directly or via any FAO office.
60. Admissible complaints will be posted publicly and opened for external parties to provide comments. Following the comment period, OIG initiates an inspection involving further review, site visits, and interviews as necessary.
61. A draft compliance review report is then prepared and shared with all
- 62.
63. All participants, who can provide comments before a final report is submitted to the Director-General. Copies are also provided to the complainant and other participants.
64. The Director-General makes a final decision on how to respond to the findings in the report.

5.3. GCF Independent Redress Mechanism

65. GCF established an [Independent Redress Mechanism \(IRM\)](#) that reports directly to the Board². The IRM's mission is to address complaints from affected people and provide recourse in a way that is fair, effective and transparent, and enhance the performance of GCF's climate funding. The IRM also accepts requests from Developing Countries seeking reconsideration of funding proposals that were denied by the GCF Board. To deliver its mandate, the IRM is guided by a number of GCF policies pertinent to GCF's general operations and its projects and programmes: Revised E&S Policy, Interim E&S Safeguards, Indigenous People Policy, Updated Gender Policy and Information Disclosure Policy of the GCF.
66. As per the Procedures and Guidelines of the IRM, the main function of the IRM include among others: address grievances or complaints by a person, group of persons or community who/which have been or may be adversely impacted by a GCF funded project or programme through problem solving and/or compliance review, as appropriate; initiate proceedings on its own to investigate grievances of a person, group of persons or community who/which have been or may be adversely impacted by a GCF funded project or programme; monitor whether decisions taken by the Board based on recommendations made by the IRM, or agreements reached in connection with grievances or complaints through problem solving, have been implemented, and report on that monitoring to the Board.
67. Regardless of the different E&S mitigation measures and procedures in place, climate adaptation and mitigation projects can inadvertently people can be adversely impact communities. Taking this into consideration GCF provides a platform where communities, indigenous people and civil society can present complaints regarding a specific GCF financed project and seek remedy (redress harm) and improve project performance in the long run. There are no formal requirements for filing a complaint. A complaint should generally include: i) the complainant's name, address and contact information; ii) If the complaint is being filed by a representative of the complainant, the name and contact information of the representative, as well as evidence that the representative is authorized to act on the behalf of the complainant; iii) A description of the project or programme that has caused or may cause adverse impacts to the complainant; iv) A description of how the complainants have been or may be adversely

² <https://irm.greenclimate.fund/about>

impacted by the project or programme; v) Whether confidentiality is being requested and the reasons for it.

68. Some exclusions apply, as indicate in the IRM guidelines. The complaint can raise issues related to any of GCF's policies and procedures, including those relating to social and environmental issues, indigenous peoples, gender, information disclosure, among others. However, the IRM cannot accept a complaint if it is: i) About a project or programme where the GCF is not directly and/or indirectly involved; ii) About GCF's non-operational housekeeping, such as human resources and finance; iii) Allegations of corruption or procurement issues (these complaints are handled by the Independent Integrity Unit (IIU) and other Units at the GCF); iv) Only about whether the GCF's policies and procedures are adequate; v) About a matter already dealt with by the IRM, unless there is new relevant information that was not available before; or vi) Malicious, frivolous and/or fraudulent or filed to gain a competitive advantage.

69. Who and how can grievances or complaints be submitted.

- Any person or a group of persons, or a community that has been or may be affected negatively by a GCF project or programme (including those being actively considered for funding by the GCF) may file a complaint. The affected person(s) can authorize their government or representative to file and pursue the complaint on their behalf.
- The IRM shall provide confidentiality to a complainant or to a representative, if so requested by the complainant. A grievance or complaint may be submitted in English or in any language the complainant uses.
- The IRM will provide confidentiality upon receiving a complaint if requested to do so by the complainant. Complaints or grievances can be submitted to the IRM through any means such as submission through an online complaints form, mail, email, voice or video recording, or by calling a toll-free hotline where one has been designated for that purpose by the IRM or directly through a web form:
 - <https://gcf.i-sight.com/external/case/new/group=Complaint>
 - Complaints can also be submitted to the Grievance redress mechanism of Accredited Entities (AE) ³.

70. The IRM will cooperate and collaborate with the accountability and/or grievance mechanisms of AEs. The IRM on the one hand, and the accountability and/or grievance redress mechanisms of the respective AEs on the other, will each perform their duties and exercise their powers and functions, in accordance with the policies and procedures applicable to them.

³ <https://irm.greenclimate.fund/sites/default/files/page/grm-contact-information-gcf-aes-october-2021.pdf>