

# Government of the Republic of Zambia



Ministry of  
Commerce, Trade &  
Industry

## Zambia Business Support Project (P179507)

**DRAFT**

## **STAKEHOLDER ENGAGEMENT PLAN (SEP)**

*March 2023*

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## **ACRONYMS**

AfCFTA	Africa Continental Free Trade Area
CBOs	Community Based Organisations
COMACO	Community Markets for Conservation
CSOs	Civil Society Organisations
DLIs	Disbursement Linked Indicators
EPB	Environmental Project Brief
ESIA	Environmental and Social Impact Assessment
ESMP	Environmental and Social Management Plan
FIs	Financial Institutions
GBV	Gender Based Violence
GRC	Grievance Redress Committee
GRM	Grievance Redress Mechanisms
IAPRI	Indaba Agriculture Policy Research institute
MCTI	Ministry of Commerce, Trade and Industry
MG	Matching Grant
MG	Matching Grant
MoFNP	Ministry of Finance and National Planning
NGOCC	Non-Governmental Gender Organisations Coordinating Council
NGOs	Non-Governmental Organisations
PAP	Project Affected Parties
PAs	Productive Alliances
PFI	Participating Financial Institution
PIU	Project Implementation Unit
POs	Producer Organisations

PS	Permanent Secretary
PWD	People With Disabilities
SUW	Scale Up Window
SEA	Sexual Exploitation and Abuse
SEP	Stakeholder Engagement Plan
SH	Sexual Harassment
SML	Shorter term Maturity Loans
SSS	Social Safeguards Specialist
TA	Technical Assistance
WB	World Bank
ZABS	Zambia Bureau of Standards
ZANIS	Zambia News and Information Services
ZARI	Zambia Agriculture Research Institute
ZIPAR	Zambia Institute of Policy Analysis and Research
ZBSP	Zambia Business Support Project
ZMA	Zambia Metrology Agency

## **GLOSSARY OF KEY TERMS**

*Consultation* - The process of gathering information or advice from stakeholders and taking these views into account when making project decisions and/or setting targets and defining strategies.

*Engagement* - A process in which a company builds and maintains constructive and sustainable relationships with stakeholders impacted over the life of a project. This is part of a broader “stakeholder engagement” strategy, which also encompasses governments, civil society, employees, suppliers, and others with an interest in the Project.

*Grievance Mechanism* - a process for receiving, evaluating, and addressing project-related complaints from citizens, stakeholders, and other affected communities.

*Stakeholders* - Persons or groups who are directly or indirectly affected by a project, as well as those who may have interests in a project and/or the ability to influence its outcome, either positively or negatively; workers, local communities directly affected by the project and other stakeholders not directly affected by the project but that have an interest in it, e.g., local authorities, neighboring projects, and/or nongovernmental organizations, etc.

*Stakeholder Engagement Plan* - A plan which assists investors with effectively engaging with stakeholders throughout the life of the project and specifying activities that will be implemented to manage or enhance engagement.

*Complainant*- An individual, group, association, or organization that submits a verbal or written complaint.

*Grievance/Complaint* - an expression of dissatisfaction that stems from real or perceived issues, typically referring to a specific source of concern and/or seeking a specific solution. For the purpose of this GRM, real and perceived impacts are treated equally and given the same due process. The term grievance and complaint are used interchangeably in this document.

*Sexual Exploitation: any actual or attempted abuse of a position of vulnerability, differential power, or trust for sexual purposes, including profiting monetarily, socially, or politically from the sexual exploitation of another.* In World Bank financed operations, sexual exploitation occurs when access to or benefit from Bank-financed goods, works, non-consulting services or consulting services is used to extract sexual gain.

*Sexual Abuse* - actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions

*Sexual Harassment*- Any unwelcome sexual advances, request for sexual favors, verbal or physical conduct or gesture of a sexual nature, or any other behavior of a sexual nature that might be reasonably expected or perceived to cause offense or humiliation to another when such conduct interferes with work; is made a condition of employment; or creates an intimidating, hostile, or offensive work environment.

*Survivor* - A survivor is a person who has experienced the SEA/SH incident in the context of this GRM.

*Vulnerable Groups*- Individuals and groups, who by virtue of gender, ethnicity, age, physical or mental disability, economic disadvantage, sexual orientation and gender identity, or social status may be more adversely affected by a Project than others and who may be limited in their ability to claim or take advantage of development benefits.

*Producer Organisation*- POs are small or/ and emerging farmers or producers who are Zambian citizens organized into formal groups with a minimum of 10 members who are primary producers or in the case of some non-timber forestry products, groups of gathers/collectors from the forest (e.g., natural honey, forest fruits, wild mushrooms, etc.). The producers may be organised in groups that include Cooperatives; District Farmers Associations; Farmer Information Centers; District Business Associations.

*Productive Alliance*- Defined as a commercial agreement between a project supported PO and a commercial off-taker: The PA approach strengthens the linkage between producers, buyers, and the public sector through the provision of the core inputs productive investments, technical assistance (TA), and business development. It promotes the horizontal alliance among smallholder producers to coordinate production and sell collectively. Furthermore, it incentivizes a vertical alliance between producers and at least one buyer regarding the provision of a good in a specific value chain through a commercial agreement, with the public sector playing the role of the convener who brings all parties together.

*Small and Medium Enterprises*- Refers to growth-oriented agribusiness enterprises that are for-profit and are involved in processing, warehousing and distribution of agro-products and those providing services to the sector to enhance efficiency in the market.

*Agribusiness*- Defined as business activities in agriculture that relate to the entire system of production, processing or manufacturing of various agricultural commodities, warehousing, and distribution and logistics in the market/industry.

## 1.0 INTRODUCTION/PROJECT DESCRIPTION

### 1.1 Introduction

This Stakeholder Engagement Plan (SEP) has been prepared to identify the key stakeholders of the Zambia Business Support Project (ZBSP), define information disclosure, and establish stakeholder engagement measures, and provide a grievance redress mechanism (GRM). The SEP outlines how, when, and ways in which the project team will inform, communicate, and consult with stakeholders including vulnerable groups and a mechanism by which people can raise concerns, provide feedback, or make complaints about project and any activities related to the project. The SEP has been prepared according to Environmental and Social Standard 10 (ESS-10) on Stakeholder Engagement and Information Disclosure of the World Bank's Environmental and Social Framework (ESF). It will cover the whole life of the Project. This SEP is a living document and might be updated anytime during project implementation to capture issues that could arise due to addressing changing circumstances and uncertainties.

The overall objectives of SEP as stated in the ESS-10 are to:

- 1.0 Identify all stakeholders and ensure their participation in all stages of the project cycle.
- 2.0 Establish a systematic approach to stakeholder and citizen engagements that will help to identify stakeholders and build and maintain a constructive relationship with them, project-affected parties.
- 3.0 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.
- 4.0 Promote and provide means for effective and inclusive engagement with project- affected parties throughout the project cycle on issues that could potentially affect them.
- 5.0 Ensure that appropriate project information on environmental and social risks and impacts is disclosed to stakeholders, especially to the vulnerable individual and groups, in a timely, understandable, accessible, and appropriate manner and format taking special consideration for the disadvantaged or vulnerable groups and address their concerns and feedback during subproject activities implementation.
- 6.0 Provide project-affected parties, including the vulnerable persons, with accessible and inclusive means to raise issues and grievances and allow the Project Implementing Entity and its Project Implementation Unit to respond to and manage such grievances, especially those coming from vulnerable persons and groups.

### 1.2 The Project and its Components

**The project is proposed to be an Investment Project Financing under the Scale-Up Window (SUW)/Shorter-term Maturity Loans (SML) window with a credit amount of USD 70.00 million**, with interventions that are mutually reinforcing across three project components: 1) Support access to markets and finance; 2) Promote Trade and Agribusiness Competitiveness by Strengthening Regulatory & Institutional Frameworks; and 3) Project Management. **Building on Zambia Agribusiness and Trade Project's (ZATP; P156492) success, ZBSP will continue supporting the private sector in Zambia's agribusiness sector through direct investments and business development service** provision to farmers and growth-oriented businesses as well as promote upstream enablers related to trade, quality infrastructure, and regulatory and institutional strengthening. To maximize the leverage from public funding and increase sustainability, the project will introduce the dimension of a credit facility for high growth agribusinesses and productive alliances to supplement the

Matching Grant financing channel—a deviation from the ZATP model, which was fully reliant on financing through matching grants. A portion of funding is proposed to be channeled through a line of credit to enable better leverage and impact at scale for this segment of beneficiaries. The project centers on inclusion and impact at scale as it targets growth for the bottom 40 percent of earners, most of whom are employed in Zambia’s agricultural sector in micro and small businesses.

The **Project Development Objective** is to contribute to increased access to markets, finance, and firm growth in Zambia's Agribusiness sector.

**Component 1. Support access to markets and finance (USD 42.00 million):** Improving market linkages, profitability, growth, and eventually resilience for farmers and businesses in all ten provinces of Zambia. This will be achieved through i) capacity building and/ or business development services to direct project beneficiaries, including on topics like financial management, good agriculture and manufacturing practices, business resilience, food safety standards, digitalization, climate smart agriculture, and green technologies; ii) addressing coordination failures, information asymmetries, and inadequate integration along the value chains; and iii) increased investments in value addition, product and process upgrades, standards and certification, branding and marketing, technology adoption, and upskilling and managerial trainings, especially for women and rural youth. The interventions planned under this direct component support two sets of beneficiaries, small and marginal farmers who are associated through cooperatives or producer organizations (POs) and growth-oriented agribusinesses.

**Component 2. Promote Trade and Agribusiness Competitiveness by Strengthening Regulatory & Institutional Frameworks (USD 18.00 million):** Enabling key stakeholders in Zambia’s agribusiness sector to take advantage of an enhanced business environment and opportunities emerging from Africa Continental Free Trade Area (AfCFTA). This component will support meso-level sectoral activities such as provision of quality infrastructure, trade facilitation, regional integration, and business enabling environment improvements. In turn, this will lead to provision of quality infrastructure, reduction in time and cost of trading across borders, and streamlined business-related technical regulations.

**Component 3. Project Management:** Supporting day to day implementation, coordination, supervision and overall communication and management (including, procurement, financial management, monitoring and evaluation, carrying out of audits and reporting) of Project activities and results, all through the provision of goods, consulting services, non-consulting services, Training and Workshops, Operating Costs, and payment of staff salaries for the purpose. Supporting effective implementation of project activities, including monitoring and evaluation of project implementation progress. It will primarily build on implementation experience of ZATP, relying on the existing ZATP Project Implementation Unit (PIU) and MCTI Directorate of Planning and Information for project administration and coordination, respectively. This component will support i) operations of the PIU; (ii) implementation of the stakeholder engagement plan and feedback mechanism to inform project implementation; (iii) implementation of the project’s grievance redress mechanism and iv) further strengthening of the monitoring and evaluation (M&E) system of ZATP to account for national level scale-up of project and additional sub-components being introduced on top of existing ZATP interventions. An indicative list of financed activities under this component includes dedicated staffing of the project at the PIU and provincial levels, accompanying costs to ensure fiduciary compliance and adherence to safeguards, consultancies, training and related material, project communications, office equipment (including project ICT systems), and incremental operational costs.

## **2.0 BRIEF SUMMARY OF PREVIOUS STAKEHOLDER ENGAGEMENT ACTIVITIES**

In preparation for ZBSP implementation, Ministry of Commerce, Trade, and Industry (MCTI) and the Zambia Agribusiness and Trade Project Implementation Unit (ZATP PIU) held several engagements with stakeholders in Zambia. The table below summarizes the key engagements held up to date.

Table 1: Summary of Previous Stakeholder Engagements

Stakeholder Name	Method of Consultation	Date of Consultation	Purpose of Consultation
Zambia Environmental Management Agency	Round table meeting	7 <sup>th</sup> December 2022	<ol style="list-style-type: none"> <li>1. Discuss the role of ZEMA in ZBSP for supervision of environmental and social risk management.</li> <li>2. Possibility of fast-tracking review of EPBs submitted to ZEMA from ZBSP beneficiaries.</li> </ol>
Ministry of Finance: Director Economic Management	In-person meeting	21 <sup>st</sup> February 2023	ZBSP implementation
Ministry of Commerce Trade and Industry (PS and Directors)	Round table meetings	1 <sup>st</sup> November 2022	<ol style="list-style-type: none"> <li>3. Brainstorming on the possibility of Z-JET.</li> <li>4. Lessons learnt from ZATP</li> </ol>
Ministry of Commerce, Trade, and Industry (PS and Directors)	Round table meeting	17 <sup>th</sup> November 2022	<ol style="list-style-type: none"> <li>1. Proposed project structure and project components.</li> <li>2. Boosting trade facilitation and regional integration.</li> </ol>
Ministry of Commerce, Trade, and Industry	Meeting	21 <sup>st</sup> December 2022	ZATP request for PS-MCTI to meet PS-Green Economy to discuss role of ZEMA in Z-JET.
Ministry of Commerce, Trade, and Industry (PS and Directors)	Round table meeting	21 <sup>st</sup> December 2022	<ol style="list-style-type: none"> <li>1. Proposed name for the project.</li> <li>2. Resource allocation to the components.</li> <li>3. Possibility of Zambia Metrology Agency Laboratory Construction</li> <li>4. Accreditation Unit under MCTI to be supported under the Z-JET.</li> <li>5. Lessons learnt from ZATP to be taken up to improve inefficiencies experienced in ZATP.</li> </ol>

Stakeholder Name	Method of Consultation	Date of Consultation	Purpose of Consultation
Ministry of Commerce, Trade, and Industry (Permanent Secretary)	Meeting	16 <sup>th</sup> January 2023	<ol style="list-style-type: none"> <li>1. National roll-out of the new project</li> <li>2. Mechanisms to depart and guide POs and SMESs from the culture of grants (freebies)</li> <li>3. The need to support trade facilitation given that other ministries are already supporting it</li> </ol>
Project Affected Parties and interested parties	Meeting	7 <sup>th</sup> March 2023	<ol style="list-style-type: none"> <li>1. ZBSP components, main activities and operational areas.</li> <li>2. Role of stakeholders</li> <li>3. Needs of stakeholders</li> <li>4. Stakeholder engagement</li> </ol>

### 3.0 STAKEHOLDER IDENTIFICATION AND ANALYSIS

Project stakeholders are defined as individuals, groups, or other entities who:

- are impacted or likely to be impacted directly or indirectly, positively, or adversely, by the Project (also known as ‘affected parties’); and
- may have an interest in the Project (‘interested parties’). They include individuals or groups whose interests may be affected by the Project and who have the potential to influence the Project outcomes in any way.

For the purposes of effective and tailored engagement, stakeholders of the proposed project can be divided into the following core categories: affected parties, interested parties, and disadvantaged/vulnerable individuals or groups.

#### 3.1 Affected parties

Affected Parties refers to persons, groups, and other entities within the Project Area of Influence (PAI) that are directly influenced (actually or potentially) by the project and/or have been identified as most susceptible to change associated with the project. Affected parties need to be closely engaged to identify impacts and assess their significance, as well as participate in decision-making on mitigation and management measures.

Key project activities include technical assistance (TA) for all beneficiaries, provision of matching grants for Producer organisations (POs) and productive alliances (PAs), development funds targeting system strengthening for SMEs and agribusinesses, and commercial credit targeting POs and PAs and agribusinesses who meet PFIs requirements. Other activities include on-boarding sessions, procurement of beneficiary equipment, livestock and trade facilitation ICT equipment, project GRM implementation, implementation of safeguards, the construction of the Metrology laboratory in the existing institutional area owned by the Government of Zambia (GRZ), and other minor civil works such as agro warehouses, bulking centres, abattoirs and milk collection centres (MCs). Further, monitoring of project activities will be carried out and implementation of Disbursement Linked Indicators (DLIs) for regulatory institutions.

Specifically, the stakeholders that are expected to directly benefit from the project include:

1. SMEs focused on agribusiness;
2. Producer Organisations (Cooperatives) and Productive Alliances;
3. Aggregators such as COMACO; Afriseed;
4. Financial Institutions including lending companies;
5. Zambia Metrology Agency (ZMA);
6. Ministry of Commerce, Trade and Industry;
7. Ministry of Agriculture
8. Ministry of Fisheries and Livestock;
9. Ministry of Green Economy and Environment;
10. Ministry of Infrastructure, Housing and Urban Development;
11. Ministry of Small and Medium Enterprises Development;
12. Commercial farmers;
13. District Farmer Associations;
14. Zambia Revenue Authority and Border Agencies;

15. Zambia Bureau of Standards (ZABS);
16. Zambia Environmental Management Agency;
17. Smallholder and emergent farmers, and marginalized populations, especially women and youth;
18. Retail chain stores and Supermarkets (Choppies, Melisa and Shoprite etc.); and
19. Media houses and journalists.

### **3.2 Other interested parties**

Interested Parties include stakeholders who 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. This category will include the following individuals and groups:

1. Local host communities of project beneficiaries;
2. Agricultural Sector Workers Union (e.g., Zambia National Farmers Union (ZNFU));
3. Ministry of Water Development and Sanitation (through WARMA);
4. Ministry of Land and Natural resources;
5. Ministry of Finance (MoF);
6. Ministry of Chiefs and Traditional Affairs;
7. Ministry of Technology and Science;
8. Water Resources Management Authority (WARMA);
9. Universities e.g., University of Zambia, Kwame Nkrumah University, Copperbelt University, Mulungushi University etc.;
10. Irrigation Support Programme;
11. Disaster Management and Mitigation Unit (DMMU);
12. Zambia Agricultural Research Institute (ZARI) and other research institutes based in Zambia such as: Indaba Agricultural Policy Research Institution (IAPRI); Zambia Institute of Policy Analysis and Research (ZIPAR).;
13. Private sector investors in agriculture e.g., commodity marketing companies, solar irrigation firms;
14. Non-Governmental Organizations and Development partners with operational focus on agribusiness growth in Zambia e.g., World Vision, SNV and ACIDI/VOCA leading the USAID-funded EDGE program; United Nation Development Program etc.;
15. Professionals involved in international development or climate change adaptation initiatives;
16. Regional Economic Community organizations (Southern Africa Development Commission (SADC), Common Markets for Eastern and Southern Africa (COMESA)-Food safety and Hygiene Unit;
17. Zambia Cooperative Federation;
18. Dairy Association of Zambia (DAZ);
19. Poultry Association of Zambia;
20. Zambia's Association of Manufacturers (ZAM);
21. Zambia Chamber of Commerce and Industry (ZACCI);
22. Zambia Development Agency (ZDA);
23. Zambia Meteorological Department;
24. Zambia Chamber of Small and Medium Business Association (ZCSMBA);

25. Millers Association of Zambia (MAZ);
26. National Union for Small Scale Farmers in Zambia (NUSFAZ);
27. Patents and Company Registration Authority (PACRA);
28. Seed Certification and Control Institute (SCCI);
29. Women empowerment groups, networks, and associations (e.g., Zambia Alliance of Women (ZAW), Women for Change Zambia, Non-Governmental Organization Coordinating Council (NGOCC) etc.);
30. Chambers of Commerce (Lusaka, Livingstone and Chipata);
31. Gender Division, Office of the President;
32. Disadvantage/Vulnerable individuals or groups

Disadvantaged or vulnerable individuals or groups refers to those who may experience disproportional adverse impacts or exclusion, who often do not have voice to express their concerns or understand benefit from this project at the same level as others, thus, exacerbating social and economic inequality. In the context of Z-JET, the vulnerable groups that may be at risk of exclusion from consultations and information disclosure include:

- I) Smallholder farmers especially women, youth, and persons with disability (PWD);
- II) Resource-poor communities in marginalized selected geographical areas in project districts.

Women and youth are typically excluded and have greater challenges accessing markets and finance. In addition, existing gender norms, power structures, and division of labor could constrain them from accessing information services on ZBSP activities. The project will, therefore, recommend to all producer organisations and productive alliances, SMEs, and agribusinesses to include women and youth their activities. The project will encourage women-led and managed POs, PAZ, and agribusinesses to apply through calls for proposals, further, the Line of Credit sub-component will also set a criterion that encourages women and youth led agribusinesses to access funds. Gender equality and equity training sessions will be part of the capacity building provided by the project for all beneficiaries including development of gender policies for all beneficiaries. Women-only sessions will be organized to encourage open discussions, safe spaces for information and experience sharing and learning especially in the new provinces where the ZATP was not present to understand the cultural context in which women and businesses operate.

High illiteracy rates among smallholder farmers including women could also impede access to project information, services, and financing. The project will address this by having outreach activities in local languages using mass media such as community radio stations to reach the masses. Government district offices (District Officer's and Camp Officers) will be used as a medium of information dissemination. For financing, the FIs, already established channels of communication will be used to raise awareness about the project. Project stakeholders will also be instrumental in areas where they already have a presence in reaching vulnerable groups including those with high illiteracy.

### **3.3 Summary of stakeholder needs**

The assessment of stakeholder needs was based on the institutional and stakeholder chain for the implementation of the ZBSP. In essence we distinguished the needs of: 1) direct partners, i.e. farmers, producer organisations, agribusiness and Participating Financial Institutions (PFIs) that will receive funds

directly from the project, and agribusinesses that will receive credit through PFIs; 2) indirect partners, i.e. those ministries and institutions that will aid in project activity implementation and indirectly benefit from the project (PSC, TWG, line ministries) 3) collaborating partners, i.e. those institutions receiving technical support, training opportunities, and workshop invitations but not directly funded by the project; 4) clients, i.e. those institutions that will be responsible for making solutions and technologies available 5) end users, i.e. farmers, agribusinesses and vulnerable groups. The table below provides the summary of needs for the following categories of operational stakeholders.

*Table 2: Summary of Stakeholder Needs*

Stakeholder group	Key characteristics	Language needs	Preferred notification means (e-mail, phone, radio, letter)	Specific needs
Direct Partners: POs and Agribusinesses	Institutions that will receive funds directly from the project and through the PFIs.  Agribusinesses that will receive TA from the Project	English and area appropriate local language	Emails; Meetings; phone calls; letters; local radio stations; social media.	Capacity building and support to access funds and TA  Capacity building in agribusiness management, food safety and safeguards.
Indirect partners: Zambia Meteorological Agency (ZMA), SMEs, Ministries of Agriculture, Green Economy, SME and TWG, PSC etc.	Institutions that will help in project implementation and indirectly benefit from the project. Further, Institutions that will receive funds through sub-contracts from FIs	English and local languages	Emails; Meetings; letters; phone calls	Financial support to attend project meetings and training.  TA to support project activities.
Collaborators: Vale chain apex institutions, chambers of commerce, NGOs, CSOs, CBOs etc.	Institutions receiving and providing technical support, training opportunities, and workshop invitations but not directly funded by the project.	English	Meetings; policy briefs; emails; phone calls; social media	Sensitization on ZBSP key activities and areas of collaboration.
Clients: Private investors in agriculture, SME's,	Institutions that will be responsible for making ZBSP solutions and technologies available	English	Emails; Workshops, social media, reports; mass media	Sensitization on ZBSP

Stakeholder group	Key characteristics	Language needs	Preferred notification means (e-mail, phone, radio, letter)	Specific needs
conservation organizations interested in climate change adaptations.				
Vulnerable and Disadvantaged Group	Smallholder farmers, especially women, youth and PWD, resource poor communities, local market women association.	Local language	Community radio, social media, face to face meetings	Sensitization on ZBSP and its output products  Adjusting meeting arrangements to suit the local culture.

#### 4.0 STAKEHOLDER ENGAGEMENT PROGRAM

##### 4.1 Proposed strategy for information disclosure

All knowledge products and innovations produced by the ZBSP will be in the public domain. The project intends to use a broad range of channels to share information on project activities and outputs. This will include Audio-visuals in electronic and hard-copy formats, in person and virtual workshops and symposia, field visits, blogs, radio and television broadcasts, Program Reports, emails, virtual meetings, technical reports, technical and policy briefs, websites, electronic newsletters, workshops and training courses, multimedia content (videos, infographics), and social media outreach.

To ensure that project information disclosure is inclusive, the project will collaborate with local community radio stations and, district and community government officials to hold community level meetings to share project information with potential beneficiaries in their respective local languages. In so doing, the project will pay particular attention to cultural sensitivities around holding community meetings with both men, women, and youth together. In some instances, separate focus group meetings will be held with women and youth groups to communicate project information. In general, the strategies considered for information disclosure include the following:

Publication of key project documents at ZATP, ZBSP and MCTI websites;

1. Sharing of information through emails to project implementing partners and some external stakeholders;
2. Sharing information on project social media channels (Facebook, Twitter, YouTube pages and WhatsApp groups);
3. Virtual and face to face meetings with project implementing partners and some external stakeholders;

4. Disclosure in national newspapers through our media partners e.g., National Agriculture Information Services (NAIS), Zambia National Broadcasting Corporation (ZNBC), Daily Mail and Times of Zambia;
5. Television broadcasting will also be used to communicate key events, and opportunities using the following television and radio media partners: National Agriculture Information Services (NAIS), Zambia National Broadcasting Corporation (ZNBC), Zambia News and Information Services (ZANIS), Cruze FM, QFM/QTV, Millennium TV/Radio, Chipata TV;
6. Online blogs;
7. Community meetings with farmer groups;
8. Focus group meetings with different farmer groups especially disadvantaged groups including women, and youth;
9. Radio announcement and discussions through community radio e.g., Breeze FM, Radio Chikuni, Hot FM, Radio Icengelo, Kasempa FM, Radio Liseli, Yangeni FM, Yatsani Radio, Radio Chikay, Radio Mano, Radio Mpika.

Table 3: Strategy for information disclosure

Project stage	List of information to be disclosed	Methods proposed	Timetable: Locations/ dates	Target stakeholders	Percentage reached	Responsibilities
Project Preparation	Project SEP including Grievance Mechanism	Emails, Virtual meetings, face to face meetings, social media & ZBSP and MCTI website.	February 2023- June 2023	Project Affected Parties (stakeholders), Interested parties and Vulnerable groups.	Emails, virtual and face to face meetings will reach 100% of implementing partners, collaborators, and beneficiaries  Websites will reach other indirect stakeholders - NGOs, CSOs and research institutions.	PIU and MCTI
	E&S risks and mitigation measures considered on project sites	Face to face meetings, meetings, website, social media, and reports	February 2023- June 2023	PAPs; Implementing Partners, collaborators, and others.	Face to face meetings including community meetings and project documents will reach 100% of targeted stakeholders.	PIU and line ministries
	Project Appraisal Document (PAD)	Website and high-level meetings	April 2023 (After World Bank Appraisal)	Implementing partners	100% reached through website and meetings	PIU and line ministries

Project stage	List of information to be disclosed	Methods proposed	Timetable: Locations/ dates	Target stakeholders	Percentage reached	Responsibilities
	Stakeholder Engagement Plan	Website, face to face meetings, social media, radio stations	March 2023-June 2023	All stakeholders	100% reached through offered channels	PIU and line ministries
	Environmental and Social Management Framework	Website, face to face meetings, social media, radio stations	March 2023-June 2023	All stakeholders	100% reached through offered channels	PIU and line ministries
<b>Project Implementation</b>	Annual reports	Soft copies of reports through emails, hard copies distributed and social media	Annually and throughout the year	Government, Implementing partners and general public	100% reach through emails to collaborators and indirect partners	PIU, Collaborating partners
	Bi-Annual reports	Face to face community meetings, social media, Soft and hard copies of reports	Bi-annually	Smallholder farmers including vulnerable groups, GRZ and collaborating partners.	100% reach via email	PIU
	Quarterly reports	Hard copies, soft copies of reports, social	Quarterly	MCTI, World Bank, project Steering Committee and		PIU and MCTI

Project stage	List of information to be disclosed	Methods proposed	Timetable: Locations/ dates	Target stakeholders	Percentage reached	Responsibilities
		media, and presentations		Technical Working Committee	100% reach via emails, meeting presentations and hard copies distributed	
	Policy briefs, Discussion papers, videos, online platforms, television, and radio broadcasts	Virtual meetings, one-on-one meetings, soft copies published through websites, social media emails, and newsletters	Throughout implementation	Collaborators, beneficiaries, and other NGOs	100% through virtual and one-one meetings and emails.	PIU, MCTI, Collaborating SMEs and agribusiness.
	Project innovations and information services	Soft copies of reports through emails, information dissemination events	Throughout implementation	Government agencies, NGOs, commercial farmers, investors, and vulnerable groups	At least 80% reach through emails to collaborators and clients	PIU, Collaborating SMEs, and agribusiness
	Project implementation progress and updates	Symposia, virtual and physical meetings, social media and presentation	Throughout implementation	Stakeholders and Interested parties	100% reach via virtual and physical meetings. Symposia and presentations will reach 80% of stakeholders	PIU, MCTI and line ministries
<b>Project Closure</b>	Project achievements, lessons learnt, recommendations.	Websites, emails, virtual or in-person meetings, social media,	July/August 2028	All stakeholders and interested parties	100% through meetings, print media and emails	PIU, Collaborating SMEs and agribusiness, government line ministries and agencies.

Project stage	List of information to be disclosed	Methods proposed	Timetable: Locations/ dates	Target stakeholders	Percentage reached	Responsibilities
		print media, project closure meeting				

## 4.2 Proposed strategy for consultations

The design of ZBSP activities involves a considerable number of planned consultations to facilitate implementations. The table below summarizes all planned stakeholder consultations.

Table 4: Strategy for Consultation

Stakeholder name	Stakeholder type	Method of consultation	Date of consultation	Purpose of consultation
All stakeholders	Potential applicants to the project, members of the press, government officials (MCTI and other ministries cooperating partners, development partners, NGOS	In person and virtual launch including social media, meeting	October 2023	Launch Event- to launch the grant call for applications and officially kick off the project
Producer organisations and Productive Alliances	Direct beneficiaries	Value chain apex institutions; community meetings and district outreach meetings and social media	June 2023 – November 2028	Awareness raising of ZBSP and feedback on ZBSP interventions.
ZMA and other government line ministries and agencies including agriculture extension and livestock extension departments	Government	In-person meetings; e-mail; and phone	June 2023- November 2028	Construction of ZMA laboratory  Monitoring field visits  Collaborative efforts between Z-JET/MCTI and government agencies and line ministries

Stakeholder name	Stakeholder type	Method of consultation	Date of consultation	Purpose of consultation
CSOs, CBOs and NGOs	Non-governmental	In-person and virtual meeting, emails and emails	June 2023- November 2023	Meetings to discuss the role of CSOs and NGOs in ZBSP work and the impact of CSO and NGO work in selected districts.
SMEs and Agribusinesses	Direct Beneficiaries	In person meeting; Media adverts; Calls for proposals; social media; Scouting and head hunting.	June 2023- November 2027	Matchmaking Dialogue (virtual and physical) to facilitate forming of partnerships for application to the development fund and the loan through the FI.
Research Institutions such as IAPRI, ZARI, ZIPAR etc.	Agricultural research	In-person meeting and emails	March 2023- November 2028	Introduce ZBSP to spark interest in different collaborative ventures such as agri-based research, seed production, economic impact of the project.
Zambian Meteorological Department	Climate information services change	In-person meeting	March 2023- November 2028	Collaborative meeting to assess the platforms that are in place for sharing CIS with end users including dissemination channels
Aggregators and off-takers such as COMACO, Afriseed, Tsogolani, Freshmak, Choppies, Melisaetc	Out-growers, aggregators, and off-taker	In-person and virtual Meeting and social media	June 2023- November 2027	Future collaborations between aggregators, off-takers and ZBSP based on experiences from ZATP
Media houses and Journalists	Media	In-person meetings, social media, phone, and email.	March 2023- November 2028	Collaborations with media to ensure effective reporting and communication ZBSP to the public and target audiences.
Zambia Climate Innovation Center	NGO/Parastatal as regional private sector players	Face to face meetings, virtual meetings	June 2023- December 2023	Introduction of ZBSP to Partner on CSA and Climate Information Services

Stakeholder name	Stakeholder type	Method of consultation	Date of consultation	Purpose of consultation
IT firms	Private sector parties	Online/in-person meetings	June 2023-June 2024	Provide technological support for agri-based technologies and digitisation.
Smallholder Farmers including women, youth, and PWD.	Disadvantaged groups	Face to face meetings, social media, focus group discussion, In-person visits	June 2023-June 2024	Introduction of ZBSP and follow up discussion on opportunities for vulnerable groups to benefit from the project.

### **4.3 Proposed strategy to incorporate the view of vulnerable groups**

Given the unique challenges that disadvantaged/vulnerable groups could face during consultations process, the PIU and other implementing partners in the project have considered the following measures to ensure the involvement of disadvantaged groups in consultation processes and access to project information.

- Consultations in local language: Most producer organisations and agribusinesses in localities targeted for project activities demonstrations speak local languages so the project will hold all meetings with vulnerable groups identified in local languages i.e., with translation. The project team will explain printed disclosure material in local languages for people who are not literate or have challenges reading and understanding English.
- Identify and connect with local agencies working with vulnerable groups: When specific project communities are identified, the PIU will consult with local NGOs and CSOs working on the same or similar development agenda as the Z-JET, supporting vulnerable groups identified to obtain insights into local context and culture and collaborate with them on information dissemination and consultations with the vulnerable groups.
- Diversify means of communication and rely more on community radio, which is highly used in rural communities in Zambia and in communication of project activities. Community radio can be highly effective in conveying relevant information to vulnerable groups and allow them to provide their feedback and suggestions.
- Focus group discussions with women farmers and entrepreneurs, youth and PWD: The PIU and implementing partners will facilitate tailored consultations with vulnerable groups, youth groups, and PWD to ensure that their concerns are factored into the design and selection of project beneficiaries from project grants and loans. The project will ensure to give adequate notice to PWD of meeting requests and endeavour to make the meetings comfortable for PWD;
- Consultations in appropriate manner: While reaching out to different groups particularly vulnerable groups such as women, and PWD, the PIU and implementing partners will make sure that timing and location of consultations are appropriate to their needs and sensitive to local cultural dynamics. In addition, the team will make sure that the vulnerable groups are adequately informed about the consultations at least one week prior to the scheduled dates.
- Strong project presence in communities: The project will ensure that project and implementing agency staff are easily accessible during project implementation. Further, the project will have trained staff and consultants in communities to help vulnerable groups develop their business proposals and businesses plans as they apply for support to the project.

ZBSP Social Safeguards Specialist will closely monitor the consultation process to ensure vulnerable groups access and awareness of the equal access to the consultation process and to guarantee that their voices are considered to find and implement solutions to some specific situations or issues.

### **4.3 Timelines**

Stakeholder engagements for the ZBSP have been a continuous process from the project design and preparatory stage to date. As per table 4, the PIU and other implementing partners will continue to engage all relevant stakeholders throughout the project implementation process until the project closure.

#### 4.4 Review of comments

The PIU and other implementing partners recognize feedback from stakeholders as important inputs needed for the successful implementation of the overall project. During engagements, all written and oral comments from stakeholders will be gathered, reviewed, and consolidated to improve content management of documents and implementation of activities. A summary of how comments were incorporated will be reported and disclosed to all stakeholders.

#### 4.5 Future phase of project

The SEP will be periodically revised and updated as necessary during project implementation to ensure that the information presented herein is consistent and up to date, and that the identified methods of engagement remain appropriate and effective in relation to the project context. Any major changes to the project related activities and to its schedule will be duly reflected in the SEP and communicated to stakeholders.

Project stakeholders and individuals who may be affected by sites identified and screened for project activities will be informed about the outcome of the screening, key risks identified, and mitigation measures considered to respond to risks identified.

Information on public engagement activities undertaken by the project during a project year will be conveyed to the stakeholders during annual progress updates sessions with stakeholders. Information that will be shared include type of engagement opportunities given to project stakeholders, nature of participation in terms of gender and involvement of disadvantage groups, the extent to which stakeholders views were considered, and updates on project grievances.

### 5.0 RESOURCES AND RESPONSIBILITIES

#### 5.1 Resources

There will be the need to cater for the cost of meetings, transport, logistics, as well as staff costs related to communication and grievance management. The budget for the SEP is included in the project implementation budget.

The table below gives the approximate budget for the ZBSP SEP activities.

Table 5: Stakeholder Engagement Plan-Estimated Budget (5 years)

Stakeholder Engagement Activities	Quantity	Unit Cost (USD)	Times/Years	Total Cost (USD)	Remarks
Project Launch Meetings (3 regions + National)	4	10,000	1	40,000	
Community meetings/ Sensitisation (300 communities, annually)	2	1,800	5	18,000	
Focus group meetings (vulnerable groups)	2	1,000	2	4,000	Engage the vulnerable groups during the baseline year and mid-term review

Communication materials (posters, brochures, PR-Kits including design)				20,000	
Community radio stations (3 per region)	12	500	3	18,000	
Disclosure SEP	1	2,000	2	4,000	This does not include the disclosure during preparation
ZBSP closure meeting	1	5,000	1	5,000	
<b>Sub-Total: Stakeholder Engagement Activities</b>				<b>109,000</b>	
<b>Grievance Redress Activities</b>	<b>Quantity</b>	<b>Unit Cost (USD)</b>	<b>Times/Years</b>	<b>Total Cost (USD)</b>	<b>Remarks</b>
Communication materials (GRM brochures, posters, GRM manual including translation and radio programmes)				20,000	
Printing of GRM manuals	80	250	1	20,000	
Suggestion boxes (each district)	70	100	1	7,000	
Procurement of grievance phone (airtime and internet)	1	1,000	1	1,000	400 for purchase of the phone and 600 for monthly top-up for 5 years
GRM MIS/Database				20,000	Included in procurement plan
Training of GRM Committees (community, district, PIU and Ministerial)				80,000	
GRM public disclosure budget	2	600	5	6,000	Through Newspapers and Radio
Logistics for GRC investigations (district, PIU, Ministerial)				2,000	
<b>Sub-Total: GRM Implementation</b>				<b>136,000</b>	
<b>Total SEP Budget</b>				<b>265,000</b>	

## 5.2 Management Functions and Responsibilities

The summary of key institutions concerned about the implementation of this SEP and responsibilities cast are as follows:

Table 6: Roles and Responsibilities

Institution /Lead Person	RESPONSIBILITY
Project Steering Committee	<ul style="list-style-type: none"> <li>• Oversight responsibility for entire project implementation.</li> </ul>
ZBSP <i>Implementation</i> Unit	<ul style="list-style-type: none"> <li>• Provide technical support for the preparation implementation of this SEP and resolution of grievances.</li> <li>• Overall coordination of project activities and implementation of this SEP.</li> <li>• Document the performance of SEP implementation.</li> <li>• Ensure effective implementation of GRM</li> </ul>
Implementing partners (MarketConnect and PAZ consultants, PFIs, SMEs and Agribusinesses)	<ul style="list-style-type: none"> <li>• Initiate and facilitate stakeholder engagement activities</li> <li>• Assign staff to keep written records on stakeholder engagement activities and on grievances</li> <li>• Monitoring and reporting on grievances observed and being resolved in communities</li> <li>• Report on stakeholder engagements or difficulties in engaging stakeholders.</li> <li>• Ensure the involvement of other implementing partners in the monitoring of SEP activities</li> </ul>

## 6.0 GRIEVANCE REDRESS MECHANISM

ZBSP will establish and maintain a functional grievance redress mechanism (GRM) to guide the receipt and mediation of complaints and respond to questions from project stakeholders and project-affected persons, including cases linked to Gender Based-Violence (GBV), sexual exploitation and abuse (SEA) and sexual harassment (SH). The GRM will build up on the existing GRM for the ZATP, currently being implemented by the same PIU.

### 6.1 Objectives

The GRM is intended to:

- 1.0 Provide avenues for stakeholders to seek information and ask questions on the ZBSP ;
- 2.0 Provide project affected people with avenues for lodging concerns, complaints and resolving a dispute arising from project activities;
- 3.0 Ensure that appropriate and mutually acceptable redress actions are identified and implemented to the satisfaction of complainants;
- 4.0 Provide avenue for vulnerable groups and survivors of GBV/SEA/SH to have equal access to grievance redress process and support;

5.0 Avoid project-community conflicts and improve community support for the project activities.

6.0 Improvement of the Project's performance including environmental and social performance through ensured monitoring of grievance redress processes and periodic progress reporting.

Although project affected parties have the right to seek redress in court, the project recognizes that court cases are known to be cumbersome and time consuming. Therefore, the project, through this GRM intends to propose an alternative simple but functional first point procedure for aggrieved project affected persons to amicably seek redress to their complaints. Nonetheless, aggrieved persons would remain free to access the court system without any hindrance or retribution from the project as provided for, by the laws of Zambia.

## **6.2 Principles of the GRM**

The operationalization of this GRM shall be guided by the following principles:

- An accessible, inclusive, and free GRM, broadly disclosed, which facilitates the resolution of concerns and grievances in a safe, confidential, and timely manner;
- A grievance mechanism that allows stakeholders to file complaints by various means (face-to-face, mail, email, phone, text, website, and in person) and anonymously when desired;
- A grievance mechanism that provides a clear, impartial, and objective procedures for handling and responding to complaints, including timelines for acknowledgement, decisions, and appeals;
- A grievance process free of retaliation, abuse, or discrimination;
- A grievance mechanism that provides an avenue for lodging GBV/SEA/SH cases in a safe, confidential, and non-stigmatizing manner and with a referral pathway for such cases; and
- A GRM that is survivor centered.

## **6.3 Types of Information Request and Grievances Anticipated**

Drawing from the ZATP, the grievances anticipated on this project could fall into the following categories.

- Request for information on how to:
  - access project matching grant and development fund;
  - access project loans;
  - collaborate with implementing agencies; and
  - participate in project activities and meetings.
- Community health and safety related risks and impacts;
- Selection criteria for project beneficiaries for participation in project activities;
- Exclusion of vulnerable groups;
- GBV/SEA/SH
- Contractual and Labour management related grievances; and
- Beneficiary governance related grievances.

## **6.4 Internal Management of the GRM**

The overall management of the GRM will reside with the ZBSP Social Safeguard Specialist with support of the PIU. The Social Safeguard Specialist will specifically be responsible for:

- The disclosure of the GRM to project stakeholders;
- Sensitization of implementing partners and staff on the GRM;

- Keeping records of all complaints received, updating, and closing complaints;
- Pre-empting and facilitating activities of Grievance Redress Committees (GRC);
- Checking if all grievances have been addressed and follow-up actions have been taken;
- Escalating cases to Ministerial GRC;
- Providing information to GRCs on GBV/SEA/SH service providers in their districts and referring survivors of GBV/SEA/SH cases to Gender Based Violence (GBV) service providers;
- Monitoring and producing quarterly, bi-annual and annual performance report on the GRM.

ZBSP will implement an effective GRM, with the objective of helping third parties to avoid resorting to the judicial system as much as possible. Z-JET's GRM includes four successive tiers of extra-judicial grievance review and resolution: (i) the first tier is the GRC at community level; (ii) the second tier is the GRC at District level; (iii) the third tier is the GRC at PIU; and finally, (iv) the fourth tier is the GRC comprising senior ministry officials in the Ministry GRC. Complainants can seek redress from the judicial system at any time. The step-by-step process does not deter them from approaching the courts.

## **6.5 Grievance Redress Process**

The four-stage grievance resolution process involves the following main steps:

- i. Receipt of grievances;
- ii. Screening for standing;
- iii. Community GRC (first stage);
- iv. District GRC (second stage);
- v. Project Implementation Unit (PIU) GRC (third stage);
- vi. Ministerial GRC (fourth stage);
- vii. Closure of grievances; and
- viii. Grievance records and documentation.

Description of these steps is as below.

### **6.5.1: Receipt of grievances**

Anyone from the affected communities or anyone believing they are affected by the Project can submit a grievance:

- a. By completing a written grievance/complaint registration form that will be available at: (i) project beneficiary premises (ii) at the District Cooperative Development Office; (iii) on the Project's website; and (iv) at the Project's regional offices and PIU in Lusaka. A grievance registration form is provided in Annex II. The Project's GRC Focal Person at each entry point will assist any stakeholders who may need help completing the grievance form, review the received grievances, record them in a grievance database, and submit them to the PIU Social Safeguards Specialist.
- b. Verbal or in-person submission of grievances: (i) through project GRM Focal Persons at Community (Beneficiary) level, District level, PIU level and Ministerial levels. Grievances received verbally will be written down by the GRC Focal Person and the grievance logged into the grievance database. A case number and details of the logged grievance will be forwarded to the complainant, giving them

the opportunity to correct the Focal Person if the grievance has not been noted down correctly and for easy follow-up.

- c. Suggestion boxes: these will be accessible at: (i) District offices; (ii) PIU Lusaka and regional offices; and (iii) MCTI premises.
- d. By contacting the Social Safeguards Specialist (SSS): (i) through a grievance dedicated phone number; (ii) in person either at the PIU Lusaka Office or out in public; and (iii) via the grievance dedicated email or the Social Safeguards email address.
- e. Letters: Letters can be written to the Project PIU addressed to the Project Manager with a copy to the SSS.
- f. Social media platforms: Grievances can also be submitted through the project's Facebook, Twitter and YouTube pages and WhatsApp groups.

The SSS, Communication Specialist and GRC Focal Persons will explain the possibilities and ways to raise a grievance to local communities and stakeholders during meetings organised in each affected area at the time of disclosure and during project implementation. The GRM procedures will be disclosed through the Project's website and will also be advertised in newspapers, on posters and brochures in each community, district and at regional offices. Information material on the GRM will also be made available at project meetings and regional offices.

All grievances will be registered and tracked by SSS in the Grievance database. Once a grievance is logged, the related event(s) that caused the grievance will be tracked to prevent similar grievances. The status numbers and trends of grievances will be discussed between, the Regional Facilitators and GRC Focal Persons during bi-weekly E&S meetings during implementation of the project.

#### 6.5.2: Screening for 'Standing'

Once a grievance is received, the GRC Focal Person (should it warrant, the GRC) will determine whether the complaint has 'standing,' i.e., warrants further consideration as an acceptable grievance.

If the matter has standing, grievance information will be recorded in a grievance database by ZBSP GRC Focal Person. The following information will be recorded: (i) Name and contact details, (ii) Details of the grievance and how and when it was submitted, acknowledged, responded to and closed out. All grievances will be acknowledged within 3 days of receipt; and responded to no later than 30 days. Once a grievance is logged, the related event(s) that caused the grievance will be tracked to ensure proper close-out of the grievance and prevent similar grievances from recurring in the future.

If the grievance is deemed ineligible, the GRC Focal Person will record the reason and document that the complainant has been informed of this decision and the basis for this explained. Ineligible cases will generally be those that Focal Person and GRC are confident have not occurred because of the actions of ZBSP or its Contractor/Sub-Contractors. If the complainant is not satisfied with this outcome, they can pursue further action by submitting their case to the PIU GRC or the appropriate court of law.

GRC Focal Persons will determine whether the resolution of the grievance is the responsibility of the ZBSP Contractor (or their sub-contractors), beneficiary or beneficiary contractors. If the grievance is the responsibility of any of the above, SSS shall review, comment, and approve any corrective actions.

After logging the grievance, SSS and/or the GRC Focal Person will inform the complainant within 7 days.

#### 6.5.3: Tier 1: Community Grievance Redress Committee (1st stage)

Beneficiary POs and SMEs will be able to receive and manage grievances through their organisation-based complaints management systems. A GRC will be established or strengthened made up of:

1. Minimum of three (3) members for an Agribusinesses (SMEs), the Chairperson/ owner of the business, and including a respectable community member; and
2. Minimum of five (5) members for a PO/PA, the Chairperson and Secretary of the PO/PA who are by default members of the GRC.

The responsible function will be trained on how to manage grievances and how to transfer cases to the District GRC if the organisation is unable to manage the case.

Once a standing grievance has been logged, the community GRC will be engaged to define a solution to solve the grievance. At this stage the grievance is reviewed in an informal (oral) way and the Grievance Redress Committee members make and sign the minutes on the matter. If at Tier 1, the PAP's complaint is not resolved the PAP is informed about grievance resolution procedures of Tier 2. A PAP has the right to use the procedures of Stage 2 without applying to Tier 2 procedures. The timeframe for resolving the Tier 1 grievance is 7 days. The GRC shall convene as per necessity (but at least once a month).

The meeting will start without the complainants by reviewing all PAP complaints received since the last GRC meeting, and to propose a solution to all grievances since the last meeting. Then, the GRC will welcome the complainants whose grievances had been reviewed during the previous meeting to discuss proposed resolution.

For each grievance, the GRC will determine whether additional investigations are warranted. If so, additional information will be collected before the next GRC meeting and will also be provided to the PAP before the meeting. The GRC will then inform the PAP about the date, time and place of its review meeting, and invite the PAP accordingly. The GRC will receive the complainant and discuss with them a solution to their grievance. The committee shall draw up and sign the minutes of their discussion on the matter. If the grievance is satisfactorily resolved, the PAP will also sign the minutes in acknowledgement of the agreement, or the satisfaction acknowledgement form annexed as Annex IV. In cases where the project has agreed to put in place additional measures, these will be specified, with a timetable for delivery, in the minutes of the meeting. If the grievance remains unresolved, the PAP will be informed of the Tier 2 GRC and the escalation process. If the complainant chooses, the GRC will assist him/her in escalating the grievance to Tier 2 (the complainant should be informed of his/her rights and obligations, rules, and procedures of making a grievance, format of grievance, terms of grievance submission, etc.).

The GRC, through the GRC Focal Person, will notify the ZBSP Social Safeguard Specialists on all cases relating to major incidents and accidents within 48 hours, and GBV/SEA/SH cases within 24 hours. Such cases would require the active involvement of the PIU in the resolution process and reporting to the World Bank.

#### 6.5.4: Tier 2: District Grievance Redress Committee (2nd stage)

At district level, District Grievance Redress Committees (DGRCs) will be established in all districts without ZATP presence and strengthened in all districts with ZATP activity implementation. These committees will manage grievances outside the scope of and referred by the community GRCs and those directly lodged at district levels.

The GRC will be composed of 7 members:

1. District Cooperative Union Representative (Chairperson);
2. District Cooperative Development Officer (Secretary);
3. District Marketing Development Officer;
4. District Fisheries Officer;
5. District Livestock Officer;
6. District Forestry Officer; and
7. Senior Agriculture Officer.

Members of the GRC will be invited in accordance with the types of complaints to be addressed. The Project Regional facilitator can join any District GRC during any meeting.

Should the GRC require further information, the PAP shall be invited to the GRC meeting and a resolution offered. If the grievance remains unresolved, the PAP will be informed of the availability of Tier 3 GRC. If the complainant chooses, the District GRC shall assist him/her in escalating the case to Tier 3 and be made aware of the courts of appeal option. The District GRC shall aim to resolve all cases within fourteen (14) days of receipt.

#### 6.5.5: Tier 3: Project Implementation Unit (PIU) Grievance Redress Committee (3rd stage)

The PIU Committee will comprise of a four (4) -member committee:

1. Project Manager (Chairperson);
2. Social Safeguard Specialist (Secretary);
3. Environmental Safeguard Specialist; and
4. Regional Facilitator (respective).

The committee shall choose to include one or more project staff or reputable and independent third parties on the committee deliberations when necessary.

This committee shall mediate all unresolved complaints from the district and community level, complaints from activities of implementing partners as well as complaints that may be received directly at the PIU level through the project level complaint lodging points described in grievance receipt above. The time frame for grievance resolution at PIU level is 4 weeks or 30 days. Where the PIU GRC is unsuccessful in resolving a case or the Complainant unsatisfied with resolution provided, such cases shall be referred to the Ministerial Grievance Redress Committee for deliberation.

#### 6.5.6: Tier 4: Ministerial Grievance Redress Committee (4th stage)

Another high-level grievance redress panel that will assist in the resolution of complaints on ZBSP would be the Ministerial Grievance Redress Committee (MGRC). The MGRC will report all cases and findings to the PS-MCTI. It will be composed of:

1. Director- from Human Resource and Administration (Chairperson);
2. Director- Planning and Information (Secretary);
3. Director- Cooperatives Development;
4. Director- Domestic Trade;
5. Director- Industry;
6. Director- Foreign Trade; and
7. Director- Finance.
8. Project Manager, Z-JET

The ZBSP Manager will report on all cases referred to by PIU GRC to the MGRC. It will also consider PIU Human resource and Administration related grievances, cases referred to by PIU GRC and those directly received at Ministerial level.

The Committee will require the ZBSP management to prepare a proposed response to each grievance, which after discussion and approval, will be implemented. At subsequent MGRC meetings, ZBSP Manager will report on the progress of implementation. Where MGRC deems the grievance as highly significant, the PS-MCTI will also be informed within 5 days of their discussion and recommended action. Mediation or judicial redress options shall be made clear to the complainant.

All grievances and their management will be reported to the Project Technical Working Group and Project Steering Committee through reports and project implementation presentations to ensure that over-all project oversight is comprehensive and being managed according to the stipulated requirement.

#### 6.5.7: Closure of grievances

A grievance will be considered “resolved” or “closed” when a resolution satisfactory to both parties has been reached, and after corrective measures have been successfully implemented. When a proposed solution is agreed between the Project and the complainant, the time needed to implement it will depend on the nature of the solution. However, the actions to implement this solution will be undertaken within one month of the grievance having resolution options and will be tracked until completion. Once the solution is implemented or is implemented to the satisfaction of the complainant, a grievance satisfaction form will be signed by the complainant or the complainant will verbally express satisfaction, stating that the complainant considers his/her grievance closed.

In certain situations, however, the Project may “close” a grievance even if the complainant is not satisfied with the outcome. This could be the case, for example, if the complainant is unable to substantiate a grievance, or it is obviously speculative or fraudulent, or anonymous grievances in which the complainant cannot be reached and non-responsive complainants (non-responsive complainant cases will be closed after 4 weeks of successive endeavours by PIU GRC to contact the complainant). In such situations, the Project’s efforts to investigate the grievance and to arrive at a conclusion will be well documented and the complainant

advised of the situation. The SSS will not dismiss grievances based on a cursory review and close them unless the complainant has been notified and had the opportunity to provide supplementary information or evidence.

## **6.6 Mediation**

At any point in the grievance redress process, the complainant and the GRC can transfer the case to mediation for resolution should either party desire to do so. In this case, the Zambian Arbitration Act 19 of 2000 will apply, in which an independent mediator will be appointed to preside over the case and negotiate a resolution.

## **6.7 Appeal to court**

If the complainant remains dissatisfied with the mediation effort of the project grievance committee, the complainant has the option to pursue appropriate recourse via judicial process of choice. The ZBSP will allow any aggrieved person the right of access to Court of law. Courts of law will be a “last resort” option, in view of the above mechanism and thus any costs incurred will not be borne by the project.

## **6.8 Grievance records and documentation**

ZBSP will nominate a GRC Focal Person to manage a grievance database at each level of the GRM and keep a record of all grievances received. The grievance database will show information exemplified in Annex I. The database will contain case number; the date and nature of the grievance; any follow-up actions taken; the solutions and corrective actions implemented; and how and when this decision was communicated to the complainant and the date of grievance.

Bi-weekly reports from all GRCs through the GRC Focal Persons will be submitted to the SSS. Grievance monitoring and reporting will occur in Z-JET’s quarterly, bi-annual, and annual reports.

## **6.9 Protocol for Handling GBV/SEA/SH Cases**

The ZBSP will follow the following procedures in handling GBV/SEA/SH related complaints.

***Uptake of GBV/SEA/SH cases:*** All grievance lodging points outlined under receipt of grievances will be open for uptake of GBV/SEA/SH complaints. When a survivor comes forward to report a case of GBV/SEA/SH, the recipient will record the survivors' account of the incident. This is expected to be conducted in a private setting and ensure that all specific vulnerabilities are taken into consideration. To maintain confidentiality and minimize stigmatization, below is the list of elements that will be recorded on complaint forms Annex II

- Age and sex of survivor;
- Type of alleged incident (as reported);
- Whether the alleged perpetrator relates to the project, as indicated by the survivor;
- Whether the survivor was referred to a service provider.

Where the complainant is not the survivor, the GRC Focal Person will encourage the complainant to reach out to the survivor and explain the potential benefit of coming forward alone or with the person reporting the case. All GBV/SEA/SH cases will be reported to the World Bank within 48 hours through the ZBSP Social Safeguard Specialist and recorded in the grievance database, shown as Annex I.

**Referral of GBV/SEA/SH Survivors:** The GRC Focal Person will examine the case and seek the consent of the survivor to refer the case to PIU GRC and recommend that the survivor access external GBV service providers as listed Annex V. In the case of children and persons with intellectual disability, this will be done with full consent of the survivor’s guardian. Depending on the case reported, the support services may include one or more of the following services.

- Health – examination or treatment, collection of forensic evidence, provision of post-exposure prophylaxis/ abortion services;
- Legal/Justice – Legal advice/support to survivors and witnesses to understand benefits/barriers of taking care through legal process; support to ensure that prosecution and case closure happens with few or no delays;
- Psychosocial Support – Emotional support/crisis counseling; Social/community reintegration;
- Safety/Security – protection of survivors and witnesses, investigation of the case, arrest of alleged perpetrator.

These service providers will be:

- Required to use their respective GBV case management procedures to provide the essential services required by the survivor;
- Required to maintain confidentiality, safety, and security of survivors in accordance with best practices, in particular ensuring survivor centeredness through the processes and seeking the consent of the survivor when personal data must be shared.

**Acknowledge and Follow-up:** After registering the case, the Safeguard Focal Person will inform the PIU GRC within 24 hours of receipt and provide an acknowledgment to the complainant or survivor within 2 working days of receipt. A sample acknowledgement letter is provided at Annex III.

**Fact Analysis:** After receiving the case, the PIU GRC will analyze the facts of the allegation by determining whether (i) the allegation falls within the definition of GBV/SEA/SH; and (ii) the alleged perpetrator is an individual associated with the ZBSP. If the GRC confirms these two elements, it shall proceed to handle the case or otherwise discontinue the case and write to inform the survivor or complainant. Only GBV/SEA/SH complaints allegedly committed by any individual associated with the ZBSP may be considered by the project after referring to GBV service providers.

If the survivor does not wish to pursue disciplinary action against the alleged perpetrator the case will be closed after providing referral assistance. The Safeguard Focal person shall record the survivor’s preference and indicate that in the acknowledgement form as well.

**Determine recourse action:** The PIU GRC will review all cases referred to it to determine and agree upon a course of action for handling and resolving the case. The appropriate institution that employs the perpetrator takes the agreed disciplinary action in accordance with the employer’s code of conduct and national legislation. Disciplinary actions may include informal warning; formal warning; additional training, loss of salary, suspension, or termination of employment depending on the severity of the case. A survivor may continue to receive support from the appropriate GBV service providers while the case is being handled by the PIU GRC.

As necessary, a survivor representative or an independent reputable third party may be invited to serve on the resolution panel. To avoid conflict of interest, the composition of the GRC may also change depending on the nature and source of the allegation. The Safeguard Focal Person shall write to inform the survivor about the course of action and disciplinary action taken against the perpetrator.

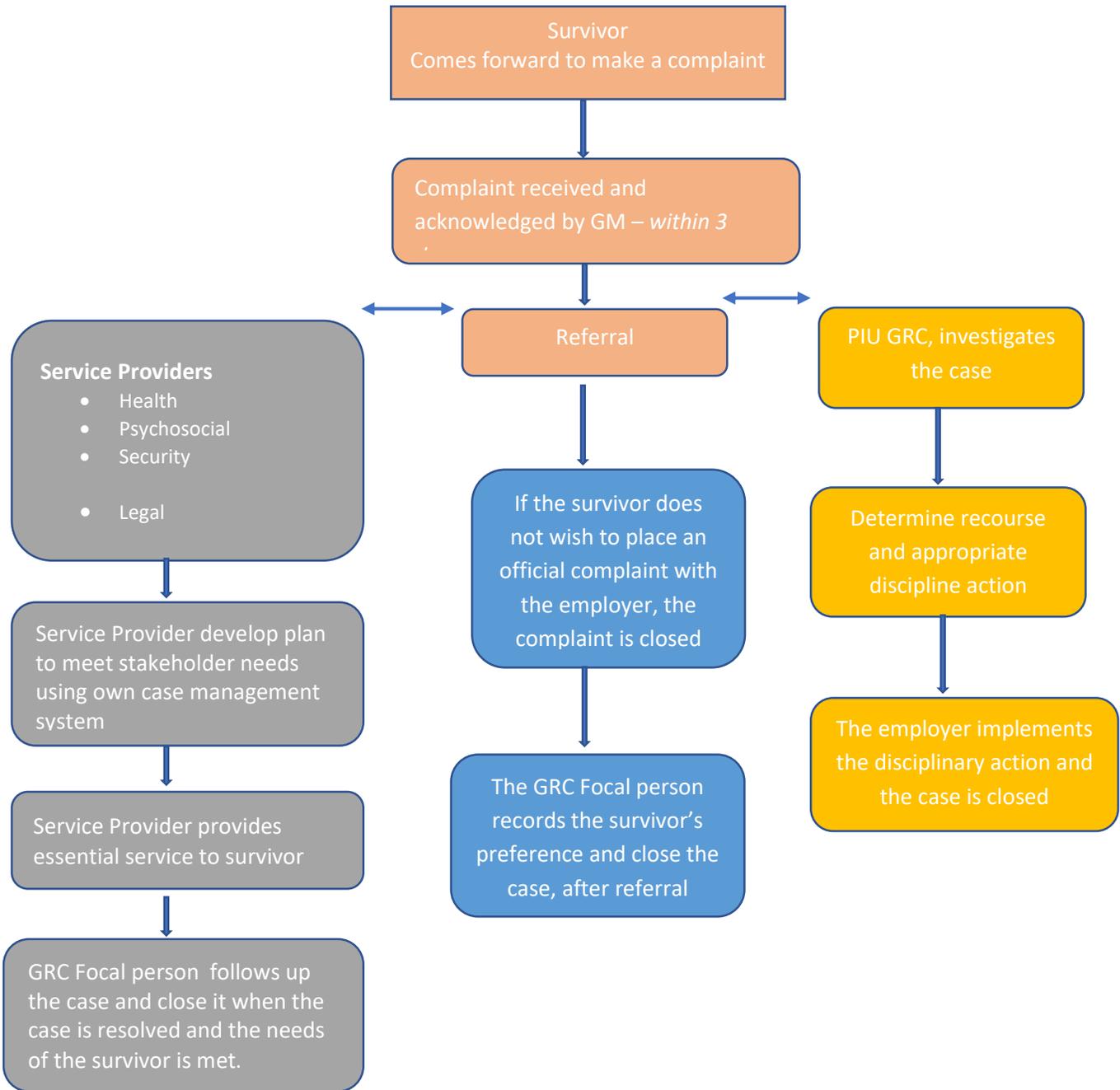
Instances where the case is being handled by a service provider, the Service Provider will work with the survivor or guardian to develop a comprehensive plan that identifies what the survivor needs and how these needs may be met. The survivor will be referred to connect with a range of service providers which correspond to their needs. The Safeguard Focal Person shall continue to track, monitor, and collaborate with service providers on all such cases until they are resolved.

***Closing GBV/SEA/SH cases:*** Closing of GBV/SEA/SH cases will occur at these instances:

- If the survivor does not wish to place an official complaint with the perpetrator's employer;
- If after investigation, the GRC determines that the allegation does not fall within the definition of GBV/SEA/SH and the alleged perpetrator is not associated with the project;
- If when the case is pursued, and the GRC confirms that the disciplinary action taken is appropriate and has been implemented conclusively;
- If a Service Provider follows its internal procedure to meet the needs of the survivor on the case.

In all these instances, the GRC Focal Person may require the survivor or its representative to sign a statement to acknowledge satisfaction using the form provided at annex IV.

Figure 1: Case Management Procedure for SEA/SH cases



## 7.0 PROCEDURE FOR INFORMATION REQUESTS

For general information on project activities and performance contact the Project Manager

Description	Contact Details
Organisation:	Zambia Business Support Project
Focal person	Project Manager
Address:	Kwacha pension House, Corner of Church Road and Tito Road, 3 <sup>rd</sup> Floor
E-mail:	<a href="mailto:gmakayi@zatp.org.zm">gmakayi@zatp.org.zm</a> (ZBSP email address to be added)
Website:	ww.zatp.org.zm (ZBSP address to be added)
Telephone:	+260211 220422

In addition, the point of contact regarding grievance management and stakeholder engagement activities is Social Safeguards Specialist:

Description	Contact Details
Organisation:	Zambia Business Support Project
Focal person	Social Safeguards Specialist
Address:	Kwacha pension House, Corner of Church Road and Tito Road, 3 <sup>rd</sup> Floor.
E-mail:	<a href="mailto:hnamunyola@zatp.org.zm">hnamunyola@zatp.org.zm</a> (ZBSP email address to be added)
Website:	ww.zatp.org.zm (ZBSP) address to be added)
Telephone:	+260211 220422

Information on the Project and future stakeholder engagement programs will be available on the Project's website and will be posted on all project social media pages (Facebook, Twitter, and YouTube) and the national newspapers. Information can also be obtained from the Communication Specialist and Project Regional Facilitators.

<b>1</b>	<b>Description</b>	<b>Contact Details</b>
	Organisation:	Zambia Business Support Project
	Focal person	Communication Specialist
	Address:	Kwacha pension House, Corner of Church Road and Tito Road, 3 <sup>rd</sup> Floor.
	E-mail:	[TO BE ADDED]
	Website:	(ZBSP address to be added)
	Telephone:	+260211 220422
<b>2</b>	<b>Description</b>	<b>Contact Details</b>
	Organisation:	Zambia Business Support Project
	Focal person	Regional Facilitator-Lusaka Region
	Address:	[TO BE ADDED]
	E-mail:	[TO BE ADDED]
	Website:	(ZBSP address to be added)
	Telephone:	[TO BE ADDED]
<b>3</b>	<b>Description</b>	<b>Contact Details</b>
	Organisation:	Zambia Business Support Project
	Focal person	Regional Facilitator-Copperbelt Region
	Address:	[TO BE ADDED]
	E-mail:	[TO BE ADDED]
	Website:	(ZBSP address to be added)
	Telephone:	[TO BE ADDED]
<b>4</b>	<b>Description</b>	<b>Contact Details</b>
	Organisation:	Zambia Jobs and Economic Transformation Project,
	Focal person	Regional Facilitator- Northern Region

	Address:	[TO BE ADDED]
	E-mail:	[TO BE ADDED]
	Website:	(ZBSP address to be added)
	Telephone:	[TO BE ADDED]
<b>5</b>	<b>Description</b>	<b>Contact Details</b>
	Organisation:	Zambia Jobs and Economic Transformation Project,
	Focal person	Regional Facilitator- Southern Region
	Address:	[TO BE ADDED]
	E-mail:	[TO BE ADDED]
	Website:	(ZBSP address to be added)
	Telephone:	[TO BE ADDED]

**8.0 DISCLOSURE AND SENSITIZATION ON THE GRM**

The ZBSP Social Safeguard Specialist will proactively work with project partners to introduce and create awareness to project stakeholders about the GRM. The information that will be shared will include the procedures to make a complaint (where, when, and how), the investigation process, the time framework for responding to complaints, the principle of confidentiality, right to make anonymous complaints and the right to seek further redress at the Court. The awareness creation will also focus on protocol for reporting and managing GBV/SEA/SH cases. An electronic brochure with the above salient information will be designed to aid the dissemination effort.

Given the diversity of the project locations, the project will use varieties of medium to convey messages to project communities. This may include emails, face to face meetings, awareness workshops and community radio announcements.

Prior to the grievance redress process's initiation, all key project staff involved in grievance management will be trained in all aspects of this GRM. New staff will receive training during the on-boarding process. The training will include all aspects of the GRM set out in this document. The orientation will strongly emphasis on the principle of accountability to the complainant and the shift from informal complaint resolution to formal resolution and documentation.

**8.1 Reporting on the GRM Performance**

The GRC Focal Persons shall be responsible for reporting on project-related grievances and complaints to the SSS. GRM performance will be reported on a monthly, quarterly, semi-annual, and annual basis.

Primarily, all GRCs from community (beneficiary) to District GRC will provide bi-weekly updates to PIU on the status and management of their cases. Monitoring will be conducted by the SSS and team, and Monitoring and Evaluation Specialist (M & E Specialist) using performance indicators.

For transparency, stakeholders will have a chance to track grievances through the quarterly, semi-annual, and annual reports. The reports will provide on a minimum, the following information:

- ✓ # complaints received;
- ✓ # complaints resolved;
- ✓ # complaints that have gone to mediation;
- ✓ Grievances by category of complaints;
- ✓ Average response time from the lodging of complaint to the agreement on solutions with complainant; and
- ✓ Average response time from the lodging of complaint to the implementation of the agreed solution.

## **9.0 MONITORING AND REPORTING**

### **9.1 Involvement of Stakeholders**

ZBSP will work closely with all implementing partners to organize all planned stakeholder engagements in all the provinces. The ZBSP M&E Specialist will coordinate monitoring and learning activities for the project. Stakeholders will have the opportunity to monitor project performance and provide feedback through the project performance indicator on stakeholder feedback. This is the “citizen engagement survey” indicator.

In addition, ZBSP will conduct regular feedback surveys with collaborating SME’S and agribusiness on project related activities. Such surveys will be conducted in local languages and in a manner that allows the farmers and SMEs to share their learning progress on the project initiatives.

### **9.2 Reporting back to stakeholders**

Information on public engagement activities undertaken by the project during the year will be conveyed to the stakeholders during quarterly, semi-annual, and annual progress update channels with stakeholders including the World Bank. Any necessary changes made in this SEP during implementation will be communicated to all stakeholders.

**10.0 ANNEXES**

**Annex I: Grievance Log**

REFERENCE NUMBER	DATE OF RECEIPT	DATE OF ACKNOWLEDGEMENT	SEX OF COMPLAINANT (M/F)	NATURE OF GRIEVANCE	DETAILS OF NATURE OF GRIEVANCE	RESOLUTION DETAILS OFFERED AND ACTIONS IMPLEMENTED	DATE OF RESPONSE	FOLLOW-UP ACTION	RESOLVED
									YES/NO

**Annex II: Sample Complaint Form**

GRIEVANCE/COMPLAINT SHEET					
<b>Nature of Submission (Tick where appropriate)</b>	<b>In-person</b>	<b>Letter</b>	<b>Telephone</b>	<b>E-mail/social media</b>	<b>Others (Specify)</b>
<b>Reference (complaint number obtained via the GRM)</b>					
<b>Full Name or Anonymously submitted (tick)</b>					
<b>Individual or Group complaint</b>					
<b>Gender</b>					
<b>Date</b>			<b>Time</b>		
<b>Phone Number</b>					
<b>Address</b>					
<b>Type of grievance</b>					

<b>Grievance Description</b>		
<b>Site Visit Date</b>		
<b>Signature of Complainant</b>		
<b>Name &amp; Signature of Recipient</b>		
<b>Response Provided</b>		
<b>Response Type/Channel</b>		
<b>Supporting documents if available</b>		

### Annex III: Sample Complaint Acknowledgement Letter

[Your contact information here]

[Date]

[Complainant's name or the name of the organization submitting the complaint if the complainant wishes to remain anonymous]

[Complainant's address or "No physical address"]

Submitted \_\_\_\_\_ [in person or by mail/e-mail/telephone]

Dear Mr./Mrs./Ms. [family name of complainant]:

Re: Complaint regarding [describe briefly]

The Zambia Business Support Project acknowledges that we received your complaint dated \_\_\_\_\_ [date]. The Project takes stakeholders' concerns seriously, and we thank you for submitting your complaint. We will make every effort to ensure that your complaint is considered quickly and fairly.

The Project has a grievance redress mechanism process that we follow to consider and resolve complaints. Attached is a description of the process, so you can learn more about it. In accordance with our grievance redress mechanism procedures, we will determine whether your complaint is eligible for our grievance resolution process and consider the next steps, as relevant. We will contact you during this period should we need more information.

You can expect to hear from us within seven business days from the date of this letter.

Please refer to the attached grievance mechanism procedures for more information on what you can expect as we address your complaint, including timeframes, responsibilities, and your rights throughout the process.

Sincerely,

[Name of GRC Focal Person]

[GRC Name and District]

Enclosure: (The relevant procedures for submitting grievances)

**Annex IV: Complainant Satisfaction Form**

Grievance ID Number:	Date Received:
Recorded by:	Place/Method Grievance was Received
Proposed Action (s)	
The claimant has ACCEPTED/SATISFIED with the proposed action? YES/NO	
Further Action Required? YES/NO	
Complainant Acknowledgement	
I, the undersigned, hereby confirm my satisfaction/acceptance of resolution actions implemented to address my complaint.	
Signature/Thumbprint	
Name:	Date

## Annex V: GBV/SEA/SH Service Providers.

A comprehensive directory with all service providers across the country can be accessed via the project website.

Health Care Service Providers	
<ul style="list-style-type: none"> <li>Planned Parenthood Association of Zambia (PPAG) Family Health Clinic</li> </ul>	<ul style="list-style-type: none"> <li>Zambia Health Services</li> </ul>
<p><b>Type of Organization:</b> NGO</p> <p><b>Primary Service:</b> Sexual and Productive Health Care</p> <p><b>Geographical coverage:</b> has a presence in all the provinces of Zambia through its 38 volunteer branches.</p> <p><b>Contact Number:</b> +260 211 256182</p> <p><b>Working Hours:</b> 8am - 5pm</p> <p><b>Other Services:</b> Referral system, Shelter, Childcare/Child Protection, social and economic reintegration, Legal, Psychosocial support.</p>	<p><b>Type of Organization:</b> Government Agency</p> <p><b>Primary Service:</b> Health Care</p> <p><b>Geographical Coverage:</b> Operates 9,293 health care facilities across the country</p> <p><b>Contact Number:</b></p> <p><b>Working hours:</b> 24 hours</p> <p><b>Other Services:</b> Referral system, Monitoring (Follow-ups).</p>
<ul style="list-style-type: none"> <li>Mary Begg Community Clinic</li> </ul>	<ul style="list-style-type: none"> <li>Chelstone Clinic</li> </ul>
<p><b>Type of Organization:</b> NGO</p> <p><b>Primary Service:</b> Health Care</p> <p><b>Geographical coverage:</b> Ndola, Solwezi, and Kalumbila</p> <p><b>Contact Number:</b> +260 212 628000</p> <p><b>Working hours:</b> 24 hours</p> <p><b>Other Services:</b> Community health; Voluntary Counselling and Testing</p>	<p><b>Type of Organization:</b> Government Agency</p> <p><b>Primary Service:</b> Health Care</p> <p><b>Geographical Coverage:</b> Lusaka</p> <p><b>Contact Number:</b> +260211282136</p> <p><b>Working hours:</b> 24 hours</p> <p><b>Other Services:</b> Referral system, Community health</p>
Psychosocial Service Providers	
<ul style="list-style-type: none"> <li>One Stop Center</li> </ul>	<ul style="list-style-type: none"> <li>Young Women's Christian Association (YWCA)</li> </ul>

<p><b>Type of Organization:</b> Government Agency</p> <p><b>Primary Service:</b> Legal and Health Care</p> <p><b>Contact Person:</b> Gillies Chashi Kasongo</p> <p><b>Phone:</b> +260-211-238864</p> <p><b>Working Hours:</b> 24 hours</p> <p><b>Geographic Scope:</b> 28 fully established centers across Zambia</p> <p><b>Other Services:</b> referrals to shelters, legal services, HIV testing, HIV post-exposure prophylaxis, and linkage to HIV treatment.</p> <p>Legal, Health, Psychosocial Support, Social and Economic reintegration, Shelter, Childcare/Child protection; Monitoring (follow ups), coordination, Referral's system,</p>	<p><b>Type of Organization:</b> NGO</p> <p><b>Primary Service:</b> Psychosocial</p> <p><b>Contact Person:</b> Patricia Ndluvo, Executive Director</p> <p><b>Phone:</b> +26011 254751/+0977843099</p> <p><b>Email:</b> <a href="mailto:ywca@zamnet.zm">ywca@zamnet.zm</a></p> <p><b>Geographical Scope:</b> Global movement with a presence in Lusaka, Kitwe, and other parts of the country</p> <p><b>Other Services:</b> Community/Customary Land Rights, Criminal Justice, Family, Gender-based violence, Generalist Legal Services, Labor &amp; Employment, Livelihoods, Other, Peacebuilding &amp; Transitional Justice, Traditional / Customary Justice</p> <p>Shelter, Judicial, Social and Economic Integration, Psychosocial Support, Referral's system, Monitoring (follow ups), coordination, Referral's system,</p>
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**Legal/Justice Service Providers**

- |   |   |
|---|---|
| <ul style="list-style-type: none"> <li>• <b>Victim Support Unit, Zambia Police Service</b></li> </ul> | <ul style="list-style-type: none"> <li>• <b>Women in Law and Development in Zambia</b></li> </ul> |
|---|---|

<p><b>Type of Organization:</b> Government Agency</p> <p><b>Primary Service:</b> Legal/Justice</p> <p>Contact Person: Esther Katongo</p> <p><b>Geographic Scope:</b></p> <p><b>Helpline:</b></p> <p><b>Working Hours:</b> 24 hours</p> <p>Website:</p> <p><b>Other Services:</b> Legal, Health, Psychosocial Support, Social and Economic reintegration, Shelter, Childcare/Child protection; Monitoring</p>	<p><b>Type of Organization:</b> NGO</p> <p><b>Primary Service:</b> Legal and Social Justice</p> <p><b>Contact Person:</b> Namuchana Mushabati</p> <p><b>Phone:</b> +260 211 251491/7</p> <p><b>Email:</b> <a href="mailto:wildaf@microlink.zm">wildaf@microlink.zm</a></p> <p><b>Website:</b> <a href="http://www.wildafzambia.org">www.wildafzambia.org</a></p> <p><b>Working hours:</b> 8am – 5pm</p> <p><b>Geographical Scope:</b> Pan-African Country, with a presence across Zambia</p>
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<p>(follow ups), coordination, Referral's system, Law enforcement mechanisms,</p>	<p><b>Other Services:</b> Advocacy, Community mobilization, Legal Reform, Media, Policy/Advocacy, Prevention and Response/ Service Delivery</p> <p>Judicial, Social and Economic Integration, Psychosocial Support, Referral's system</p>
<p>• <b>National Legal Aid Clinic for Women (NLACW)</b></p>	
<p><b>Type of Organization:</b> NGO</p> <p><b>Primary Service:</b> Legal and Health Care</p> <p><b>Contact Person:</b> Mandy Manda, Executive Director</p> <p><b>Tel:</b> +260 211220595/0976081569</p> <p><b>Working hours:</b> 8am-5pm</p> <p><b>Geographic Scope:</b> Based in Lusaka with provincial offices in Livingstone and Ndola</p> <p><b>Working Hours:</b> 8am-5pm</p> <p><b>Other Services:</b> Legal information, Social Justice, Legal education; outreach campaigns in various communities</p>	
<p>• <b>Legal Resources Foundation Zambia</b></p>	
<p><b>Type of Organization:</b> NGO</p> <p><b>Primary Service:</b> Legal</p> <p><b>Geographical Coverage:</b> Based in Lusaka with eight other provincial offices in Kitwe, Livingstone, Kabwe, Kasama, Chipata, Mansa, Solwezi and Mongu.</p> <p><b>Contact person:</b> Androphinah Bubala</p> <p><b>Working hours:</b> 24 hours</p> <p><b>Website:</b> <a href="https://lrf.org.zm/about/">https://lrf.org.zm/about/</a></p> <p><b>Other Services:</b> Legal information on intimate partner violence and sexual violence, Advocacy, Community Mobilization, Legal Reform, Media, Policy/Advocacy, Prevention and Response/ Service Delivery</p>	
<p>• <b>World Vision Zambia</b></p>	
<p><b>Type of Organization:</b> NGO</p>	

**Primary Service:** Health and Social Justice

**Geographical Coverage:** Work in 31 districts of Zambia's 10 provinces through 39 large-scale community-based Area Programme (APs).

**Tel:** +260 211 221 955

**Working hours:** Weekday: 8am-5:30 pm

**Website:** <https://www.wvi.org/zambia>

**Other Services:** Literacy, Maternal and Child Health, child protection and spiritual nature, resilient Livelihood, and Water, Sanitation and Hygiene.

### Information about Gender-Based Violence for People with Disabilities. Places to get help in Zambia

#### Free helplines you can call at any time in the day or night

Name	What it does	Number
CHAMP Hot-Line	They can give you information and support about your health.	Hotline: 999
Lifeline	They help adults. They can help you if someone is hurting you or doing bad things to you.	Hotline: 933
CHILD-LINE	They help children who need any kind of help. They can help you quickly if you need it.	Hotline: 116

#### Groups that help with the law

Name	What it does	Address, Number
Legal Aid Board Zambia	They can give you free information and support with the law.	1st Floor, New Kent, Building, Haile Selassie Ave, P.O Box 32761 Lusaka, Zambia <b>Telephone:</b> +260 211 256 453 +260 211 256 454

National Legal Aid Clinic for Women	They give information and support to women and children.	Musonda Ngosa Road, 110A/150 Villa Elizabetha, Lusaka <b>Telephone:</b> +260 211 220 595
Legal Resources Foundation	They can help you with paying for things like going to court.	Woodgate House, Cairo Road, Lusaka

### Groups that help people with disabilities

Name	What they do	Address, Number, Website
Zambia Federation of Disability Organizations (ZAFOD)	They help people with disabilities.	Plot 6867, off Katima, Mulilo Road along, Chainama Road Olympia, Lusaka, Zambia <b>Telephone:</b> +260 211 295 831 +260 978 960 412 <b>Website:</b> <a href="http://www.zafod.org.zm">http://www.zafod.org.zm</a>
Zambia Agency for Persons with Disabilities	They are part of the government. They help people with disabilities.	Plot No, 488 /7B Leopards Hill Road Kabulonga, Lusaka
Zambia National Federation of the Blind	They help people who cannot see.	Plot No. 4225, Along, Chilumbulu Road, Chilenje, Lusaka <b>Telephone:</b> +260 211 253 180
Zambia HIV/Disability Human Rights Programme (ZAMDHARP)	They help people with disabilities and HIV.	<b>Telephone:</b> +260 977 566 763

Zambia Deaf Youth and Women	They support people who cannot hear.	New Nakadoli Market, Copperbelt Province, Kitwe <a href="mailto:zambiadeafyw@zambia.co.zm">zambiadeafyw@zambia.co.zm</a>  <b>SMS on:</b> +260 977 866 459
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### Women's groups and other groups

Name	What they do	Address, Number, Website
Women and Law in Southern Africa – Zambia (WLSA Zambia)	They help people with things like paying for court and women's health	Joseph Mwila Road, Rhodes Park Lusaka.  <b>Telephone:</b> +260 211 294 989  Website: <a href="http://www.wlsazambia.org">www.wlsazambia.org</a>
Women in Law and Development in Africa (WILDAF)	They give women and girls information about the law. They work to stop violence.	No. 26, Nalubutu Rd. Long Acres Lusaka, Zambia  <b>Telephone:</b> +260 211 251 491 +260 211 251 497
Young Women's Christian Association of Zambia (YWCA Zambia)	They help women and girls who are being hurt or who may be in danger. They give people a safe place to stay.	Along Nationalist Road, opposite University Teaching Hospital, Lusaka.  <b>Telephone:</b> +260 211 255 204 +260 211 254 751
World Vision Zambia	They work to stop violence. They help women and girls who are being hurt.	<b>Telephone:</b> +260 211 221 955

		<b>Website:</b> <a href="http://www.wvi.org/zambia">http://www.wvi.org/zambia</a>
Population Council	They work to stop violence.	<b>Telephone:</b> +260 211 295 925  <b>Website:</b> <a href="http://www.popcouncil.org/research/zambia">http://www.popcouncil.org/research/zambia</a>

**One Stop Centres. These are places to get help with your health, the law and other support**

Province	One Stop Centre	Phone number
Western Province	Mongu Urban Clinic	+260 977 429 530
Lusaka	Chongwe Hospital	+260 950 420 091. +260 966 981 472. +260 977 848 487
Lusaka	University Teaching Hospital Centre of Excellence	+260 979 495 095
Lusaka	Ng'ombe Health Centre (Lusaka)	+260 977 864 098
Lusaka	Kafue District Hospital	+260 977 465 240
Lusaka	Mutendere Clinic (Lusaka)	+260 97 962 3318
Lusaka	Chawama Clinic (Lusaka)	+260 978 129 614
Muchinga	Nakonde Urban Clinic	+260 967 608 727. +260 967 710 785
Muchinga	Mpika Urban Clinic	+260 977 815 464
Southern	Choma Urban Clinic	+260 978 904 949. +260 964 414 402. +260 964 414 400.

		+260 955 988 203
Southern	Kalomo Hospital	+260 971 252 324
Southern	Monze District	+260 979 952 520
Southern	Livingstone General Hospital	+260 977 828 128
Southern	Mazabuka District Hospital	+260 978 875 005
Central	Kapiri Mposhi Urban Clinic	+260 977 713 575
Central	Mumbwa Urban Clinic	+260 977 939 484
Central	Chiboko Clinic	+260 966 100 870
Eastern	Nyimba District Hospital	+260 977 876 943. +260 955 923 677. +260 965 923 677
Eastern	St. Francis Hospital (Katete)	+260 963 572 260. +260 977 440 994
Eastern	Chipata General Hospital	+260 964 441 751
Copperbelt	Kabundi Clinic (Chingola)	+260 979 272 519
Copperbelt	Thomson Hospital (Luanshya)	+260 966 826 939
Copperbelt	Ndola General Hospital	+260 966 905 200
Copperbelt	Buchi Clinic	+260 977 997 725
Copperbelt	Kabwe Hospital	+260 977 498 353