



The Federal Ministry of Budget and Economic Planning

STAKEHOLDERS ENGAGEMENT PLAN

FOR THE

**SOLUTIONS FOR THE INTERNALLY
DISPLACED AND HOST COMMUNITIES
(SOLID) PROJECT**

National Commission for Refugee Migrants, and
Internally Displaced Persons, North East
Development Commission

DRAFT FINAL REPORT

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Abbreviations

AIDS	Acquired Immune Deficiency Syndrome
BEPC	Bihar Education Project Commission
BEQA	Benue State Educational Quality Assurance
BGLCA	Benue State Local Government Chieftaincy Affairs
BOGIS	Borno State Geographic Information System (BOGIS)
BOGIS	Borno State Geographic Information System
BSBS	Benue State Bureau of Statistics
BSEMA	Benue State Emergency Management Agency
BSMOT	Benue State Ministry of Transportation
BSUBEB	Benue State Universal Basic Education
CAMA	The Companies and Allied Matters Act
CAT	Convention Against Torture & other Cruel, Inhuman or Degrading Treatment or Punishment
CEDAW	Convention on the Elimination of All Forms of Discrimination against Women
CERC	Contingency Emergency Response Component
CoC	Code of Conduct
CPC	Consumer Protection Council
CRA	Child Rights Act
CRPD	Convention on the Rights of Persons with Disabilities
CSOs	Civil Society Organizations
DSS	Decision Support System
EIA	Environmental Impact Assessment
ESCP	Environmental and Social Commitment Plan
ESIA	Environmental and Social Impact Assessment
ESMP	Environmental and Social Management Plan
ESS	Environmental and Social Standard
FCT	Federal Capital Territory
FGD	Focal Group Discussion
FGN	Federal Government of Nigeria
FIDA	International Federation of Women Lawyers
FM	Financial Management
FMBEP	Federal Ministry of Budget and Economic Planning
FMEEnv	Federal Ministry of Environment
FMWASD	Federal Ministry of Women Affairs and Social Development
FPMU	Federal project Management Unit
GBV	Gender Based Violence
GDP	Gross Domestic Product
GEMS	Geo-enabled Monitoring System
GRM	Grievance Redress Mechanism
ICCPR	International Covenant on Civil and Political Rights
ICESCR	International Covenant on Economic, Social and Cultural Rights
ICT	Information Communication and Technology

IDPs	Internally Displaced Persons
IPF	Investment Project Financing
LGAs	Local Government Areas
LMP	Labor Management Procedure
MAFS	Ministry of Agriculture and Food Security
MCRP	Multi-Sectoral Crisis Recovery Project
MDAs	Ministries, Departments and Agencies
MoC	Ministry of Communication
MRRRHS	Ministry of Reconstruction, Rehabilitation, Reintegration and Humanitarian Service
MWASD	Ministry of Women Affairs and Social Development
MWHUD	Ministry of Works Housing and Urban Development
MWR	Ministry of Water Resources
MWRECC	Ministry of Water Resources Environment and Climate Change
MYS	Ministry of Youth and Sports
NC	North-Central
NCCPRS	Nigeria Climate Change Policy Response and Strategy
NCFRMI	National Commission for Refugees, Migrants, and Internally Displaced Persons
NDP	National Development Plan
NE	North-East
NEDC	North East Development Commission (NEDC)
NEITI	Nigerian Extractive Industries Transparency Initiative
NEMA	National Emergency Management Agency
NERSP	North-East Recovery and Stability Program
NESREA	National Environmental Standards and Regulations Enforcement Agency
NGOs	Non- Governmental Organizations
NW	North-West
PAD	Project Appraisal Document
PAPs	Project Affected Persons
PDO	Project Development Objectives
PIU	Project Implementing Unit
RAP	Resettlement Action Plan
SEA	Sexual Exploitation and Abuse
SEP	Stakeholders Engagement Plan
SMEEnv	State Ministry of Environment
SMoH	State Ministry of Health
SOLID	Solutions for the Internally Displaced and Host communities Project
SOPs	Standard Operating Procedures
SPIUs	State Project Implementing Units
STDs	Sexually Transmitted Diseases
UN	United Nations
VAC	Violence Against Children
VAPP	Violence Against Persons Prohibition Act
YOGIS	Yobe State Geographic Information System

Executive Summary

ES1: Background

Nigeria, a nation with immense potential, faces significant challenges, including economic stagnation and widespread conflict. The recent administration has initiated reforms to revitalize the economy. However, conflict, particularly in the north, has led to mass displacement and disrupted livelihoods.

The influx of IDPs has strained infrastructure, institutions, and economies in host communities. Addressing these challenges requires a shift from humanitarian aid to long-term development solutions. The Nigerian government, recognizing this need, has adopted a National Policy on Internally Displaced Persons and established the National Commission for Refugees, Migrants, and Internally Displaced Persons.

The Solutions for the Internally Displaced and Host Communities (SOLID) project aims to address these issues by strengthening institutions, investing in infrastructure, and expanding economic opportunities for IDPs, returnees, and host communities. By implementing these measures, the project seeks to build a more resilient and inclusive future for affected populations.

ES2: Relevant Laws and Regulatory Framework

A comprehensive analysis of applicable laws and regulations is essential to ensure adherence to national legislation and World Bank Environmental and Social Standards (ESS) related to Stakeholders engagement plan. This analysis will identify potential legal and procedural gaps that may require addressing to facilitate project implementation.

The requirements under the World Bank's Environmental and Social Framework (ESF)'s Environmental and Social Standard ESS 10 - Stakeholder Engagement and Information Disclosure, recognizes "the importance of open and transparent engagement between the Borrower and project stakeholders as an essential element of good international practice."

Specifically, the requirements set out by ESS10 are the following:

1. Borrowers will engage with stakeholders throughout the project life cycle. Borrowers will engage in meaningful consultations with all stakeholders.
2. Borrowers will provide stakeholders with timely, relevant, understandable and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination and intimidation.

3. The process of stakeholder engagement will involve the following: (i) stakeholder identification and analysis; (ii) planning how the engagement with stakeholders will take place; (iii) disclosure of information; (iv) consultation with stakeholders; (v) addressing and responding to grievances; and (vi) reporting to stakeholders.

4. The Borrower will maintain and disclose as part of the environmental and social assessment, a documented record of stakeholder engagement.

ES3: Stakeholders Identification and Analysis

The Stakeholder Engagement Plan (SEP) was developed through a rigorous consultative process involving a diverse range of stakeholders, including IDPs, host communities, government agencies, security agencies, private sector and civil society organizations. These consultations, conducted in project areas across Adamawa, Benue, Borno, and Yobe states, aimed to gain a deep understanding of local social and cultural dynamics, identify potential conflict areas, and establish effective communication channels. The SEP will guide the project's stakeholder identification, categorization, and engagement strategy, ensuring their meaningful participation and addressing their concerns throughout the project lifecycle. Chapter 3 detailed the types of stakeholders, their interests and influence. Understanding their interests, motivations, and drivers is crucial for effective communication and prioritization. The SOLID project can tailor its communication strategies to engage diverse stakeholders. This framework helps assess stakeholder positions and identify opportunities for influence. While distinct categories exist, shared interests and barriers often arise. This engagement plan seeks to address these issues, foster empathy, and integrate diverse perspectives. A thorough analysis of stakeholders based on relevance and potential contribution enhances engagement efforts.

ES4: Stakeholder Engagement and Communication Plan

The project is committed to engaging stakeholders throughout its lifecycle, adhering to international best practices. By conducting "free, prior, and informed" consultations, the project aims to foster meaningful stakeholder participation. Key engagement activities include meetings, workshops, and online platforms. To ensure transparency and accountability, attendance will be recorded, and meetings will be documented through minutes, audio recordings, and photographs. A tailored approach to stakeholder engagement will be employed to accommodate diverse needs and preferences. This chapter also presents the stakeholders engagement communication strategy and the methods of engagement that incorporates individual profiles, concerns, and expectations of the different stakeholder groups.

SEP Estimated Budget

The total estimated cost for implementation of the SEP for each SPIU for the duration of 5yrs is

Eighty-Five Million, Five Hundred and Fifty Thousand Naira only (NGN 85,550,000). This is equivalent to Fifty Thousand, Six Hundred and Fifty-Seven Dollars and Eighty-Seven Cents Only (USD 50,657.87). If any significant changes were observed, the SEP will be updated and disclosed, and the budget will be revised accordingly.

Estimated Budget for Stakeholders Engagement Plan (5yrs)

SN	ITEM	COST ESTIMATE	
		NAIRA (₦)	(USD \$)
1	Information Disclosure	14,900,000	8,822.94
2	Stakeholders Engagements Meetings	9,050,000	5,358.90
3	Grievance Redress Mechanism	4,800,000	2,842.29
4	SEP Monitoring, evaluation, documentation and reporting	7,600,000	4,500.30
5	Administrative costs	11,700,000	6,928.10
6	Trainings and Capacity Building	1,500,000	888.22
7	Engagement of Communication and SEP Specialists	36,000,000	21,340.71
Total		85,550,000	50,657.87
Exchange rate @ ₦1,688.78 to \$1			

This Budget is indicative for a state and shall serve as a framework/Budget template to be adopted on a state -specific basis for the other states.

ES5: Grievance Redress Mechanism, Monitoring and Reporting

To mitigate potential conflicts between project implementers and affected persons and other stakeholders, a formal Grievance Redress Mechanism (GRM) has been established. This mechanism ensures timely resolution of grievances, including contract disputes, workplace issues, gender-based violence, and project-related injuries. The Federal Project Management Unit (FPMU) will oversee the GRM, guaranteeing prompt acknowledgment of grievances, transparent communication, and appropriate remedial actions. The GRM will be established in various levels following this Structure and Protocols for Reporting and Managing Grievances.

Continuous monitoring and reporting will facilitate effective communication, collaboration, and decision-making among stakeholders. This will enhance service delivery, expedite issue resolution, and contribute to the overall success of the resettlement and livelihood restoration efforts. Both formal and informal reporting mechanisms, including the existing local grievance resolution platforms will be utilized to optimize information sharing and decision-making processes. The GRM structure, protocols, monitoring and reporting formats are well captured in this chapter.

ES6: Recommendation and Conclusion

Following the Stakeholders engagements in the participating six (6) SOLID project states, there are similar peculiarities in the states that will enhance the overall sustainability of the proposed project especially during the implementation phase of the project. We hereby recommend the following:

- A citizen engagements programme which gives opportunity to the people to fully participate in the project is recommended. This should encompass reports of the projects through local radio phone-in programmes in local languages, interactions through direct calls on designated phones numbers, letter writing, interviews, and creation of SOLID project App for educated people in the IDP camps and host communities to interact with government for effective monitoring.
- Local workers should be considered and given priority during project implementation in order to limit the number of migrant workers. This will reduce threats to community culture, health, safety and security as well as stimulate local socio-economic activities, improve livelihood and reduce poverty in the four SOLID project states.
- Implementation of SOLID project in the six participating States should involve public participation and a well-established community relation to create a sense of ownership of the project by the IDP camps management and the host communities and to make the projects successful and sustainable.
- The SPIU should ensure cross gender participation and inclusivity in all aspects of project identification, design, implementation and management

The SEP outlines a comprehensive approach to stakeholder engagement, prioritizing timely and culturally appropriate consultation and disclosure. It aims to foster informed decision-making by actively involving project-affected persons, host communities, and other relevant stakeholders. By providing opportunities for input and addressing concerns, the SEP enhances project effectiveness and builds strong relationships with stakeholders.

Chapter One

1.1 Introduction

1.2 Project Background

Nigeria, Africa's most populous country, possesses substantial untapped economic potential. As a diverse federation of 36 autonomous states and the continent's largest country with a population exceeding 218 million, it boasts the largest economy in Africa, reaching a gross domestic product (GDP) of approximately US\$472 billion in 2022. Fueled by abundant resources, a youthful and entrepreneurial populace, and a vibrant private sector, Nigeria has the capacity to become a prominent player on the global stage. However, despite these prospects, the country faces significant challenges, including stagnant economic growth. Recognizing the need to change course, a new administration since May 2023 has undertaken bold reforms to restore the economic fundamentals for inclusive growth.

While economic reforms are promising, conflict is a severe constraint on poverty reduction in Nigeria. Alongside increasing climate shocks, conflict events have proliferated, displacing populations, disrupting markets, and interrupting Nigerians' livelihoods. Fatal conflict events have become more widespread across Nigeria in the past two decades, especially in the country's north. This corresponds to the onset of the Boko Haram insurgency in 2009 in the North-East (NE) region, the rise of criminal gangs and banditry in the North-West (NW) region, and banditry, farmer-herder conflicts, inter-communal wars and boundary disputes in the North-Central (NC) region. Nigeria is considered an Fragile, Conflict and Violence (FCV) country and has one of the largest and fast-growing populations of internally displaced persons (IDPs) in the world, as a result of conflict and natural events. In Northern Nigeria alone, conflict and violence have led to the displacement of over 3.5 million people.

Across Northern Nigeria, insecurity has fueled large waves of internal displacement. States and local government areas (LGAs) in the North, while dealing with the immediate crisis effects of displacement, suffer from five major development challenges. The first is spatial which have led the northern states to see a significant spatial redistribution of population, with a substantial inflow of IDPs into state capitals, such as Maiduguri (Borno), Yola (Adamawa) and Makurdi (Benue), and other towns (centers of other LGAs within the state). The second development challenge is physical - the inflow of IDPs has put additional pressure on already strained and obsolete infrastructure and services in host communities. Unplanned development has increased vulnerability to disasters in host communities lacking climate-resilient infrastructure and housing. The third development challenge relates to institutions - state and local governments have weak institutional capacity to cope with the rapidly changing IDP situation in host communities. This is a preexisting challenge, but it is exacerbated by the influx of IDPs and

concentration in a limited number of LGAs within displacement-affected states. The fourth development challenge relates to economic impacts of displacement on IDPs and host communities. Rapid and large-scale inflow of IDPs have prompted stress on already-strained local economies, which are largely agriculture-dependent. Overall, host communities are characterized by limited livelihood opportunities, especially for IDPs. Limited accessibility of land and roads, security risks, and increasing extreme weather events have constrained income-generating opportunities, impacting the availability of agricultural yields and heightening food insecurity. The fifth development challenge relates to significant social impacts caused by forced displacement.

Protracted displacement is a fundamental development challenge, requiring a development approach to solutions. There is a need to shift from addressing internal displacement as a humanitarian crisis to addressing protracted displacement with long-term inclusive solutions addressing the five challenges discussed above. The Federal Government of Nigeria (FGN) recognizes internal displacement as a major development challenge and the importance of inclusion in sustainable solutions. In 2021, the FGN adopted the National Policy on Internally Displaced Persons (National Policy, “NP” herein), which states the obligations and responsibilities of the government to protect, promote and fulfill the rights of IDPs, returnees and host communities. The National Policy serves as the official plan to guide all government levels, international partners and other stakeholders in their efforts to provide solutions for IDPs and for ending forced displacement. In 2022, a National Commission for Refugees, Migrants, and Internally Displaced Persons (NCFRMI) was established with the mandate to implement the National Policy through the coordination of national-level actions and facilitation of sustainable solutions for the protection and assistance of all displaced people.

The Federal government of Nigeria has applied for financing from the World Bank towards the cost of the Solutions for the Internally Displaced and Host communities Project (SOLID). Lessons from Multi Crises Recovery Project (MCRP) will inform the design and implementation approach of SOLID. The SOLID project aims to provide targeted development solutions to support building a better future for both IDPs and host communities, States and LGAs in Northern Nigeria while dealing with the immediate crisis effects of displacement, suffer from serious developmental challenges, including spatial, physical, institutional, economic and social challenges. These developmental challenges impede the ability of state and local governments to provide long-term solutions for IDPs, returnees and host communities as highlighted in the National Policy.

To move from emergency crisis response to longer term development solutions for affected displaced States and Communities, the project will provide both technical and financial support to: 1) Strengthen institutions at state and local levels for improved service delivery; 2) invest in

resilient and participatory community-based infrastructure and services; 3) expand income-generating opportunities to IDPs, returnees and host community members.

1.2.1 Project Components

The SOLID Project has four major components which include;

Component 1: Investing in Resilient Infrastructure and Services for IDPs and Host Communities (US\$200 million). This component will finance infrastructure and service delivery investments at the LGA and ward levels to improve livability and increase social, economic and climate resilience for IDPs and host communities in selected LGAs. The component will also support state and local government institutions through technical assistance and capacity building activities to transition to an integrated development approach in tackling the impacts of displacement through long term multisectoral planning solutions.

- ***Subcomponent 1.1: Strategic investments for improved liveability and economic development (US\$180 million).***
- ***Subcomponent 1.2: Strengthening State and Local Government Institutions for Improved Service Delivery (US\$ 20 million)***

Component 2: Community Development and Income Generating Opportunities (US\$80 million). This Component finances two main subcomponents to strengthen the capacity for resilient and inclusive community development planning and enhance access to sustainable income-generating opportunities. By achieving results in subcomponents 2.1 and 2.2, the project will contribute to strengthening social cohesion between IDPs and host community members, providing opportunities for bonding and bridging of groups within the selected communities. Activities will be carried out in collaboration with all stakeholders at the State and LGA level.

- ***Subcomponent 2.1: Capacity-Building and Technical Support for Sustainable and Inclusive Community Development (US\$20 million)***
- ***Subcomponent 2.2: Investments in Value Chain Development, Marketing, and Innovation for Sustainable Livelihoods (US \$60M million)***

Component 3: Project Management and Support for the Implementation of the National Policy (US\$ 20 million). This component will support the implementation of all activities in accordance with the World Bank's policies and guidelines. This will include the following: (a) project management, including technical planning, financial management (FM), procurement, social and environment risk management, security analyses and response plans, and communications; (b) project monitoring which includes a geo-enabled monitoring system (GEMS) and beneficiary feedback/grievance redress mechanism (GRM); (c) impact evaluation; (d) continuous conflict analyses; (e) just-in-time studies as and when needs arise; (f) financing

for third-party monitoring as required by the security conditions; and (g) PIU operating costs. The component will also finance activities that support the FGN's efforts to operationalize the National Policy, through strengthening institutional capacity for the coordination of national-level actions and facilitation of sustainable solutions for IDPs and host communities, in line with the National Policy and state action plans.

Component 4: Contingency Emergency Response Component (CERC) (US\$0). A contingency emergency response component (CERC), initially without a budget allocation, will allow for the rapid reallocation of project funds in the event of natural or man-made crises and major disease outbreaks of public health importance during the implementation of the Project, in accordance with the World Bank Investment Project Financing (IPF) Policy, paragraphs 12 (Projects in Situations of Urgent Need of Assistance or Capacity Constraints). Activation of the CERC is triggered by (a) a declaration of a state of emergency by the Government and (b) Government request to the World Bank for activation of the CERC. Implementation modality and eligible activities to be financed under the CERC will be described in the Project Implementation Manual (PIM).

Component D: Contingent Emergency Response. The component will address any unforeseen emergency infrastructure needs following a natural disaster. (See Project PAD for detail project component and subcomponents).

The target states have been divided into Tier 1 and Tier 2 states. Tier 1 states are states with more than 150,000 IDPs and where IDPs' share of the total population of the state is less than 2.0 percent. Tier 2 states are states with more than 100,000 IDPs or where the IDP's share of total population is less than 1%. Tier 2 states will receive technical assistance during the first phase of the project to get ready to participate in the next phase of the project. Tier 1 states are eligible for both investment finance and technical assistance once they have demonstrated commitment by fulfilling the Demonstrated Commitment Criteria. Tier 2 states are eligible for technical assistance to support their eligibility (i.e., policy development, capacity building, etc.) and as Project implementation progresses, they might fully enter the program in its second stage. Out of the 14 states that have IDPs, 6 are categorized as Tier 1. The remaining states might be categorized as Tier 2 states.

For the preparation of this SEP, 5 states of the Tier 1 states were selected which comprise of 3 initial MRCP states (and 2 New /Prospective SOLID states as first representative states for study purposes. Consultations will continue with the Tier 2 states (Kano, Kaduna, Kebbi, Sokoto, Bauchi and Plateau) as project planning goes on. The SOLID Project is expected to extend to other states in the future if they meet the criteria for selection.

1.3 Objectives Of the SEP

Stakeholders' engagement is essential to achieving the major objectives of any project implementation and sustainable development. Participatory approaches in project planning and implementation enhance project policy, ownership and sustainability and also empower targeted beneficiaries.

This Stakeholders Engagement Plan (SEP) seeks to contribute to a coordinated and continued engagement of all relevant actors (including project affected persons and interested parties) throughout the project cycle. This SEP describes the groups (classes) of the anticipated Stakeholders, the information they require about the project, timing and frequency for engaging them as well as methods to be applied for the engagement throughout the lifecycle of the project. The objective of the Stakeholder Engagement Plan is;

- To develop the procedure for effective stakeholder consultation and citizens engagements throughout the Project's lifecycle;
- Identify the key stakeholder group,
- To identify resources needed and timeframe to achieve effective participation in each stage of the process and describe the stakeholder engagement process.
- Identify and outline effective strategies of collaboration among Stakeholders of the project
- Promote widespread acceptability and participation of the project interventions among the target beneficiaries
- Identify potential barriers that will negatively affect the accelerated implementation of the project and address them collectively

1.4 Principles for Effective Stakeholder Engagement

There are several globally acceptable principles of stakeholder engagement that this project should follow to ensure that they engage effectively with stakeholders. These principles are: Commitment, Integrity, Respect, Transparency, Inclusiveness, and Trust.

Commitment	Integrity	Respect	Transparency	Inclusiveness	Trust
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1. **Commitment** is a critical principle of effective stakeholder engagement that requires the project to follow through on their promises to stakeholders, build trust and credibility, and demonstrate a genuine commitment to incorporating stakeholder input into the decision-making process.

2. **Integrity** occurs when the project as well as engaging entities maintain the highest ethical standards, are truthful and transparent with others, and act in accordance with established policies and procedures as well as amplify mutual respect for all.
3. **Respect** is created when the rights, cultural beliefs, values and interests of stakeholders and affected communities are recognized. Furthermore, the Program should listen to and consider the perspectives, needs, and interests of their stakeholders, treat them with dignity, and provide them with opportunities to participate in decision-making processes.
4. **Transparency** involves "providing stakeholders with timely, accurate, and complete information about the Program's activities, performance, and governance, and making this information easily accessible and understandable" (GRI, 2016). In other words, SOLID project must ensure they are transparent in their communications with stakeholders, providing them with the information they need to make informed decisions and hold the organization accountable.
5. **Inclusiveness** is a principle of stakeholder engagement that ensures all stakeholders are involved and have equal opportunities to participate in project decision-making processes. It creates a sense of belonging, encourages diverse perspectives and ultimately leads to better outcomes (IFC, 2017).
6. **Trust** is achieved through open and meaningful dialogue that respects and upholds a community's beliefs, values and opinions. Building trust among stakeholders is critical to fostering effective communication, collaboration, and problem-solving, leading to successful project outcomes.

1.5 Envisaged Benefits

The envisaged benefits of this SEP include;

- Provision of opportunities to forecast and/or resolve potential obstacles, constraints and conflicts that may arise as a result of the project Implementation;
- Means to identify and address project induced potential negative social and environmental impacts as envisaged by stakeholders;
- Opportunities to generate social learning and innovations based on local field experiences;
- Means of ensuring that project benefits are distributed equitably, and;
- Strengthened working relations between stakeholders; Federal and State Governments, etc., and the donor agencies.

Stakeholder engagement is a horizontal issue in the SOLID project implementation as stakeholders will be engaged in a number of activities through the project cycle. SOLID project states (Adamawa, Benue, Borno, Katsina, Zamfara and Yobe) visited will apply a trans-disciplinary alliance approach with iterative engagement and communication with multiple

stakeholders from all participating communities within their respective states, including representatives of the IDP camps, host communities, traditional rulers (district head Jimeta, Village head Yola, Villahe head Malkohi, Emirate council representatives, village heads of Wakili Kudu, Wakili Arewa, Wakilin Gabas), relevant MDAs (Multi sectoral Crisis recovery project (MCRP), Ministry of Humanitarian Affairs, Ministry of agriculture, Ministry of Health, Ministry of information, Ministry of Local government and emirate affairs, ministry of women Affairs and Social Development, States Geographic Information System, NEMA, North East Development Commission, Ministry of Budget and Economic Planning, etc.), financiers, government, international organizations, NGOs and CBOs, Professional Associations, private and the commercial sectors.

Stakeholders are a critical element of the project research to: a) help guide the overall project direction and Decision Support System (DSS) design to ensure relevance; b) provide local knowledge, data and insight for specific issues; c) aid dissemination and impact and d) assist with citizens' integration into the project as end-users.

It is therefore important to engage stakeholders from the beginning of the project; stakeholders have been mapped, their profiles analysed and finally clustered on the basis of their roles and needs. However, it is imperative that the stakeholder list be updated throughout the project's lifetime as soon as new stakeholders are identified.

1.6 Stakeholder Engagement Plan and Disclosure

A SEP defines a program for stakeholder engagement, including public information disclosure and consultation throughout the entire project cycle. The SEP outlines the stakeholders of the project, the ways in which the project team will communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, or make complaints about project activities or any activities related to the project. Stakeholders' engagement is essential to achieving the major objectives of any project implementation and sustainable development. Participatory approaches in project planning and implementation enhance project policy, ownership and sustainability, and empower targeted beneficiaries.

This Stakeholder Engagement Plan (SEP) seeks to contribute to a coordinated and continued engagement of all relevant actors (including Project Affected Persons and interested parties) throughout the project cycle. This SEP describes the group/types of the anticipated Stakeholders, the information they require about the project, timing and frequency for engaging them as well as methods to be applied for the engagement throughout the lifecycle of the project.

World Bank ESS 10 recognizes the importance of open and transparent engagement between the SOLID project PIU and project stakeholders as an essential element of good international practice. Effective stakeholder engagement can improve the environmental and social sustainability of projects, enhance project acceptance, and make a significant contribution to successful project design and implementation.

The SEP, therefore, will provide a systematic set of procedures that will be used to determine needs, examine stakeholder interests and concerns, foster communication and collaboration, and facilitate meaningful participation in decision-making processes. It will involve identifying relevant stakeholders, analyzing their perspectives and expectations, and implementing tailored strategies to engage them effectively throughout the project lifecycle.

1.7 Applicability of the SEP to the Project

The SOLID project aims to provide targeted development solutions to support building a better future for both IDPs and host communities, States and LGAs in Northern Nigeria while dealing with the immediate crisis effects of displacement, challenges occasioned by serious developmental gaps, including spatial, physical, institutional, economic and social. Achieving the PDO will require an effective, continuous and inclusive stakeholders' engagement process. In view of the above, this process will be important in:

- Provision of opportunities to foresee and/or resolve potential obstacles, constraints and conflicts that may arise as a result of the project Implementation;
- Means to identify and address project induced potential negative social and environmental impacts as envisaged by stakeholders;
- Opportunities to generate social learning and innovations based on local field experiences;
- Means of ensuring that project benefits are distributed equitably, and;
- Strengthened working relations between stakeholders; local, state and Federal Governments, etc., and the donor agencies.
- A mechanism for alleviating and resolving issues before they escalate and cause more harm.

This SEP applies to the 6 participating SOLID states (Adamawa, Zamfara, Katsina, Benue, Borno, Yobe and other States that may be part of the SOLID project) and is applicable throughout lifecycle of the Project. This SEP is a part of the larger pre-Project Safeguards Documents and is to be considered as a living document, to be updated regularly based on the emerging needs and patterns for engagement with the various stakeholders.

Chapter Two

2.1 Relevant Laws and Regulatory Framework

There are legislations, guidelines and standards that govern stakeholder engagement policy framework in Nigeria. While the legal frameworks provide a foundation for stakeholder engagement in Nigeria, the regulatory frameworks demonstrate Nigeria's commitment to stakeholder engagement and encourage organizations to prioritize transparency, accountability, and collaboration with stakeholders.

2.2 Legal and Regulatory Framework

1. Constitution of the Federal Republic of Nigeria (1999) as amended

The constitution provides for the protection of human rights and the environment, which implies the need for stakeholder engagement. The Nigerian Constitution 1999 provides a framework for stakeholder engagement in various ways, through the relevant Provisions

- i. Section 14(2)(a): Ensures that the security and welfare of the people are the primary purpose of government.
- ii. Section 16(1)(a): Directs the state to promote the welfare of the people and provide for their social, economic, and political well-being.
- iii. Section 17(1): Provides for the protection of the rights of all citizens, including the right to life, liberty, and property.
- iv. Section 20: Ensures that the environment is protected and preserved for future generations.
- v. Chapter IV: Guarantees fundamental human rights, including freedom of expression, assembly, and association.

The implications for Stakeholder Engagement include:

- i. Public Participation: The constitution ensures that citizens have the right to participate in the decision-making process.
- ii. Accountability: Government and public officials are accountable to the people.
- iii. Transparency: The constitution promotes transparency in governance and decision-making.

- iv. Environmental Protection: The constitution ensures that the environment is protected, which is essential for stakeholder engagement.
- v. Human Rights: The constitution protects the rights of all citizens, which is critical for stakeholder engagement.

The Nigerian Constitution of 1999 provides a solid foundation for stakeholder engagement in various aspects of governance, environmental protection, and business and commerce.

2. Companies and Allied Matters Act (CAMA) 2020:

The Companies and Allied Matters Act (CAMA) 2020 is a significant legislative framework in Nigeria that regulates the formation, operation, and management of companies. This act requires companies to engage with stakeholders, including shareholders, employees, customers, and the community. For dispute resolution, the Act establishes the Nigerian Arbitration and Mediation Committee to resolve commercial disputes. The main implications for Stakeholder Engagement includes:

- i. **Enhanced Transparency:** Companies must disclose more information to stakeholders.
- ii. **Increased Accountability:** Directors and officers are held accountable for their actions.
- iii. **Improved Communication:** Companies must engage with stakeholders through various channels.
- iv. **Better Risk Management:** Companies must identify and manage risks to ensure sustainability.

3. Environmental Impact Assessment Act 1992:

The Environmental Impact Assessment (EIA) Act 1992 is a Nigerian law that requires certain projects to undergo an environmental impact assessment before they are approved. The main purposes of the Act are to ensure that projects are environmentally sustainable and do not harm the environment, as well as to promote sustainable development and environmental protection. This act requires project proponents to engage with stakeholders, including local communities, before embarking on projects that may have environmental impacts. The Environmental Impact Assessment (EIA) Act 1992 in Nigeria has several provisions that promote stakeholder engagement in the environmental impact assessment process. Some of these provisions include:

Public Participation

- i. Section 4(2) requires that the public be informed and involved in the decision-making process
- ii. Section 8(1) mandates public consultation and participation in the EIA process

Stakeholder Identification

- i. Section 5(1) requires the identification of stakeholders, including affected communities, interested parties, and government agencies

Stakeholder Engagement

- i. Section 8(2) provides for stakeholder engagement and consultation throughout the EIA process

- ii. Section 10(1) requires that stakeholders be given opportunities to comment on the EIA report
- iii. Community Involvement
- iv. Section 11(1) mandates community involvement in the EIA process, including public hearings and community consultations

Transparency and Disclosure

- i. Section 12(1) requires transparency and disclosure of information throughout the EIA process
- ii. Section 13(1) mandates the disclosure of potential environmental impacts and mitigation measures

Collaboration and Cooperation

- i. Section 14(1) promotes collaboration and cooperation among stakeholders, including government agencies, project proponents, and affected communities

These provisions ensure that stakeholders are engaged throughout the EIA process, from project planning to implementation and monitoring. Effective stakeholder engagement is critical to ensuring that environmental impacts are identified and mitigated, and that projects are sustainable and beneficial to all stakeholders.

4. The Freedom of Information Act (2011)

The purpose of the Act is to make public records and information more freely available, provide for public access to public records and information, protect public records and information to the extent consistent with the public interest and the protection of personal privacy, protect serving public officers from adverse consequences for disclosing certain kinds of official information without authorization, and establish procedures for the achievement of those objectives. This Act applies not only to public institutions but also to private organizations providing public services, performing public functions or utilizing public funds. According to the Act:

- All stakeholders are entitled to access to any records under the control of the government or public institution
- Any stakeholder denied information can initiate a court proceeding to affect the release of such information
- All public institutions shall make available any records as requested by the stakeholders within a period of 7 days.

5. National Environmental Standards and Regulations Enforcement Agency (NESREA) Act 2007

The National Environmental Standards and Regulations Enforcement Agency (NESREA) Act 2007 is a federal law in Nigeria that establishes NESREA as the regulatory body responsible for

enforcing environmental standards, regulations and promoting stakeholder engagement in Nigeria. The Act emphasizes stakeholder engagement in environmental protection and regulation, highlighting Stakeholder identification, engagement and strategies. By engaging stakeholders, NESREA can ensure that environmental protection and regulation are effective, inclusive, and sustainable.

6. Consumer Protection Council Act 1992

The Consumer Protection Council Act 1992 is a Nigerian law that establishes the Consumer Protection Council (CPC) to protect consumers' rights and interests, as well as promotes stakeholder engagements. The objectives of the Act include protecting consumers from unfair trade practices, ensuring consumer safety and well-being, promoting consumer education and awareness, regulating sales and marketing practices, and providing redress for consumer complaints. The Act emphasizes stakeholder engagement as a crucial aspect of protecting consumers' rights and interests in Nigeria. By engaging stakeholders, the Consumer Protection Council can ensure that consumer protection efforts are effective, inclusive, and sustainable, ultimately promoting a fair and safe marketplace for all in Nigeria.

7. Nigeria's National Policy on Public Participation

The policy aims to promote inclusiveness, participation, and citizen engagement. The National Development Plan (NDP) 2021-2025 emphasizes the importance of public participation in ensuring that no one is left behind ¹. This policy encourages active involvement from various stakeholders, including community members, civil society organizations, and the private sector. The key principles of the policy include inclusiveness, transparency, accountability, and partnership. Effective public participation can help resolve conflicts, promote social justice, and ensure that policies address the needs of all Nigerians.

8. Stakeholder Engagement Policy of the Federal Ministry of Environment

The Federal Ministry of Environment in Nigeria has a stakeholder engagement policy that aims to promote inclusive participation in environmental decision-making. This policy is part of the country's efforts to address climate change, ensure sustainable development, and improve the overall well-being of Nigerians. The main objective of the policy is to promote public participation_ in environmental decision-making through stakeholder engagement. The Nigeria Climate Change Policy Response and Strategy (NCCPRS) document outlines the country's national climate change response framework and implementation plan. This framework incorporates critical elements of stakeholder engagement and public participation. The Federal Ministry of Environment's stakeholder engagement policy is a crucial step towards ensuring that Nigeria's environmental policies and programs are inclusive, effective, and responsive to the needs of all stakeholders.

9. Nigerian Urban and Regional Planning Act, Cap N138, 2004

This Act provides that any land development plan must be disclosed to stakeholders to prove that such projects would not harm the environment or constitute a nuisance to the community.

2.2.1 Gender-Based Violence - Relevance, Legal and Policy Importance in Nigeria

2.2.1.1 Nigeria Legal and Regulatory Framework on GBV

Nigeria's national government has taken steps to penalize and address GBV and SEA, although a clear leadership with the leverage to garner multi sectoral support to address this complex problem seems absent. The institutional champion of women's and children's rights and GBV issues within the government is the Federal Ministry of Women Affairs and Social Development (FMWASD). But it has limited influence on sectoral ministries who need to enforce policy, insufficient budgetary resources¹ and insufficient institutional capacity to enact its mandate.

The regulatory framework to address both GBV, SEA and VAC is uneven because the Nigerian legal system is plural, and different legal systems co-exist, namely, the statutory law, Sharia law in the northern regions, and customary law in rural areas. The simultaneous application of this three-tier system creates differentiated degrees of protection to women's and children's rights² which varies in every state and its enforcement is weak. There is a lack of clear mandates regarding which institutions oversee child protection and the design and implementation of violence prevention strategies and provision of services. Insufficient budget allocation both at national and state levels, coupled with inadequately trained and staffed structures to provide social welfare, justice, education and health services that are women, child and survivor-centred. While efforts to provide GBV survivors with basic response services is concentrated in the NE by international non-governmental organizations or the UN system, there are very limited government or non-governmental services in the rest of the country, those that exist are for the most part unregulated, uncoordinated and unpredictable.³ This is aggravated by a generalized lack of trust of citizens, particularly women, in the criminal justice system to enforce the existing laws. Moreover, lack of awareness of laws and knowledge of rights, amidst a context dominated by social norms that legitimate the perpetration of abuse, stigma and underreporting, results in the consequent impunity of perpetrators, possible re-victimization of survivors and the reproduction of the cycle of violence.

¹ [UN Women](#) data from 2011.

² UN CEDAW 2017.

³ UNICEF 2018.

Two key national laws address GBV, the [Child Rights Act \(CRA, 2003\)](#), and the [Violence Against Persons Prohibition Act \(VAPP, 2015\)](#) which have been passed by the Federal Capital Territory (FCT) but not by many of the 36 states, making them inapplicable in those States that have not adopted them. While CRA has been passed in 25 states, VAPP has been passed in 4 states in addition to the FCT. Where laws are domesticated, implementation remains weak as institutional capacities are weak (social welfare, police, family courts). In practice, the legal and judicial systems provide women and children with little protection against violence, and timely and adequate support services are scarce and often ill-equipped to respond to survivors' needs.

Nigeria has ratified or acceded to the core international human rights treaties and is a party to the major regional human rights instrument which obliged States to respect, protect and fulfil human rights of all persons within the territory and subject to the jurisdiction of the State, without discrimination. Rape may violate several human rights obligations enshrined in the instruments ratified by Nigeria and is also a form of gender-based violence and a brutal manifestation of violence against women, children and men. In addition, bias and unfairness towards certain genders with regards employment; promotion, privacy in using bathrooms or restrooms and granting of work-related benefits, may also constitute gender-based violence. As a State party to the Convention on the Elimination of All Forms of Discrimination against Women (CEDAW) and the Protocol to the African Charter on Human and Peoples' Rights on the Rights of Women in Africa (the "Maputo Protocol"), Nigeria has made legally binding commitments to exercise due diligence to combat gender-based violence and discrimination and has signed international treaties as such. These include:

- Convention concerning the Prohibition and Immediate Action for the Elimination of the worst forms of Child Labour (2002)
- Discrimination (Employment and Occupation) Convention
- Equality of Treatment (Accident Compensation) Convention (1925)
- International Convention on the Elimination of All Forms of Racial Discrimination (1976)
- Optional Protocol to the Convention on the Rights of Persons with Disabilities (2007)
- The Convention on the Elimination of All Forms of Discrimination against Women (CEDAW) (1985),
- The Convention on the Rights of Persons with Disabilities (CRPD) (2012)
- The International Covenant on Civil and Political Rights (ICCPR) (2004);
- The International Covenant on Economic, Social and Cultural Rights (ICESCR) (2004)

Regional Treaties Relevant to GBV, SEA, VAC and People Living with Disabilities

- Abolition of Forced Labour Convention (1957)
- Convention Against Torture & other Cruel, Inhuman or Degrading Treatment or Punishment (CAT) 2001
- Convention on the Rights of Persons with Disabilities (2007)
- The Convention on the Rights of the Child (CRC) (1990),

- The National Action Plan for the Implementation of United Nations Security Council Resolution 1325 (2009);
- The Protocol to the ACHPR on the Rights of Women in Africa (the “Maputo Protocol”) (2007).

In addition, Nigeria also has obligations to protect the environment through various commitments to the African Union, the Economic Community of West African States and the Commonwealth. It is also committed through relations with the European Community under the Lome IV Convention.

2.2.2 International Guidelines

International Development Partners/Agencies such as World Bank and other financial organizations interested in development projects highly recognize this especially in development that result in involuntary resettlement. It is against this background that policies and guidelines have been set for managing such issues. The project will ensure compliance with the following proponents;

2.2.2.1 The World Bank Environmental and Social Framework

This sets out the World Bank’s commitment to sustainable development, through a Bank Policy and a set of Environmental and Social Standards (ESSs) that are designed to support Borrowers’ projects, with the aim of ending extreme poverty and promoting shared prosperity. The applicable ESSs on this project are ESS1: Assessment and Management of Environmental and Social Risks and Impacts, ESS2; Labor and Working Conditions, ESS3; Resource Efficiency and Pollution Prevention and Management, ESS4; Community Health and Safety, ESS5; Land Acquisition, Restrictions on Land Use and Involuntary Resettlement and ESS10: Stakeholder Engagement and Information Disclosure all apply to this project.

2.3 Administrative Framework

2.3.1 Federal Ministry of Environment

The Ministry of Environment is the apex policy making body responsible for addressing environmental issues in Nigeria. To fulfil this mandate, the main instrument in ensuring that environmental and social issues are mainstreamed into development projects is the Environmental Impact Assessment (EIA) Act No. 86 of 1992. With this Act, the FMEnv prohibits public and private sectors from embarking on major prospects or activities without due consideration, at early stages of environmental and social impacts. The act makes an EIA mandatory for any development project, and prescribes the procedures for conducting and reporting EIA studies. The responsibilities of the ministry include:

- Monitoring and enforcing environmental protection measures;

- Enforcing international laws, conventions, protocols and treaties on the environment
- Prescribing standards for and making regulations on air quality, water quality, pollution and effluent limitations, atmosphere and ozone protection, control of toxic and hazardous substances
- Promoting cooperation with similar bodies in other countries and international agencies connected with environmental protection.

2.3.2 Federal Ministry of Budget and Economic Planning, Federal Ministry of Regional Coordination and Federal Ministry of Humanitarian Affairs, Disaster Management and Social Development

This is the focal coordinating institution that *provides overall leadership for the coordination* of all humanitarian issues, (including IDPS), formulation of policy framework and its implementation with the following responsibilities; Advising the President, Government and inter-governmental agencies and donor partners on IDP policy issues; promoting donor commitment to IDP response by organizing missions, liaising on an ongoing basis on developments, achievements and funding requirements for humanitarian interventions. Other functions are;

- Mobilizing relevant authorities at Federal, State and local government levels to fulfill their roles and responsibilities regarding IDP issues.
- Organizing and maintaining relationships with relevant national authorities (MDAs) and if required, provision of appropriate advice and capacity support. National authorities are the primary actors in programming for displaced persons and must have the capacity to do so. Where they lack the capacity, FMHADMSD must liaise with the relevant UN agencies and international organizations to provide assistance as required to the relevant MDAs;
- Identifying, mobilizing and coordinating camp management agencies and other sectoral partners, ensuring that there is co-ordination among other sectors;
- Ensuring that assessment, protection activities, programme delivery and camp management are all conducted through community-based approaches and with an age, gender and diversity perspective;
- Evaluating the performance of humanitarian agencies and addressing issues related to under-performing agencies, misuse of assets and strong religious agenda, in an objective and transparent manner;

- Monitoring and regularly reviewing on an ongoing basis, the development, implementation and evaluation of protection mechanisms and assistance programmes;
- Identifying and promoting best practices in humanitarian protection and assistance, including harmonizing protection/assistance standards between camps taking into consideration the host communities;
- Developing and ensuring compliance (by all government, CSO and humanitarian agency workers) to clear guidelines, Standard Operating Procedures (SOPs) and codes of conduct for working with various groups of IDPs including women, children, the elderly, and persons with disabilities.

2.4 Administrative Framework at the State Level

The administrative framework essential to the implementation of SOLID project at the states are as follows:

Adamawa State:

Multi-sectoral Crisis Recovery (MCRP), Adamawa State – Coordinating Agency

Other relevant institution in the implementation of SOLID project in the state include:

- North-East Recovery and Stability Program (NERSP),
- Ministry of Health, (SMOH),
- Ministry of Water resources (MWR),
- Ministry of Environment (SMEEnv),
- Ministry of Communication (MC),
- Ministry of Youth and Sports (MYS),
- Ministry of Reconstruction, Rehabilitation, Reintegration and Humanitarian Service (MRRRHS)
- Adamawa Emirate council

Benue State

- Benue State Bureau for International Cooperation and Development (BICD) Benue State – Coordinating Agency

Other relevant institution in the implementation of SOLID project in the state include:

- Benue State Emergency Management Agency (BSEMA),
- Public Utility (PU),
- Benue State Rehabilitation Board,
- Benue State Ministry of Transportation (BSMOT),
- Benue State Universal Basic Education (BSUBEB),
- Ministry of Works Housing and Urban Development (MWHUD),

- Benue State Local Government Chieftaincy Affairs (BGLCA),
- Ministry of Women Affairs and Social Development (MWASD),
- Bihar Education Project Commission (BEPC),
- Ministry of Agriculture and Food Security (MAFS),
- Benue State Bureau of Statistics (BSBS),
- Ministry of Water Resources Environment and Climate Change (MWRECC),
- Benue State Educational Quality Assurance (BEQA),

Borno State

- Multi – Sectorial Crisis Recovery Project (MCRP), Borno State – Coordinating Agency

Other relevant institution in the implementation of SOLID project in the state include:

- Borno State Local Government Chieftaincy Affairs,
- Borno State Ministry of Works & Housing
- Ministry of Water Resources
- Ministry of Agriculture
- Borno State Geographic Information System (BOGIS)
- Ministry of Local Government and Emirate Affairs
- Ministry of Women Affairs and Social Development (MWASD),
- Borno State Ministry of Environment,
- Borno State Ministry of Land and Survey
- North-East Recovery and Stability Program (NERSP)

Yobe State

- Multi – Sectorial Crisis Recovery Project (MCRP), Yobe State – Coordinating Agency

Other relevant institution in the implementation of SOLID project in the state include:

- Yobe State Ministry of Humanitarian Affairs
- Yobe RUWASSA
- Yobe State Ministry of Justice
- Yobe State Ministry of Budget & Economic Planning
- Yobe State Ministry of Agriculture
- Yobe State Geographic Information System (YOGIS)
- Yobe State Ministry of Health
- Yobe State Ministry of Information
 - North-East Recovery and Stability Program (NERSP)
-

Chapter Three

Stakeholders Identification and Analysis

3.1 Stakeholders Engagement for Field Assessment

This Stakeholder Engagement Plan (SEP) is the result of extensive consultations and working sessions conducted during the project's design and field assessment phases. Consultations were carried out in selected IDP camps and host communities within the participating states of Adamawa, Benue, Borno, Katsina, and Yobe during October and November 2024 to inform the development of this SEP.

As part of the engagement plan, consultations were held with a diverse range of stakeholders, including representatives of IDP camps, host community leaders, women's groups, opinion leaders, I, youth groups (male and female), and vulnerable groups (including individuals with disabilities). Additionally, a series of high-level technical meetings were conducted with key actors and supporters, such as government agencies, NGOs, and civil society organizations.

These engagements aimed to deepen our understanding of the social and cultural dynamics within host communities in the project states and to identify existing conflict resolution mechanisms, particularly those related to religious, labor influx, and gender-based disputes.

3.2 Stakeholder Categorization

For the purposes of the Stakeholder Engagement Plan (SEP), stakeholders of the proposed SOLID project were categorized into three core groups: (i) Project-Affected Persons (PAPs)/, (ii) Other Interested Parties, and (iii) Vulnerable Groups. The engagement of all identified stakeholders was essential to maximize their contributions to the project's successful implementation and leverage their pre-existing expertise, networks, and agendas. This approach would also facilitate endorsement and ownership of the project by IDP camps/settlements, host communities, and various institutions which foster sustainability of the project in the long run.

3.2.1 Project-Affected Parties/

The SOLID project's project-affected parties encompass IDP camps/settlements, and host communities within the designated areas for Components 1 and 2 implementations. The project has diligently identified the interests and roles of these affected parties in the project's design, implementation, and decision-making processes.

Project activities may temporarily impact communal land used for grazing and subsistence farming, as well as restrict access to homesteads and livelihoods. Effective communication regarding the timing of project work will be crucial to mitigate these potential impacts. The

overarching responsibility for the implementation and monitoring of the stakeholder engagement plan lies with the State Project Implementation Units (SPIUs) in each participating state.

3.2.2 Other Interested Parties

Other key stakeholders include individuals, groups, or organizations with a significant interest in the project. These stakeholders may be interested in the SOLID project due to its location, unique characteristics, potential impacts, or broader public interest implications. Such stakeholders may encompass regulators, government officials, private sector entities, host communities, IDP camp management, civil society organizations, and cultural groups.

The project has identified and will continue to identify additional key stakeholders and their roles in the project's design, implementation, and decision-making processes. State Project Implementation Units (SPIUs) in each state have conducted preliminary stakeholder identification exercises, developing a list of potential actors who may influence the project's design and outcomes. The project team is committed to fostering positive relationships with these stakeholders to ensure constructive engagement and collaboration.

3.2.3 Vulnerable Groups

The project aims to significantly impact IDPs and members of host communities. However, it is anticipated that certain groups, including both direct and indirect beneficiaries, may experience discontent or feel excluded from the project's benefits.

To mitigate these potential challenges, the project will prioritize the inclusion of vulnerable groups such as women, children, youths, the elderly, and individuals with disabilities or chronic illnesses. These groups often face significant barriers to information access and participation due to various factors, including physical, social, cultural, and structural limitations. To ensure their meaningful involvement, the project will implement targeted outreach strategies and shall use appropriate communication channels to effectively share information and address their specific concerns. By prioritizing inclusivity and addressing the needs of vulnerable groups, the project aims to maximize its positive impact and minimize potential negative consequences.

3.2.4 Interest and level of influence over the Project by other Parties

TABLE 3. 1: THE MULTIPLE INTERESTS OF OTHER PARTIES AND THEIR LEVEL OF POTENTIAL INFLUENCE OVER THE SOLID PROJECT IN ADAMAWA STATE

N/O	Stakeholders	Type	Priority	Influence
HOSTS/ LOCAL COMMUNITIES				
1.	Displaced person	Beneficiaries/ Promoter	High	Moderate
2.	Host communities	Beneficiaries/ Promoter	High	
3.	Marketers/Traders	Beneficiaries/ Latents	High	
4.	Women groups	Beneficiaries / Promoter	High	
5.	Youths	Actors/ Promoters	High	
6.	Village Teachers	Potential Beneficiaries/ Latents	Low	
7.	Retired civil Servants	Actors / Defenders	Low	
8.	Peoples with Disabilities / Vunerable Groups	Actors	High	
POLITICAL AND RELIGIOUS INSTITUTION AND MEDIA				
9.	Local and provincial level political authority	Beneficiaries/ Promoters	High	High
10.	Traditional Institutions	Actor/Latents	High	
11.	Religious Institutions	Beneficiaries/ Latents	Moderate	
VOLUNTARY ORGANIZATIONS, NGO, ACADEMIC INSTITUTIONS				
12.	Representatives of Community Based Organizations	Actors / Defenders	High	High
13.	Representatives Of Civil Rights Groups	Actors / Defenders	High	
14.	International Federation of Women Lawyers (FIDA)	Actors/ Defenders	High	

15.	Construction Companies, Press and Media	Actors /Defenders	High	
16.	Schools and Banks (including the academia)	Potential Beneficiaries/ Defenders	Low	Low
PROJECT IMPLEMENTERS AND PARTNERS				
17.	<p>Government Agencies (Federal) including:</p> <ul style="list-style-type: none"> • Federal Ministry of Budget and Economic Planning (FMBEP) • Federal Ministry of Humanitarian Affairs, Disaster Management and Social Development • National Commission for Refugees, Migrants and Internally Displaced Persons • National Emergency Management Agency (NEMA) • National human rights commission • North East Development Commission • Nigeria Immigration Service <p>State level</p> <ul style="list-style-type: none"> • Multi-sectoral Crisis Recovery (MCRP), Adamawa State • North-East Recovery and Stability Program (NERSP), • Ministry of Health, (SMOH), • Ministry of Water resources (MWR), • Ministry of Environment (SMEnv), 	Supporters/ Promoters	High	High

	<ul style="list-style-type: none"> Ministry of Communication (MC), Ministry of Youth and Sports (MYS), Ministry of Reconstruction, Rehabilitation, Reintegration and Humanitarian Service (MRRRHHS) Adamawa Emirate council 			
CONTRACTORS AND CONSULTANTS				
18.	Contractors	Beneficiaries/Promoters	High	High
19.	Supervision Consultants	Beneficiaries / Defenders	High	
SERVICES PROVIDERS				
20.	Security agencies	Potential Beneficiaries/ Latents	Moderate	Moderate
21.	Primary health care centers	Potential Beneficiaries/Latents	Low	
22.	Utility service providers	Potential Beneficiaries/Latents	Low	

TABLE 3. 2: THE MULTIPLE INTERESTS OF OTHER PARTIES AND THEIR LEVEL OF POTENTIAL INFLUENCE OVER THE SOLID PROJECT IN BENUE STATE

N/O	Stakeholders	Type	Priority	Influence
HOSTS/ LOCAL COMMUNITIES				
1.	Displaced person	Beneficiaries/ Promoter	High	Moderate
2.	Host communities	Beneficiaries/ Promoter	High	
3.	Marketers/Traders	Beneficiaries/ Latents	High	
4.	Women groups	Beneficiaries / Promoter	High	
5.	Youths	Actors/ Promoters	High	
6.	Village Teachers	Potential Beneficiaries/ Latents	Low	
7.	Retired civil Servants	Actors / Defenders	Low	
8.	Peoples with Disabilities / Vunerable Groups	Actors	High	
POLITICAL AND RELIGIOUS INSTITUTION AND MEDIA				
9.	Local and provincial level political authority	Beneficiaries/ Promoters	High	High
10.	Traditional Institutions	Actor/Latents	High	
11.	Religious Institutions	Beneficiaries/ Latents	Moderate	
VOLUNTARY ORGANIZATIONS, NGO, ACADEMIC INSTITUTIONS				
12.	Representatives of Community Based Organizations	Actors / Defenders	High	High
13.	Representatives Of Civil Rights Groups	Actors / Defenders	High	
14.	International Federation of Women Lawyers (FIDA)	Actors/ Defenders	High	
15.	Construction Companies, Press and Media	Actors /Defenders	High	

16.	Schools and Banks (including the academia)	Potential Beneficiaries/ Defenders	Low	Low
PROJECT IMPLEMENTERS AND PARTNERS				
17.	<p>Government Agencies (Federal) including:</p> <ul style="list-style-type: none"> • Federal Ministry of Budget and Economic Planning (FMBEP) • Federal Ministry of Humanitarian Affairs, Disaster Management and Social Development • National Commission for Refugees, Migrants and Internally Displaced Persons • National Emergency Management Agency (NEMA) • National human rights commission • North East Development Commission • Nigeria Immigration Service <p>State level</p> <ul style="list-style-type: none"> • Bureau for International cooperation and Development • Benue State Emergency Management Agency (BSEMA), • Public Utility (PU), • Benue State Rehabilitation Board, • Benue State Ministry of Transportation (BSMOT), • Benue State Universal Basic Education (BSUBEB), 	Supporters/ Promoters	High	High

	<ul style="list-style-type: none"> • Ministry of Works Housing and Urban Development (MWHUD), • Benue State Local Government Chieftaincy Affairs (BGLCA), • Ministry of Women Affairs and Social Development (MWASD), • Bihar Education Project Commission (BEPC), • Ministry of Agriculture and Food Security (MAFS), • Benue State Bureau of Statistics (BSBS), • Ministry of Water Resources Environment and Climate Change (MWRECC), • Benue State Educational Quality Assurance (BEQA), 			
CONTRACTORS AND CONSULTANTS				
18.	Contractors	Beneficiaries/Promoters	High	High
19.	Supervision Consultants	Beneficiaries / Defenders	High	
SERVICES PROVIDERS				
20.	Security agencies	Potential Beneficiaries/ Latents	Moderate	Moderate
21.	Primary health care centers	Potential Beneficiaries/Latents	Low	
22.	Utility service providers	Potential Beneficiaries/Latents	Low	

TABLE 3. 3: THE MULTIPLE INTERESTS OF OTHER PARTIES AND THEIR LEVEL OF POTENTIAL INFLUENCE OVER THE SOLID PROJECT IN BORNO STATE

N/O	Stakeholders	Type	Priority	Influence
HOSTS/ LOCAL COMMUNITIES				
1.	Displaced person	Beneficiaries/ Promoter	High	Moderate
2.	Host communities	Beneficiaries/ Promoter	High	
3.	Marketers/Traders	Beneficiaries/ Latents	High	
4.	Women groups	Beneficiaries / Promoter	High	
5.	Youths	Actors/ Promoters	High	
6.	Village Teachers	Potential Beneficiaries/ Latents	Low	
7.	Retired civil Servants	Actors / Defenders	Low	
8.	Peoples with Disabilities / Vunerable Groups	Actors	High	
POLITICAL AND RELIGIOUS INSTITUTION AND MEDIA				
9.	Local and provincial level political authority	Beneficiaries/ Promoters	High	High
10.	Traditional Institutions	Actor/Latents	High	
11.	Religious Institutions	Beneficiaries/ Latents	Moderate	
VOLUNTARY ORGANIZATIONS, NGO, ACADEMIC INSTITUTIONS				
12.	Representatives of Community Based Organizations	Actors / Defenders	High	High
13.	Representatives Of Civil Rights Groups	Actors / Defenders	High	
14.	International Federation of Women Lawyers (FIDA)	Actors/ Defenders	High	
15.	Construction Companies, Press and Media	Actors /Defenders	High	

16.	Schools and Banks (including the academia)	Potential Beneficiaries/ Defenders	Low	Low
PROJECT IMPLEMENTERS AND PARTNERS				
17.	<p>Government Agencies (Federal) including:</p> <ul style="list-style-type: none"> • Federal Ministry of Budget and Economic Planning (FMBEP) • Federal Ministry of Humanitarian Affairs, Disaster Management and Social Development • National Commission for Refugees, Migrants and Internally Displaced Persons • National Emergency Management Agency (NEMA) • National human rights commission • North East Development Commission • Nigeria Immigration Service <p>State level</p> <ul style="list-style-type: none"> • Multi – Sectorial Crisis Recovery Project (MCRP), • Borno State Local Government Chieftaincy Affairs, • Borno State Ministry of Works & Housing • Ministry of Water Resources • Ministry of Agriculture • Borno State Geographic Information System (BOGIS) 	Supporters/ Promoters	High	High

	<ul style="list-style-type: none"> • Ministry of Local Government and Emirate Affairs • Ministry of Women Affairs and Social Development (MWASD), • Borno State Ministry of Environment, • Borno State Ministry of Land and Survey • North East Development Commission (NEDC) • Civil Society Organization (CSO), • Non-Governmental Organization, 			
CONTRACTORS AND CONSULTANTS				
18.	Contractors	Beneficiaries/Promoters	High	High
19.	Supervision Consultants	Beneficiaries / Defenders	High	
SERVICES PROVIDERS				
20.	Security Agencies	Potential Beneficiaries/ Latents	Moderate	Moderate
21.	Primary health care centers	Potential Beneficiaries/Latents	Low	
22.	Utility service providers	Potential Beneficiaries/Latents	Low	

TABLE 3. 4: THE MULTIPLE INTERESTS OF OTHER PARTIES AND THEIR LEVEL OF POTENTIAL INFLUENCE OVER THE SOLID PROJECT IN YOBE STATE

N/O	Stakeholders	Type	Priority	Influence
HOSTS/ LOCAL COMMUNITIES				
1.	Displaced person	Beneficiaries/ Promoter	High	Moderate
2.	Host communities	Beneficiaries/ Promoter	High	
3.	Marketers/Traders	Beneficiaries/ Latents	High	
4.	Women groups	Beneficiaries / Promoter	High	
5.	Youths	Actors/ Promoters	High	
6.	Village Teachers	Potential Beneficiaries/ Latents	Low	
7.	Retired civil Servants	Actors / Defenders	Low	
8.	Peoples with Disabilities / Vunerable Groups	Actors	High	
POLITICAL AND RELIGIOUS INSTITUTION AND MEDIA				
9.	Local and provincial level political authority	Beneficiaries/ Promoters	High	High
10.	Traditional Institutions	Actor/Latents	High	
11.	Religious Institutions	Beneficiaries/ Latents	Moderate	
VOLUNTARY ORGANIZATIONS, NGO, ACADEMIC INSTITUTIONS				
12.	Representatives of Community Based Organizations	Actors / Defenders	High	High
13.	Representatives Of Civil Rights Groups	Actors / Defenders	High	
14.	International Federation of Women Lawyers (FIDA)	Actors/ Defenders	High	

15.	Construction Companies, Press and Media	Actors /Defenders	High	
16.	Schools and Banks (including the Academia)	Potential Beneficiaries/ Defenders	Low	Low
PROJECT IMPLEMENTERS AND PARTNERS				
17.	<p>Government Agencies (Federal) including:</p> <ul style="list-style-type: none"> • Federal Ministry of Budget and Economic Planning (FMBEP) • Federal Ministry of Humanitarian Affairs, Disaster Management and Social Development • National Commission for Refugees, Migrants and Internally Displaced Persons • National Emergency Management Agency (NEMA) • National human rights commission • North East Development Commission • Nigeria Immigration Service <p>State level</p> <ul style="list-style-type: none"> • Multi Sectoral Crisis Recovery Project (MCRP) • Yobe State Ministry of Humanitarian Affairs • Yobe RUWASSA • Yobe State Ministry of Justice • Yobe State Ministry of Budget & Economic Planning • Yobe State Ministry of Agriculture • Yobe State Geographic Information System (YOGIS) 	Supporters/ Promoters	High	High


	<ul style="list-style-type: none"> • Yobe State ministry of Health • Yobe State Ministry of Information 			
CONTRACTORS AND CONSULTANTS				
18.	Contractors	Beneficiaries/Promoters	High	High
19.	Supervision Consultants	Beneficiaries / Defenders	High	
SERVICES PROVIDERS				
20.	Security Agencies	Potential Beneficiaries/ Latents	Moderate	Moderate
21.	Primary health care centers	Potential Beneficiaries/Latents	Low	
22.	Utility service providers	Potential Beneficiaries/Latents	Low	

TABLE 3. 5: THE MULTIPLE INTERESTS OF OTHER PARTIES AND THEIR LEVEL OF POTENTIAL INFLUENCE OVER THE SOLID PROJECT IN KATSINA STATE

N/O	Stakeholders	Type	Priority	Influence
HOSTS/ LOCAL COMMUNITIES				
1.	Displaced person	Beneficiaries/ Promoter	High	Moderate
2.	Host communities	Beneficiaries/ Promoter	High	
3.	Marketers/Traders	Beneficiaries/ Latents	High	
4.	Women groups	Beneficiaries / Promoter	High	
5.	Youths	Actors/ Promoters	High	
6.	Village Teachers	Potential Beneficiaries/ Latents	Low	
7.	Retired civil Servants	Actors / Defenders	Low	

8.	Peoples with Disabilities / Vulnerable Groups	Actors	High	
POLITICAL AND RELIGIOUS INSTITUTION AND MEDIA				
9.	Local and provincial level political authority	Beneficiaries/ Promoters	High	High
10.	Traditional Institutions	Actor/Latents	High	
11.	Religious Institutions	Beneficiaries/ Latents	Moderate	
VOLUNTARY ORGANIZATIONS, NGO, ACADEMIC INSTITUTIONS				
12.	Representatives of Community Based Organizations	Actors / Defenders	High	High
13.	Representatives Of Civil Rights Groups	Actors / Defenders	High	
14.	International Federation of Women Lawyers (FIDA)	Actors/ Defenders	High	
15.	Construction Companies, Press and Media	Actors /Defenders	High	
16.	Schools and Banks	Potential Beneficiaries/ Defenders	Low	
PROJECT IMPLEMENTERS AND PARTNERS				
17.	Government Agencies (Federal) including: <ul style="list-style-type: none"> • Federal Ministry of Budget and Economic Planning (FMBEP) • Federal Ministry of Humanitarian Affairs, Disaster Management and Social Development • National Commission for Refugees, Migrants and Internally Displaced Persons 	Supporters/ Promoters	High	High

	<ul style="list-style-type: none"> National Emergency Management Agency (NEMA) National Human rights commission North East Development Commission Nigeria Immigration Service <p>State level</p> <ul style="list-style-type: none"> Ministry of Water Resources Ministry of Budget Katsina State Development Management Board Agency for Victim of Banditry and IDPs Ministry of Land and Physical Planning Ministry of Works Ministry of Environment Ministry of Women Affairs Ministry of Local Government and Chieftancy Affairs Agency for Community Watch 			
CONTRACTORS AND CONSULTANTS				
18.	Contractors	Beneficiaries/Promoters	High	High
19.	Supervision Consultants	Beneficiaries / Defenders	High	
SERVICES PROVIDERS				
20.	Security agencies	Potential Beneficiaries/ Latents	Moderate	Moderate
21.	Primary health care centers	Potential Beneficiaries/Latents	Low	

22.	Utility service providers	Potential Beneficiaries/Latents	Low	
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3.3 Stakeholder Analysis

Stakeholders exhibit diverse levels of interest and influence. A comprehensive understanding of stakeholder interests, relevance, motivations, and drivers is essential for effective information dissemination and prioritization.

By understanding stakeholder motivations, SOLID project states can tailor key messages and effectively engage, communicate with, and foster future dialogue with diverse stakeholder groups. This framework enables the assessment of stakeholder positions in terms of interest and power, as well as identifying opportunities to influence specific stakeholder groups. Despite distinct stakeholder categories, shared interests and barriers often arise from interconnected relationships and shared ecosystems. This engagement plan seeks to address these shared concerns, mitigate barriers, and cultivate empathy among stakeholders through the integration of diverse perspectives. To gain a deeper understanding of stakeholders, our analysis is grounded in five key criteria: relevance, relationship to the issue, and potential contribution to this engagement. These are as follows:

1. **Contribution:** Does the stakeholder have information, counsel or expertise on the issue that could be useful to the project? Is their knowledge of value to the project?
2. **Legitimacy:** How legitimate is the stakeholder's claim for engagement? Are they directly or indirectly affected by the project?
3. **Willingness to engage:** How willing is the stakeholder to engage? Are they proactive?
4. **Influence:** How influential is the stakeholder? Who are they likely to influence?
5. **Necessity for involvement:** Is this someone who could add value and act as a multiplier of the impact of the project?

Contribution and legitimacy refer to the expertise of the stakeholder, while influence and necessity of involvement of stakeholder is the value they bring to the project.

Understanding the relationship between identified stakeholders of the project with the project is vital to effective stakeholder engagement. This relationship takes place between all the stakeholders including those appearing to have a high degree of influence on the project, such as relevant federal government departments, who are obviously of high importance for its success, and those of high importance to the success of the project, but with low influence, such as the state governments. It also includes those with high influence, who can therefore affect the project outcomes, but whose interests are not necessarily aligned with the overall goals of SOLID project, in terms of primary benefits, like those of multilateral agencies. Added to these are others with low influence on, or importance to project objectives, and may require limited monitoring or evaluation but are of low priority, in terms of close personal or group benefit, like the Civil Society Groups, the Media, etc.

TABLE 3. 6: FEATURES OF IDENTIFIED STAKEHOLDERS

No	Stakeholders	Contribution	Legitimacy	Willingness to engage	Influence	Necessity for Involvement
1.	Related Federal Government Agencies	Legislation	Constitutional	High	Profound	Official
2.	Related State Government Agencies	Policy Implementation	Constitutional	High	High	Official
3.	Multilateral Organizations	Finance, Technical	Voluntary, Global cooperation and Development	High	High	Partnership, Support
4	IDP Camps/Settlements	Environmental peace	Ascriptive	High	High	Provision of basic needs, protection of their basic rights; livelihood restoration; security
4.	Host Communities	Environmental Peace	Ascriptive	High	High	Good neighborliness, hospitality, protection of their basic rights; livelihood empowerment; security
5.	NGOs and CSOs	Accountability, Transparency	Interest, Social Responsibility	High	High	Engendering Trust
6.	Civil Rights Groups	Advocacy, Good mining governance	Interest, Social Accountability	High	High	Confidence Building
7.	Media Organisations	Awareness, Sensitization	Social Responsibility	High	Moderate	Building public trust

No	Stakeholders	Contribution	Legitimacy	Willingness to engage	Influence	Necessity for Involvement
			y, Public Trust			and confidence
8.	Women Groups/Associations	Inclusion, Accountability, Environmental Peace	Ascriptive	High	Moderate	Protection of basic human right. Peace Building Community Development
9.	Vulnerable Groups	Inclusion, Accountability, Environmental Peace	Ascriptive	High	Moderate	Protection of basic human right. Peace Building Community Development
10.	Security Agencies	Peace and Conflict Resolution	Statutory	High	Moderate	Peace and Stability
11.	Others	Direct and Indirect Involvement in SOLID project Activity	Private and Public interest	Moderate	Moderate	Expansion of involvement and understanding

Chapter Four

Proposed Stakeholder Engagement and Communication Plan for Solid Project

4.1 Approach

The project will adhere to applicable reference frameworks and stakeholder expectations by engaging stakeholder groups throughout its lifecycle. To ensure the sustainability of the project's design, operation, and outcome achievement, key information will be disclosed during the planning and preparatory stages.

International standards emphasize the importance of conducting "free, prior, and informed" consultations, which entail accessible, unconstrained processes and the timely provision of relevant, understandable information.

The primary objective of these engagement activities is to facilitate stakeholder interaction with the project and their effective, culturally appropriate contributions to project planning. **Table 4.1** outlines the key proposed engagement activities, their frequency, responsible parties, and mode of operation. These details will be updated as necessary based on ongoing monitoring and stakeholder feedback. It is important to note that this engagement plan does not restrict additional stakeholder interactions as needed.

An attendance list should be maintained at the outset of all engagement activities to record participant attendance. Whenever feasible, attendees' signatures should be obtained as proof of participation. In addition to pre-registered participants, details of unregistered attendees (e.g., substitutes or public members) should be recorded.

As a general practice, the introductory portion of meetings should be presented in a clear, accessible format, avoiding excessive technical jargon. Whenever possible, preference should be given to oral and visual communication methods (presentations, visuals, illustrations, graphics, animation, and handouts) that convey information in understandable terms. For large public meetings or hearings, necessary arrangements will be made to ensure the audibility and visibility of presentations. This includes providing microphones, adequate lighting, projectors, and accessible seating for wheelchair users.

Meeting records are essential for transparency and accurate documentation of public comments. At least three recording methods may be employed, including:

- Taking written minutes of the meeting by a specially assigned person or a secretary;
- audio recording (e.g. by means of voice recorders); and
- Photographing.

Regularly scheduled photo documentation should be implemented throughout the meeting to capture significant moments without disrupting the audience. Where feasible, video recording may also be used. This combined approach ensures comprehensive meeting documentation and prevents the omission of important stakeholder comments.

The methods of engagement proposed below incorporate individual profiles, concerns, and expectations of the groups. The need for different modes of engagement is primarily because the utilization of a common mode of operation for all the stakeholders and that for the whole project duration may result in the failure of the engagement process to achieving its goals.

4.2 Stakeholders Communication Strategy

This communication plan will be driven by citizens engagement tools covering town hall meetings, free toll lines, short messages, call centres, Radio programmes in local languages, phone –in.

TABLE 4. 1: COMMUNICATION DISSEMINATION TOOLS FOR STAKEHOLDER GROUP

Stakeholder groups	Dissemination tools								
	Project website	Webinars	Project Newsletter	Workshops and Events	Social media	Audio-visual material	Mobile application	Training	Press releases
Related Federal Government Agencies									
Related State Government Agencies									
Multilateral Organizations									
IDP Camps/Host Communities									
NGOs and CSOs									
Civil Rights Groups									

Media Organisations									
Women Groups/Associations									
Vulnerable Groups									
Security Agencies									
Others									

The proposed dissemination strategy will employ a multifaceted approach, combining passive and active engagement methods. Passive methods, such as websites, leaflets, and newsletters, will disseminate information to target groups. Active methods, including town hall meetings, workshops, and direct liaisons, will facilitate direct interaction and feedback. To maximize the project's impact, a campaign-based communication strategy will be implemented to reach a broader audience, including the public. Overall, stakeholder engagement will be delivered through the following channels:

- 1) The project will leverage its website and social media channels (Twitter, Facebook, etc.) to increase global awareness of its research and results, fostering broader engagement, including with non-specialist audiences.
- 2) Participatory workshops will be employed to communicate visions and transition pathways to citizens, promoting the integration and adoption of environmentally sustainable behaviors.
- 3) A comprehensive suite of dissemination and information materials, including brochures, flyers, newsletters, and a toolkit on the basic components of the SOLID project, will be distributed to stakeholders. Supporting audiovisual materials will complement these efforts.
- 4) A series of annual workshops will be convened to update stakeholders on project progress and new findings.
- 5) Targeted training workshops will be conducted for key stakeholders and regulators, such as policymakers.
- 6) Webinars will serve as virtual platforms to facilitate the exchange of experiences, methodologies, and results among stakeholders and end-users.
- 7) Surveys will be conducted to address critical issues. Survey results will inform assessments and contribute to the development of policy recommendations. Final

recommendations will be produced in collaboration with policymakers to support the development of policies related to resettlement of internally displaced persons.

- 8) A citizen-oriented mobile application will be developed as an ICT-enabled tool to provide end-users with information on SOLID project activities, environmental and social risks, mitigation measures, and other relevant topics.
- 9) Press releases will be issued at key project milestones to announce and disseminate project results to media and news agencies, ensuring high-impact and wide distribution of project outputs.

4.3 Stakeholders Engagement Communication Plan (SECP)

TABLE 4. 2: STAKEHOLDERS ENGAGEMENT COMMUNICATION PLAN (SECP)

Stakeholders	Type	Priority	Key Message	Language of communication	Delivery Channel	Time/Duration	Responsibilities
Displaced persons	Beneficiaries	High	Project inception, subproject identification, project's beneficial impact, community health and environment safety, labor influx, livelihood restoration	English/ local languages/dialect	Presentations at IDP camps meetings, FGD, Interviews, Text Messages. Posters on SOLID project pasted in the communities. Information centers created in the camps managed by a camp director/management. Distribution of leaflets/ pamphlets on SOLID project activities. Public announcements twice daily on local radio and television stations in local languages. SPIU Communication Officers to	Quarterly	SEP Consultants, Communication Specialist

Stakeholders	Type	Priority	Key Message	Language of communication	Delivery Channel	Time/Duration	Responsibilities
					coordinate		
Host Communities	Beneficiaries	High	Project inception, subproject identification, project's beneficial impact, community health and environment safety, labor influx, livelihood restoration	Local languages	Presentations at communities' town halls & designated centres, FGD, Interviews, Text Messages. Posters on SOLID project pasted in the communities. Information centers created in the camps managed by a camp director/management. Distribution of leaflets/ pamphlets on SOLID project activities. Public announcements twice daily on local radio and television stations in local languages. SPIU Communication	Quarterly	SEP Consultants, Communication Specialist

Stakeholders	Type	Priority	Key Message	Language of communication	Delivery Channel	Time/ Duration	Responsibilities
					Officers to coordinate		
Women Groups	Beneficiaries	High	community health and environment safety, subproject identification, project's beneficial impact, GBV, Labor influx, livelihood restoration	Local languages/local dialect/English language	Meetings, FGD, Interviews, Text Messages. Distributions of leaflets/ pamphlets on SOLID project activities	Quarterly	GBV consultant, Communication Specialist
Marketers / Traders	Beneficiaries	High	community health and environment safety, subproject identification, project's beneficial impact, GBV, Labor influx	Local languages/ local dialect/pidgin English/ English language	Presentations / Seminars/ FGD, Interviews, Distributions of leaflets/ pamphlets on SOLID project activities Workshop	Every 4-6 months	Environmental Safeguard Specialist
Youths	Actors	High	community health and environment safety, subproject identification, project's beneficial	English language/local language/pidgin English	FGD, Interviews, Presentations / Seminars/ Workshop. Distributions of leaflets/ pamphlets	Quarterly	SPIU/ Communication Specialist/Ministry of Youth

Stakeholders	Type	Priority	Key Message	Language of communication	Delivery Channel	Time/Duration	Responsibilities
			impact, GBV, Labor influx, employment/livelihood restoration.		on SOLID project activities		
Politicians	Beneficiaries	High	Project implementation, community health and environment safety, subproject identification, project's beneficial impact, GBV, Labor influx, livelihood restoration	English language/local languages	Consultations, Meetings, Distributions of leaflets/ pamphlets on SOLID project activities	Quarterly	Consultant/SPIU
Retired Civil Servants	Actors	Low	Project implementation, community health and environment safety, subproject identification, project's beneficial impact, GBV, Labor influx, livelihood	English language/local languages	Consultations. Distributions of leaflets/ pamphlets on SOLID project activities	Once in 6 months	SPIU/Social and Environmental Safeguard Specialist

Stakeholders	Type	Priority	Key Message	Language of communication	Delivery Channel	Time/ Duration	Responsibilities
			restoration				
People with disabilities	Actors	High	Project implementation, community health and environment safety, subproject identification, project's beneficial impact, GBV, Labor influx, livelihood restoration	Local languages/local dialect/ English language	FGD, Interviews, Presentations / Seminars/ Workshop. Distributions of leaflets/ pamphlets on SOLID project activities	Every two months	SPIU/ Communication Specialist
Representatives Of Civil Rights Groups	Actors	High	Project implementation, community health and environment safety, subproject identification, project's beneficial impact, GBV, Labor influx, livelihood restoration, grievance redress mechanism	English language/local languages	FGD, Interviews, Presentations / Seminars/ Workshop. Distributions of leaflets/ pamphlets on SOLID project activities	Every 6 months	SPIU/ Communication Specialist

Stakeholders	Type	Priority	Key Message	Language of communication	Delivery Channel	Time/ Duration	Responsibilities
Construction Companies, Press and media	Actors	High	Project implementation, community health and environment safety, GBV, Labor influx, livelihood restoration, code of conduct, construction related impacts,	English language/local languages	Interviews, Presentations / Seminars/ Workshop	Quarterly	Safeguard/ministry of works / transport
Government Agencies (National)	Supporters	High	Project implementation, community health and environment safety, subproject identification, project's beneficial impact, GBV, Labor influx, livelihood restoration, project disclosure	English language/local language	Newspaper Publication Social media platforms Websites	Every 6 months,	FPMU
Government Agencies (State)	Supporter	High	Project implementation, community health	English language/local	Website, Social media platforms, Radio and Television	Every 6 months	SPIU

Stakeholders	Type	Priority	Key Message	Language of communication	Delivery Channel	Time/Duration	Responsibilities
			and environment safety, subproject identification, project's beneficial impact, GBV, Labor influx, livelihood restoration, project disclosure	language	appearances.		
Vulnerable and disadvantaged people in SOLID project States	Actors	High	Project implementation, community health and environment safety, subproject identification, project's beneficial impact, GBV, Labor influx, livelihood restoration	Local language/local dialect/english language/sign language (deaf)/braille for virtually impaired.	FGD, Interviews, Sign language techniques from experts to be used such as Braille for virtually impaired-(Blind). sign language description of meeting proceedings for auditory impaired- (Deaf).	Every 6 months	Social Safeguards/GVB consultant

4.3.1 Strategy for Vulnerable Groups

Identify and invite

Identify and invite them to be part of engagement process of the SOLID project. The engagement approach will vary from person to person, depending on the specific situations of an individual vulnerable stakeholder. Available platforms for engagement include, but not limited to the following: online platforms, social media, networks, organizations, or referrals. However, the handlers of the stakeholder engagement process should be mindful of the diversity and intersectionality of disability and vulnerability and try to include people with different types of disabilities, backgrounds, and experiences. There should be clear communication of purpose, goals, and expectations of your engagement, and provide relevant information and resources to help them prepare.

Accommodate and adapt

Accommodate and adapt engagement methods and tools to suit their preferences and needs. The vulnerable group should be asked what kind of accommodations and adaptations they require, and provide them as much as possible. For example, you may need to use accessible formats, such as large print, braille, audio, or video; provide sign language interpreters, captioning, or transcription; use assistive devices, such as screen readers, keyboards, or microphones; or adjust the timing, duration, or location of your engagement activities. You should also be flexible and open to feedback and suggestions from your stakeholders on how to improve your engagement process.

Listen and learn

Listen and learn from their inputs and contributions. The handlers should create a safe and respectful space for the vulnerable stakeholders to share their opinions, experiences, and ideas, and acknowledge their expertise and value. The stakeholder engagement consultant should also ask open-ended and relevant questions, and avoid making assumptions or judgments based on their disability. The consultant should also be attentive and responsive to their feedback and concerns, and follow up with them regularly. You should also document and analyze their inputs and contributions, and use them to inform your decision-making and action.

Collaborate and co-create

Collaborate and co-create solutions with them. They should be involved in the design, implementation, and evaluation of the project's stakeholder engagement process, and empower them to take on active roles and responsibilities. The consultant should also foster a culture of mutual learning, trust, and respect among all stakeholders, vulnerable stakeholders inclusive, and encourage them to communicate and cooperate with one other. The consultant should also provide opportunities for vulnerable stakeholders to learn new skills, access new resources, and build new relationships that can enhance their personal and professional lives.

Recognize and reward

Recognize and reward their participation and contribution. The consultant should express the project's appreciation and gratitude to stakeholders for their time, effort, and input, and provide them with formal or informal recognition, such as certificates, letters, or tokens. The consultant should also reward stakeholders with tangible or intangible benefits, such as incentives, compensation, or recognition. The project should also celebrate and share project achievements and outcomes with project's stakeholders and other partners, and highlight the role and impact of stakeholders in a project or initiative.

Sustain and support

Sustain and support relationship and collaboration with them. The project should maintain regular and consistent communication with its stakeholders, and update them on the progress and results of the project. The project should also solicit and act on their feedback and suggestions for improvement, and address any issues or challenges that may arise. The project should also provide ongoing support and guidance to vulnerable stakeholders, and connect them with relevant opportunities, resources, or networks that can help them achieve their goals and aspirations.

4.3.2. Resources

The SPIU's departments, particularly the communication department, will collaborate to design, implement, and monitor the SEP. The communication specialist will provide oversight of the SEP's various functions.

4.3.3 Training

All stakeholders involved in the SEP will participate in a workshop to gain a comprehensive understanding of the project and their respective roles and responsibilities.

4.3.4 Budget

The SEP will be funded by the World Bank. The SEP will undergo a six-month review to determine the need for revisions to stakeholder classification or engagement strategies. Any necessary updates to the SEP and budget will be implemented.

TABLE 4. 3:ESTIMATED BUDGET FOR STAKEHOLDERS ENGAGEMENT PLAN (5YRS)⁴

N/O	Activity	Units	Unit Cost	No months	Total	
					Naira (₦)	USD (\$) (₦1,688.78)
Information Disclosure						
1.	Development of Communication Tools, Methods and Materials (Brochures, Leaflets, Information Booklets, Posters, Display Boards, Websites etc.)	-	Lump sum	3,000,000	3,000,000	1,776.43
2.	Newspaper Advertisements (in 5 languages-English, Hausa, TIV, Fulfulde and all applicable local dialects of the project beneficiaries), Radio announcements, TV programs in English and applicable local Languages/dialect.	-	Lump sum	3,000,000	3,000,000	1,776.43

⁴ This Budget is indicative for a state and shall serve as a framework/Budget template to be adopted on a state - specific basis by the states.

3.	Circulation and distribution (mailing, handing over)	-	35,000	60	2,100,000	1,243.50
4.	Awareness Raising Programs, Resources & Resource Persons	1	100,000	60	6,000,000	3,552.86
5.	Communication and Coordination/Facilitation (Telephone, Email)	1	20,000	40	800,000	473.71
Stakeholders Engagements Meetings						
6.	Meetings/workshops/FGDs (hiring of venues, refreshments etc.)	3	30,000	60	5,400,000	3,197'.57
7.	Surveys (Questionnaire Design, Printing, Questionnaire Administration, Data Processing and Analysis etc.)	6	100,000	-	600,000	355.29
8.	Individual and Group Consultations	2	10,000	60	1,200,000	710.57
9.	Logistical Support for Vulnerable Groups for attending Consultations/ Meetings	-	Lump sum	400,000	400,000	236.86
10.	Communication and Coordination/Facilitation (Telephone, Email)	1	20,000	60	1,200,000	710.57
11.	Documentation of Stakeholders Activities	1	25,000	10	250,000	148.04
Grievance Redress Mechanism						

12.	Meetings, Documentation and Record Keeping/Databases	1	20,000	60	1,200,000	710.57
13.	Logistics for Meetings	1	30,000	60	1,800,000	1,065.86
14.	Communications with Complainants and other Stakeholders	1	20,000	60	1,200,000	710.57
15.	GRM Monitoring and Reporting	1	10,000	60	600,000	355.29
SEP Monitoring, evaluation, documentation and reporting						
16.	Internal Monitoring	1	10,000	60	600,000	355.29
17.	Third Party Monitoring	20	300,000	-	6,000,000	3,552.86
18.	Data Storage and Analysis	1	10,000	60	600,000	355.29
19.	Report Preparation	4	100,000	-	400,000	236.86
Administrative costs						
20.	Transport	1	120,000	60	7,200,000	4,263.43
21.	Communication	1	15,000	60	900,000	532.93
22.	Computers	2	350,000	-	700,000	414.500
23.	Utilities	1	40,000	60	2,400,000	1,421.14
24.	Others	-	Lump sum	-	500,000	296.07
Trainings and Capacity Building						
25.	Trainings	-	Lump sum	-	1,500,000	888.22
Engagement of Communication & SEP Specialists						
26.	Salaries	1	600,000	60	36,000,000	21,317.16
Total					85,550,000	50,657.87

(Exchange rate @ ₦1,688.78 to \$1 as at 11/23/2024)

Chapter Five

Grievance Redress Mechanism (GRM)

5.1 Introduction

Disputes and disagreements between project implementers and affected persons are likely to arise during project implementation. Therefore, it is essential to establish a formal grievance redress mechanism to ensure the project's successful development and implementation. This mechanism should include a clear process for registering and addressing grievances, providing detailed information on the cost-free nature of the process, response times, and communication channels. Key grievances that may require mitigation include, but are not limited to:

- Dispute between contractor and the host community or affected persons (people living in IDP camps)
- Dispute between contractors and employees particularly temporal staff engaged from the host community or affected persons (people living in IDP camps)
- Gender based violence (a standalone)
- Injuries caused by the project activities

The Federal Project Management Unit (FPMU) for the SOLID project will establish a Grievance Redress Mechanism (GRM) as part of its safeguard measures. This GRM will serve as the primary instrument for implementing the grievance redress process.

When individuals submit grievances, the project management team or designated grievance resolution channels are expected to:

- Acknowledge receipt of the grievance promptly
- Provide clear, honest, and timely responses to questions and concerns raised
- Offer appropriate apologies, compensation, or corrective actions to address the root cause of the grievance
- Implement other fair remedies as necessary to resolve the grievance

The GRM shall be established in various levels following this Structure and Protocols for Reporting and Managing Grievances.⁵

⁵ First Level GRM: GRC at the Community level Composed at the community level, easily accessible to community people, village head and representative of women shall be part of the committee among other identified persons. This committee will be expected to report to the SPIU
Second Level GRM: GRC at the SPIU level This committee shall comprise of PIU members including the Project Coordinator, Social Safeguard Officer among others, and other state level representative

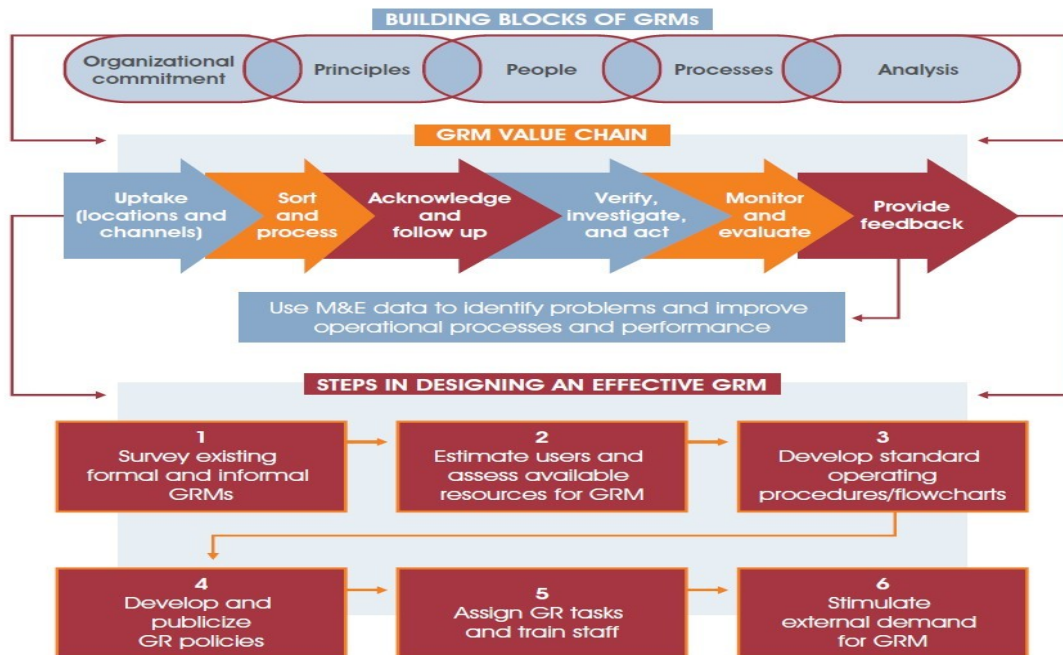
5.2 THE SOLID Project GRM Structure

This section outlines the process of managing a complaint from receipt to response via a six-step value chain: uptake; sort and process; acknowledge and follow up; verify, investigate, and act; monitor and evaluate; and provide feedback to the complainant. In line with keeping the disputes in the hands of the local people and ensuring ownership, Grievance Redress Committees (GRCs) shall be set up at the various levels of the project, starting with the host community/subproject location, where the GRCs would be formed with the support of the Social Safeguard Officer and the GBV TA. This would be followed by the formations of the GRCs at the SPIUs and at the FPMU. Project stakeholders and affected persons would also be notified of the last level which is escalation of unresolved issues to judicial redress. However, the Project will make effort to ensure that cases are resolved at the lowest level.

Once the GRMs are integrated or incorporated and operationalized into existing various GRCs at all tiers, it is expected that each State GRM will serve to reduce Environmental and Social (E&S) grievances associated with the project, improve feedback or two ways of information flow between the project beneficiaries and the project proponents. For this to happen, the integration of the GRMs and the operationalization of the various GRCs must take into consideration that existing GRMs have: i) the requisite building blocks for sound GRM, ii) a proven GRM value chain capable of handling complaints efficiently and, iii) been carefully vetted (internal governance arrangements, resources, Standard Operating Procedures, disclosure policies, staff roles and capacity and their ability to handle grievances). The generic⁶ framework below can be used to assess and guide the integration of the project's GRMs with existing State and local level arrangements. The proposed GRM structure, role and responsibilities of the various GRCs are presented in section 5.3.1 of this report.

from within the State Project Monitoring Committees (**SPMC**). If the complainant does not accept the solution offered by the SPIU-GRC, then the complaint is referred to the SPMC.
Third Level of GRM: GRC at the FPMU Level the Federal Project Management Unit (FPMU) will be required to intervene in grievances beyond the state level resolution.

⁶ Adopted from the World Bank report on GRM best practices



Although the Social Safeguards Specialist at the SPIU shall be responsible for the receipt, acknowledgement and recording of grievances of higher severity that may come directly or be channelled by the community-based GRC to the SPIU, primary uptake of grievances, screening and recording of same shall be done at the beneficiary communities' level.

The SPIU shall be the next level of appeal for any unresolved grievances from the affected communities. In the case that the SPIU GRC cannot adequately resolve an emerging project related dispute, the SPIU shall, through the State Project Coordinator or the Social Safeguards Officer, report such a case to the FPMU for appropriate advice on the next steps. For SEA/SH complaints, the person notified of a SEA/SH allegation should immediately provide the survivor with information regarding options for reporting and response, including referral to existing service providers. It is for survivors to decide if they want to report through the grievance mechanism and if they want to access services. If a survivor wants to access services but does not want to file a formal grievance, that decision should be accepted. Survivors should give their consent for each of these steps, according to established response protocols.

FIGURE 5. 1: GRM FRAMEWORK

5.3 Grievance Mechanism Component and Uptake Channels

There is no ideal model or one-size-fits-all approach to grievance resolution. The best solutions to conflicts are generally achieved through localized mechanisms that take account of the specific issues, cultural context, local customs and project conditions and scale. In its simplest form, grievance mechanisms can be broken down into the following primary components:

- Receive and register a complaint
- Screen and assess the complaint
- Formulate a response
- Select a resolution approach
- Implement the approach
- Settle the issues
- Track and evaluate results
- Learn from the experience and communicate back to all parties involved.

The following channels will be available for grievance uptake:

- In-person to the grievance redress committee (GRC) focal persons
- During meetings organized by the community GRC (with participation of the aggrieved person and stakeholders)
- Use of complaint box
- Letter addressed to the GRC at the Community and SPIU levels
- Telephone hotlines
- Toll-Free lines
- Dedicated GRM Email
- SMS (regular or short code SMS)
- Dedicated Mobile Applications
- Any other suitable channels to be recommended in future based on further citizens' engagement activities

5.3.1 Grievance Redress Committee

A Grievance Redress Committee shall be constituted within the SPCU and subproject locations to monitor and review the progress of implementation of the project implementation process and to carry out post implementation social audits. The main functions of the Committee are spelt out below:

5.3.1.1 The Community-based/subproject based GRC

Considering that the traditional leaders are often engaged with diverse matters affecting their communities, and as such may not be readily available to participate directly in the day to day running of the SOLID Project GRM, a traditional ruler/leader shall be required to nominate a chief or palace elder to act in their place in the community-based GRC. Members of each proximate community shall be mobilized to nominate not more than ten persons into a community-based GRC, comprising of representatives of:

- The traditional leader
- Opinion leaders or community influencers
- IDP camp management representative
- Women
- Youth
- A Community Grievance Focal Person
- Any minority group(s) within the community e.g. non-indigenous settlers

Summary of functions: There shall be a Grievance Redress Committee in each proximate cluster of project beneficiary communities/IDP camp in each project state. The nomination of members of the GRC shall involve a participatory process to take place during a well-publicized town hall or community meeting, led by the traditional leadership and supported by the SPIU. Local interest groups like NGOs/CSOs, respected citizens in the communities and reputable community associations shall also participate in the selection of the GRC members. During the sensitization of the communities on the GRM, a **Community Grievance Focal Person**, would be selected based on a set of standard criteria. The main Focal Persons should be women, unless there are exceptional circumstances. A Chairman, Secretary and P.R.O shall constitute the ranking members of the GRC.

Complaints can be presented via any of the uptake channels in the community/camps as directed to the secretary of the community GRC. Where the issue bothers around basic lack of information by the complainant, the secretary is empowered to resolve it at that level by providing the required enlightenment. Where the secretary alone cannot resolve the complaint and a further confirmation is required, two or more members of the GRC are invited to hear the issue and provide redress, this process shall not exceed *5 days*.

Where the matter is not adequately resolved to the satisfaction of the complainant or the issue goes beyond correcting a misinformation and requires arbitration, the GRC secretary refers it to stage two, which is the *Community Mediation Session*. Grievances rated with high severity such as resettlement complaints will be beyond the scope of the community mediation session and should be referred immediately to the SPIU where there is technical capacity to address such.

5.3.1.2 Roles and responsibilities of the Community-based GRC Secretary

- Manage day to day operations of the GRC in project beneficiary community
- Arrange and partake in Grievance Resolution Sessions
- Register new complaints using agreed formats
- Manage complaint boxes and other grievance uptake channels
- Provide monthly/quarterly report on complaint to the SPIU through the Social Safeguards Specialist
- Facilitate pasting of posters, distribution of brochures and other information dissemination materials in communities
- Operate dedicated telephone hotline(s) for complaints

5.3.1.3 Roles and responsibilities of the Community-based GRC

- Receive, acknowledge and register complaints presented at the community level
- Settle project related disputes at community level
- Operate dedicated telephone hotline(s) for complaints
- Project information dissemination
- Coordination of town hall meetings and other stakeholder engagements

5.3.1.4 Community Grievance Focal Persons

- Be the main support for the SOLID Project GRM at host community level;
- Receive training from SPIU Grievance Focal Person on roles and responsibilities;
- Be responsible for the Complaint Box and ensure that Complaint Forms are always available;
- Enter information into the incident intake form;
- Promptly call the complaint in to the SPIU Grievance Focal Person directly in the case of SEA/SH cases as soon as the incident is known;
- Refer SEA/SH survivors to support services available in the community, based on his/her consent, as per the GBV referral pathway detailed below and follow up with GBV cases, all while maintaining confidentiality to protect the survivor and remaining in close contact with the SPIU;
- Enter the information into the incident intake form while maintaining the reporting protocol;
- Refer the allegation to needed assistance including GBV Service Providers and to SPIU GBV Consultant;
- Sensitize communities on SEA/SH and GBV services available/referral pathway; and
- Ensure proper feedback is provided to complainants.

5.3.2 The SOLID Project SPIU Grievance Redress Committee

A Grievance Redress Committee shall be established within the SPIU, chaired by the Social Safeguards Specialist, and comprising of:

- State Project Coordinator
- SPIU Social Safeguard Officer
- SPIU Technical Assistant on Social Safeguards
- SPIU Environmental Safeguards Specialist
- SPIU Technical Assistant on Environmental Safeguard
- SPIU Technical Assistant on Gender Based Violence (GBV)
- SPIU Communication Specialist
- A representative of the State-level ADR Agency (e.g. Citizens' Rights/Mediation Centre)

5.3.2.1 Representatives of the project contractors shall also be invited when the need arises.

The SPIU GRC shall be responsible for:

- Coordinating the entire grievance mechanism at the state level;
- Resolving disputes that are within their power or control;
- Making recommendations for action to the GRC at the FPMU in the case of issues of extreme importance or urgency;
- Offering the interested parties, the option of referral to the Citizens' Rights/Mediation Centre under the respective state Ministry of Justice or sharia courts in some cases. This feedback to the complainant shall be done through the relevant community-based GRC in the case of grievances that are either unresolvable at the FPMU level or found at the SPIU level to be extraneous to the execution of the SOLID PROJECT; and
- Provide adequate resources to offset operational administrative costs of the community based GRCs,

5.3.2.2 Responsibilities of the SPIU Social Safeguard Specialist

- Administration of the GRM at the state level
- Registration of grievances and grievance logbook keeping
- Direct support to the community-based GRCs
- Monthly report on the status of disputes to FPMU and World Bank using approved formats
- Documentation of the SPIU GRC proceedings, decisions, and recommendations
- Coordination of the grievance uptake points and beneficiary feedback, ensuring that they are adequately resourced
- Liaise with the Communications Specialist at the FPMU and SPIU for publicising the GRM
- Liaise with community-based GRC to track and record complaint and resolution reached

- Liaise with the Citizens' Rights/Mediation Centres (or similar institutions) in the project states, for possible referral of unresolved grievances and tracking of reported complaints
- Facilitating arrangements for field inspections
- Handling all payments and expenses related to GRM operations
- Providing feedback to affected persons
- Planning and execution of any needed trainings
- Apply algorithms/flowcharts developed by the GRM consultant for the processing and resolution of reported issues to be used as a job-aid for GRCs

The SPIU GBV Specialist will assume a significant role in the roll-out of the GBV GRM, including:

- Ongoing sensitization about the GRM at host community level/IDP camps, including procedures and mechanisms for reporting allegations of Sexual Exploitation and Abuse (SEA) targeting Community Grievance Focal Persons, partners, recipients of assistance, and local communities.
- Ensuring Complaint Boxes and Complaint Forms are continuously available at the communities.
- Collecting Complaint Forms from Complaint Boxes and/or receiving Complaint Forms directly from Community Grievance Focal Person (or other) and logging them into the GRM module.
- Determining the appropriate responses (in line with guidelines).
- Promptly call the complaint in to the FPMU GBV Specialist as soon as the incident is known.
- Refer SEA/SH complaints urgently to relevant authority(s) using the appropriate referral systems, when necessary. The SPIU GBV Officer should always act quickly on serious complaints and closely follow with relevant agencies to ensure they are addressed.
- Ensure proper feedback is provided to complainants in cooperation with Community Level Grievance Focal Persons

5.3.2.3 Responsibilities of the GBV Service Provider (The Intermediary)

Prevention Services: The intermediary will establish GBV/SEA prevention mechanisms and structures in the project communities and labor camps and ensure that the structures are well known throughout the project and that points of contacts are made widely available. This will include GBV-sensitive GRM operations.

Response Services: The intermediary will provide an effective GBV case management support to a GBV survivor, which implies acting as a GBV case manager and providing services to the survivor. This will require the intermediary to establish, in consultation with the communities, safe, secure and confidential channels for receiving complaints related to SEA/SH. There is need for the intermediary to train and guide the project GRM operators to identify and refer SEA/SH

complaints to its officers who will manage such cases. The intermediary shall ensure that all confidential information is channelled correctly and handled with the utmost discretion. No identifiable information on the survivor should be provided in the GRM logs. The organization will provide the survivor with information, so he/she can make informed choices, including choices about using GBV/SEA/SH services and the possible consequences of accessing those services (e.g. whether or not the case will be automatically reported to the police, expectations of the interview and/or examination process, etc.).

Summary of functions: The Social Safeguard Specialist registers the grievance and may resolve same if it is within his/her influence to do so, otherwise an expanded meeting of the SPIU GRC is convened, with the input of the State Project Coordinator. Typical disputes to be referred to the SPIU GRC for resolution include complaints, issues requiring quick approvals or impunity/highhandedness on the part of project contractors.

Grievances in the category of SEA/SH shall be referred appropriately by the intermediary organisation to pre-identified qualified service providers, depending on the preference of the survivor.

The SPIU GRC shall finalise mediation on grievances referred or reported directly to it within 10 days and provide feedback to the complainant. In SEA/SH related disputes, the complainant/survivors confidentiality should also be kept in mind when reporting any incidences to the police or service provider.

If disputes cannot be resolve by the SPIU GRC, the case will be referred to the SCMC GRC within 5 days

5.3.3 State Citizens Mediation Centre (SCMC)

The SCMC shall be the final tier of **appeal**. The main roles of the SCMC GRC are to allow;

- i) affected parties, who are unhappy with how their complaint has been handled by the first, second and third tiers GRCs to appeal to fourth tier GRC and,
- ii) E&S feedback or issues that has not been handled by and filed directly to the SSO, Community based GRCs, LGs GRCs, and SPIU.

5.3.3.1 Roles and responsibilities of State Citizens' Rights/Mediation Centres

- Settle disputes that are referred from SPIU

Document Terms of Settlement (TOS) of cases referred to it

- Second arbitrators to Community-based GRC sessions upon request by the SPIU Social Safeguard Specialist

The SOLID Project GRM will be integrated into the existing SCMC and shall use existing arrangements and SOP. If disputes cannot be resolved by the SCMC GRC, the case will be referred to the FPMU GRC within 5 days.

5.3.4 The SOLID PROJECT FPMU GRC

The FPMU GRC shall be the apex coordinating institution of the GRM. The main roles of the FPMU GRC is to; i) oversee the operations of the GRMs in the various participating states ii) allow affected parties, who are unhappy with how their complaint has been handled by the first, second and third tiers GRCs to apply for a reconsideration of their cases and, iii) E&S feedback or issues that has not been handled by and filed directly to the SSO, Community based GRCs, GRCs, SPIU and, SCMC.

The FPMU GRM shall consist of the following members:

- A nominee from the office of the National Coordinator, SOLID PROJECT
- FPMU Social Safeguard Officer (GRM Coordinator)
- FPMU Technical Assistant on Social Safeguard
- FPMU Technical Assistant on Environmental Safeguard
- FPMU Technical Assistant on GBV

This committee shall receive monthly reports on status of disputes/complaints from the SPIU GRC and shall provide approvals or guidance on action items in the report.

If disputes cannot be resolved by the FPMU GRC, the affected or interested party will be advised to peruse the case in a court.

The GBV Specialist at the FPMU will be responsible for:

- Monitoring the overall system and the status of complaints resolution in their respective program.
- Weekly monitoring of the Grievance Registers and providing responses to complex complaints which cannot be resolved at the State and Community levels.
- Coordinating with relevant agencies to ensure that serious complaints are resolved in a timely fashion.
- Coordinate with relevant finance departments to ensure resource availability for backstopping activities, including working with the Service Providers, put in place an NGO to backstop responses to SEA/SH, as necessary; and ensure funds are available at SPIU Level.
- Promptly notify and provide information about an incident (GBV) to the WB as well as further details as they become available as needed (as per the incident classification guide in the ESIRT).
- Ensure proper feedback is provided to complainants.

5.3.4.1 Referral to Law Court

If the aggrieved person is unsatisfied with the resolution reached upon exhaustion of all available avenues for settlement, he/she would be advised to seek legal redress at the court of law. Referral to a law court should ordinarily be done after a case has been referred to the Citizens' Rights/Mediation Centre and is still without resolution, but it should be noted that the complainant reserves the right to choose their own preferred legal method of redress at any point.

5.4 Grievance Redress Process

Grievance redress mechanism is an important aspect in project implementation involving land acquisition or displacement. The redress of grievance is important to avoid unnecessary legal delays and cost overrun of the project. Also, this is a forum for people to express their dissatisfaction over compensation.

At the time that the individual resettlement plans are approved, and individual compensation contracts are signed, affected individuals would have been informed of the process for expressing dissatisfaction and to seek redress, the grievance redress mechanism. Grievance redress mechanisms are increasingly important for development projects where ongoing risks or adverse impacts are anticipated. For SOLID Project, grievances are likely to arise due to the following:

- Failure to identify all categories of PAPs
- Losses not identified/quantified correctly.
- Inadequate assistance or not as per entitlement matrix.
- Dispute about ownership.
- Delay in disbursement of assistance; and
- Improper distribution of assistance
- Implementation of project without settling or resolving compensation matters

To manage these social risks and others which cannot be foreseen now with a view to ensuring successful project development and implementation, experience has revealed that open dialogue and collaborative grievance resolution represent the best practice.

The grievance mechanisms

- Provide a way to reduce risk for projects,
- Provide an effective avenue for expressing concerns and achieving remedies for communities, and
- Promote a mutually constructive relationship.
- Prevent and address community concerns, and
- Assist larger processes that create positive social change.

The grievance procedure will be simple, administered as far as possible at the local and State levels to facilitate access, flexible and open to various proofs taking into cognizance the fact most people are illiterate requiring a speedy, just and fair resolution of their grievances.

All attempts would be made to settle grievances. Those seeking redress and wishing to state grievances would do so by notifying the Resettlement Committee described below.

If the complainants' claim is rejected, then the matter will be brought before the local courts for settlement. The decision of the state high courts would be final, and all such decisions must be reached within a short period of time after the complaint is lodged. If a complaint pattern emerges, the SPCU and the respective State and Federal MDAs, with local community leaders will discuss possible remediation in close consultation with the NPMU, who will only act as observers in this case. The local leaders will be required to give advice concerning the need for revisions to procedures. Once they agree on necessary and appropriate changes, then a written description of the changed process will be made. The municipal/township heads and other community leaders will be responsible for communicating any changes to future potential PAPs when the consultation process with them begins.

5.4.1 Expectation When Grievance Arise

When local people present a grievance, they generally expect to receive one or more of the following: acknowledgement of their problem, an honest response to questions/issues brought forward, an apology, adequate compensation, modification of the conduct that caused the grievance and some other fair remedies

In voicing their concerns, they also expect to be heard and taken seriously. Therefore, the company, contractors, or government officials must convince people that they can voice grievances and work to resolve them without retaliation.

To address these challenges, project proponents/companies are being called upon to lead and work with their host communities to fund non-judicial, dialogue-based approaches for preventing and addressing community grievances.

Figure 5.2 below gives a process flowchart for the grievance mechanism. Suffice it to say, that the overall process of grievance shall take the following way:

- During the initial stages of the valuation process, the affected persons are given copies of grievance procedures as a guide on how to handle the grievances
- The process of grievance redress will start with registration of the grievances to be addressed for reference, and to enable progress updates of the cases.
- The project will use a local mechanism, which includes peers and local leaders of the affected people. These will ensure equity across cases; they eliminate nuisance claims and satisfy legitimate claimants at low cost

- The response time will depend on the issue to be addressed but it should be addressed with efficiency. Nevertheless, Grievance form will be filled by person affected by the project with the Resettlement Committee which will act on it within 10 working days on receipt. If no understanding or amicable solution is reached, or the affected person does not receive a response from the local Resettlement Committee within 15 working days, the affected person can appeal to a designated office in the SPCU, which should act on the complaint/grievance within 15 working days of its filing.
- Compensation will be paid to individual PAPs only after a written consent of the PAPs, including both husband and wife.
- All reasonable moves must be made to settle any arising grievance amicably. If affected person is not satisfied with the decision received, he/she can, as a last resort, appeal to a court of competent jurisdiction. Affected persons will be exempted from all administrative and legal fees incurred pursuant to grievance redress procedures
- Where large scale grievance or complaints arise, that is cases that undermine the integrity of the census and inventory of assets and/or their valuation, the resettlement redress committee should refer the case to the SPCU for a possible revaluation/supplementary census that will identify omitted PAPs and assets.

For SOLID Project, it is recognized that some uneducated people may not be able to access the grievance redress mechanism. For this reason, an informal grievance redress mechanism through the SPCU Safeguard Units will be established. This unit will work with a committee comprising administrative head of local governments; community/village chiefs, NGOs/CBOs and other relevant Government organs that will be set-up to address complaints. The grievance redress mechanisms are designed with the objective of solving disputes at the earliest possible time which will be in the interest of all parties concerned and therefore implicitly discourages referring such matters to the law courts for resolution which would otherwise take a considerably longer time.

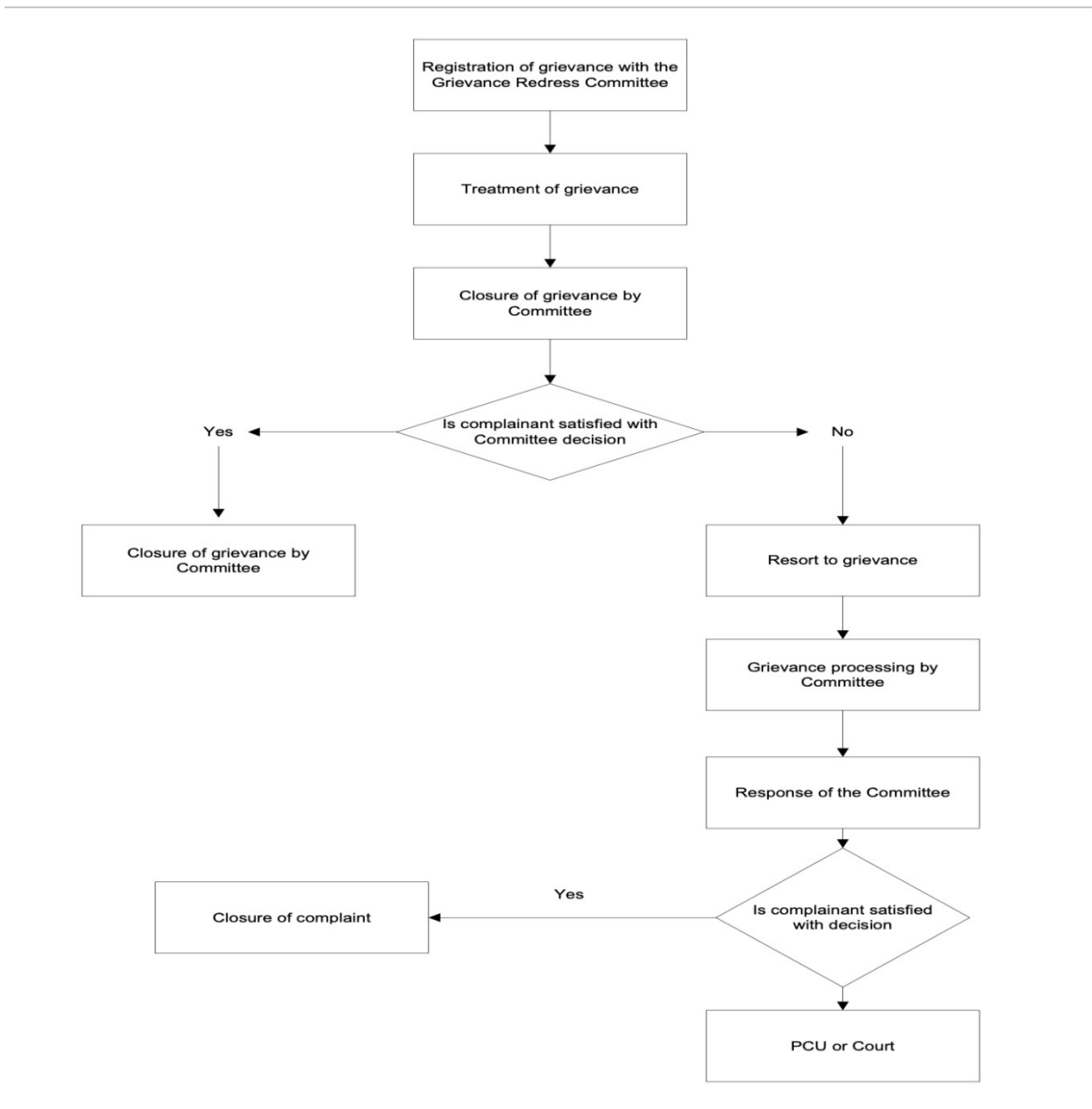


FIGURE 5. 2: SAMPLE FLOWCHART FOR GRM

5.4.2 Management of Reported Grievance

The procedure for managing grievances should be as follows:

- The affected person should file his/ her grievance, relating to any issue associated with the project implementation process. This committee does not currently exist but is proposed as part of the project implementation arrangements. The grievance note should be signed and dated by the aggrieved person. A selected member of the Committee will act as the Project Liaison Officer who will be the direct liaison with PAPs (this should be the social representative) in collaboration with an independent agency/NGO person ensure to objectivity in the grievance process. Where the affected person is unable to write, the local Project Liaison Officer will write the note on the aggrieved person’s behalf.
- Any informal grievances will also be documented.

5.4.3 Grievance Log

The Project Liaison officer will ensure that each complaint has an individual reference number and is appropriately tracked and recorded actions are completed. A sample of a Grievance mechanism Form is shown in figure 5.3 below. The log also contains a record of the person responsible for an individual complaint, and records dates for the following events:

- date the complaint was reported.
- date the Grievance Log was uploaded onto the project database.
- date information on proposed corrective action sent to complainant (if appropriate)
- the date the complaint was closed out.
- date response was sent to complainant.

The Project Liaison Officer will be responsible for providing the sub-project Resettlement and Compensation Committee with a weekly report detailing the number and status of complaints any outstanding issues to be addressed monthly reports, including analysis of the type of complaints, levels of complaints, actions to reduce complaints and initiator of such action.

Community project & Name of Complainant	Type of Grievance	Grievance Resolution

FIGURE 5. 3: TYPICAL REPORTING LOG FORMAT FOR GRIEVANCE REDRESS

5.4.4 Addressing GBV And SEA/SH Related Grievance

The SOLID Project takes complaints related to Gender-Based Violence (GBV) and Sexual Exploitation and Abuse (SEA) or sexual harassment (SH) seriously.

A separate GBV accountability and Response Framework shall be prepared to address GBV allegations and to hold perpetrators accountable. However, for any complaint that is reported to the GRM (including complaints involving other forms of GBV that are not related to the project), the GRM will also have procedures in place to refer the individual to GBV service providers.

Chapter Six

Monitoring, Reporting and Evaluation Framework

6.1 Introduction

Continuous monitoring and reporting will facilitate regular information exchange and feedback among stakeholders. This approach will enhance understanding, improve resettlement and livelihood restoration service delivery, inform decision-making processes, and accelerate issue resolution. Both formal and informal reporting mechanisms can contribute to resettlement and livelihood restoration advancement. Informal information can inform formal decision-making, while formal information can guide informal decision-making processes to support the SOLID project implementation.

6.2 Monitoring Levels/Types

There will be two levels of monitoring, namely internal and external.

6.2.1 Internal Monitoring

State Project Implementing Units (PIUs) will monitor and report on stakeholder engagement throughout the project lifecycle, encompassing:

- Updates of the stakeholder list;
- Records of all consultations held; and
- Records of all grievances received and dealt with (entered into a Grievance Log on the system or a computer).

Every meeting and interaction related to the project engagement should be recorded by SPIU through the following:

- Stakeholder list;
- Grievance Mechanism Log;
- Minutes of all meetings; and
- Meeting attendance registers.

A series of key performance indicators for each stakeholder engagement stage have been identified.

While the internal monitoring of GRM performance and cases status shall be performed by the SPIU SSO. He/she will be required and be responsible for all projects with a GRM to track the existing indicators related to grievances in project status and completion reports. While monitoring GRMs' performance, the following indicators among others shall be considered:

- Existence and proximity of case uptake locations,

- Efficiency and accuracy of case classifications,
- Frequency of visits to uptake locations,
- Existence of case logbook,
- Logbook issues coverage and its accuracy,
- Clarity of role and responsibilities of GRC's member,
- Frequency of and interval of GRCs meetings to address cases.
- Composition of members with a focus to representation of women and vulnerable people,
- Proximity of the GRC location from clustered villages,
- Knowledge and understanding of the project interventions and issues of GRC members,
- Financial resources to offset administrative and seating costs,
- Time taken to resolve issues and,
- Other indicators as it may be relevant

6.2.2 External/Third Party Monitoring

Relevant external consultants shall be engaged periodically to perform the following:

- Generate performance indicators for SEP and grievance redress at stages of project
- Develop reporting and management formats to support SPIU GRC
- Conduct independent assessment of GRM operation
- Carry out Beneficiary and Complainants Satisfaction Survey

TABLE 6. 1: M&E FRAMEWORK

S/N	OUTPUT	INDICATOR	SOURCES OF INFORMATION	FREQUENCY OF DATA COLLECTION	RESPONSIBLE ENTITY
1	Conduct Preliminary stakeholder engagements/awareness building	Number of stakeholders' engagement meetings conducted Awareness building and communication materials (fliers, billboards, Bills, other awareness and instructive materials) distributed to Project Affected Persons	Meeting minutes or reports Monthly reports of NEP Communication Specialist and GRM Coordinator	1st Quarter Monthly	SPIU
2	Design Communication Engagement Plan and Grievance Redress Mechanism	Establish mode of communication; Community GRC established Complaints uptake channels set up: Complaint drop boxes, Telephone hotlines, Email, WhatsApp etc. in place	Stakeholders engagement meetings, and Reports with photographs submitted to the PMU monthly and to the World Bank quarterly	One-Off	FPMU AND SPIUs

3	Initiate and operate SEP and Grievance Redress Mechanism	<p>Town hall community review meeting conducted as at when due</p> <p>Grievance receipt and registration (logging); screening; sorting; and feedback to complainants on grievances are being carried out on schedule</p> <p>Communication systems Radio , TV, posters, fliers etc. maintained and effective</p> <p>Number of Feedback/Grievances Received (disaggregated by sorting category, location, gender etc)</p> <p>Number of Feedback/Grievances Resolved (disaggregated by sorting category, location, gender etc)</p> <p>Number of Outstanding Feedback/Grievances Resolved (disaggregated by sorting category, location, gender etc)</p>	<p>Participation/coverage Photographic evidences</p> <p>Report submitted to the PMU monthly and to the World Bank quarterly</p> <p>Number of Information, Communication and Education (IEC Materials) distributed and in circulation</p>	Quarterly	SPIUs
4	SEP and GRM processes are working effectively and identifying needs for refinements and changes	<p>Continual meetings with relevant stakeholders on project implementation processes/progress</p> <p>Beneficiaries aware and encouraged to participate in in project implementation and GRM</p> <p>Beneficiaries actively participating and using mechanism</p>	Reports from In-house reviews	Quarterly	FPMU AND SPIUs
5	Refinements and changes	Beneficiaries actively participating and using GRM	<p>Reports from In-house evaluation</p> <p>Results from GRM user satisfaction survey by external consultant</p>	Project mid-term review	FPMU

			Results from Independent survey and audit of BF and GRM performance and effectiveness by external consultant		External consultant
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The table shows the indicators, and performance against the indicators will show successful completion of engagement tasks.

6.2.3 Reporting Stakeholder Engagement Activities

Evaluation of performance will be assessed based on the extent to which the engagement activities and outputs meet those outlined in this SEP. In assessing performance, the following will be considered:

- Materials disseminated: types, frequency, and location;
- Place and time of formal engagement events and level of participation including specific stakeholder groups (e.g. adolescent girls, women, youth, community leaders);
- Number of people attending public or formal meetings;
- Number of comments received on specific issues, type of stakeholder and details of feedback provided;
- Numbers and type of stakeholders who meet the Project team by mail, telephone and any other means of communication;
- Meeting minutes, attendance registers and photographic evidence;
- Comments received by government authorities, adolescent girls & family, community leaders and other parties and passed to the Project; and
- Numbers and types of feedback and/or grievances and the nature and timing of their resolution, and the extent to which feedback and comments have been addressed and have led to corrective actions being implemented.

All stakeholder engagement activities as mentioned in the previous sections will be documented, in a standard engagement activities format, as can be seen below.

TABLE 6. 2: STAKEHOLDER ENGAGEMENT ACTIVITY FORMAT

Date	Location	Stakeholder Group	Form of Engagement	Purpose of Engagement	Key Findings	Remarks

In addition to this format, the key points of each engagement activities will be documented in the form of Minutes of Meetings accompanied by an attendance list signed by the attendees of the activities. To the extent possible, photographic evidence will be maintained of the engagement activities undertaken.

Chapter Seven

Recommendations and Conclusion

7.1 Recommendations

Following the Stakeholders engagements in the participating five (5) SOLID project states, there are similar peculiarities in the states that will enhance the overall sustainability of the proposed project especially during the implementation phase of the project. We hereby recommend the following:

- A citizen engagements programme which gives opportunity to the people to fully participate in the project is recommended. This should encompass reports of the projects through local radio phone programmes in local languages, personal phones of specific numbers, letter writing, interviews, and creation of SOLID project App for educated people in the IDP camps and host communities to interact with government for effective monitoring.
- Local workers should be considered and given priority during project implementation in order to limit the number of migrant workers. This will reduce threats to community culture, health, safety and security as well as stimulate local socio-economic activities, improve livelihood and reduce poverty in the five SOLID project states.
- Implementation of SOLID project in the five participating States should involve public participation and a well-established community relation to create a sense of ownership of the project by the IDP camps management and the host communities and to make the projects successful and sustainable.
- The SPIU should ensure cross gender participation in all aspects of project implementation.

For Communication Channels, the following is recommended:

- Mass Media – Radio, Television and Newspapers. Emphasis should however be on the use of local media organisations and outfit.
- State media especially Radio and Television broadcast in local languages and dialects of project affected persons (people living in the IDP camps) and their host communities.
- Verbal communication ‘Face-to-face’ Communication is recommended as specific information about the SOLID project cannot always be captured by the Mass Media. As most of these camps as located in semi urban areas and rural communities, people believed in word the of mouth and face to face encounters to further attract discussions and contributions. Periodic phone conversations with the Stakeholders have proved useful during engagements.

- Social media – use of Facebook, Twitter should be initiated sustained and participating SOLID project States offices should be encouraged to subscribe to these platforms. The use of bulk short messages(SMS) should be encouraged as Stakeholders are conversant with dissemination of messages on phones.
- Project website – This will complement the social media platforms
- Mid-Media and IEC Materials – use of Periodic newsletter on SOLID project activities is highly recommended along with posters, billboards in official and local languages.
- Training and support to the Stakeholders and other key participants in the SOLID project activities.

7.2 Conclusion

The SEP seeks to define a technically and culturally appropriate approach to consultation and disclosure. The goal of this SEP is to improve and facilitate decision making and create an atmosphere of understanding that actively involves project-affected people (people living in the IDP camps), their host communities and other Stakeholders in a timely manner, and that these groups are provided sufficient opportunity to voice their opinions and concerns that may influence Project decisions. The SEP is a useful tool for managing communications between SOLID project and its Stakeholders.


The Key Objectives of the SEP can be summarised as follows:

- Understand the Stakeholders Engagement requirements of SOLID project and its policies.
- Identify key Stakeholders that are affected, and/or able to influence the Project and its activities.
- Develop a Stakeholders Engagement process that provides Stakeholders with an opportunity to influence project planning and design.
- Provide guidance for Stakeholders Engagement such that it meets the standards of International Best Practice.
- Define roles and responsibilities for the implementation of the SEP.
- Identify the most effective methods, timing and structures through which to share project information, and to ensure regular, accessible, transparent and appropriate consultation.
- Establish formal grievance/resolution mechanisms.
- Define reporting and monitoring measures to ensure the effectiveness of the SEP and periodical reviews of the SEP based on finding

Annex 1: Stakeholder Activities Undertaken

A. CONSULTATION IN BENUE STATE

SEP MINUTES ON THE ENGAGEMENT MEETING WITH BENUE STATE MINISTRIES, MDAs, NGOs, AND SECURITY AGENCIES

Date	17/10/2024
Venue	Benue State Bureau for International Cooperation and Development Unit Conference Hall. No9 Kashim Ibrahim Road, Old GRA Makurdi.
participation	In attendance were SEP and RPF Consultant, Benue State Emergency Management Agency (BSEMA), Public Utility (PU), Benue State Rehabilitation Board, Benue State Ministry of Transportation (BSMOT), Multi – Sectorial Crisis Recovery Project (MCRP), Benue State Universal Basic Education (BSUBEB), Ministry of Works Housing and Urban Development (MWHUD, Benue State Local Government Chieftaincy Affairs (BGLCA), Benue State Government (BNSG), Ministry of Women Affairs and Social Development (MWASD), Bihar Education Project Commission (BEPC), Ministry of Agriculture and Food Security (MAFS), Benue State Bureau of Statistics (BSBS), Ministry of Water Resources Environment and Climate Change (MWRECC), Joint National Association of People with Disabilities (JONAPWD), Benue State Educational Quality Assurance (BEQA), Foundation for Justice Development and Peace (FJDP), Benue State Civil Society Organization (BSCSO), Nigeria Electrification Regulatory Commission (NERC), North East Development Commission (NEDC).
	
Language of Communication	English
Introduction	The team of Saint Global Service Nigeria Limited introduced themselves thereafter, the Ministries, MDAs, NGOs, Agencies and Security Agencies all introduced themselves and their Designation
Overview	Barr. Ori Onum of BCID gave a little overview of the SOLID Project to the Stakeholders after the opening prayer and introduction session had been made, and asked for their attention so they can contribute accordingly to the success of the project while the stakeholders pledged their readiness to respond to World bank initiative that are human centred especially as it concerns livelihoods enhancement, infrastructural development and sustainability of biophysical and sociocultural environment.

<p>The Consultant</p>	<p>SEP</p> <p>The consultant gave an overview of the SOLID Project by stating the likely issues that may occur during project implementation. He noted the institutional Development plan on how to value impacted lands during the infrastructural Project. He noted the need for avoidance of impacts during work and how to manage the likely identified issues within the project areas. He stated the SEP and RPF development will give smooth execution of the project. He carved for awareness creation, for the possible benefits and how best the project within the State will benefit both the IDPs and the host community thereby, seeking the inclusion of the Stakeholders experience to help get the SOLID Project done. He noted the likely adverse impacts from the project implementation, relating to involuntary displacement. The Consultant further explain the SEP/RPF research team geared towards collaboration with the relevant MDAs to help develop a harmonized RPF/SEP document in line with international best practices in RPF/SEP and World bank funded projects in Nigeria.</p>
<p>Response from the Stakeholders, Concerns and Conclusion</p>	<p>An NGO staff asked what happens to IDPs when he or she returns to its Ancestral, after he or she must have enjoyed the infrastructural amenities in the Camp.</p> <p>REPLY</p> <p>The Consultant replied by saying the project is of two phases which will capture Community host and the IDP, whereby, the IDPs will be taking care of even when they return to their Ancestral homes. Noting that their infrastructural needs like destroyed homes, schools, worship centers etc. will be worked on to give them comfort while returning to their Ancestral homes.</p> <p>CONCERNS</p> <ul style="list-style-type: none"> A) Infrastructural sustainability B) Capacity building C) Entrepreneurship trainings to Sustain the IDPs in Camp D) Type of Infrastructure intended to build for the IDPs and the Host Community E) The percentage and involvement for People with Disabilities (PWD) during project implementation F) Information sharing G) Project Durability H) Design Policy for the vulnerable persons like task prevention I) Sustainable Power supply, ICT, improve communication, provision of washing machines, health facilities should all be factored in while developing any project area during planning J) Education intervention for schools both for the existing schools and the new ones to be developed because the IDP schools has been over stretched by the raising number of students from the IDP and Host community, rehabilitation and expansion of classes K) Community technology driven programs <p>BEST WAYS OF ENGAGEMENT SUGGESTED BY THE STAKEHOLDERS</p> <ul style="list-style-type: none"> A) Coordination of Stakeholders team in the State B) Payment of advocacies to relevant Stakeholders C) State coordination inclusiveness from electronically means through stakeholders Mapping D) Community enhancement through town criers and community leaders

	<p>E) Community Town Hall</p> <p>BEST OPTIONS FOR LIVELIHOOD</p> <p>A) Improve their farming Activities</p> <p>B) Finance for business Procurement bids</p> <p>C) Skill acquisition like crafting, show making, bid making, tailoring etc.</p> <p>D) Supplying aids for the highly impaired persons.</p>
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SEP ENGAGEMENT MEETING MINUTES WITH TSE YANDEV IDP CAMP

Date	18/10/2024
Venue	“TSE YANDEV” NEPA CAMP MAKURDI LGA
Attendance	SEP Consultants, Host Community Chief, Camp manager, camp wing leaders, Host community Men and religious leaders, Women wing from host community, youth wing from the host Community, PWD from both wings, Men from the IDP Camp, Women from IDP Camp, Youths from IDP Camp
Language of Communication	English and Tiv
Overview	The staff of BSEMA gave a brief overview about the visit of the consultant and a slight overview of the project immediately after the opening prayer led by Mr Quanam Isaac. The camp manager Lady Emmanuella Chago also thanked the consulting team for coming to their aid. Self-introductions of the participants were done.
The Consultant	SEP The Consultant gave an overview of the SOLID Project by informing the community of the positive effect of the project and the IDPs. He also told the Host Community to expect infrastructural amenities that will come up during the project implementation. He assured them that the project will help expand economic growth within the IDP Camp and the host community. He hinted on likely risks that may arise during implementation and environmental risks like involuntary land acquisition which might affect landowners and some others farmland which might be their source of livelihoods. In the same vein, he told the stakeholders that no land has been identified till when the implementation commence. He also told them that the reason for the visit was to prepare a standard SEP so that it can help to reach them through the government, international donors to help develop projects in the host community and the IDP needs for a friendly environment.
Concerns, Pressing needs and Conclusion	<p>A) The camp women seek for good shelter and for food supply stating that they are going through high level of hunger in the Camp therefore craving for enabling sources of livelihoods</p> <p>B) The Host Community Chief said their major needs are cooking energy or alternative cooking sources stating that the IDP women harvest their economic trees for firewood, and he also craved that the source of livelihood should be extended to them too as the host community, due to sharing of their foods with the IDPs had affected their food supply</p> <p>C) Youth from the host community said they need erosion control</p>

- channel to help control the erosion from eroding their soil.
- D) A Youth from the Camp said they need a skill acquisition program to help them put food on their table. A youth from the host community added that they need skill acquisition too, hospital, school noting that the assessable school is about 8km away from their community.
- E) Mrs Elizabeth from the IDP Camp craved that they need source of livelihood to help mitigate hunger by developing them with acquisition programs
- F) A youth from the host community crave for lighting within the community and the IDP Camp, they also asked for market to help their farmers display their farm produce.
- G) The Camp needs internal security stating that they need collaboration with the host community to enhance their security within the camp.
- H) They crave that they need alternative reticulation of water into their farmlands from their river to aid mechanized farming.

PWD

They asked that they should not be left out during the project implementation, and they are also in need of the skill acquisition too
 In conclusion they agreed that when engaging them, they should be communicated through Community Town Hall for meetings.
 The men and traditional group said the IDPs should think of returning to their Ancestral homes. They shouldn't think of staying permanently in the Camp.

LAND OWNERSHIP

The women are only allowed to own land by purchase because lands are hereditary to men only

COMMUNITY DECISION MAKING

The women are allowed when making decisions in the Host Community, in dispute settlement the women are allowed to play a role in decision making

GENERAL CONFLICT RESOLUTION

The resolution channel is done through the Elders and Chieftains of the and the women are allowed to play part in resolution settling.

No restricted areas in the host community

Their cultural heritage is extinct no existing one presently

ASSOCIATION OF DISABILITY

No existing Association of disability for both the host community and the IDP Camp

The community Chief opined that during project implementation the community engagement should be done month ends


SUSTAINABILITY OF PROJECT AND SUCCESS OF THE PROJECT

A) They advised that recruiting their youths, that would be trained to monitor the project facility and involvement of the elders into the project will help propagate project sustainability

B) They also suggested that the security to Safeguard the work process should be picked from their community security service and continuous


	<p>collaboration with the community would help the project implementation success.</p> <p>COMPENSATION</p> <p>The chief of the community said the best channel for compensation is by direct negotiation with the landowners without interference because they know all landowners in TSE YANDEV.</p>
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SEP ENGAGEMENT MEETING MINUTES WITH ABAGENA IDP CAMP MAKURDI LGA

Date	18/10/2024
Venue	ABAGENA COMMUNITY TOWN HALL
Attendance	RPF/SEP consultants, Host community Chairman, Camp Manager, Camp wing leaders, Camp youth and Men wing, Men and Religious leaders in community, Women wing from the community, Youth wing from the community and the PWD
	
Language of Communication	English and Tiv
Overview	The BSEMA officer gave a brief overview of the SOLID Project after the opening prayer and self-introductions were made and the Camp manager Mrs Spinerien Inside welcomed the entire representatives and demand their attention and asked they should furnish the consultant with the needed information for the project implementation exercise.
The Consultant SEP	<p>The consultant explained that the SEP Exercise includes an array of stages and procedures to make sure that the correct and actual issues are captured to help develop the framework. The team will need to determine which locations, persons, and properties would be affected by the proposed implementation works.</p> <p>The areas that will need to be addressed during involuntary displacement will be addressed through the existing compensation plan from the host community.</p> <p>The Consultant assured the Stakeholders that the SOLID Project will help improve the existing amenities on the ground and to give them a better life in the Camp and the host community.</p> <p>He also made mention of the Grievance and the ways to address them shall be done using the existing redress mechanism in the host community</p> <p>Lastly, he motivated the host community and the IDP that the economic status of the community shall be positively boosted.</p> <p>Furthermore, he appreciated their effort and asked for their undiluted</p>

	support for the success of the project.
<p>Concerns, Pressing Needs and Conclusion</p>	<p>A) Host Community Chief craves for hospital or health care centre, job creation, skill acquisition in areas of tailoring, shoe making, boreholes, Market and schools</p> <p>B) IDP Camp youth pleaded for scholarships to help further their education and grants Empowerment to help the Artisans among them, improved farm tools for the farmers among them.</p> <p>C) IDP men seek for income creation sources to kill hunger. They also crave training, empowerment opportunity, and provision for farming machines and improved seedlings and funds.</p> <p>D) Host community women seek for livelihood boost supports for grain business, farming inputs.</p> <p>E) IDP Camp Women asked that while they return to their Ancestral homes the bank should provide infrastructures where they can settle while the return home.</p> <p>BEST METHOD OF ENGAGEMENT AND FREQUENCY Both parties agreed the meetings should be held in the community Town Hall and it should be held every month end with pre- information.</p> <p>WOMEN PARTICIPATION IN DECISION MAKING The women are allowed in decision making but they only own land by purchase.</p> <p>GRIEVANCE REDRESS MECHANISM The women are involved in grievance redress process. Grievances are settled through coming together with the paramount ruler. There are no restricted areas in their community and no cultural heritage area of avoidance in the Camp.</p> <p>PREFERRED WAY TO COMPENSATE AND DELIVER COMPENSATION They agreed that compensation should be done by mutual understanding between the landowner and the buyer to avoid grievance.</p> <p>HOW TO ENSURE SUCCESS AND SUSTAINABILITY OF THE PROJECT Integrating the host community will help to the success of the project and the community youth engagement will sustain the project implementation.</p>

SEP ENGAGEMENT MEETING MINUTES WITH ORTESE IDP CAMP GUMA LGA

Date	19/10/2024
Venue	ORTESE COMMUNITY TOWN HALL GUMA
Attendance	SEP Consultant, Host Community Chief, Camp manager, Host Community men, traditional/religious leaders Host Community women wing, Host Community Youth wing, Camp leaders, Camp Women, Camp Youths, PWD.
	
Language of Communication	English and Tiv
Overview	The Camp manager gave a brief overview of the SOLID Project immediately after the opening prayer was led by Mr Joshua Iwondudza, and self-introductions took place shortly after the prayer.
Concerns, Pressing Needs and Conclusion	<p>The consultant explained that the SEP Exercise by giving an overview of while there is need for engaging the host community and the IDPs to help carry out an effective plan before implementation work, he noted that an array of stages and procedures to make sure that the correct and actual needs are to be captured to help develop the plan. The team will need to determine which locations, persons, and properties would be affected by the proposed implementation works. As a result, leaders and youth groups from both Host community and the IDPs need to be engaged and properly informed in an interactive session. He further notified them of the positive impact the project will bring to the Camp and to the host community will result into economic boost within the environment at large and it will help combat the poverty rate where they will be part of the work force during implementation as local content from the community shall be factored in while planning. He also assured the host community that any issues that may arise due to involuntary resettlement will be compensated using the existing compensation mechanism in the host community. He ended by asking that the Stakeholders should be free to express their pressing needs.</p> <p>PRESSING NEEDS</p> <p>A) The host community youth asked for water reticulation, power, Agricultural facilities like fertilizers, herbicides, technical hubs, expansion of existing classrooms to accommodate both the IDP</p>

	<p>pupils due to size increase, skill acquisition program and empowerment, power tillers and tractors to help their farming Activities, and more schools to help balance their burnt schools, rehabilitation of their burnt homes, kitchen utensils, insecticide and livelihood support programs.</p> <p>B) Camp leaders are concerned with the education system, alternative cooking sources to mitigate harvesting economic trees in the host community, expansion of classroom and teachers.</p> <p>C) Climate Change affects their farm practice</p> <p>D) Construction of Dams to help farming Activities</p> <p>E) Assistance to equip their volunteer security due to the largeness of the IDPs in Camp</p> <p>F) Advocacy for food and road network within the community to assess the village boundary from farm, due to dilapidated road to help easy road network within the community</p> <p>G) IDP women advocate for disinfectant like Izzal, Dettol to help avoid water related disease like cholera, diarrhoea etc.</p> <p>H) Another area of concern was Electrification to help boost some developed skill like barbing handworks, tailoring, shoe making, I.T, lab for hospital altar sounds etc.</p> <p>ENGAGEMENT AND BEST METHOD OF FREQUENCY They demand that they should be engaged physically, and it should be done using their Town Hall for the meetings and they agreed to meet the SOLID Project twice a month.</p> <p>WOMEN PARTICIPATION IN DECISION MAKING The women are fully engaged when decisions are to be made.</p> <p>GRIEVANCE REDRESS MECHANISM The only existing channel of addressing grievance in Ortese is through the Elders forum. No community restricted areas</p> <p>PREFERRED WAY OF COMPENSATION MOU Must be a binding agreement between the land buyer and the landowners. But in cases where the land to be purchased is farmland and it's the only source of livelihood to the owner, then the owner should be furnished with viable means of livelihood based on the content in the MOU</p> <p>ENSURING SUCCESS AND SUSTAINABILITY OF THE PROJECT They advocated that the monitoring team should comprise stakeholder's forum that will give time to time report on the project site. They also demand stipends to motivate them, and full collaboration in the area of security to help the protection of project properties. Furthermore, he appreciated their effort and asked for their undiluted support to the success of the project.</p>
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B. CONSULTATION IN ADAMAWA STATE

Minutes of the Stakeholders’ Engagement Meeting for the Preparation of SEP for the Solutions for the Internally Displaced and Host Communities (SOLID) Project with Adamawa State


Location	Adamawa State
Meeting Venue	Hometel Hotel Derivatives and Suits Barack Road J Adamawa State
Date of Meeting	30 th October 2024-1 st November 2024
<p>Outline for consultation The outline for consultation was as follows:</p> <ul style="list-style-type: none"> ● Opening remarks/prayer ● Introduction of participants ● Overview of the SOLID project ● Overview on the Assignment SEP/REP ● Overview of Consultation ● Discussion and Questions ● Closing Remarks 	
<p align="center">Commencement of the Meeting</p> <p>The Meeting was called to order at 12:00 am by the Consultant. He proceeded to state the Overview of stakeholders’ Engagement. He requested a member to open the meeting with a word of prayer both Islam and Christian religion. Thereafter, a round of introductions followed immediately where the consultant introduced himself and his team member, the Stakeholders did same by indicating the group they represent.</p> <p>The Consultant expressed his gratitude to the MDAs for full attendance. The Consultant stated the overview of the assignment to prepare RPF/SEP. The Consultant further stated that the SOLID project is to provide suitable solutions and develop documents to provide guide for the project. He said to the MDAs the reason of the meeting with them is to get supports and needed inputs from them as our key stakeholders for the Successful implementation of the project</p>	
<p align="center">Issues/Comments Raised and Response Address during Meeting</p> <p>After presentations, the engagement proceeded to an interactive session where participants are given opportunity to ask questions, comment, seek clarification, and any other concerns and recommendations for project development.</p>	

Table: SEP ENGAGEMENT MEETING

Date	30/10/2024
Venue	Hotel Derivatives and Suites Barrack Road J Adamawa State
Attendance	RPF/SEP Consultant, Green Engagement Limited, Multi-sectoral Crisis Recovery(MCRP),Nigerian Electrification and Regulatory Commission State Project State (NERSP), Ministry of Health, (SMOH), Ministry of Water resources (MWR), Ministry of Environment (SOME),Senior Special Adviser to Government (SSA) Ministry of Communication (MC), Ministry of Youth and Sports(MYS), Ministry of Reconstruction, Rehabilitation, Reintegration and Humanitarian Service (MRRHS) Adamawa Emirate council District Head Jimeta, Village Head yola Village Head Malkohi ,Chairman Internally Displace Person IDPs, Chairman People Living with Disability(PLWD), Nigerian Resources Cross(NRC),Nigerian Security& Civil Defense Corps(NSDC),Nigerian Police Force(NPF), Peace Vanguard(PV),Department of State Security(DSS) Geo-environmental Resources Limited(GERL),Local Government Area Representative(LGAR) National Youth Corps(NYC) IDPs State Secretary(IDPSS) Representatives of NGOs jamial hakeem foundation organization

<p>Picture</p>	
<p>Language of Communication</p>	<p>English and Hausa</p>
<p>Introduction</p>	<p>The team of Saint Global Services Nigeria Limited introduces themselves thereafter, the Ministries, MDAs, NGOs and Security Agency all introduce themselves and their Designation</p>
<p>Overview</p>	<p>The Consultant gave an Overview of SOLID Project to the Stakeholders as the Project is a World Bank Initiatives design to develop RPF/SEP So they can contribute to the Success of the Project, The Stakeholders will respond to World Bank Initiatives as it relates to issues Concerning Livelihood, Infrastructural development and Sustainability.</p>
<p>The SEP Consultant</p>	<p>The consultant Further explain by Stating the likely issues that may Occur during project implementation, He also noted that the need for avoidance of impact during Project activities and provide how to mitigate the likely issues that may be affected, He stated that the development of Resettlement Policy Framework and Stakeholder Engagement Plan will give Smooth execution of the Project.</p>
<p>Response from the Stakeholders Concerns, Recommendations and Conclusion</p>	<p>A Director Forestry from ministry of Environment</p> <p>CONCERNS</p> <ul style="list-style-type: none"> Capacity Building Information Sharing Design Policy for the vulnerable persons Infrastructural Sustainability Involvement for people with Disability Education intervention for schools to be rehabilitated and new construction Entrepreneurship training to sustain the IDPs in the Camp <p>BEST WAY OF ENGAGEMENT SUGGESTED BY STAKEHOLDERS</p> <ul style="list-style-type: none"> Advocacies to relevant Stakeholders Community Town Hall Community enhancement through town criers and Community leaders <p>BEST OPTION FOR LIVELIHOOD</p> <ul style="list-style-type: none"> Improve their farming Activities Skills acquisition like shoemaking, tailoring

SEP ENGAGEMENT MEETING WITH MALKOHI NEW CITY CAMP YOLA TOWN

Date	31/10/2024
Venue	MALKOHI NEW CITY CAMP YOLA TOWN ADAMAWA STATE
Attendance	SEP Consultant, Host Community Chairman Camp, Camp wing Leaders, camp youth, men wing, Religious Leaders, Women leader, youth from the Community and PLWD
Picture	
Language of Communication	English and Hausa
Overview	The staff of ASEMA gave a brief Overview about the visit. Chairman camp also thank the consulting team for coming Self introduction of the participants was done
The RPF/SEP Consultant	The Consultant gave an Overview of the SOLID Project by informing the community of the positive effect of the project and IDPs. He also informs them to expect infrastructural amenities that will come up during the project implementation. He also told them the reason for the visit was to prepare a standard SEP/RPF so that it can help to reach them through the government.
Concerns Pressing Needs and Conclusion from the Stakeholders Consultation	<p>Host community chairman said their major needs are source of livelihood for them</p> <p>The Camp women leader seek for food and additional source of water, also she stated they need the women in the camp to be empowered through trainings Empowerment programs that are needed by IDPs which will include trading activities</p> <p>They need evacuation of their toilet facilities and suck away</p> <p>Livestock and farming is a major way of empowerment in the area</p> <p>They crave for alternative petrol sources that can be used to help them farm in dry season farming considering the prohibitive fuel costs</p> <p>BEST METHOD OF ENGAGEMENT AND FREQUENCY Town Hall and Physical Meetings was their preferred way of engagement on monthly basis</p> <p>WOMEN PARTICIPATION IN DECISION MAKING Women are involved in decision making in the community</p> <p>GRIEVANCE REDRESS MECHANISM The Grievance structure involve Chairman, Traditional rulers and Elders of the Camp, women Leader. But if the aggrieved is not satisfied with the GRM, they proceed to District head</p> <p>There are no restricted areas in their communities and no cultural heritage area of avoidance within the camp and its environment.</p>

	<p>PREPARED WAY TO COMPENSATE</p> <p>The District head allocated land to them but based on need, Cash Compensation is preferable so the seller, can go to another land that suit their livelihood</p> <p>HOW TO ENSURE SUCCESS AND SUSTAINABILITY OF THE PROJECT</p> <p>Establishing Maintenance Committee to maintain and secure the project from pre-implementation and post implementation</p>
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C. CONSULTATION SUMMARY IN BORNO AND YOBE STATES

Identified Stakeholders	Concerns	Roles/Responsibilities
Borno State Ministry of Water Resources	<ul style="list-style-type: none"> Residing by the riverbanks is a serious issue for the ministry 	<ul style="list-style-type: none"> Provision of water to the populace including the IDPs Construction of irrigation facilities Construction of sanitation facilities Capacity building of staff and beneficiaries on water supply and sanitation facilities Sensitization of communities on water-related diseases, hygiene and sanitation Water resources management
Borno State Ministry of Agriculture	<ul style="list-style-type: none"> Non synergy with other related ministry in carrying out compensation on farm productions 	<ul style="list-style-type: none"> Provides guidelines for crop rates Provide alternative cooking stove to curb frequent illegal felling of trees Provide seedlings to assist farmers Administer trainings on farming techniques and other agricultural practices
Borno State Ministry of Works & Housing	<ul style="list-style-type: none"> Non-adherence to building codes (eg. Building 100m from riverbanks) No access to IDP farmlands 	<ul style="list-style-type: none"> Provides housing for the IDPs, civil servants Construction of interconnecting roads Provides support for the Agency in charge of Reconstruction, Rehabilitation and Resettlement Provision of free vehicles for the transportation of IDPs to and fro their farms, with security.
Ministry of Local Government and Emirate Affairs	<ul style="list-style-type: none"> More funding support to enhance productivity 	<ul style="list-style-type: none"> Assists the BOGIS in administration of compensation in the rural areas Security of lives & properties through the LGA services. Assists in resolving grievances that could not be handled at the community level. Rehabilitation and reconstruction of


		<p>houses destroyed by insurgency</p> <ul style="list-style-type: none"> • Regular payment of #30,000 to every PWD in the state • Highlighted the need for wide consultations with key stakeholders, notably traditional rulers, and other interest groups, using face-to-face and social media, at least once a month.
Borno State Geographic Information System (BOGIS)	<ul style="list-style-type: none"> • Government to open up resettlement areas with proper security 	<ul style="list-style-type: none"> • Landuse Act section 3 allows the states to make regulations and legislation on land. • Administers land to interested persons of age • District planning areas under the town planning directorate in BOGIS ensure construction works are in conformity with the lands and grants. • Provides internal & external training on valuation and assessment. • Assists in valuation of improvement on lands and unexhausted leaseholds. • Assists in the Committee for conflict resolution on matters of land • Sensitization of people on land-related matters
Yobe State Ministry of works	<ul style="list-style-type: none"> • Lack of synergy with sister ministries and organizations 	<ul style="list-style-type: none"> • Assist in project location identification with sister agencies • Implementation and monitoring of infrastructural development
CSOs	<ul style="list-style-type: none"> • Lack of coordination between ministries overseeing development projects • Duplication of functions within development projects 	<ul style="list-style-type: none"> • Sensitization of the community on prospective projects and interventions • Assist in mainstreaming SOLID project into community activities • Provision of feedback to institutions and public
Yobe State Ministry of Women Affairs	<ul style="list-style-type: none"> • Not mainstreaming gender into development projects 	<ul style="list-style-type: none"> • Involvement in identification of vulnerable groups, including widows and orphans • Training of women in skills • Provision of start-up kits • Provision of training on the needs for women in schools
Yobe State Ministry of	<ul style="list-style-type: none"> • Lack of machines for waste 	<ul style="list-style-type: none"> • Assist in waste management

Environment	<p>management</p> <ul style="list-style-type: none"> • Capacity building on modern techniques of environmental management 	<ul style="list-style-type: none"> • Hygiene promotion in the camps • Provision of alternative energy installations e.g locally made stoves • Social forestry involving support on improved variety of seedlings • Capacity building on early warnings on climate change. • Flood control
Yobe State Ministry of Basic & Secondary Education	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • Identification of NEEDS in infrastructural development in schools • Provision of instructional materials to schools • Provision of free and compulsory education.
Yobe Ministry of Wealth Creation, Empowerment & Employment generation	<ul style="list-style-type: none"> • Materials for empowerment been sold by beneficiaries 	<ul style="list-style-type: none"> • Capacity building in Arts and crafts • Creation of jobs by giving starter kits • Provision of data on unemployed youths
Yobe State Ministry of Humanitarian Affairs	<ul style="list-style-type: none"> • Lack of engagement with the ministry by related World Bank projects and other relevant organizations 	<ul style="list-style-type: none"> • Ensure the domestication of state IDP policy • Assist in validation of IDP data • Support in livelihood restoration through provision of palliatives • Capacity building/sensitization on disaster mitigation • Support in monitoring and evaluation of projects • Information management and coordination of special services (all security agencies). • Provision of security in identified threat areas. • Coordination of donor agencies, NGOs, etc
Yobe RUWASSA	<ul style="list-style-type: none"> • Need more and modern equipment to enhance productivity 	<ul style="list-style-type: none"> • Assist in water supply and sanitation. • Upgrade of water supply facilities to solar enhanced. • Control of open defecation
Yobe State Ministry of Justice	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • Assist in projecting Rights of individuals • Assist in Grievance Mechanism development • Assist in dispute resolution
Yobe State Ministry of Budget & Economic Planning	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • Coordination of all activities to avoid duplication • Secretariat for entry points of World

		<p>Bank project in the state</p> <ul style="list-style-type: none"> • Advocates for frequent engagement with MDAs, traditional rulers and CSOs, using town hall meetings, Focus Group Discussions, electronic and social media • Existence of Alternative Dispute Resolution Committees, under the Special Adviser on Religious Affairs, Directorate of Citizens' Rights, ISBA Commission, Da'awa Committee, under the Directorate of Religious and Ethical Re-orientation
Yobe State Ministry of Agriculture	•	<ul style="list-style-type: none"> • Formulation & implementation of Agric. Policy • Provision of support in food security • Provision of livelihood support programmes • Conducts market intelligence on agric produce.
YOGIS	• Improper compensation implementation	<ul style="list-style-type: none"> • Provision of Lands to the IDPs and other interested persons • Assist in valuation of assets
Yobe State ministry of Health	• Poor coordination between ministries and W/Bank projects	<ul style="list-style-type: none"> • Assist in design of health infrastructures • Oversight support of construction works • Provision of quality control • Identification of capacity building NEEDS • Provision of HR plan
Yobe State Ministry of Information	<ul style="list-style-type: none"> • Poor Radio signals, hence needs further boosting for wider coverage 	<ul style="list-style-type: none"> • Assist in streamlining of data on IDPs • Information management • Collaboration with MDAs on data collection • Advocacy to relevant stakeholders
All (MDAs, CSOs, PLWDs, IDPs, etc)	<p>CONCERNS FOR SUSTAINABILITY</p> <ul style="list-style-type: none"> • Effective partnership and collaboration • Key stakeholders' ownership of projects • MDAs to create budget lines for operation and 	

	<ul style="list-style-type: none"> • maintenance • Provision of solar energy for boreholes • Effective monitoring and evaluation • Application of the principle of Inclusivity of PLWDs in project planning and design 	
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SEP MINUTES ON THE ENGAGEMENT MEETING WITH BORNO STATE MINISTRIES, MDAs, NGOs, AND SECURITY AGENCIES

Date	22/10/2024
Venue	Amanda International Hotel (Annex) Off Danboa Road, Back of Kwali Kwali Filling Station Maiduguri Borno State.
participation	In attendance were SEP and RPF Consultant, Borno State Ministry of Works, Multi – Sectorial Crisis Recovery Project (MCRP), Borno State Local Government Chieftaincy Affairs, Ministry of Women Affairs and Social Development (MWASD), Borno State Ministry of Environment, Borno State Ministry of Land and Survey Civil Society Organization (CSO), Non-Governmental Organization, North East Development Commission (NEDC).and Traditional Institution, Religion Leaders (CAN and JNI), Security Agencies, Local Government.
	
Language of Communication	English
Introduction	The team of Saint Global Service Nigeria Limited introduced themselves thereafter, the Ministries, MDAs, NGOs, Agencies and Security Agencies all introduced themselves and their Designation

Overview	Mal. Baba Bukar of MCRP gave a little overview of the SOLID Project to the Stakeholders after the opening prayer and introduction session had been made, and asked for their attention so they can contribute accordingly to the success of the project while the stakeholders pledged their readiness to respond to World bank initiative that are human centred especially as it concerns livelihoods enhancement, infrastructural development and sustainability of biophysical and socio cultural environment.
The SEP Consultant	The consultant gave an overview of the SOLID Project by stating the likely issues that may occur during project implementation. He noted the institutional Development plan on how to value impacted lands during the infrastructural Project. He noted the need for avoidance of impacts during work and how to manage the likely identified issues within the project areas. He stated the SEP and RPF development will give smooth execution of the project. He carved for awareness creation, for the possible benefits and how best the project within the State will benefit both the IDPs and the host community thereby, seeking the inclusion of the Stakeholders experience to help get the SOLID Project done. He noted the likely adverse impacts from the project implementation, relating to involuntary displacement. The consultant encourages the MDAs to contribute from their experience and give support to the success of the exercise.
	Consultant further explain the SEP research team geared towards collaboration with the relevant MDAs to help develop a harmonized SEP document in line with international best practices in RPF/SEP and World bank funded projects in Nigeria.
Response from the Stakeholders, Concerns and Conclusion	<p>A religion leader (CAN) suggest the building of mental health Centre and psychosocial support to the IDPs camps. A youth representative also asked what happened to the repented Boko Haram members who the government are trying to integrate into their communities, knowing fully that they were the ones that killed their parent and other relative. A woman asked what happens to IDPs when he or she returns to its Ancestral, after he or she must have enjoyed the infrastructural amenities in the Camp such as good school for their children.</p> <p>REPLY</p> <p>The Consultant replied by saying the project is of two phases which will capture Community host and the IDP, whereby, the IDPs will be taking care of even when they return to their Ancestral homes. Noting that their infrastructural needs like destroyed homes, schools, worship centers etc. will be worked on to give them comfort while returning to their Ancestral homes. The consultant further said that this project is in the formation stage the project will take into cognizance their observations and build their relevant suggestions into the document.</p> <p>CONCERNS</p> <ul style="list-style-type: none"> A) Infrastructural sustainability B) Capacity building C) Entrepreneurship trainings to Sustain the IDPs in Camp D) Type of Infrastructure intended to build for the IDPs and the Host Community E) The percentage and involvement for People with Disabilities (PWD) during project implementation F) Information sharing G) Project Durability H) Design Policy for the vulnerable persons like task prevention I) Sustainable Power supply, ICT, improve communication, provision of washing machines, health facilities should all be factored in while developing any project area during planning J) Education intervention for schools both for the existing schools and the new ones to be developed because the IDP schools has been over stretched by the raising number of students from the IDP and Host community, rehabilitation and expansion of classes K) Community technology driven programs


BEST WAYS OF ENGAGEMENT SUGGESTED BY THE STAKEHOLDERS

- A) Coordination of Stakeholders team in the State
- B) Payment of advocacies to relevant Stakeholders
- C) State coordination inclusiveness from electronically means through stakeholders Mapping
- D) Community enhancement through town criers and community leaders
- E) Community Town Hall meeting

BEST OPTIONS FOR LIVELIHOOD

- A) Improve their farming Activities eg livestock
- B) Health facilities
- C) WASH facilities
- D) Finance for business Procurement bids
- E) Skill acquisition like crafting, shoe making, cap making, tailoring etc.
- F) Supplying aids for the highly impaired persons.


Table: SEP ENGAGEMENT MEETING MINUTES WITH IDP CAMP

Date	22/10/2024
Venue	Shiek El- miskin IDP Camp Old Maiduguri, Jere LGA Borno State.
Attendanc e	SEP Consultants, Camp Elders, Camp Chairman, camp leaders, and religious leaders, PWD , Men from the IDP Camp, Women from IDP Camp, Youths from IDP Camp and MCRP staff.
	
Language of Communication	English, Hausa and Kanuri
Overview	The staff of MCRP gave a brief overview of the visit of the consultant and a slight overview of the project immediately after the opening prayer lead by MAL. Baba Bukar. The camp chairman Mohamed Hashir also thanked the consulting team for coming to their aid. Self-introductions of the participants were done.
The SEP Consultant	The Consultant gave an overview of the SOLID Project by informing the people of the positive effect of the project and the IDPs. He also told the camp IDPs to expect infrastructural amenities that will come up during the project implementation. He assured them that the project will help expand economic growth within the IDP Camp and the host community. In the same vein, he told the stakeholders that no land has been identified till when the implementation commences. He also told them that the reason for the visit was to prepare a standard SEP/RPF so that it can help to reach them through the government and international donors to help develop projects in the camp and host community. He advice the IDP to create a friendly environment.
Concerns, Pressing needs and Conclusion	<p>A) The camp women seek for good shelter and food supply stating that they are going through high level of hunger in the Camp therefore craving for enabling sources of livelihoods</p> <p>B) The camp chairman Mohamed Hashir said their major needs are food, WASH facilities, health facilities. The flood impact to be redress, fear of security when their farm. and he also craved that the source of livelihood should be extended to them,</p> <p>C) Youth from the camp said they need sources of income in order to boost their economic status and end poverty.</p>

	<p>D) A Youth from the Camp said they need a skill acquisition program to help them put food on their table, he further solicited for hospital, school noting that the assessable health facility is some km away from their camp.</p> <p>E) A youth from the camp crave for lightning within the the IDP Camp.</p> <p>F) They request that they should not be left out during the project implementation, and they are also in need of skill acquisition too.</p> <p>G) In conclusion they agreed that when engaging them, they should be communicated with through the camp leaders and Town Hall for meetings.</p> <p>GENERAL CONFLICT RESOLUTION The resolution channel is done through the Elders and Camp management of the camp, and the women are allowed to play part in resolution settling. No restricted areas in the camp</p> <p>ASSOCIATION OF DISABILITY No existing Association of disability for the IDP Camp</p> <p>SUSTAINABILITY OF PROJECT AND SUCCESS OF THE PROJECT</p> <p>A) They advised that recruiting their youths, that would be trained to monitor the project facility and involvement of the elders into the project will help propagate project sustainability and give them ownership of the project.</p> <p>B) They also suggested that the security guard of the work process should be picked from their camp and continuous collaboration with the community would help the project implementation success.</p>
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Table: SEP ENGAGEMENT MEETING MINUTES WITH THE OLD MAIDUGURI LGA

Date	22/10/2024
Venue	The Old Maiduguri District Head. (Kelli Ibrahim)Palace
Attendance	SEP consultants, Host community members, District Head representative Men and Religious leaders in community, Youth wing from the community, and staff of MCRP state and Federal PIU

	
Language of Communication	English, Kanuri and Hausa
Overview	<p>The MCRP officer gave a brief overview of the SOLID Project after the opening prayer and self-introductions were made. The representative of the royal father (Wakili sarki) welcomed the entire team and prayed for the success of the project. He promises his support and encourages the consultant to ask the needed information for the project implementation exercise.</p>
The SEP Consultant	<p>The consultant explained that the SEP Exercise includes an array of stages and procedures to make sure that the correct and actual issues are captured to help develop the framework. The team will need to determine which locations, persons, and properties would be affected by the proposed implementation works.</p> <p>The areas that will need to be addressed during involuntary displacement will be addressed through the existing compensation plan from the host community.</p> <p>The Consultant assured the Stakeholders that the SOLID Project will help improve the existing amenities on the ground and give them a better life in the host community.</p> <p>He also made mention of the Grievance and the ways to address them shall be done using the existing redress mechanism in the host community</p> <p>Lastly, he motivated the host community that the economic status of the community shall be positively boosted.</p> <p>Furthermore, he appreciated their effort and asked for their undiluted support for the success of the project.</p>
Concerns, Pressing Needs and Conclusion	<p>A) Host Community Chief crave for hospital or health care centre, job creation, skill acquisition in areas of tailoring, shoe making, wilding, Market and schools</p> <p>B) Youth pleaded for scholarships to help further their education and grants Empowerment to help the Artisans among them, improved farm tools for the farmers among them.</p>

	<p>C) Host community women seek for livelihood boost supports for grain business, farming inputs.</p> <p>D) He hinted on likely risks that may arise during implementation and environmental risks like involuntary land acquisition which might affect landowners and some others farmland which might be their source of livelihoods</p> <p>BEST METHOD OF ENGAGEMENT AND FREQUENCY They agreed the meetings should be held in the community Town Hall..</p> <p>GRIEVANCE REDRESS MECHANISM The women are involved in grievance redress process. Grievances are settled through coming to the paramount ruler.</p> <p>PREFERRED WAY TO COMPENSATE AND DELIVER COMPENSATION They agreed that compensation should be done by mutual understanding between the landowner and the buyer to avoid grievance.</p> <p>HOW TO ENSURE SUCCESS AND SUSTAINABILITY OF THE PROJECT Integrating the host community will help to the success of the project and the community youth engagement will sustain the project implementation.</p>
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SEP ENGAGEMENT MEETING MINUTES WITH CUSTOM HOUSE IDP CAMP JERE LGA BORNO STATE

Date	23/10/2024
Venue	CUSTOM HOUSE IDP CAMP
Attendance	RPF and SEP Consultant, Camp Chief, Camp manager, Camp community men, traditional/religious leaders Camp women wing, Camp Youths, PWD and MCRP Staff
	
Language of Communication	English, Kanuri and Hausa

Overview	The Camp manager gave a brief overview of the SOLID Project immediately after the opening prayer was led by the camp Imam, and self-introductions took place shortly after the prayer.
Concerns, Pressing Needs and Conclusion	<p>The consultant explained that the SEP Exercise by giving an overview, tracing the need for engaging the IDPs to help carry out an effective plan before implementation work, he noted that an array of stages and procedures to make sure that the correct and actual needs are to be captured to help develop the plan. The team will need to determine which locations, persons, and properties would be affected by the proposed implementation works. As a result, leaders and youth groups from both Host community and the IDPs need to be engaged and properly informed in an interactive session. He further notified them of the positive impact the project will bring to the Camp which will result into economic boost within the camp and their immediate environment at large and it will help combat the poverty rate where they will be part of the work force during implementation as local content from the camp community shall be factored in while planning.</p> <p>He also assured them that any issues that may arise due to involuntary resettlement will be compensated using the existing compensation mechanism. He ended by asking that the Stakeholders should be free to express their pressing needs.</p> <p>PRESSING NEEDS</p> <p>A) The youth asked for water and other WASH facilities, power, Agricultural facilities, expansion of existing classrooms to accommodate both the IDP pupils Hospital and other health facilities, skill acquisition program and empowerment and others livelihood support programs.</p>
	<p>B) Camp leaders are concerned with the education system, alternative cooking sources to mitigate harvesting economic trees in the camp, expansion of classroom and teachers.</p> <p>C) IDP women advocacy for food and disinfectant like Izzal, Dettol to help avoid water related disease like cholera, diarrhoea etc.</p> <p>D) Another area of concern was Electrification to help boost some developed skills like barbing, handworks, tailoring, shoe making, etc.</p> <p>ENGAGEMENT AND BEST METHOD OF FREQUENCY They demand that they should be engaged physically, and it should be done using their Town Hall for the meetings and through their leaders.</p> <p>WOMEN PARTICIPATION IN DECISION MAKING The women are fully engaged when decisions are to be made.</p> <p>GRIEVANCE REDRESS MECHANISM The only existing channel of addressing grievance is through the Elders forum.</p> <p>ENSURING SUCCESS AND SUSTAINABILITY OF THE PROJECT They advocated to be part of the labour force that will be in the unskilled labour on the project site. They also demand stipends to motivate them, and full collaboration in the area of security to help the protection of project properties.</p> <p>Furthermore, he appreciated their effort and asked for their undiluted support to the success of the project.</p>

SHRI GLOBAL SERVICES NIGERIA LIMITED
PURPOSE: PREPARATION OF RPF & SEP FOR SOLID PROJECT
LOCATION: ORTISE IDP CAMP, GUMA L.G.A.
DATE: 18-10-2024

S/N	NAME	SEX	ORGANISATION/DESIGNATION	EMAIL ADDRESS/PHONE NUMBER	SIGNATURE/DATE
1	ORIAN ANZUMBECK MOSES	M	Host youth member	07043002423	[Signature] 19/10/24
2	LOKIM TERAGU	M	Host youth member	0712757375	[Signature] 19/10/24
3	ADEM TERKUNA	M	HOST YOUTH MEMBER	0403051926	[Signature] 19/10/24
4	AYYMA ALAFI	M	=	0914273954	[Signature]
5					

MULTISectoral CRISIS RECOVERY PROJECT (MC/CRP) UNDER NORTH-EAST RECOVERY AND STABILITY PROGRAM (NERSP)
GLOBAL SERVICES NIGERIA LIMITED
PURPOSE: PREPARATION OF RPF & SEP FOR SOLID PROJECT
LOCATION: ORTISE IDP CAMP, GUMA L.G.A.
DATE: 18-10-2024

NAME	SEX	ORGANISATION/DESIGNATION	EMAIL ADDRESS/PHONE NUMBER	SIGNATURE/DATE
ABUWA MAJE TERJA	M	BSEMA/CAMP MANAGER	08103002423	[Signature] 19/10/24
redzua -m Benedicta	F	BSEMA/child protection	08103002423	[Signature] 19/10/24
ABILA TERFA SAMUEL	M	CAMP CHAIRMAN	08030707124	[Signature] 19/10/24

7	KWASHIYER UBERIYEH	M	Block P Leader	0707539235	17-10-24
8	KPEMYOJAH RAPHACE	M	BLOCK P	0807259526	17-10-24
9	Bambou Ulihi	M	Block leader	0716030207	17-10-24
10	AMENA NOSU	F	Assistant Block leader	07030346606	17-10-24
11	Alwa Sechuse	F	Assistant Block leader	07027022324	17-10-24
12	APENASUGH KUNLE	F	Woman leader	08073680274	17-10-24
13	Deyiman Adem	F	Assistant L Block	08071235358	17-10-24
14	SHIMINENGE UDEOR	F	Woman Leader	08189895605	17-10-24

Shua Ibrahim Dza	M	CAN/Christian	0706632057	17/10/24
Amuel Npatusen	M	Church elder	07025164556	17/10/24
John Kuman	M	elder	0916029157	17/10/24
Stephen Festula	M	Block leader	0816364567	17/10/24
Artse M. Patrick	M	IDPS Volunteer Teacher	0815432403	17/10/24
R TERSEFF FELIX	M	Y/member	08136953264	17/10/24
Wase moughan Fabien	M	Youth Leader	09030213245	17/10/24
Ag Tyover	M	Youth member	09078892436	17/10/24
AGP Godwin	M	member	09135750025	17/10/24

Annex 2: Attendance Sheets

MULTISECTORAL CRISIS RECOVERY PROJECT (MCRP) UNDER NORTH-EAST RECOVERY AND STABILITY PROGRAM (NERSP)
 SAINT GLOBAL SERVICES NIGERIA LIMITED
 PURPOSE: PREPARATION OF SEP & RPF FOR SOLID PROJECT
 LOCATION: MALKOTI NEW CITY CAMP ABANKWA JOLA SOUTH LGA
 DATE: 21-10-2024

S/N	NAME	SEX	ORGANISATION/DESIGNATION	EMAIL ADDRESS/PHONE NUMBER	SIGNATURE/DATE
1	Salamatu Sulaman	F	IBF / Woman leader		✓
2	AISHA UMARU	F	IDF Malkoti	09129402382	AI
3	Hanna Ademu	F	IDF Malkoti	0701008705	H
4	Rabi Ali	F	IDF Malkoti		
5	Amma Malik	F			
6	Zawa Abbas Gamba	F		091014483265	
7	Maimuna ALDULLAH	F			
8	Hadiya	F		07080912092	
9	Kattinu Hauru	F		07015222657	
10	Muyam Bulcar	F			
11	Aisha Bana Ali	F			
12	Adama Ibrahim	F			
13	Hurera Adamu	F			
14	Habiba Ibrahim	F			

MULTISECTORAL CRISIS RECOVERY PROJECT (MCRP) UNDER NORTH-EAST RECOVERY AND STABILITY PROGRAM (NERSP)
 SAINT GLOBAL SERVICES NIGERIA LIMITED
 PURPOSE: PREPARATION OF SEP & RPF FOR SOLID PROJECT
 LOCATION: REGINE STATE BUREAU FOR INTERNATIONAL COOPERATION & DEVELOPMENT
 DATE: 17-10-2024

S/N	NAME	SEX	ORGANISATION/DESIGNATION	EMAIL ADDRESS/PHONE NUMBER	SIGNATURE/DATE
1	Eng. Saka Oll		MOH+UD	08066110147	
2	Eng. Oluhina Ogbun			08066110147	
3	Hon. Vaem Eges Terseco		Guma Local Gov	08033470526	
4	Benjamin Adoo	M	Abankwa	08033470526	
5	Titi Ogwuche	F	BICD	0803682862	
6	Hanan Jessica	F	CSOB	09064205024	
7	Hon. Ben Amie	M	JONAPWD	0706166551	
8	Hon. Dennis Agaga	M	JONAPWD	08033470526	
9	Abdul Isaac T.	M	BICD	08033470526	
10	Julie Okenyi	F	BICD	08033470526	
11	Robert Usman	M	BSSB	08068114736	
12	Garba Auwalu	M	MOF	08033773297	
13	Drum Oxi	F	BICD	08033470526	
14	LAWRENCE AMEH OGWUCHE	M	BASG - Dep Gov Office	08023020145	

MULTISECTORAL CRISIS RECOVERY PROJECT (MCRP) UNDER NORTH-EAST RECOVERY AND STABILITY PROGRAM (NERSP)
 SAINT GLOBAL SERVICES NIGERIA LIMITED
 PURPOSE: PREPARATION OF SEP & RPF FOR SOLID PROJECT
 LOCATION: MALKOTI NEW CITY IBP CAMP ABANKWA JOLA SOUTH LGA
 DATE:

S/N	NAME	SEX	ORGANISATION/DESIGNATION	EMAIL ADDRESS/PHONE NUMBER	SIGNATURE/DATE
1	Umaru Abubakar	M	Chairman	0812023323	
2	Musa Tello	M	Secretary	08020894003	
3	Mohammed Hadamu	M	Adnamika	0702444476	
4	Umar Karimu	M		0708527963	
5	Sale Abdullahi	M		09077581093	
6	Amadu Tello	M	Bullama	08126784765	
7	Ali Wasa	M		08070849991	
8	Alga Nausa	M		08028509505	
9	Alhaji Kaka Difa	M		08140197981	
10	Umaru Lawan	M		09027289720	
11	Mohammed Sale	M		08036663870	
12	Musa Bidi	M		08028526444	
13	Umaru Adamu	M		09019780276	
14	Bullama Ibrahim	M	Bullama		

ATTENDANCE SHEET

COMMUNITY/GROUP: SOLID PROJECT

VENUE: Amada International Hotel, Hall 3

DATE: 22/10/24

S/N	NAME	ORGANIZATION	DESIGNATION	PHONE NUMBER	EMAIL	SIGNATURE
1	BABA BUKAR IANAKH	MCRP	ESO	08030932283	ianakh@solidproject.com	[Signature]
2	PCC OBE NDUBUISI	NSCDC	HEAD TRAINING	08034451447	ndubuisi@solidproject.com	[Signature]
3	Amadu Musa Talib	MCRP	S.S.S	08034451447	amadamusa@solidproject.com	[Signature]
4	Fauziyya Ahmed	GERI	C.P.D	08031135253	fauziyya@solidproject.com	[Signature]
5	Ibrahim Muhammad Mafa	Ministry of Health & Wellness	DIRECTOR	08031978828	ibrahim@solidproject.com	[Signature]
6	Bukar Anwar	NSCDC	Secretary	08032409780	anwar@solidproject.com	[Signature]
7	BABAGANA KOZO	NSCDC	FIN SECRETARY FIN SEC.	08038320885	babagana@solidproject.com	[Signature]
8	Kabiru A. Ali	Ministry of Health & Wellness	UDCC	0803577277	ali@solidproject.com	[Signature]
9	MUHAMMAD - BASHIR	NSCDC	DIRECTOR	08037268244	bashir@solidproject.com	[Signature]
10	Rev Abraham E. Ogah	CAN	VICE CHAIR	08028957244	ogah@solidproject.com	[Signature]
11	Nwagwu Ibrahim Umar	MCRP-BO/AA			umari@solidproject.com	[Signature]
12	Thi Medu Usman Chavoni	BSUPB/TA/BP	TH/ABP	080610483707	chavoni@solidproject.com	[Signature]
13	Moh. D MALA Ibrahim	C.J.I.F		08027252225	malad@solidproject.com	[Signature]
14	Emr. Hafsan Usman	BOWDI Programs		08032219827	hafsan@solidproject.com	[Signature]
15	Atsumu Saikun	FIDA	SEC	7606	saikun@solidproject.com	[Signature]

ATTENDANCE SHEET

COMMUNITY/GROUP:

VENUE:

DATE:

S/N	NAME	ORGANIZATION	DESIGNATION	PHONE NUMBER	EMAIL	SIGNATURE
16	Bako Amos	Bank Global Services Ltd	Consultant	08092532411	amos@solidproject.com	[Signature]
17	Bukar Lawan Musa	NEOC	Regional	08032527449	bukar@solidproject.com	[Signature]
18	Salifu Ibrahim Muhammad	MCRP	Procurement	08032527449	salifu@solidproject.com	[Signature]
19	Muhammad Maslumiyo	MCRP	S.S.S	08032527449	maslumiyo@solidproject.com	[Signature]
20	Shelw Yahu Ya	MCRP	S.S.S	08032527449	shelw@solidproject.com	[Signature]
21	Emmanuel Goodwill C	Global Engage		08032527449	emmanuel@solidproject.com	[Signature]
22	Ibrahim Abubakar Azusa	Global Engage	S.S	08032527449	ibrahim@solidproject.com	[Signature]
23	Bukar A. Bukar	KONOWA LSA/SSA		08028957244	bukar@solidproject.com	[Signature]
24	Hon. Hilda Mada Teta	M.C.G		07030359887	hilda@solidproject.com	[Signature]
25	Yamir Jerry Andrew	MCRP	S.S.S	08032527449	yamir@solidproject.com	[Signature]
26	Umar Lukman Babiker	MCRP	ESS	08032527449	umar@solidproject.com	[Signature]
27	Babagana BonLaw	JERE	D/SA	08032527449	babagana@solidproject.com	[Signature]
28	Atima Tugun	MCRP	SSO	08032527449	atima@solidproject.com	[Signature]
29	Mohammed Mohammed #	NSCDC	Director	08032527449	mohammed@solidproject.com	[Signature]
30	Alhaj. Musa	MCRP	Trainer	08032527449	alhaj@solidproject.com	[Signature]

ATTENDANCE SHEET

COMMUNITY/GROUP:

VENUE:

DATE:

S/N	NAME	ORGANIZATION	DESIGNATION	PHONE NUMBER	EMAIL	SIGNATURE
31	Huseaini Mustapha Atkali	Mafa Lga	DSGA	08032032377	huseaini@solidproject.com	[Signature]
32	Bashir Abubakar Mafa	Mafa Lga	CPD	08091832111	bashir@solidproject.com	[Signature]
33	Mohammed GaiSa Yimir	BOGIS	DSG	08036985436	mohammed@solidproject.com	[Signature]
34	Anna Sheriff Modu	MCRP-SS/comm	SS staff	08032527449	anna@solidproject.com	[Signature]
35	Zanna Halima Boguma	BRC	Rep. y/HRH	0802219827	zanna@solidproject.com	[Signature]

DISAL CRISIS IS RECOVERY PROJECT (MCRP) UNDER NORTH-EAST RECOVERY AND STABILITY PROGRAM (NERSP)

OPERATION OF RPF & SEP FOR SOLID PROJECT

ESC IDP CAMP CHINA LGA

2024

NAME	SEX	ORGANISATION/DESIGNATION	EMAIL ADDRESS/PHONE NUMBER	SIGNATURE/DATE
19	Nauwkaq	F Asst Block A	08066752044	19/10/2024
20	Orya	M Disable Person	08066752044	20/10/2024
21	AWASA	F Disable Person		
22	Daniel	M Chairman Special need	0903512254	19/10/2024
23	Terker Arkhule	M Sec. Special needs	08065443936	19/10/2024
24	Uhembe	F Woment leader Special needs	08022634938	R/HT
25	Shacina	M member	08032527449	19/10/24

Annex 3: Photo Gallery

Consultations and Visitions in Yobe (1st row) Borno (2nd and 3rd row) States Respectively





Consultations and Visitions in Adamawa (1st and 2nd row) and Benue States Respectively





