SOLOMON ISLANDS

Ministry of Provincial Government and Institutional Strengthening (MPGIS)	Solomon Islands Government	Ministry of Environment Climate Change Disaster Management and Meteorology (MECDM)

Implementing Agencies

Ministry of Provincial Government and Institutional Strengthening
PGSP Provincial Governance Strengthening Programme
Mekem strong Provinsol Gavman fo helpem iumi
Solomon Islands Government

Integrated Economic Development and Community Resilience (IEDCR) Project

IEDCR Additional Financing and Japan PHRD Grant

(World Bank: P173688)

STAKEHOLDER ENGAGEMENT PLAN (SEP)

Additional Financing Appraisal Version

November 2026

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1 Background

The Solomon Islands Government (SIG) is implementing the Integrated Economic Development and Community Resilience (IEDCR) Project ('the Project'). The SIG is seeking finance for the Project from the World Bank's (WB) International Development Association (IDA) for the Project. As part of project financing, the Project is required to comply with the requirements outlined in WB's Environmental and Social Framework (ESF) and ten Environmental and Social Standards (ESSs). This Stakeholder Engagement Plan (SEP) has been prepared to meet the requirements of ESS10, Stakeholder Engagement and Information Disclosure, and to satisfy a project financing requirement. It is supported by an Environmental and Social Commitment Plan (ESCP), Environmental and Social Management Framework (ESMF), Labor Management Procedure (LMP), PCDF Project Operational Manual (POM) and other specific plans that have been or will be prepared for the Project. This SEP covers the activities under the original IEDCR Project and the Additional Financing of the IEDCR, including activities funded by the Japan Policy and Human Resources Development (PHRD) Fund.

This original version of this SEP was publicly disclosed by the Solomon Islands government on 2 February 2022[1]. The updated SEP will be redisclosed at the same location.

2 Project Description

The Project Development Objective is to increase access to resilient economic and social infrastructure in rural wards and to enhance provincial governments' accountability to citizens. This is planned to be achieved through funding small projects that are identified as priorities by communities through Ward Development Committees.

The Ministry of Financing and Treasury (MoFT) will serve as the Executing Agency and the Project will be implemented by the Ministry of Provincial Government and Institutional Strengthening (MPGIS) and the Ministry of Environment, Climate Change, Disaster Management and Meteorology (MECDM). The Project expected to commence in late 2022, and to run for a period of five years.

The Project consists of three components:

- **Component 1 (Performance-based grants).** This component will finance four annual grant cycles through the existing Provincial Capacity Development Fund (PCDF) system, which is a performance-based grant system of inter-governmental financing for service delivery and small-scale infrastructure provision. This component will be implemented by MPGIS in coordination with MECDM and the Provincial Governments. The funding will enable approximately 200 additional PCDF projects (known as 'subprojects') to be implemented over the four annual grant cycles. Subprojects are likely to include small infrastructure projects such as buildings, feeder roads, bridges, culverts, pedestrian bridges, footpaths, jetties, seawalls, market facilities, storage facilities, water supply, solar power, etc.
- **Component 2 (Support to Subnational Entities).** This component will be implemented by MPGIS and MECDM in coordination with the Provincial Governments. Apart from funding, a lack of qualified and capable personnel to support implementation is a major constraint to effective citizen engagement, service delivery and reducing community vulnerability to climate change and disaster impacts. This component will build the capacity that is needed at the local level for the Provincial Governments to effectively execute the grants; give the Implementing Agencies the opportunity to incubate additional positions within their respective mandates to support the delivery

[1] https://solomons.gov.sb/ministry-of-environment-climate-change-disaster-management-and-meteorology/

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of the Project; and support other non-investment activities required for implementation at the provincial and Ward level.

- **Component 3 (Project Management).** This component will be jointly implemented by MPGIS and MECDM. It will finance project management support to monitor and report on the Project, including the establishment of a joint Project Management Unit (PMU), with a Project Manager reporting to the Permanent Secretaries MPGIS and MECDM, located at MPGIS' headquarters in Honiara. The PMU will support the implementing agencies to implement and monitor the Project, including financial management, procurement, work planning, consolidated reporting, overall evaluation and monitoring, and oversee the Grievance Redress Mechanism. Staffing for these core functions has been kept to a minimum. The PMU will also support project media and communications activities, oversee the Project's compliance with the E&S requirements, commission beneficiary and stakeholder surveys, and build, operate, and maintain a Project Management Information Systems.

3 Summary of Expected Impacts and Risks

The Project is being implemented to improve access to climate resilient infrastructure and services in rural communities and provincial governments' accountability to citizen priorities, which is thus expected to result in long-term positive environment and social impacts. In the short to medium term, however, environmental and social risks were assessed in the ESMF as Moderate.

The key environmental and social risks associated with this Project relate to Component 1 (Performance-based Grants for Resilient Development) as this component will fund small infrastructure projects (subprojects) through the PCDF. The anticipated subprojects include construction of small buildings, feeder roads and small-scale water supply infrastructure. To date, the average value of a subproject has been around US$25,000.

The main impacts are expected to be typical for small and medium-scale construction activities, and social protection measures that can be managed through conventional risk management approaches. These include impacts related to:

- Waste management.
- Erosion and sedimentation.
- Occupational health and safety.
- Minor impacts on land usage and access.
- Temporary mobilization of limited amounts of contracted workers and community workers.
- Potential for social conflict over access to project benefits (expected to be minimized by applying a bottom-up, and community informed approach to targeting and prioritization).
- Community health and safety impacts from construction.
- Minor nuisance from construction works (e.g., noise, dust, traffic deviations, etc).
- Gender-based violence (GBV), sexual exploitation and abuse (SEA), and/or sexual harassment (SH) due to the concentrated presence of workers in construction areas and/or exacerbated by the delivery of social protection benefits, such as cash support, in-kind support, and cash-for-work.

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In addition, implementation of Component 2 and Component 3 will require interaction with stakeholders, with the possibility of adverse perceptions relating to cultural sensitivity or other communications-related impacts, and these risks are addressed via implementation of this SEP.

4 Objectives of the SEP

The purpose of this SEP is to provide a system for the Project to meet the objectives of the ESS10, which are:

- To establish a systematic approach to stakeholder engagement that will help a project identify stakeholders and build and maintain a constructive relationship with them, in particular with project-affected parties.
- To assess the level of stakeholder interest and support for the project and to enable stakeholders' views to be considered in project design and environmental and social performance.
- To promote and provide means for effective and inclusive engagement with project-affected parties throughout the project life cycle on issues that could potentially affect them.
- To ensure that appropriate project information on environmental and social risks and impacts is disclosed to stakeholders in a timely, understandable, accessible, meaningful and appropriate manner and format.
- To provide project-affected parties with accessible and inclusive means to raise issues and grievances, and allow projects to respond to and manage such grievances.

5 Stakeholder Identification and Analysis

Stakeholder analysis determines the likely relationship between stakeholders and a project and assists to identify the appropriate consultation methods for each stakeholder group during the life of the project. Stakeholders of projects can typically be divided into the following categories:

- **Project Partners** – stakeholders that contribute to the execution and implementation of a project.
- **Affected Parties** – persons, groups and other entities within the Project Area of Influence that are directly influenced (actually or potentially) by the Project and/or have been identified as most susceptible to change associated with the Project, and who need to be closely engaged in identifying impacts and their significance, as well as in decision-making on mitigation and management measures.
- **Other Interested Parties** – individuals/groups/entities that may not experience direct impacts from the Project but who consider or perceive their interests as being affected by the Project and/or who could affect the Project and the process of its implementation in some way.
- **Vulnerable Groups** – persons who may be disproportionately impacted or further disadvantaged by the Project as compared with any other groups due to their vulnerable status, and that may require special engagement efforts to ensure their equal representation in the consultation and decision-making process associated with the Project. The vulnerability may stem from a person's origin, gender, age, health condition, economic deficiency and financial insecurity, disadvantaged

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status in the community (e.g. minorities or fringe groups), dependence on other individuals or natural resources, etc.

Stakeholders identified for the Project and their interest in the project are provided in Table 1. Additional stakeholders may be identified during the implementation of the Project and this plan updated accordingly.

Table 1: Stakeholders and their Interest in the Project

Groups	Organisation	Interest in the project
Project Partners		
SIG Ministries and Offices	MPGIS	Implementing Agency
	MEDCM	
	MOFT	Executing Agency
	National Planning and Development Cooperation	Planning of subprojects
	Ministry of Agriculture and Finance	Potential for Project (Component 1) to fund subprojects that support agriculture
	National Disaster Management Office	Potential for Project (Component 1) to fund subprojects that support climate and disaster resilience.
	Ministry of Health and Medical Services	Potential for Project (Component 1) to fund subprojects that support health and medical services (e.g., clinics).
	Ministry of Education and Human Resources Development	Potential for Project (Component 1) to fund subprojects that support education (e.g., classrooms).
Provincial governments	Central Islands Provincial Government	Implementation of PDCF (e.g., Component 1)
	Choiseul Provincial Government	
	Guadalcanal Provincial Government	
	Isabel Provincial Government	
	Makira-Ulawa Provincial Government	
	Malaita Provincial Government	
	Rennell and Bellona Provincial Government	
	Temotu Provincial Government	
	Western Provincial Government	
Ward-level governance bodies	Ward Development Committees	Interested as beneficiaries of ward infrastructure as well as local implementing entities/ partners for social protection activities and benefits.
Relevant development programs	Rural Development Program II	There is crossover between the subprojects that may be funded by the IEDCR Project and this program
	Provincial Capacity Development Fund	Component 1 is funding this existing program
World Bank	IDA	Financing agency
	Local Office	Providing support
Other Development Partners	United Nations Capital Development Fund	Cross over between the UNCDF's Local Climate Adaptive Living Facility and the IEDCR Project
Affected Parties		

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Groups	Organisation	Interest in the project
People in the project area of influence	Individuals (i.e., citizens of the 156 Wards where the Project will operate) and community groups/organisation/business that will direct benefit from subprojects.	These people/groups have the potential to be Project beneficiaries and be potentially affected by the social impacts associated with the subprojects.
Contractors	Various civil works contractors	Potential to be contracted or subcontracted to construct subprojects.
Suppliers	Various suppliers	Supply of goods and materials to contractors and/or subcontractors constructing subprojects
Other Interested Parties		
Other Development Partners	Australian Department of Foreign Affairs and Trade	Interested in the outcomes and benefits of the Project. Interested in collaboration with activities. Potential concerns regarding environmental and social impacts.
	New Zealand Ministry of Foreign Affairs and Trade	
	European Union	
	International Finance Corporation	
SIG Ministries and Offices	Environment and Conservation Division	Permitting of select subprojects (if required)
Non-Government Organisations	Organisations focusing on topics such as: • Rural development • Agriculture • Climate change • Environmental management • Woman and children's rights	Interested in the outcomes and benefits of the Project. Interested in collaboration with activities. Potential concerns regarding environmental and social impacts. Potential educational/outreach opportunities to increase awareness and acceptance of the project.
Vulnerable Groups		
Vulnerable or disadvantaged groups	Including, but not limited to: • elderly • children • youth • poor households • women-headed households • residents in remote areas • people with disabilities	These people/groups have the potential to be Project beneficiaries, however, there is potential for project benefits to not reach such groups. They may also be disproportionately potentially affected by the social impacts associated with the subprojects and it is important to ensure such people/groups are included in the project planning process (i.e., through the meetings facilitated by the WSOs).
All groups	• All groups	Include media as one partner for information dissemination like project updates, ESF information that important for public to know especially contractors.

6 Stakeholder Engagement

6.1 Summary of Stakeholder Engagement during Project Preparation

Consultation relating to the original IEDCR Project occurred over three WB missions. These missions were undertaken via videoconference due to travel restrictions relating to COVID-19 pandemic. Objectives of each mission were:

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- **Identification Mission.** This mission, which took place in August and September 2020, worked with the SIG to identify the project's development objectives, theory of change, scope of activities, component activities, management structure, estimated costs, estimated project financing, and discuss how the project's performance could be measured.
- **Preparation Mission #1.** This mission, which took place in September 2021, worked with the SIG to refine the Project's development objectives, scope of activities, theory of change, implementation arrangements, estimated costs and financing.
- **Preparation Mission #2.** This mission, which took place in November 2021, worked with the SIG to further refine the Project's development objectives, scope of activities, theory of change, implementation arrangements, estimated costs and financing.

A list of stakeholders consulted as part of the missions is provided as Annex II.

In addition, disclosure will be undertaken as part of Project Preparation Advance (PPA)[2] funding to facilitate transparency around the development of WB Projects. The following documents, when approved by the WB, will be added to the IA and IDA websites:

- PPA Environmental and Social Commitment Plan.
- PPA Stakeholder Engagement Plan.

Stakeholder Engagement during Preparation of Additional Financing (AF) and PHRD Grant Preparation

The Japan PHRD grant will support the IEDCR by providing additional grants to finance communities' resilience to climate change and natural hazards. As a prerequisite requirement of the World Bank. Stakeholders' engagement had been conducted during the World Bank mission in August 2026. The following stakeholders have been consulted during the mission on this PHRD grant that will be funded by the Japanese Government;

- Ministry of Provincial Government and Institutional Strengthening
- Ministry of Environment Climate Change and Disaster Management
- Guadalcanal Provincial Government
- Central Provincial Government
- Choiseul Provincial Government
- Western Provincial Government

The outcomes of the consultations on the AF and the PHRD initiatives were generally positive, with the provinces consulted expressing strong support. Guadalcanal and Central Provinces welcomed the AF as an important opportunity to strengthen climate resilience and support further climate adaptation initiatives within their respective provinces.

[2] PPA funds will be used to recruit staff to prepare documentation required as part of preparation stage of the IEDCR Project.

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For the PHRD, the consultations focused on Western and Choiseul Provinces, which were severely affected by Tropical Cyclone Maila in April 2026. Both provinces welcomed the proposed grant assistance to support the rehabilitation of affected communities and the restoration of infrastructure damaged during the cyclone. One of the key priorities highlighted by the communities was the rehabilitation of community shelters.

6.2 Stakeholder Engagement Strategy

The majority of public and community meetings will be facilitated by Ward Development Committees (WDCs). These committees, which exist in all Wards, were formed by MPGIS and the Provincial Government (PGs). The establishment and basic operation of this participatory planning process is a minimum condition of access to PCDF (i.e., to access funds for subprojects under Component 1). Ward Support Officers (WSOs) will be appointed by the PGs and be responsible for ensuring that the WDCs liaise with village communities and PGs. In addition, Community Monitoring Groups will be formed to monitor and track the representation of community members, progress of activities, and communicating grievances to Wards and PGs. A Media and Communications Officer will also be engaged on the Project as part of the PMU.

To strengthen the PCDF's transparency and accountability to community stakeholders, the Project will develop inclusive information and communications strategies to support the downward reporting of provincial performance to WDCs, and WDCs to communities. The reporting will be done in a manner that can be understood by rural populations with low literacy levels (e.g., using infographics and simple language) and disseminated through a variety of methods including media releases, newspapers articles, broadcasts on TV and radio stations, and posted on the provincial and ward level notice boards.

The PMU Media and Communications Officer, in collaboration with the project's monitoring and evaluation (M&E) team, will ensure the regular update of the MPGIS and/or MEDCM website (at least quarterly) with key project updates and reports on the project's environmental and social performance. The website will also provide information about the grievance mechanism for the project.

The following engagement tools may also be developed for the Project (as part of Component 1):

- **Communication Materials**. These will provide basic information about the PCDF to explain the PCDF process and cycles at the national, provincial and ward levels, and how community members can participate and find out more information. The PMU Media and Communications Officer will be responsible for creating and monitoring the communication and information dissemination strategy and workplan, overseeing the development of communications material templates, and liaising with the Provincial Planning Coordinators and WSOs to collect and report on relevant information. The PMU Media and Communications Officer would be responsible for developing the template, collecting information, and disseminating back to provinces.
- **PG Performance Scorecard.** These could be used to report back on the performance of the PCDF over the previous year. The card could include information and indicators, for example, a list and progress update on of all the completed vs planned PCDF projects; a pie-chart showing breakdown of projects per investment menu type; and report on the percentage of PCDF projects are identified from the WDCs.
- **WDC Performance Scorecard.** These could be used to report back on the performance of the WDC over the previous year. Information and indicators on the card could include, for example, a list and progress update on all the completed versus planned projects in the ward from the approved Annual Work Plan; a pie-chart showing breakdown of Ward level projects per investment menu

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type (both PCDF and WDG project); achievement of minimum representation requirements on the WDC; the number of community monitoring groups including minimum representation requirements and their scorecards of contractor performance.

An indicative stakeholder engagement plan is outlined in Table 2 and an indicative disclosure plan is provided in Table 3. These plans will be further refined during Project implementation when the PMU Media and Communications Officer are engaged for the Project.

Table 2: Indicative Stakeholder Engagement Plan

Project stage	Topic of consultation / message	Method used	Target stakeholders	Responsibilities
Planning of subprojects	Participatory planning for potential subprojects	Face-to-face meetings	Community (potential project beneficiaries)	WDCs WSOs
Annually throughout implementation phase	Performance of the PCDF over the previous year	Performance Scorecard posted on the provincial and ward level notice boards, provided to community through face-to-face meetings	Community (potential project beneficiaries)	Provincial Program Coordinators
Annually throughout implementation phase	Performance of the WDC over the previous year	Performance Scorecard posted on the provincial and ward level notice boards, provided to community through face-to-face meetings	Community (potential project beneficiaries)	WSO
Planning and design of subprojects	Siting of infrastructure – confirmation that subproject would not result in physical or economic displacement, or	Face-to-face meetings and other methods as necessary to ensure vulnerable people are included[3]	People residing in the project area, including vulnerable people	CCARROs PMU E&S Specialist

[3] Such arrangements could include hiring female staff/trainers; scheduling community meetings/training at locations and times that are convenient for women and people with disabilities; providing on-site child care arrangements and ensuring adequate breaks during community meetings and trainings; using infographics, video, music, storytelling and other low literacy friendly communication methods; liaising with women/youth/disability organizations as part of project outreach strategies; incorporating messaging encouraging vulnerable groups to join the project into community outreach strategies and communication brochures; use of communication and social networks (such as church and sports) to spread messages to community leaders and vulnerable groups to join the project; providing translation services for people with speech/hearing impediments during training if required; incorporating minimum quotas for women and youth community training and committees; socializing community leaders and male champions in the benefits of including vulnerable groups in project activities; and the mainstreaming of disability considerations into infrastructure design (i.e., building sidewalks, hand-railing installed on pedestrian footsteps, ramp access for footbridges and ablution blocks, building larger toilets with rails for wheelchair access).

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	restriction of access to natural resources.			
Prior to, during and post construction of subprojects	Construction progress (timing, likely impacts, etc), grievance mechanism	Face-to-face meetings	People residing in the project area, including vulnerable people	WDCs WSOs
Quarterly throughout the implementation phase	Key project updates and reports on the project's environmental and social performance	MPGIS and/or MEDCM website	All stakeholders	PMU Media and Communications Officer (in collaboration with the project's M&E team)
Design and implementation	Subproject design (select subprojects)	Face-to-face meetings	Relevant government department, e.g. Ministry of Health and Medical Services (for subprojects such as clinics); Ministry of Education and Human Resources Development (for subprojects such as classrooms)	Provincial Engineer
Throughout Project implementation (6-monthly)	Implementation support missions	Face-to-face and teleconference meetings; site visits	Project Partners	IDA, MPGIS and MECDM
Prior to finalising of design and budget	Risk and impact screening consultation	Face to face interview of communities, screening checklist	Community (Potential project beneficiary)	PMU E&S specialist CCARROs
Implementation	Environmental, Social and Health and Safety, Worker GRM	Formal and on-the-job training;	Contractor and community workers	Contractors Provincial E&S Officer
Implementation	Environmental, Social and Health and Safety related training, including WB ESF requirements	Face-to-face and teleconference meetings	PMU CCARROs, Contractors, communities	PMU E&S Specialist, CCARROs
Implementation	Environmental, Social and Health and Safety, Worker GRM	Disclosure of site-based ESMP in selected provinces; Site meetings	Works contractors	PMU E&S, CCARROs, PPCs

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Project planning phase	Planning discussion / consultation with key stakeholders and entities - provincial government, WDCs, relevant NGOs	Face to face meetings and virtual meetings	MPGIS, MoFT, MECDM, 9 Provinces	PMU and provincial planning office
Sub-project prioritisation stage	Initial discussion with community, inform about the planned benefits, targeting mechanisms, mode of delivery, grievance mechanism	Use I-RIPLANT, face to face meetings	Communities, WDCs	WSOs, CCARROs, PPCs
Implementation	Regular communication and feedback throughout implementation, quarterly or semi-annual	Feedback reports send to provincial level from WSO will be conduct monthly. Reports sent to PMU every quarterly by email and during virtual meetings, checklists reports, Kobo tool box	WB, PMU and Provincial planning team	WSO. CCARROS and Provincial engineers
Implementation	Management of grievance mechanism including SEA/SH sensitive mechanism	Monthly and quarterly reports sent to provincial level and PMU through emails and WhatsApp	PMU, provincial staff, WDCs and communities	WSO, CCARROs, PPCs, E&S officers and Gender specialist

Table 3: Indicative Disclosure Plan

Project stage	**Target stakeholders**	**List of information to be disclosed**	**Methods proposed**
Prior to implementation	All	Environmental and Social Commitment Plan Environmental and Social Management Framework Labor Management Procedure Stakeholder Engagement Plan (i.e., this document) Land Access Form (and if applicable Livelihood Restoration Plan) Grievance Mechanism	IA and IDA websites once documents approved by WB

Early in implementation phase	All	Clear information on how feedback, questions, comments, concerns, and grievances can be submitted by any stakeholder	Website, face-to-face meetings with community (including vulnerable people), noticeboards
Early in implementation phase	Community (potential project beneficiaries)	Awareness of PCDF process and cycles; and how community members can participate; Grievance Mechanism	TBC, may include media releases, newspapers articles, broadcasts on TV and radio stations, and posted on the provincial and ward level notice boards
Implementation	Potential civil works contractors	Project bidding documents (including E&S-related requirements)	Email and hard copy
Implementation	People residing in the project area, including vulnerable people	Subproject ESMP and/or other subproject specific E&S management tools	Face-to-face meetings

6.3 Limitations due to COVID-19, Other Communicable Diseases, or Climate

While face-to-face meetings are typically a preferred method of communication, the COVID-19 situation during the preparation of the original project demonstrated the need to plan for a precautionary approach in the event of the risk of communicable disease spread or other limitations to travel. In events where there are public health, climate or disaster-related, or other safety constraints to travel alternative communication methods can be sought. Where possible and appropriate, the following are some considerations while selecting channels of communication:

- Avoid public gatherings (taking into account national restrictions or advisories), including public hearings, workshops, and community meetings.
- If smaller meetings are permitted/advised, conduct consultations in small-group sessions, such as focus group meetings. If not allowed or recommended, make all reasonable efforts to conduct meetings through online channels, if possible.
- Diversify means of communication and rely more on social media and online channels. Where possible and appropriate, create dedicated online platforms and chat groups suitable for the purpose, based on the type and category of stakeholders.
- Where possible and appropriate, employ traditional channels of communications (TV, newspaper, radio, dedicated phone-lines, and mail) when stakeholders do not have access to online channels or do not use them frequently. Traditional channels can also be highly effective in conveying relevant information to stakeholders and allow them to provide their feedback and suggestions.
- Where direct engagement with project-affected people or beneficiaries is necessary, identify channels for direct communication with each affected household via a context-specific combination of e-mail messages, mail, online platforms, dedicated phone lines with knowledgeable operators.

7 Grievance Mechanism

The Grievance Mechanism (GM) is a mechanism to receive and facilitate the resolution of stakeholder's concerns, complaints, and grievances about the Project, including concerns relating to environmental and social impacts and issues. The GM allows stakeholders to comment on or express concern on matters relating to project implementation. It is intended to allow these various stakeholders to pass on important

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information to higher levels of project oversight and management in a neutral and, if necessary, anonymous way.

A formal GM will be implemented by the PMU and will be used for project-related grievances. Although the final responsibility for implementation of the GM will sit with the PMU's Project Manager, they will be supported at the Ward and Provincial levels by:

- **Community Monitoring Groups:** who will communicate community grievances to Wards and/or PGs.
- **WSOs and Chairperson of the Ward Committee:** the WSO will receive Project grievances and pass these onto the Chairperson of the Ward Committee who would work to resolve.
- **Provincial Government Planning Team:** who will resolve Project grievances at Provincial Level where possible. This would be coordinated by the Provincial Program Coordinator. The Provincial Secretary would be involved in the resolution of grievances that cannot be resolved by other members of the Provincial Government Planning Team.

The GM is provided in Annex III and may be updated by the PMU prior to implementation, including the consideration of lessons learned from former Community Governance and Grievance Management (CGGM) Project[4]. The final GM will include contact details for lodging a grievance (i.e., contact name/s, phone number/s, website address, etc.).

8 Monitoring and Reporting

The WSOs will monitor and verify that the WDCs are liaising with village communities and PGs. The Community Monitoring Groups will also monitor and track the representation of community members in the discussions at the community level relating to priorities for infrastructure (i.e., subprojects).

During the project implementation, the PMU E&S Specialist will prepare semi-annual and annual summary reports on the environmental and social performance of the Project for the WB. These reports will include an update on the implementation of the stakeholder engagement plan and grievance management. The annual reports will be disclosed on the MPGIS and/or MEDCM website and made available in the provincial offices. Examples of SEP-related indicators that may be used in the semi-annual and annual summary reports are provided in

Table **4**.

The Project team will prepare Incident Notifications for the WB, if and when required.

Table 4: Example SEP-related indicators for Progress Reports

[4] At the request of the MPGIS, IDA and MPGIS have been considering how aspects of the former CGGM Project could be incorporated into IEDCR. There is agreement that integrating some of the key functions that CGGM's Community Officers (COs) play into the roles of WSOs would bring important benefits, because of the relationship between governance and development at local level, the commonalities between some of the functions of COs and WSOs, and the improved prospects for sustainability that integration would offer. At the same time, a number of risks need to be mitigated for the integration to be successful. MPGIS will draft a TOR for the integrated position, consulting with key stakeholders including the CGGM team and Provincial Secretaries Given that the position will be financed by the Project, IDA will be required to prior review the TOR. MPGIS, MECDM and IDA will then review the Project budget for IEDCR to assess whether the financing it provides for the training and supervision of WSOs for the life of the Project and the incubation of WSOs in the first year of the project, is consistent with SIG's requirements.

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Engagement:

- Number and location of community awareness-raising or training meetings
- Number of men and women that attended each of the meetings above
- Number, location, attendance, and documentation of the meetings held with the authorities and communities or other stakeholders
- For each meeting, number and nature of comments received, actions agreed during these meetings, status of those actions.
- Number and nature of engagement activities with other stakeholders, disaggregated by category of stakeholder (Governmental departments, NGOs)
- Issues raised by NGOs and other stakeholders, actions agreed with them, and those actions' status. Minutes of meetings will be annexed to the six-monthly report
- Number and nature of project documents publicly disclosed
- Number and nature of updates of the project website
- Number and categories of comments received on the website

Grievance Redress Mechanism:

- Number of grievances received, in total and at the provincial and national levels, on the website, disaggregated by complainant's gender and means of receipt (telephone, e-mail, discussion)
- Number of grievances received from affected people, external stakeholders
- Average time of complaint's redress process, disaggregated by gender of complainants and categories of complaints
- Number of grievances which have been (i) opened, (ii) opened for more than 30 days, (iii) those which have been resolved, (iv) closed, and (v) number of responses that satisfied the complainants during the reporting period disaggregated by category of grievance, gender, age and location of complainant.
- Trends in time and comparison of number, categories, and location of complaints with previous reporting periods

Workers Grievances:

- Number of grievances raised by workers, disaggregated by gender of workers and worksite
- Profile of those who lodge a grievance (gender, age, worksite), by category of grievances.
- Average time of complaint's redress process, disaggregated by gender of complainants and categories of complaints
- The trend in time and comparison of number, categories, and location of complaints with previous reporting periods

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9 Resources and Responsibilities for Implementation

9.1 Responsibilities for Implementation

The owner of this SEP is the PMU. The PMU E&S Specialist will lead its implementation, however, there are many roles that input to the implementation of the activities specified in this SEP. The PMU team will need to coordinate closely at the provincial and ward levels to ensure the successful implementation of this plan. The key parties involved in the stakeholder engagement process and their responsibilities are provided in Table 5.

Table 5: Responsibilities for Implementation

Party	Responsibilities
PMU Project Manager	Implement the GM
PMU E&S Specialist	Plan and implement the SEP Monitor of and report on E&S performance to the project team and the WB Provide E&S training
PMU Media and Communications	Create and monitor the communication and information dissemination strategy and workplan Oversee the development of communications material templates Liaise with the Provincial Planning Coordinators and WSOs to collect and report on relevant information Manage the project information releases (e.g., media releases, website uploads, etc)
CCARROs	Community engagement and disclosure Provide E&S training
WSOs	Coordinate the resolution Project grievances at Ward Level where possible. Community engagement and disclosure
Chairperson of the Ward Committee	Resolve Project grievances at Ward Level where possible
Provincial Program Coordinators	Coordinate the resolution of Project grievances at Provincial Level where possible.
Provincial Government Planning Team	Resolve Project grievances at Provincial Level where possible
Provincial Secretary	Resolve grievances that cannot be resolved by other members of the Provincial Government Planning Team
Community Monitoring Groups	Communicate community grievances to Wards and/or PGs. Monitor and track the representation of community members in the discussions at the community level relating to priorities for infrastructure

9.2 Implementation Budget

Budget allocation for items that relate to the implementation of the SEP are included in the overall project budget. These include:

- PMU Media and Communications Officer (48 months)
- PMU E&S Specialist (x1) (48 months)
- CCARRO (x5) (48 months)
- International E&S Specialist (12 months)

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- Travel and PPE costs for E&S staff to travel to sites for training and conducting project supervision, monitoring and reporting.
- Printing of brochures, posters, and notices for engagement activities.
- Hire of halls, conference rooms, etc.
- Ad hoc communications materials.

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Annex I. Abbreviations and Acronyms

CCARRO	Climate Change Adaptation and Risk Reduction Officer
CFP	Chance Finds Procedure
E&S	Environmental and Social
ESCP	Environmental and Social Commitment Plan
ESF	Environmental and Social Framework
ESMF	Environmental and Social Management Framework
ESS	Environmental and Social Standard
GM	Grievance Mechanism
IDA	International Development Association
IEDCR	Integrated Economic Development and Community Resilience
LMP	Labour Management Procedure
M&E	Monitoring and Evaluation
MECDM	Ministry of Environment, Climate Change, Disaster Management and Meteorology
MoFT	Ministry of Finance
MPGIS	Ministry of Provincial Government and Institutional Strengthening
PCDF	Provincial Capacity Development Fund
PG	Provincial Government
PMU	Project Management Unit
POM	PDCF Project Operations Manual
PPA	Project Preparation Advance
SEP	Stakeholder Engagement Plan
WB	World Bank
WDC	Ward Development Committee
WSO	Ward Support Officer

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Annex II. Stakeholders Included in World Bank Missions

The following stakeholders were consulted as part of the WB IEDCR Project Missions (Identification Mission; Preparation Mission #1; Preparation Mission #2).

- Ministry of Financing and Treasury
- Ministry of Provincial Government and Institutional Strengthening
- Ministry of Environment, Climate Change, Disaster Management and Meteorology
- Ministry of Provincial Government and Institutional Strengthening
- National Disaster Management Office
- Auditor General Office
- Rural Development Program II Team
- Australian High Commission
- Australian Department of Foreign Affairs and Trade
- New Zealand High Commission
- United Nations Capital Development Fund
- International Finance Corporation
- European Union

Table 1: Stakeholders consultation form

I. Stakeholder Engagement Details: conducted through WDC meetings.

Project location *(community/ward/Province):*		Date:
Provincial officer in-charge (Name/ and Position):		
Stage of project & Type of meeting (specify)	☐ Planning/Project initiation: ..... ☐ Design: ..... ☐ Implementation/Construction: ..... ☐ Completion:	
Topic of consultation:		
Purpose of conducting the stakeholder engagement:		
Number of men and women attended the program or meeting.		

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☐ Male: …… ☐ Female: ……
Method used. ☐ Face-to-Face meeting ☐ Online meeting ☐ Formal and on-site training

II. Target stakeholders:

Please specify how the project stakeholder where identified?
Is the disadvantaged and vulnerable group or individual included in the stakeholder engagement? ☐ Yes ☐ No

Identify type of stakeholder involved. *Please tick applicable box*

Project partners ☐ SIG ☐ Provincial Government (Specify) ☐ Development Partners (List): Affected parties. ☐ People in the project area of influence (List): ☐ Contractor ☐ Supplier Other interested parties ☐ Other development partners ☐ SIG ministries ☐ Non-Government organizations Vulnerable Groups: *Including, but no limited to* ☐ Elderly ☐ Children ☐ Youth ☐ Poor households ☐ Women-headed households ☐ Residents in remote areas ☐ People with disabilities

III. Comments received, action agreed and status of actions.

Comments/Feedback	Action agreed	Status of action

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IV. Feedback from NGOs

Issues raised by NGOs and other stakeholders, actions agreed with them, status of action.

Comments	Action agreed	Status of action

V. Did the community member agree and happy with the site the project is being constructed? ☐ Yes ☐ No

If YES, please provide reasons	If NO, please provide reasons.
1. 2. 3.	1. 2. 3.

VI. Types of project document publicly disclosed.

List: 1. 2. 3.

VII. Updates of the project on website

VIII. Number and categories of comments received on the website.

Issues raised by NGOs and other stakeholders, details of actions agreed with them, and those actions' status. Minutes of meetings will be annexed to the six-monthly report.

Annex III. Grievance Mechanism

The Grievance Mechanism (GM) is a mechanism to receive and facilitate the resolution of stakeholder's concerns, complaints, and grievances about the IEDCR Project, including concerns relating to environmental and social impacts and issues. The GM allows stakeholders to comment on or express concern on matters relating to project implementation. It is intended to allow these various stakeholders to pass on important information to higher levels of project oversight and management in a neutral and, if

The final GM will also include contact details for lodging a grievance (i.e., contact name/s, phone number/s, website address, etc.).

The GM is comprised of:

1. Feedback Mechanism - the process for receiving and recording feedback
2. Grievance Redress Mechanism - the process for managing grievances
3. Feedback and Grievance Register and Reporting Procedures - the system for reporting feedback grievance information

'Feedback' refers to comments or suggestions received from stakeholders that relate to the project, but are not raised as a complaint that requires specific action for that individual stakeholder. These comments or suggestions can be either positive or negative.

A 'Grievance' arises from a complaint made which is usually negative towards the project and requires a specific response to the person or group who has made the complaint. Based on previous experience, grievances arising from the IEDCR Project is likely to be:

- From community workers relating to project processes that might be resolved at the rudimentary level by providing accurate information that complainants are looking for and through clarification on project policies/rules.
- From contractors regrading procurement or payment issues.
- From the public regarding the project works and/or workers.
- Selection and approvals of subprojects for funding.

Feedback Mechanism

Feedback from project participants, the community and other stakeholders should be encouraged to help ensure that the project is appropriate and can continuously improve throughout implementation. Feedback should be able to be provided in numerous ways to provide maximum opportunity for feedback to be received. Feedback can be received though:

- Completion of a specific feedback form (Table 1), which individuals can complete (or request to be completed on their behalf by project staff) and submitted to any staff member of the project. The form will be available through on the MPGIS and/or MEDCM website and hardcopies carried with project staff. A locked suggestion box at project offices will also be maintained with hardcopies of the feedback form available nearby.

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- Calling a hotline mobile number that will be maintained within the PMU's office in Honiara to receive anonymous feedback or complaints by phone call or text.
- General discussions with communities and other stakeholders at engagements sessions, which will be recorded by project staff.

These feedback mechanisms should be communicated to communities, especially the options for remotely submitting feedback. Ward Support Officers will distribute a flyer about the GM to the Community Monitoring Groups and place on noticeboards at the commencement of project implementation. This will be repeated at subproject locations prior to construction.

Additional feedback mechanisms may be developed as part of the overall project monitoring program.

Table 1 - Feedback Form

Name of person giving feedback *(leave blank if anonymous)*	
Gender and age of person giving feedback	
Location/s that feedback relates to (Province and local area)	
Name of person documenting feedback	
Date of receiving feedback	
Details of feedback	

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Action Taken (if necessary)

Grievance Redress Mechanism

The GRM process strives for a culture of openness to grievances, and for resolution of most grievances at the initial engagement level with Ward Support Officer and, as necessary, with the local and community level. Where this is not possible, it outlined the process for involving Provincial Planning Coordinator as required. Each step of the process is explained in the following paragraphs with its summary provided on Figure xxx

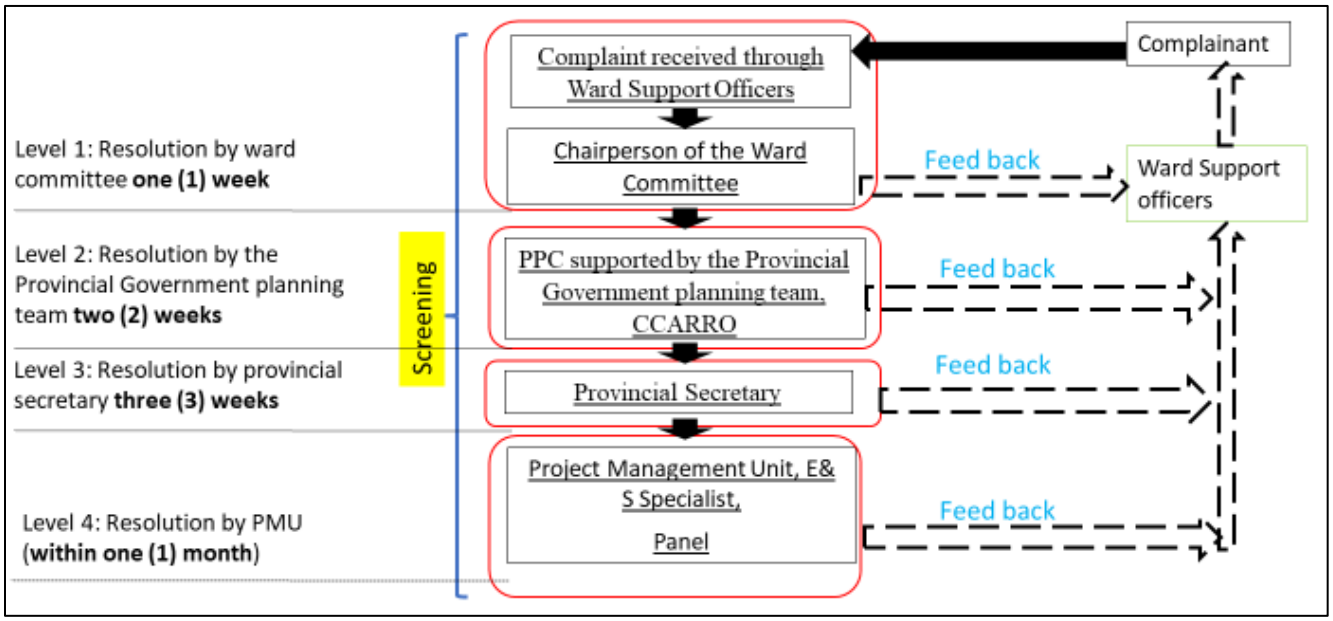


Figure 1: IEDCR Project – GRM Steps

All grievance received must go through the screening. The purpose of the screening are;

- Determine Eligibility: Check if the complaint is actually related to the specific project, program, or workplace.
- Filter Out Irrelevant Claims: Reject or redirect complaints that belong to outside agencies, legal courts, or different programs.

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- Assess Risk and Severity: Categorize issues as low, medium, or high risk (such as identifying environmental dangers or safety threats).
- Trigger Urgent Protocols: Flag life-threatening risks, severe harm, or sensitive cases (like harassment or abuse) for immediate special handling.
- Route to the Right Team: Assign the issue to the correct department, specialist, or decision-making tier (such as human resources, procurement, or site managers).
- Set Priorities and Timelines: Establish how fast the grievance must be investigated based on urgency, keeping the overall process efficient.

The screening are done at all level of the decision making as explained by the GRM steps as shown in the summary flow chart and paragraphs below.

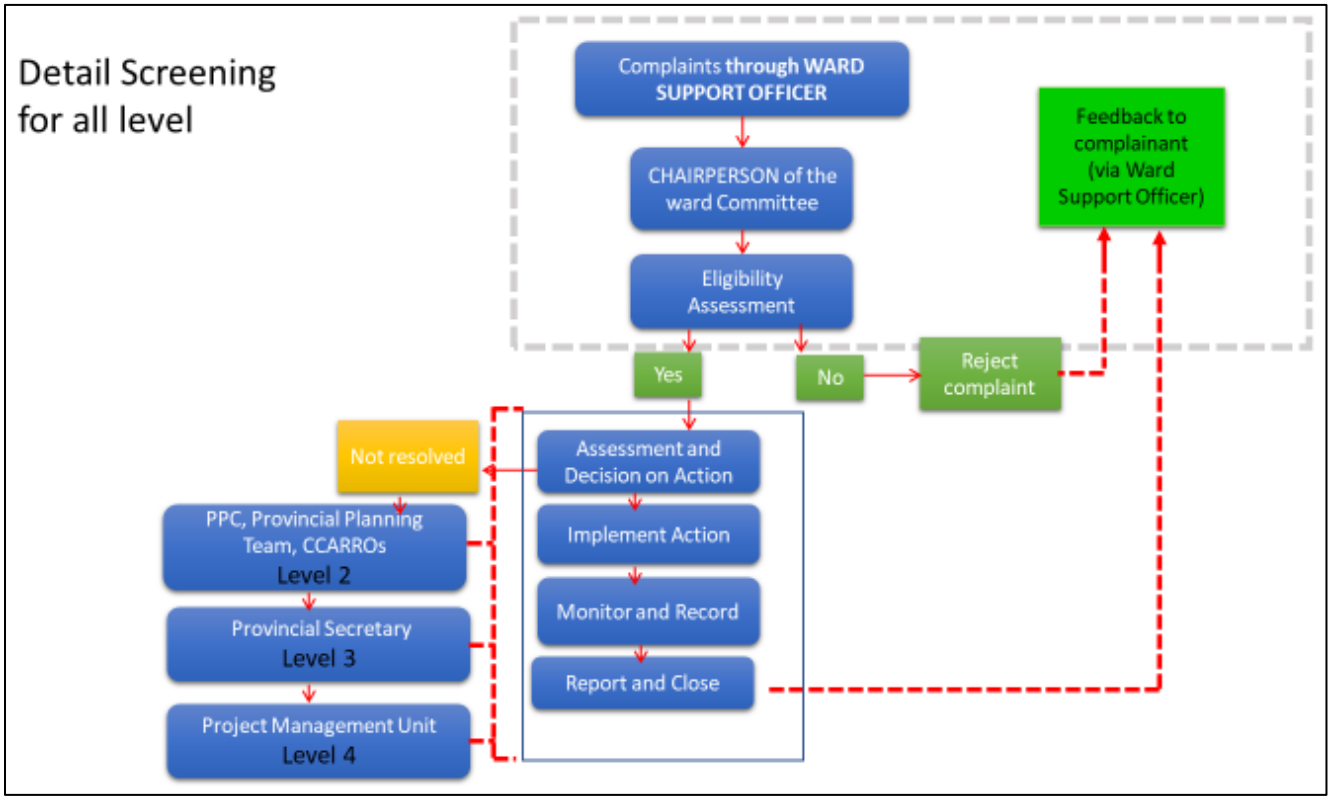


Figure 2: Detail screening for all level

All grievances must be recorded using Grievance Redress Form (Table 2).

Step 1. Resolution by Chairperson of the Ward Committee

Ward Support Officers will normally be the first layer of engagement between the project and project participants (e.g., community workers). The Ward Support Officers would receive Project grievances and pass these onto the Chairperson of the Ward Committee who would work to resolve. Issues raised at this level may include queries and complaints by groups who have applied for work and have not as yet been selected, complaints relating to pay or to working conditions. All grievances entering the process at this level will be recorded and tracked with project grievance forms. Specific FAQs, brochures and posters should be developed and distributed to the public to reduce the time taken to address grievances relating to selection, equity and applications. As most contracts for community works are short it is necessary that

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grievances related to community workers should be immediately addressed with a view to reaching resolution within one working week. All other grievances including those raised by the general public should be addressed within two working weeks and should include advice of what further steps can be taken in cases where the complainant is not satisfied with the response. It is expected that most complaints should be addressed at this first step, however, if a resolution satisfactory to the complainant/s is not at this step, the complaint should progress to Step 2.

Step 2. Involvement of Provincial Government Planning Team

The Provincial Program Coordinator will coordinate the resolution of grievances and be supported by the wider Provincial Government Planning Team. They will deal with: grievances not resolved by the Chairperson of the Ward Committee in the required time; with grievances with which the complainants are not satisfied with the actions taken by the Chairperson of the Ward Committee; complaints and grievances brought by contractors of subprojects and any allegations of corruption. For serious cases, a panel of investigators which shall conduct fact-finding and recommend sanctions or any further action as needed. The Provincial Government Planning Team should have taken action on grievances brought to them in at least two working weeks having investigated the matter and contacted the complainants as to their recommendations and actions. All grievances that cannot be resolved within two working weeks should be forwarded to the Provincial Secretary for resolution.

Step 3. Involvement of Provincial Secretary

The Provincial Secretary will work to resolve grievances not resolved by the Provincial Government Planning Team in the required time; with grievances with which the complainants are not satisfied with the actions taken by the Provincial Government Planning Team. The Provincial Secretary should have taken action on grievances brought to them in at least two working weeks having investigated the matter and contacted the complainants as to their recommendations and actions. All complainants of grievances that cannot be resolved within two working weeks should be promptly advised that their complaint has been forwarded to the office of the PMU. When referring issues to PMU, the Provincial Secretary must include a written brief accompanied by all documentation including the updated project grievance forms.

Step 4. Referral to PMU

Serious issues that cannot be resolved by the Provincial Secretary should be promptly referred to the PMU. The general public should be aware that they have the right to bring serious allegations and issues relating to project design directly to either of these offices. These services will include communications with the complainants and updating of project grievance forms.

Responses to most grievances referred to the PMU should be completed in a maximum of two weeks. The World Bank office in Honiara should be a last resort to become involved in attempts to address grievances not resolved at the national implementing agency. Table 2 presents an example of Grievance Redress Form.

Table 2 - Grievance Redress Form

BASIC INFORMATION

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Name of Complainant: …….. Date of Complaint: …… Contact Phone: …… Ward: …….. Contact Address: …… …… Ethnic Background: …….. Gender: F / M	Complainant – category ☐ Community worker ☐ Group leader ☐ Contractor ☐ General public ☐ NGO ☐ Parliamentarian ☐ Other (please specify) _____

How the complaint was received:

In person Project Help Desk Referral from Community

Community Leader Project Event Written Telephone

Location: _____

DETAILS OF COMPLAINT/GRIEVANCE:

……
……
……
……
……
……
……
……

COMPLAINTS AGAINST _____

Group leader	Works Coordinator	MPGIS	Project processes
Contractor	Supervisors	MEDCM	Project design

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Fellow worker	WSO		

TYPE of COMPLAINT

A. Work Related	**B. Project Processes**	**C. Project Design**	**D. Corruption related**
Payment	Registration	Project goals	Corruption
Type of work	Screening & endorsement	Community needs	
Problem with leader	Targeting & selection	Other (specify)_____	
Conflict with co-worker	Training		
Other (specify)_____	Other (specify)_____		

Signed by Complainant: ……

LEVEL 1 (Ward Support Officer / Chairperson of the Ward Committee)	
Name of Project Staff:	Date of Action:
Details of Level 1 response/resolution (including persons involved)	
Result: Resolved Unresolved and referred to Level 2	
Comments/reaction from complainant: Date:	

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LEVEL 2 (Provincial Program Coordinator / Provincial Government Planning Team)	
Name of Project Staff:	Date of Action:
Details of Level 2 response/resolution (including persons involved)	
Result: Resolved Unresolved and referred to Level 3	
Comments/reaction from complainant: Date:	

LEVEL 3 (Provincial Secretary)	
Name of Project Staff:	Date of Action:
Details of Level 3 response/resolution (including persons involved)	

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Result: Resolved Unresolved and referred to Level 4
Comments/reaction from complainant: Date: .....

LEVEL 4 (PMU)	
Name of Project Staff:	Date of Action:
Details of Level 4 response/resolution (including persons involved)	
Result: Resolved Unresolved and referred to a Higher Authority (specify authority)_____	
Comments/reaction from complainant: Date:	
Final status:	Signed:

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Feedback and Grievance Register

A register of feedback and grievances should be kept in a central database in a format that can be easily analyzed (e.g., Microsoft Excel or Microsoft Access). This will allow the Grievance Redress Mechanism to be monitored and evaluated. Reporting of the effectiveness of the Grievance Redress Mechanism should be undertaken regularly. Example templates for the database are provided in Table 3 and Table 4.

Table 3: Example feedback register template

Complaint No.	Date of Complaint	Name of Complainant	PIU	Details of Complaints	Name of any other persons involved in trying to solve the problem (e.g. community leader)	Action Planned and Taken to settle the problem	Was problem solved? (Yes/No)	If no, when was problem referred to next level?

Table 4: Example grievance register template

Complaint No.	Date of Complaint	Name of Complainant	PIU	Details of Complaints	Name of any other persons involved in trying to solve the problem (e.g. community leader)	Action Planned and Taken to settle the problem	Was problem solved? (Yes/No)	If no, when was problem referred to next level?

Table 5: ACCRONYMS used in GRM screening table

CAE	Child Abuse and Exploitation
CC	Care Centre
EHS	Environment Health and Safety

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ESMF	Environment and Social Management Framework
FSC	Family Support Centre
GBV	Gender-based Violence
MOHS	Ministry of Health and Services
OHS	Occupational Health and Safety
PCDF	Provincial Capacity Development Fund
RSIPF	Royal Solomon Islands Police Force
SEAH	Sexual exploitation abuse and harassment
SP	Safe Place
SAFENET	Safety Network
TTL	Task Team Leader
WDC	Ward Development Committee

Table 6: Screening Criteria for Grievance redress mechanism for PCDF and WDC[5]

No.	Types of Grievance	CRITERIA	DESCRIPTION
1	TYPE A (Not major issues and can be dealt with by feedback mechanism)	General queries	Queries/ questions
2			Suggestion/ Recommendations/ feedback
3			Comments
	TYPE B (1. Certain cases that are manageable (2. Certain cases can be referred directly to RSIPF & Chiefs).	Workers Grievances	Worker's grievances mistreatment by contractor, discrimination, OHS and non-compliance to labour law, non-payment of workers etc..
5		Cultural	Breaching of certain cultural norms in the communities during the project construction
6		Construction Impacts	Contractor causing environment damage and pollution to air, water and land including noise pollution etc
7		Construction Impacts	Exploitation of marine, forest and water resources
8		Construction Impacts	Damage to taboo site and environment by the project
10		Resettlement or Economic Displacement	Impacts to daily livelihood and socioeconomic activities cause by the PCDF & WDCs project that may lead to resettlement and economic displacement
11		OHS	Life threatening accidents including incidences and near misses

[5] The criterial will be used for PCDF and WDCs project related grievances matters only. As such, it will note replace any existing community mechanism for grievances and dispute resolutions.

12		EHS	Contractor fails to implement public Health and safety as recommended by the EHS of the IEDCR- ESMF
13		Land	Land dispute
14		Fraud	Fraud, corruption, misconduct and conflict of interest done by WDC/ PCDF/ members/ contractors
15	TYPE C (Serious cases can be referred to RSIPF, Chiefs, Medical Services including MOHS, FSC, CC)[6] Incident report system to World Bank – For GBV cases only.	SEAH and CAE	SEAH, GBV, CAE including trafficking
16		Violation of law	Allegations of violations of law or criminal activity
17	TYPE D (PROJECT MECHANISM CANNOT DEAL WITH SUCH ISSUES)	Disasters	Natural and man-made disasters
18		Conflicts	Civil unrest

Gender Grievances Process

Project Develop Objective

"To increase economic and social infrastructure in rural ward, deliver climate and disaster resilience actions and enhance Provincial accountability to its citizen".

Gender Grievances process

The basis of the IEDCR economic and social infrastructure through identifying of the project during community consultation and Stakeholder's engagement, has to have facilities, spaces, services aiming to support quality of life at the ward level and the community citizens including women, youth, children and other vulnerable groups to experience happy, safe, healthy, and enjoy life to its fullest.

[6] Note that cases relating to GBV, SEAH and CAE will be handled through another set of GRM process.

Gender mainstreaming is a process of assessing the implications for women and men of any planned actions, including legislations, policies or program, in all areas and at all levels. It's a strategy to ensure that women as well as men's concern is an integral dimension of the design, implementation and monitoring and evaluation of policies, activities at all level.

The Gender Grievances, Redress, and Grievances Mechanism (GRM) is designed to mitigate risks related to gender and social inclusion arising from IEDCR development within communities. This process operates at both provincial and ward levels to collect data, analyse cases pertaining to GRM and social concerns, and implement appropriate actions aimed at risk reduction. It seeks to provide a safe environment for women, youth, and people with disabilities, encouraging them to come forward when facing risks.

This gender GRM supplements the main IEDCR grievance mechanism. Due to sensitivity of their nature, this process is developed to fill in the space. The GRM screening criteria categorise SEAH, GBV, CAE including trafficking comes under Type C grievance. Such are serious cases and can be referred to SafeNET (RSIPF, Medical Services, SIPPA, Family Support Centre, and Christine Care centre).

Entry point – Personal information			
Complainant Name	Gender – M ☐ F ☐	Province Community	Date
Ward Support Officer (WSO) as focal point is the one receiving the complaint. (Point of contact)	- Be polite and receive the complain - Listen attentively - Avoid presumption		
Procedural guidelines			
Informal procedures	- WSO, Chairperson and the complainant agree and follow the mediation process - Issues should be settled at the community level, if not able to sort it out then we go to the formal procedures		
Formal procedures			
Welcome	Welcome the complainant with Respect		
Brief to the complainant on Procedures	- Record complains - Ask permission to record the complain - Emphasis on confidentiality on PSEAH - Act with respect - Follow the IECDR GRM reporting steps - Complainants fill in Grievance form		
Types related issue if applicable Type of Incident	**Tick (✓)**		

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Gender Base Violence PSEAH & CA Social issue Infrastructure issues Fraud Contractor issue Domestic Violence Others	…… (depend on its severity then refer to right Authority. E.g - SAFENET, ministry of Women, Youth, Children & Family Affair) …… (depend on its severity then refer to right authority. E.g - SAFENET, ministry of Women, Youth, Children & Family Affair) …… …… …… …… …….. ……
Assessment	WSO to assess the complaint (fill in assessment form) to determine if its related or cause because of the project.
Referral when necessary	If issues related to the IEDCR- follow the procedures If issue is nonrelated then make referral to the right authority / close the issue and feedback to the complainant
WSO bring complain to WDC Chairperson	- The WSO is to inform the WDC chair and they started the mediation process by informing both parties of the mediation process - If in the case that the claimant is a women or opposite sex, then bring another executive member of the same sex as the claimant. - If the matter is concerning the IEDCR staff or WDC then the matter can be referred to the next immediate supervisors the PPC - If it is not solved then it can be forwarded to the Provincial Secretary through the PPC's recommendations.
Reflection & Learning	- Both parties should come to an agreement / settlement of the issue - Set dates - Reconciliation
Feedback on positive tone	- Consistently follow up
Report	- Write up report

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Table 7: Provincial Climate Change Adaptation Risk Resilience Officers (CCARROs) contacts

NAMES	PROVINCES	PHONE No.	EMAIL ADDRESS
Naghelyn Sogote'e	Western	7436485 / 7822764	nsogotee@mecdm.gov.sb / naghelyn.sogote90@gmail.com
Bervis Kimisi	Choiseul	7847310 / 7958926	bkimisi92@gmail.com / bkimisi@mpgis.gov.sb
Peter Ramohia	Central	7490905	pramohia@mpgis.gov.sb / ramohia9@gmail.com
Grace Fanasia	RENBEL	7464932	gf7445069@gmail.com / grace.fanasia@mpgis.gov.sb
Chris Wagatora	Guadalcanal	7175432	chriziegi@gmail.com / cwagatora@mpgis.gov.sb
George Gulu	Malaita	7442840	ggulioa@mecdm.gov.sb / gulzman4@gmail.com
Barnabas Rhahe	Makira	7368354	rhabarner@gmail.com / brhahe@mecdm.gov.sb
Benard Ratu	Temotu	7904069	bernard94ratu@gmail.com / bratu@mpgis.gov.sb
Patrina Millie	Isabel	7464525	PMillie@mpgis.gov.sb / patrinamillie@gmail.com

Table 8: Provincial Planning Coordinator (PPC) contacts

Names	Province (s)	Email address	Phone number
Daisy Zazariko	Makira	DZazariko@mpgis.gov.sb /	7375362
Mendana Solo		SMendana@mpgis.gov.sb/ mendanasolo02@gmail.com	7202374
Jackson Kiloi	Choiseul	JKiloe@mpgis.gov.sb/ jkiloe71@gmail.com	7457777
James West	Temotu	JWest@mpgis.gov.sb/ leowest2021@gmail.com	7968709
Jutta Walemae	Guadalcanal	juttasue14@gmail.com	7851101
Delilah Lowe Hans		DHans@mpgis.gov.sb	7156647
Samuel Devi	Isabel	SDevi@mpgis.gov.sb	7158654
Sylvester Tiki		STiki@mpgis.gov.sb	7282370/7999159
Milligan Pina	Western	MPina@mpgis.gov.sb	7579760
Janet Talunago		J.Talunago@mpgis.gov.sb	7492629

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Jather Maenua Ole	Malaita	jmye35967@gmail.com	7249614
Sharon Rua		Sharon.Rua@mpgis.gov.sb	7185682
Alfred Pirigau	Rennell Bellona	APiri@mpgis.gov.sb/ alfredpiri16@gmail.com	7575224
Charles Konai	Central	CKonai@mpgis.gov.sb	7682347

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