**Caribbean Efficient and Green-Energy Buildings Project   
(P179519)**

***Guyana*  
*DISCLOSURE DRAFT*  
Stakeholder Engagement Plan (SEP)**

**August 21, 2023**

1. **INTRODUCTION AND PROJECT DESCRIPTION**

**Country Context:** Guyana has some of the highest electricity rates in the Americas and is about 97% dependent on imported fossil fuels. Using natural gas as a bridge away from heavy fuel oil, followed by the Amaila Falls Hydropower Project and an expansion of solar, wind and biomass, Guyana will see a massive expansion of renewable energy across the country. By 2030, energy use can increase five-fold with greenhouse gas emissions staying approximately flat – one of the world’s highest levels of decoupling of economic growth and fossil fuel use for energy.

Without this transition away from today’s energy sources, both greenhouse gas emissions and consumer costs will stay very high because of a reliance on imported Heavy Fuel Oil (HFO) and diesel for electricity generation in the 12 public grids operated by Guyana Power and Light (GPL) and Hinterland Electrification Company Inc (HECI). Expenditure on these fuels was approximately US$ 150 million in 2021. The Demerara Berbice Interconnected System (DBIS) is the largest of the public grids and accounts for 78% of the total cost. The DBIS peak power was 135.7 Megawatts (MW) in 2021 and it is estimated that the peak load by 2025 will be 407MW. The DBIS has currently 205MW of firm capacity. However, some of that capacity is from aged generators with low reliability. It has been estimated that a new 300MW of firm capacity will be needed to cover the demand increase, the retirement of aged generators and to improve the grid’s reliability.

Guyana’s Low Carbon Development Strategy (LCDS) 2030 sets forth 4 pillars towards a new low carbon economy: (i) creating new incentives through ecosystem services for a low carbon economy; (ii) protecting against climate change and biodiversity loss; (iii) stimulating future growth through clean energy and low carbon development; and (iv) aligning with global climate and biodiversity goals. Pillar 3 focuses on growth based on clean, renewable energy.

Guyana is now implementing a strategy of decoupling economic growth from using fossil fuels for electricity by developing low-carbon energy resources (solar, hydropower, wind, biomass, and natural gas) to meet rapidly rising demand and keep greenhouse gas emissions low. This is being done through a combination of: (i) investment in transformational energy infrastructure across the generation and transmission systems; (ii) fiscal incentives and government policies to support the use of renewable energy at the level of households and businesses; (iii) investments to improve energy efficiency.

**Project Description, Development Objective, and Components:** The Caribbean Efficient and Green Energy Buildings Program is a regional Series of Projects (SoP) designed to address common challenges in the energy sector that countries in the region face. The SoP’s programmatic framework is scalable, allowing countries in the region to join at different times. The proposed first project in the series: The Caribbean Efficient and Green-Energy Buildings Project (hereafter referred to as the Project) will support investments in EE measures and distributed solar photovoltaic (DPV) systems installed on rooftops or in public spaces for Guyana, Grenada, and St. Lucia as well as technical assistance activities within these countries and via the OECS.

The objective of this Series of Projects and Project Development Objective (PDO) are to enhance the efficiency of energy use in public buildings and increase the RE supply for public buildings in the project countries. In Guyana, the project comprises of the following components:

**Component 1 (≈US$32.2MM for Guyana):**  Promoting investment in EE measures and distributed renewable energy (DRE) systems for public buildings. In Guyana, Component 1 activities will include EE retrofits and distributed renewable energy (DRE) systems in public buildings, specifically:

1. Technical assistance for identification, design, construction, and operation phases.
2. Investments in passive and active EE measures (including improvements in building control systems), DPV systems, solar water heater systems, battery storage and safe disposal of used equipment and materials.
3. Capacity building to integrate and manage DRE, develop modern energy-management system

Activities under Component 1 will include interventions initially at 14 public buildings followed by interventions at additional public buildings to be identified in due course at various locations in Guyana (Annex 1 is a list of proposed sub-project sites).

**Component 2 (US$ 2MM):** Regulatory Framework Development and Gender Support. Technical assistance for the development of the institutional and regulatory framework to support EE and RE investments, market development, and capacity to implement the investments at regional and national levels.

**Component 3 ($2MM):** Project Implementation Support, Pipeline Development, and Capacity-Building. This component will support national and regional project implementation units (PIUs) in the management and implementation of the Project and associated activities. The regional PIU will also provide support to build investment pipelines in the region for the next project in the series, and capacity development of participating regional institutions and regional knowledge sharing events and forums.

The total project cost is an estimated US$ 97.45MM (IDA loan: US$ 84MM; IDA Grant: US$4MM; Canada-World Bank Clean Energy and Forests Climate Facility (CCEFCF) loan: US$8.2MM: other grants: US$1.25MM) and is expected to be approved by the WB board in December 2023. The Caribbean Efficient and Green-Energy Buildings Project is being prepared under the World Bank’s Environment and Social Framework (ESF). As per the Environmental and Social Standard ESS10 on Stakeholder Engagement and Information Disclosure, the implementing agencies have prepared this Stakeholder Engagement Plan (SEP).

This SEP should be read together with other plans prepared for the Project, including the Environmental and Social Management Framework (ESMF), the Labor Management Procedures (LMP) and the Environmental and Social Commitment Plan (ESCP).

**2. STAKEHOLDER IDENTIFICATION AND ANALYSIS**

**Objective:** The overall objective of this SEP is to define a program for stakeholder engagement, including public information disclosure and consultations throughout the entire project cycle. The SEP outlines the ways in which the project team will engage with stakeholders and includes a grievance management mechanism by which people can raise concerns, provide feedback, or make complaints about any activities related to the project. Additionally, this SEP outlines activities that aim to proactively raise awareness and provide training on energy efficiency and resilience for the general public, ministry staff and other relevant stakeholders.

## 2.1 Methodology: As part of best practice approaches, the project 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. This SEP is a living document that will be revised as needed and throughout the project cycle based on feedback from project stakeholders.

## For the purposes of effective and tailored engagement, stakeholders of the project have been identified and are divided into the following core categories: project-affected parties, other interested parties, and disadvantaged/vulnerable groups. Table 1 details these three categories at each of the types of proposed institutions.

**2.2. Project-affected parties**: Project-affected parties (PAPs) include persons, groups and other entities within the project’s area of influence that are directly influenced (actually or potentially) by the project and/or have been identified as most susceptible to change associated with the project. They need to be closely engaged in identifying impacts and their significance, as well as in decision-making on mitigation and management measures. Within the scope of the project, PAPs include a wide range of individuals and organizations that will be engaged throughout the project cycle.

The **day-to-day staff and users of the selected sites** will be consulted to provide feedback on what types of EE equipment can facilitate a reduction in energy costs. **Vendors operating on or near the selected sites** will be consulted to ensure that their livelihoods are not compromised during project works as well **residents and businesses** to ensure that they are not negatively affected by project works.

Stakeholders such as **building managers, electricians and maintenance personnel and/or administrative personnel** are present in all the sites and will especially be an integral part of the stakeholder engagement activities. These individuals are knowledgeable of the energy infrastructure currently in place and have a more complete understanding of the energy consumption patterns and needs of their worksites. They will provide an important source of feedback during all phases of the project and can also serve as site-level focal points for the PIU. Under Component 1(iii), the project will also implement capacity-building activities for those vocations that will be directly charged with installing and maintaining this new EE/RE equipment. **Building and engineering trades unions/associations** will also be consulted in designing and implementing these capacity building activities.

Engagement with educational institutions, includes consultations with **school staff, students, and parents**. **Vocational students** will be directly impacted by the project as they would be included in the project’s capacity building activities. Science club students will be promoting EE/RE technologies through science fairs, essay competitions and other activities to promote behaviors and attitudes on energy conservation and RE.

The **Guyana Power and Light (GPL),** a publicly owned utility company in Guyana, will be impacted by the results of the project and thus, will also be included in project consultations. Guyana’s **Solid Waste Management Authority** within the Ministry of Local Government and Regional Development will be consulted on the regional waste management strategy developed under the project. The **Guyana Fire Service** will be consulted on how to build national capacity around fire issues surrounding RE/PV technologies. Finally, the Project will consult with the **Government Electrical Inspectorate (GEI)**, the electrical safety body within the Ministry of Public Works and the Industry’s Electrical Safety Authority and Regulatory Body. Through its maintenance division, it is tasked with carrying out routine electrical maintenance, the preparation of electrical estimates and designs, supervision of contractual works and consultation for Government Buildings.

**2.3 Other interested parties:** The projects’ stakeholders also include individuals/groups/entities that may not experience direct impacts from the project but who consider or perceive their interests as being affected by the project and/or who could affect the project and implementation in some way. The following stakeholders under this category will also be included in the stakeholder engagement activities:

* NGOs and civil society groups, especially those working on energy efficiency and climate change, such as the Private Sector Commission, Conservation International, Youth Challenge Guyana, Volunteer Youth Corps, and the University of Guyana.
* Local government entities and other community leaders that represent the local communities/PAPs, to protect the rights of inhabitants in the project area and to receive and address any project-related feedback and grievances from them
* Although proposed works under the Project would not require permits, Guyana’s Environmental Protection Agency (EPA) will be informed and consulted on Project activities
* Private sector entities that would be interested in procurement and supply chain issues related to the project as well in supporting the transition to EE/RE technologies within the tourism sector and at the household level
* Development partners that currently have projects or interest in the sector, such as the InterAmerican Development Bank (IDB), the Islamic Development Bank (IsDB), Caribbean Community (CARICOM) Secretariat, Caribbean Centre for Renewable Energy and Energy Efficiency (CCREEE), International Solar Alliance (ISA), The Energy and Resources Institute (TERI), Latin American Energy Organization (OLADE), German Agency for International Cooperation (GIZ), United Nations Development Programme (UNDP), Caribbean Development Bank (CDB), Caribbean Community Climate Change Centre (CCCCC) and the International Renewable Energy Agency (IRENA).
* Various mass media outlets (such as newspapers, radio shows and television channels/shows), to inform residents in the project area and the wider public about planned project activities. The Department of Public Information (DPI) would be utilized to broadcast public consultations and disseminate Project information.
* The general public, to inform them of the general socio-economic impacts of the project, and to include in educational/outreach activities to support energy conservation
* Related ministries and government agencies such as the Guyana Water Incorporated and the Ministries of Education; Health; Labour; Human Services and Social Security; Public Service; and Finance.
* Internal stakeholders include project staff; supervision consultants; contractors; sub-contractors; service providers, suppliers, and their workers.

**2.4 Disadvantaged/vulnerable individuals or groups:** Disadvantaged/vulnerable individuals or groups are potentially disproportionally affected and less able to benefit from opportunities offered by the project due to specific difficulties to access and/or understand information about the project and its environmental and social impacts and mitigation strategies.These stakeholders may require special engagement efforts to ensure their equal representation in the consultation and decision-making process associated with the project. Within the Project, the vulnerable or disadvantaged groups may include but are not limited to the following:[[1]](#footnote-2)

**Women in the energy sector:** Component 2 of the Project will specifically provide technical assistance to advance women's role in the energy sector in Guyana through scholarships and apprenticeship programs. Potential activities would combine scholarships and apprenticeship programs to allow women to earn the year of experience required to become certified electricians.

To support these activities of the Project, consultations would include meetings with the Ministry of Public Service (PSM) and the Ministry of Human Service and Social Security (MHSS) to discuss gender support nationally in alignment with the Project’s objective. The PSM disseminates scholarships nationally, including scholarships for bachelor’s degrees in mechanical and electrical engineering and MHSS has developed the WEEP (Women’s Economic Empowerment Program), which previously trained women in PV installation in Guyana. Additionally, the MHSS will assist GEA in identifying the target group of women for these proposed activities under Component 2. Consultations with women who would be directly impacted under these activities will also take place and will include the provision of stipends to incentivize their participation.

In addition, the Project envisions that the following group of stakeholders will require special considerations in designing engagement activities under the Project:

* **Primary school age children**, who may not be fully literate or capable of understanding technical language around energy
* **Persons with disabilities** such as those that are physically or visually impaired

As the Project progresses, vulnerable groups within the communities affected by Project activities will be further confirmed and consulted through appropriate means.

Description of the methods of engagement that will be undertaken by the project is provided in the following sections.

**Table 1 Project Stakeholder Disaggregation**

|  |  |  |  |
| --- | --- | --- | --- |
| **Type of Institution** | **Affected Parties** | **Other Interested Parties** | **Disadvantaged/Vulnerable Groups/individuals** |
| **General and**  **Cross-cutting Stakeholders** | * Guyana Power and Light (GPL) * Individual ministries which own the buildings * Building managers/electricians * Guyana Solid Waste Management Authority * Sub-project neighboring residents/businesses * Day to day users of the buildings | (External)   * General public * Ministries and Government agencies * Local government entities * Media * Private Sector Donors * NGOs /Civil Society   (Internal)   * Project Staff * Supervision Consultants Contractors * Sub-contractors * Service providers, suppliers and their workers | * Women in the energy sector * Persons with disabilities |
| **Government Office Buildings** | * Building managers/electricians * Civil Servants working in building * Project workers, especially those employed by contractors when civil works begin * Vendors operating on and outside the buildings * Citizens visiting the complex for administrative purposes |
| **Ministry of Health Warehouses** | * Staff (management, administration, auxiliary staff) * Building manager/electricians * Vendors operating on and outside the buildings |
| **Healthcare Institutions** | * Hospital staff/administrators * Staff, especially for medical stations/administrators * Building manager/electricians, grounds keepers * Health and safety person(s) looking after maintenance of the building and hospital safety procedures * Medical station staff and neighboring community/businesses * Vendors outside of sub-project sites |
| **Educational Institutions** | * Building manager/electricians * Teachers, especially vocational teachers * Auxiliary staff, including maintenance, cleaners, etc. * General student body * Student council/ Student union * Environmental clubs/Science clubs/4H Groups * Vocational Students * Contractors that work within schools * Vendors in school compound | * Ministry of Education * Teachers’ Union/Other representative teachers’ bodies * Trade union representing auxiliary staff (National Workers Union) * Parent Teacher Associations * National Students’ Council   (Also includes the list of “Other Interested Parties” in the line above) | * Persons with disabilities * Primary school age children, especially those with learning challenges/difficulties |

## 3. STAKEHOLDER ENGAGEMENT ACTIVITIES

The project will utilize a variety of stakeholder-specific mediums in the stakeholder engagement process such as sectorial-level public consultations, focus groups and information disclosure throughout design, implementation, and operational phases of the project.

### **3.1. Summary of stakeholder engagement done during project preparation:** The objectives of the stakeholders’ consultations during project preparations are as follows:

• To inform stakeholders of the proposed project

• To garner stakeholders’ input on the project design and activities

• To identify or clarify project-affected persons, other interested parties and disadvantaged/vulnerable groups

• To foster broad based ownership of project and its outcomes

The first phase of consultations would include a virtual meeting with the aim of creating awareness and sensitization of the Project, including to present Project objectives and activities and to identify specific counterparts from each of the selected buildings (such as Ministry officials, heads of agencies and the Regional and Neighborhood heads responsible for the sector). A second in-person consultation will take place with the Project counterparts identified in the first consultation. These consultations will also serve as an opportunity to present the Project’s grievance management process, gather feedback on other potential impacts and risks not yet identified in the Environmental and Social Management Framework and (ESMF) and Labour Management Procedures (LMPs). This feedback will be recorded and considered by project staff and a summary of the main recommendations received will be integrated into the Stakeholder Engagement Plan and provided in Annex 2.

### **3.2. Summary of methods, tools and techniques for stakeholder engagement:** The stakeholder engagement activities under the Project have three objectives: information disclosure on the Project activities, gathering feedback from stakeholders and finally, to induce a series of changes in behaviours and perceptions that support the objectives of the Project. To this end, the proposed engagement activities employ a range of formats, depending on the activity objective and the needs of stakeholders. These include formal, in-person meetings with government counterparts, site-level consultations with the sub-project site users, focus group meetings, site visits/building walk-throughs as well as perception surveys during and after implementation. Additionally, a series of communications activities and tools will aim to reach the general public on themes around energy conservation and efficiency. Table 2 outlines the proposed stakeholder engagement activities under the Project.

### **3.3 Stakeholder engagement plan:** Table 2 outlines the timeline of stakeholder activities that will take place under the Project.

**Table 2 Stakeholder Engagement Activities**

| **Timeline**  (Project stage) | **Topics** | **Methods Used** (Objective: Information disclosure, Feedback, Behavior Change) | **Target stakeholders** | **Responsibilities** |
| --- | --- | --- | --- | --- |
| Prior to commencement  of project activities  (Preparation) | Project Objectives/ Activities  Stakeholder Engagement Plan and Grievance Management Mechanism  Environmental and Social Management Framework (ESMF)  Labor Management Procedure and Grievance Mechanism for workers | Information will be disclosed, and feedback gathered via:   * Face-to-face meetings * Presentation during school assemblies * Email communication * The project’s website   (Information disclosure, Feedback) | PAPs such as Ministry Officials, Education Officers, Regional Democratic Heads, Neighborhood Democratic Councils, Heads of Agencies or Institutions, Principals, Health Officers, Administrative and Technical Officers | PIU Staff |
| Prior to start of  civil works and especially during construction  activities  Monthly  (Implementation) | Environmental and Social Management Framework and any possible plans that may be applied to the sub-project works  ESMPs, Resettlement Action Plans, etc.  Stakeholder engagement activities  Grievance Management Mechanism | Prior to the start of civil works:   * 1 site-specific focal point will be designated, as well as other relevant stakeholder representatives * On-site interviews and building walk-throughs will be organized together with the sub-project focal points and other stakeholders * Focus groups with different stakeholders representing various user segments (e.g., building staff, building users, women). * A Perception Survey will be carried out among building users to explore their awareness of EE/RE   Information will be disseminated via:   * WhatsApp messages through sub-project site focal points * Notice boards at site entrances * Posters * The project’s website * The project’s social media * Mass media content (News stories/TV/radio programs on EE/RE themes) * Community bulletin boards * Fact sheets on EE/RE will be integrated into existing government newsletters * Prepared talking points for Ministers, cutting across sectors, integrating RE/EE themes, fed into monthly themes/speaking events around environment issues   In order to encourage behavior change, the following engagement activities will be pursued:   * CARICOM Energy Month (November): Specific Activities TBC * Science fair/competition/essay contest on reduction of energy consumption for schools * Sports sponsorship program with GPL * Communications campaign on RE/EE during Fire service awareness week and Emergency Medical Services week * Collaboration with popular theater groups and music artists to create plays/music on RE/EE themes   Feedback from end users will be collected through:   * The PIU staff * The site focal point, who will also act as the local grievance focal point channeling any issues to the PIU * Grievance/suggestion boxes * Project website * Contractors on the sub-project site   (Information disclosure, Feedback, Behavior Change) | PAPs, including site-specific groups  and communities, building managers, building users  NGO/Civil  society groups  Neighboring residents, and businesses  General Public  Other interested parties, such as (Internal) Supervision Consultants, Contractors, Sub-contractors  (External) Ministries and Government agencies, Local government entities, Media, Private Sector, Donors | PIU Staff |
| Post-construction phase  Quarterly information disclosure, feedback, behavior change activities  (Implementation) | Project Impacts  Grievance Management Mechanism | Once the works are completed:   * Posters in visible locations of the buildings will highlight the EE benefits of the completed projects * A follow-up Perception Survey will be carried out to measure any changes that may be attributed to the project.   (Information disclosure, Feedback, Behavior Change) | PAPs, including site-specific groups  and communities, building managers, building users  General Public  Ministries and Government agencies, Local government entities, Media, Private Sector, Donors, | PIU Staff |

### **3.4 Proposed strategy to incorporate the views of vulnerable groups:** The Project will include targeted stakeholder engagement with vulnerable groups such as women, primary school age children and persons with disabilities. The strategies that will be adopted to effectively engage and communicate to these vulnerable group will be considered during project implementation. Outreach activities will ensure that these groups are engaged in a manner that is appropriate to their needs. Examples include gender-balanced community engagement teams; provisions for childcare, transport, and safety; online and in-person engagement activities so that stakeholders in unpaid care work can participate; communication materials and meeting formats that are child friendly or appropriate for those that are physically or visually impaired.

### **3.5 Reporting back to stakeholders:** Stakeholders will be kept informed as the Project develops, including reporting on the Project’s environmental and social performance and implementation of the stakeholder engagement plan and grievance mechanism, and on the project’s overall implementation progress. Potential means for reporting back to stakeholders include via:

* Focal persons at each site utilizing WhatsApp groups already in place to disseminate information
* the Project’s Social and Environmental Officer and WhatsApp groups
* During site-level meetings
* Representative bodies such as the local government entities and National Students’ Council
* Mass media channels – news stories, press releases and radio programs

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

## 4.1 Resources: A tentative budget for implementing the stakeholder engagement plan over 5 years is detailed in in Table 3. The PIU will review this plan every six months to determine if any changes to stakeholder classification or engagement are required. If so, the plan will be updated, and a new revision distributed. The budget for the SEP is included in Component 3 of the Project.

**Table 3: BUDGET\***

| **STAKEHOLDER ENGAGEMENT ACTIVITIES** | **UNIT COST (USD)** | **FREQUENCY/#** | **TOTAL COST**  **(USD)** | **REMARKS** |
| --- | --- | --- | --- | --- |
| **STAFF TRAININGS\*\*** | | | | |
| *Training on social/environmental issues for PIU and contractor staff* |  |  | 2,000 |  |
| *Contingency (10%)* |  |  | 200 |  |
|  |  | ***Subtotal*** | 2,200 |  |
| **STAKEHOLDER ENGAGEMENT ACTVITIES** | | | | |
| *Sectoral Consultations*  *(Venue, Catering, materials, travel)* | 4,000 | 6 total | 24,000 |  |
| *Community/Stakeholder Meetings (Transportation, Meals and Beverages, Accommodations, Materials)* | 300 | 30 | 9,000 | A total of 30 community engagements over the project life. |
| *Beneficiary/citizen perception surveys  (Mid and end of project perception surveys)* |  |  | 12,000 | Tools such as Mentimeter, Whatsapp or paper-based surveys  CLOs to collect and process information |
| *Communications Materials* |  |  | 40,000 | Overall budget for communications materials |
| *TV/Radio content* |  |  | 15,000 |  |
| *Print Materials (Series of 8 theme-based pamphlets, 1 grievance management pamphlet) (design and printing)* |  |  | 10,000 |  |
| *Site-based posters/banners/notice boards (Design and printing)* |  |  | 5,000 |  |
| *Project Paraphernalia* |  |  | 10,000 | 10,000 (branded items such as umbrellas, water bottles and pens, etc. to disseminate Project information) |
| *Contingency (10%)* |  |  | 8,500 |  |
|  |  | ***Subtotal*** | 93,500 |  |
| **GRIEVANCE MANAGEMENT ACTIVITIES** | | | | |
| *Suggestion/Grievance Boxes/Signs* |  |  | 10,500 | $300/box and signage |
| *Internal GR training for staff and contractors, (transport, catering, materials)* |  |  | 4,000 | Led by GRM Focal point  2 trainings (initial and follow-up) at each of these project site sub-groups: Schools, Government, Fire stations, and  Medical stations |
| *Contingency (10%)* |  |  | 1,450 |  |
|  |  | ***Subtotal*** | 15,950 |  |
|  |  | **TOTAL** | 111,650 |  |

\*The budget detailed here is tentative and likely to change once the stakeholder engagement activities are further defined.

\*\*Costs for the Social and Environmental Officer salary and other travel and meeting costs not related to stakeholder engagement activities are included in the overall Project budget.

## 4.2. Management functions and responsibilities

**Implementation arrangements:** The Project will be implemented at the national and regional levels, under a regional coordination framework. The implementation arrangements are designed to ensure strong ownership of the project development objective (PDO) and the implementation of components by the participating countries, facilitate synergy and economies of scale, and strengthen coordination among project countries at the regional level. Guyana, St. Lucia, Grenada, and the OECS Commission have indicated their commitment to jointly implement the Project and intend to sign a Memorandum of Understanding (MoU) agreeing to a regional institutional arrangement. A regional PIU will also be created at the OECS Sustainable Energy Unit for implementing project regional activities and coordinating, supporting, and supervising all project activities. The PIU would report to the regional Steering Committee (RSC) to be created at the OECS Commission for regional coordination.

The Guyana Energy Agency (GEA) will execute Project activities. GEA’s Social and Environmental Officer, with the support of other staff, will oversee the Project’s overall stakeholder engagement activities as outlined in this SEP. This Officer will also support the grievance management activities by documenting and tracking filed grievances. GEA’s Public Communications Officer will lead overall communications of the project, such as managing the Project website and WhatsApp group communications. Focal persons will also be designated at each project site to help disseminate project information and gather feedback from other stakeholders. A Grievance Management Committee may be convened on an as-needed basis to address complicated complaints that require the support of various agencies (See Section 5). The stakeholder engagement activities will be documented through a project-specific website, a grievance/feedback database, and a stakeholder engagement log.

## 5. GRIEVANCE MECHANISM

## 5.1 Objectives of the Grievance Mechanism: Guyana and the WB are committed to enhancing opportunities for grievance management, collaborative problem solving, and alternative dispute resolution for the Project. The Project and its associated activities may have some short term and reversible impacts. The Grievance Mechanism is a tool for early identification, assessment, and resolution of complaints regarding any anticipated and unanticipated risks that would be encountered during implementation as well as for receiving feedback to inform project activities. The Grievance Mechanism aims to resolve complaints and grievances in a timely, effective, and efficient manner that satisfies all parties involved.

### **Implementation structure**: The implementation structure for the Grievance Mechanism is the following:

* **PIU level:** The Social and Environmental Officer will coordinate the grievance mechanism which includes receiving and examining grievances/feedback at the PIU level, maintaining a project-wide database of filed grievances and their redressal process, monitoring the project activities of contractors and consultants on management of grievances, and preparing quarterly progress reports on grievances received. For issues relating to the environment, the complainant can directly file complaints to the EPA.[[2]](#footnote-3)

### **The Grievance Management Committee:** A Grievance Management Committee, chaired by the CEO of GEA and including the Social and Environmental Officer, may invite officials from other agencies to review complicated grievances that cannot be resolved through the GEA itself. Officials from other agencies will be in included in the grievance resolution process as needed and depending on the nature of the complaint.

### **Sub-project site level:** The designated site level Focal Point will receive and record grievances from stakeholders. Once received, the grievance is relayed to the Social and Environmental Officer within the PIU.

* **Contractor level:** Contractors will designate a person to receive, record and investigate grievances. Once received, the grievance is relayed to the Social and Environmental Officer within the PIU.

### **The GR process:** The process for grievance management is as follows:

1. **Receive grievance/feedback**: All grievances/feedback can be received by the PIU staff, sub-project site focal points or by any other person on a sub-project, including a contractor or other designated person. Through the consultation process, stakeholders will be informed of various avenues through which grievances/feedback can be filed, including at the sub-project level (suggestion/grievance boxes will be available in each building during construction works) or directly to the PIU and/or the EPA if relevant. At the contactor/subcontractor level, the Environmental and Social Management Plans (ESMPs) will reflect site specific channels and contact point of entry for grievances. The point of receipt of grievances/feedback are detailed in Table 4.
2. **Processing**: Within 3 working days of receipt, the Social and Environmental Officer will categorize the grievance (high, medium, low priority) and forward grievances/feedback to relevant persons at the sub-project level or within the PIU.
3. **Acknowledgement of grievance***:* All grievances will be acknowledged by telephone or in writing by the Social and Environmental Officer within 3 working days of receipt of the grievance. The grievant should be informed of the approximate timeline for addressing the complaint if it cannot be addressed immediately.
4. **Verification, investigation, action:** The Social and Environmental Officer will investigate the complaint. This investigation will include, but is not limited to, meetings with the grievant, site visits, meetings/interviews with project staff and collection of relevant documentation and other forms of evidence. For meetings, the deliberations and decision will be recorded in a Meeting Record Form. Community representatives or representatives of the grievant will be allowed to sit in on these meetings. The Social and Environmental Officer will work with the relevant authorities and with project contractors to ensure speedy resolution of grievances. If the complaint cannot be resolved by the Social and Environmental Officer, the grievance will be reviewed and processed by a Grievance Management Committee.
5. **Monitoring and evaluation:** Data on complaints will be collected in the Grievance Management Registration and Monitoring Sheet (Annex 5) and reported to the WB on a quarterly basis. This grievance register shall be updated weekly with the present status of the grievance. Once the grievance is resolved, and the same has been communicated to the grievant, the grievance shall be closed in the grievance register. The grievance register should also provide an understanding of the way the grievance was resolved. These instances shall then serve as references for any future grievances of similar nature.
6. **Provision of feedback:** Feedback from grievant regarding their satisfaction with complaint resolution is collected within a month after the grievance is resolved.

**Table 4: Grievance Management process**

|  |  |  |  |
| --- | --- | --- | --- |
| **Step** | **Description of Grievance Management Process** | **Responsible Entity** | **Time Frame** |
| 1. Receiving Grievance/Feedback | PIU  Intake channels: In-person, in writing, Project site telephone, fax, emails, SMS, Whatsapp, Facebook page, Grievance submission form (Annex 4)  Grievances related to the environment may also be filed directly with the EPA | Social and Environmental Officer  Guyana Energy Agency  295 Quamina Street, South Cummingsburg, Georgetown  PO Box 903  Telephone: 226-0394  Ext:241/223  [gea@gea.gov.gy](mailto:gea@gea.gov.gy)  Environmental Protection Agency Ganges Street, Sophia Georgetown, Guyana  **Complaint Hotline:** +592-225-5469 [epa@epaguyana.org](mailto:epa@epaguyana.org) | Ongoing and available to project stakeholders during all stages of project |
| Sub-project site level via designated project focal points  Intake channels: in person, in writing, telephone, SMS, Whatsapp, suggestion/grievance box | (TBD once implementation begins) |
| Contractor  Intake channels: grievants may file a complaint at a sub-project site via a suggestion/grievance box or in-person in writing, telephone, SMS, or Whatsapp with the contractor | Contractor-Designated Grievance Manager |
| 1. Processing | Any complaint received is categorized (high, medium, low priority) and forwarded to relevant sub-project focal points or PIU. Then the grievance is logged in the Grievance Management Registration and Monitoring Sheet | Social and Environmental Officer | Within 3 working days of receipt |
| 1. Acknowledgement | Receipt of the grievance is acknowledged to the grievant and informed of the approximate timeline for addressing the complaint if it can’t be addressed immediately. | Social and Environmental Officer | Within 3 working days of receipt |
| 1. Verification, investigation, action | Investigation of the complaint is led by the Social and Environmental Officer Coordinator (and if needed, the Grievance Management Committee) and a proposed resolution is formulated and communicated to the grievant | Social and Environmental Officer in collaboration with relevant Ministries, and Grievance Management Committee (for complex cases) | No later than 30 working days |
| 1. 5. Monitoring and evaluation | Data on complaints are collected in the Grievance Management Registration and Monitoring Sheet and reported to the WB | Social and Environmental Officer | Data updated weekly  Quarterly reporting to the WB |
| 1. Provision of feedback | Feedback from grievant regarding satisfaction with complaint resolution is collected | Social and Environmental Officer | Within 1 month after resolution |

Meetings with the grievant will be recorded and decisions will be communicated to the grievant formally. If she/he accepts the resolutions, the grievant’s acceptance will be obtained on the disclosure format in Annex 6. It is expected that the complaint will be resolved at this level no later than 30 working days of receipt of the original complaint. If the affected party does not agree with the resolution by the Grievance Management process, or there is a time delay of more than 60 working days in resolving the issue, the grievant can opt to consider taking legal recourse within the local courts.

In cases where the complaint is not addressed to the satisfaction of the grievant, both in terms of the decision or if the complaint is not resolved within the allocated time frame, the grievant may approach the Regional Democratic Council (RDC) for redress in addressing the matter. Currently, the RDC is the overarching local government body in each region with responsibility for the overall management and administration of the region. The RDC administers all services required within its boundaries including health, education and public works. Therefore, issues relating to the project can be directly reported to the RDC which can then consult with the Office of the Prime Minister and the Guyana Energy Agency on behalf of the grievant for resolution within one month. In cases where the grievant is still not satisfied with the outcome of this process, the grievant may also seek further redress in the High Court. For cases that require compensation, the affected person is entitled to compensation as determined by agreement between that person and the Government through the Office of the Prime Minister and the Guyana Energy Agency. In the absence of such an agreement, any compensation shall be determined based on the fair market value of the property or right in the nature of the property by the High Court.

## 6. MONITORING AND REPORTING

## 6.1 Summary of how SEP implementation will be monitored and reported (including indicators): A number of Key Performance Indicators (KPIs) will also be monitored by the project on a regular basis, including the following parameters:

## General:

## The number of consultation meetings and public discussions conducted quarterly

* The number of perception surveys conducted

**Information Dissemination:**

* The number of community radio broadcasts
* The number of WhatsApp groups engaged
* The number of press materials published/broadcasted

**Feedback Gathering:**

* The number of recommendations gathered in consultations
* The number of recommendations that were integrated into the project design
* The number of participants in site-level meetings

**Grievance Management:**

* The numbers and types of grievances received within a quarterly period
* Percentage of grievants by gender
* The number of grievances resolved within the prescribed timeline

### **6.2 Reporting back to stakeholder groups:** The SEP will be periodically revised and updated as necessary during project implementation. Quarterly summaries on stakeholder engagement activities and reports on public suggestions and grievances, together with the status of implementation of associated corrective/preventative actions will be collated by responsible staff and referred to the senior management of the project.

### The quarterly summaries will provide a mechanism for assessing both the number and the nature of complaints and requests for information, along with the Project’s ability to address those in a timely and effective manner. Information on public engagement activities undertaken by the Project during the year will be conveyed to stakeholders through publication of a standalone annual report on the project’s interaction with the stakeholders.

**Annex 1: Consultation Meeting Format**

|  |  |
| --- | --- |
| **LOCATION** | National level, sectoral consultations were held on (date), from (time) to (time). |
| **OBJECTIVE** | Sectoral public consultations aimed to present the main development goals of the CaribbeanEfficient and Green Buildings Project (P179519) to key local and national-level stakeholders. The consultations are designed to encourage open, transparent, and active public participation to integrate concerns, comments and remarks on the project and the draft SEP/ESMF/LMP documents. |
| **AGENDA** | **Project Presentation:** Context (why the need for the project)**,** Project objectives**,** Project activities  **Preliminary, selected project sites**  **Overview of site-specific project interventions**  **Positive/negative impacts for the community using the sub-project site**  **Break out Group Sessions** **by sector/interest to discuss:**   * Do these interventions align with your needs? * What other interventions can be added? * How can incentives be integrated to reduce energy costs and support the project objectives generally?   **GRM process:**   * GRM objectives * Channels for filing grievances/feedback * GR process/timeline   **Closing Remarks** |
| **STAKEHOLDER COMMENTS** | The discussion after the presentation of the project and the SEP included the following comments/recommendations: |
| **RESPONSE TO COMMENTS** | *(A summary of the main recommendations integrated into the Stakeholder Engagement Plan)* |
| **NEXT STEPS** | *(Describe finalization/disclosure process of the SEP/ Environmental and Social Management Framework)* |
| **CONSULTATION MATERIALS** | *(links to video recordings, materials shared during meeting)* |

**Annex 3: Site Specific Consultation Agenda**

**Project Presentation:**

* Context (why the need for the project)
* Project objectives
* Project activities

**Specific project interventions at the sub-project site**

**Positive/negative impacts for sub-project site stakeholders**

**Grievance Management process:**

* Grievance management objectives
* Channels for filing grievances/feedback
* Grievance management process/timeline

**Q&A/Discussion:**

* Do these interventions align with your needs?
* What other interventions can be added?
* What is the best way to get your feedback on the project?
* What is the best way to report back to you on the project’s activities at various stages?
* How can incentives be integrated to reduce energy costs and support the project objectives generally?

**Template to Capture Consultation Minutes**

|  |  |  |  |
| --- | --- | --- | --- |
| **Stakeholder  (Group or Individual)** | **Summary of Feedback** | **Response of Project Implementation Team** | **Follow-up Action/Next Steps** |
|  |  |  |  |
|  |  |  |  |

**Annex 4: Grievance Submission Form**

|  |  |  |
| --- | --- | --- |
| **Date received:** | **Date: (dd-mm-yyyy)** | |
| **Grievant Name** |  | □ Please keep my name confidential |
| **Other Information:** |  | |
| **Contact Information:** | **Phone:**  **Email address:**  **Address:**  (Please indicate the preferred method of communication) | |
| **Details of grievance:**  (Who, what, when, where) | □ One-time incident/complaint  □ Happened more than once (indicate how many times): \_\_\_\_\_\_\_\_\_\_\_  □ Ongoing (a currently existing problem)  *Details of the case:*  *When did the case occur?*  *Provide the location relating to the case/complaint.*  *List the persons involved in the case.*  *What are the effects of the ensuing situation?* | |
| **How would you like to see issue resolved?** |  | |
| **Attachments to the grievance:**  (e.g., pictures, reports etc.) | List here: | |

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Grievant Signature (if applicable) Date (DD/MM/YYYY)**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Signature-Project personnel (to confirm receipt only) Date (DD/MM/YYYY)**

|  |
| --- |
| **For PIU use only:**  **Grievance Category:**  □ Power outages  □ Waste Management  □ Construction Quality/Equipment  □ Traffic/Road Access  □ Problem with staff (Project/Contractor/Sub-project site)  □ Consultations  □ Trainings  □ Other (specify) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **Grievance No: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**\_\_  **Priority Level: Low/Medium/High\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Grievance Owner/ Department: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |

**Annex 5: Grievance Management Registration and Monitoring Sheet**

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| No. | Name of  Grievant | Date  Received | Grievance uptake channel used | Location/ sub-project site, if applicable | Gender of grievant/ | Grievance category | Grievance Description | Further  Intervention? | Action(s)  taken by PIU | Resolution Accepted/ Not  Accepted  Y/N | Date | Grievant Satisfaction score   (1: Highly Unsatisfied-5: Highly Satisfied) |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
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# **Annex 6: Grievance Disclosure/Release Form**

**Result of Grievance Management**

|  |  |
| --- | --- |
| **Grievance No:** |  |
| **Name of Grievant:** |  |
| **Date Filed:** |  |
| **Summary of Grievance:** |  |
| **Summary of Resolution:** |  |
| **Satisfaction Score of Grievant  (1: highly unsatisfied – 5: highly satisfied)** |  |
| **Date of grievance resolution (DD/MM/YYYY):** |  |

|  |  |
| --- | --- |
| **Signature of Grievant in acceptance of the suggested grievance resolution:** | **Name:** |
| **ID type and number:** | **Date (DD/MM/YYYY):** |

|  |  |
| --- | --- |
| **Signature of Social Development Specialist** | **Signature of PIU Head**: |
|  |  |
| **Name:** **Place:**  **Date (DD/MM/YYYY):** | **Name:**  **Place:**  **Date (DD/MM/YYYY):** |

1. While Guyana has an Amerindian/indigenous population, the proposed activities under the Project does not directly impact this group and thus will not be included in the stakeholder engagement activities. [↑](#footnote-ref-2)
2. The EP Act mandates the EPA to conduct investigations and inspections to ensure compliance with the Act and its regulations and investigate complaints relating to breaches of their legal provisions. Depending on the nature of the complaint, the EPA may need to conduct site visits in collaboration with other regulatory authorities such as the Regional Authorities, Mayor and City Council and the Central Board of Health (Public Health Officers and Occupational Health and Safety Department), to determine the level of impact, and outline conditions and measures to ensure the expeditious resolution of the complaint and protection of the environment. [↑](#footnote-ref-3)