

Caribbean Efficient and Green- Energy Buildings Project (P179519)

DRAFT
Stakeholder Engagement Plan (SEP)

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Government of Guyana
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1. INTRODUCTION AND PROJECT DESCRIPTION

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 currently has 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 these 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 energy efficiency (EE) measures and distributed solar photovoltaic (DPV) systems installed on rooftops or in public spaces throughout Grenada, Saint Lucia, and Guyana. At the regional level, the Project will support technical assistance (TA) activities to strengthen institutional and regulatory frameworks around EE and renewable energy (RE) and to support women in the energy sector. Public buildings and other facilities eligible for investment under the Project may include central and regional administrative buildings, universities and schools, hospitals and clinics, stadiums, airports, water supply and sewage utilities, among others.

The Project Development Objective (PDO) is to save energy and increase the use of renewable energy in public buildings in participating countries. In Guyana, the project comprises of the following components:

Component 1 (US\$31.3MM for Guyana): Investment in EE measures and DRE systems for Guyana’s public sector. This subcomponent will support: (a) Investments for selected public buildings in EE retrofits and DRE systems; (b) investment for EE measures and RE systems in public facilities, including Guyana water supply and sewage company and (c) investment and technical assistance to assist the Guyana power utility integrate and manage DPV systems connected to the grid, including: distribution grid upgrade, battery storage installation, capacity-building and the development of modern energy-management solutions and systems. The CCEFCF loan will co-finance the sub-component. (Annex 1 is a list of proposed sub-project sites).

Component 2 (US\$ 1MM for Guyana): Regulatory Framework Development and Gender Support. This component will provide technical assistance to the participating countries and the OECS Commission for a set of activities to develop and strengthen the national and regional regulatory frameworks for scaling up investments in EE and RE. Support will be provided also at the regional level, for the harmonization, standardization, and development of tools and protocols to facilitate EE and DRE market expansion.¹

Component 3 (\$6.30MM for Guyana): Project Implementation Support, Pipeline Development, and Capacity-Building. This component has four main activities. First, it will finance subproject development, implementation, monitoring, verification, and certification costs.² Second, it will support strengthening the capabilities of national project implementation units (PIUs), as well as the regional PIU at the OECS Commission, in project management, implementation, monitoring and evaluation.³ The regional PIU will assist in building capacity of participating regional institutions and conducting regional knowledge-sharing events, including in EE and RE investment planning and implementation. Third, the component will assist in building investment pipelines in the region for the next project in the SoP. Fourth, it will include a program designed to raise the level of female employment as technical staff in Guyana’s energy sector, providing financial incentives to study engineering or other subjects, undertake internships or other programs relevant to preparation for these jobs. The Gender program will be financed with a US\$0.40 million grant from CCEFCF.

¹ Activities may include: (i) the development of EE building codes for new buildings, guidelines for EE building retrofits, EE and appliance Minimum Energy Performance Standards (MEPS), EE labeling, and existing buildings’ benchmark regulations; (ii) creation of regional standardized tools for the implementation of EE retrofit projects in existing buildings, including but not limited to, energy-audit templates and guidelines, as well as support for Energy Savings Performance Contracting (ESPC), which will include preparation of tools and templates, sample contracts, and Energy Savings Measurement and Verification (M&V) protocol; (iii) support for the development of tariff regulations on distributed RE, such as net billing, grid codes and a standardized contract; and (iv) design of a regional waste management strategy and others.

² These may include costs associated with communication and outreach, assessment and screening of subproject candidates, technical assistance for identification, design, construction, and operation phases, such as elaboration of energy investment grade audits; preparation of technical, legal, and economic feasibility studies; for project management and technical expertise; project monitoring and evaluation, support for verifications/certifications, etc.

³ Each PIU will be strengthened through the hiring of expert consultants in key areas of operations, such as project management, technical advisory, procurement, financial management, environmental and social safeguards, monitoring and evaluation, and strategic communications as required. Included in this component is support for building the capacity of key public and private stakeholders in the technical, financial, and Environmental and Social (E&S) assessments of EE and DPV investments.

The total project cost is an estimated US\$ 119.39MM and is expected to be approved by the WB Board in June 2024.

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 disproportionately 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:

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	<ul style="list-style-type: none"> • Guyana Power and Light (GPL) • Individual ministries which own the buildings 	<ul style="list-style-type: none"> • (External) • General public 	<ul style="list-style-type: none"> • Women in the energy sector • Persons with disabilities

	<ul style="list-style-type: none"> • Building managers/electricians • Guyana Solid Waste Management Authority • Sub-project neighboring residents/businesses • Day to day users of the buildings 	<ul style="list-style-type: none"> • Ministries and Government agencies • Local government entities • Media • Private Sector Donors • NGOs /Civil Society 	
Government Office Buildings	<ul style="list-style-type: none"> • Building managers/electricians • Civil Servants working in buildings. • 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 	<ul style="list-style-type: none"> • (Internal) • Project Staff • Supervision Consultants • Contractors 	
Ministry of Health Warehouses	<ul style="list-style-type: none"> • Staff (management, administration, auxiliary staff) • Building manager/electricians • Vendors operating on and outside the buildings 	<ul style="list-style-type: none"> • Sub-contractors • Service providers, suppliers, and their workers. 	
Healthcare Institutions	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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) 	<ul style="list-style-type: none"> • 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

This SEP was disclosed in draft form on [Guyana Energy Agency's Website](#) on December 8, 2023. The first phase of consultations included a virtual meeting on December 19, 2023 and January 23, 2024 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). These consultations served 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 was recorded and considered by project staff and a summary of the main recommendations received were integrated into this Stakeholder Engagement Plan and provided in Annex 2.

Initial consultations outlined the Project's objectives and activities, the grievance management process, and specific interventions planned for each site and potential impacts and risks related to the proposed project activities. This consultation served as an opportunity to gather feedback on other potential impacts and risks not yet identified in the disclosed Environmental and Social Management Framework and (ESMF) and Labour Management Procedures (LMPs). This feedback was recorded and considered by GEA project staff and a summary of the main recommendations received and integrated into the SEP is provided in Annex 2. Initial consultations included a meeting with the following stakeholders:

- Representatives from the first 13 buildings selected
- Regional Education Officers for schools under their purview (Region 3,4 and Georgetown)
- Regional Health Officers for Health facilities under their purview (Region 3,4,5,6)
- The Ministry of Health Drugs Bond Buildings located in Kingston, Georgetown stakeholder was absent for the meeting, however the regional health officer (Region 4) with responsibility for the building under its purview was present.

While stakeholders fully supported the Project activities and broader efforts by the Government of Guyana in reducing energy expenditure, decarbonizing energy, and building energy resilience; consultations provided the following recommendations (Annexes 2 provide more details on stakeholders' questions, comments, and recommendations in these consultations):

Roof conditions and expected repairs: In the consultations, stakeholders were requested by GEA to prioritize any planned works on roofs so that it would not impact works under the Project. Stakeholders from the Rosignol Health Center expressed concern about the conditions for their rooftop and GEA agreed to an additional roof assessment. Additionally, roof repairs are expected to take place for GRA's Parika Office.

Vulnerable groups: While stakeholders did not identify specific vulnerable persons/communities that could be affected by the Project, Regional Education Officers (REOs) raised the potential of education projects with a focus on vulnerable groups and regional needs. REOs suggested including special needs schools in later stages of the Project and GEA has agreed to this. REOs will develop a list of possible schools that could be potential candidates for inclusion in the Project.

Building modifications: Stakeholders flagged building works that may impact the proposed works under the Project. Rosignol Health Center would have an extension added to the building to in June 2024 and the Regional Democratic Council of Region 3 also indicated that some renovation works on the building are scheduled for the latter part of 2024.

Other proposed works: Zeeburg Secondary School stakeholders discussed the need for an additional air conditioning unit for the science lab to be included in the EE interventions under the current Project. REOs proposed to provide feedback on buildings to be added in subsequent stages of the Project.

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 (see Annex 3), 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 program: 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)	Information will be disclosed, and feedback gathered via: <ul style="list-style-type: none"> • Face-to-face meetings • Presentation during school assemblies • Email communication. • The project's website 	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

	Labor Management Procedure and Grievance Mechanism for workers	(Annex 3 provides guidance on site-specific consultations) (Information disclosure, Feedback)		
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	<p>Prior to the start of civil works:</p> <ul style="list-style-type: none"> • 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 <p>(Annex 3 provides guidance on site-specific consultations)</p> <p>Information will be disseminated via:</p> <ul style="list-style-type: none"> • 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. <p>In order to encourage behavior change, the following engagement activities will be pursued:</p>	<p>PAPs, including site-specific groups. and communities, building managers, building users. NGO/Civil society groups</p> <p>Neighboring residents, and businesses</p> <p>General Public</p> <p>Other interested parties, such as (Internal) Supervision Consultants, Contractors, Sub-contractors</p> <p>(External) Ministries and Government agencies, Local government entities, Media, Private Sector, Donors</p>	PIU Staff

		<ul style="list-style-type: none"> • 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. <p>Feedback from end users will be collected through:</p> <ul style="list-style-type: none"> • 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 <p>(Information disclosure, Feedback, Behavior Change)</p>		
Post-construction phase Quarterly information disclosure, feedback, behavior change activities. (Implementation)	Project Impacts Grievance Management Mechanism	<p>Once the works are completed:</p> <ul style="list-style-type: none"> • 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. <p>(Annex 3 provides guidance on site-specific consultations)</p> <p>(Information disclosure, Feedback, Behavior Change)</p>	<p>PAPs, including site-specific groups and communities, building managers, building users.</p> <p>General Public</p> <p>Ministries and Government agencies, Local government entities, Media, Private Sector, Donors,</p>	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 groups 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 (Annex 3 provides guidance on site-specific consultations)
- Representative bodies such as the local government entities and National Students' Council
- Mass media channels – news stories, press releases and radio programs.

3.6 Data Privacy: Personal data, personally identifiable information and sensitive data are likely to be collected and used by the Project in connection with the management of environmental and social risks under circumstances where measures to ensure the legitimate, appropriate, and proportionate use and processing of that data may not feature in national law or data governance regulations. Personal data is expected to be collected and processed⁴ in the following ways:

- Stakeholder identification and consultations
- Socio-economic stakeholder and perception surveys
- Investigation of incidents and accidents related to project activities through grievance management
- Complaints raised by individuals at the project-level.

To guard against abuse of that data, the Project will incorporate best international practices for dealing with such data in such circumstances. Such measures may include, by way of example, data minimization (collecting only data that is necessary for the purpose); data accuracy (correct or erase data that are not necessary or are inaccurate); use limitations (data are only used for legitimate and related purposes); data retention (retain data only for as long as they are necessary); informing data subjects of use and processing of data; and allowing data subjects the opportunity to correct information about them, etc. In practical terms, the Project will ensure that these principles apply through assessments of existing or development of new data governance mechanisms and data standards for processing personal data in connection with parties involved in Project implementation (project implementation units, contractors, consultancy firms, etc.), including assessment or development of data sharing protocols, rules or regulations, revision of relevant regulations, and training on personal data protection.

⁴ Personal data processing is any operation or set of operations, automated or not, which is performed on personal data, including but not limited to collection, storage, use, transmission, disclosure or deletion.

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 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: SEP Budget**

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

		Subtotal	15,950	
		TOTAL	111,650	

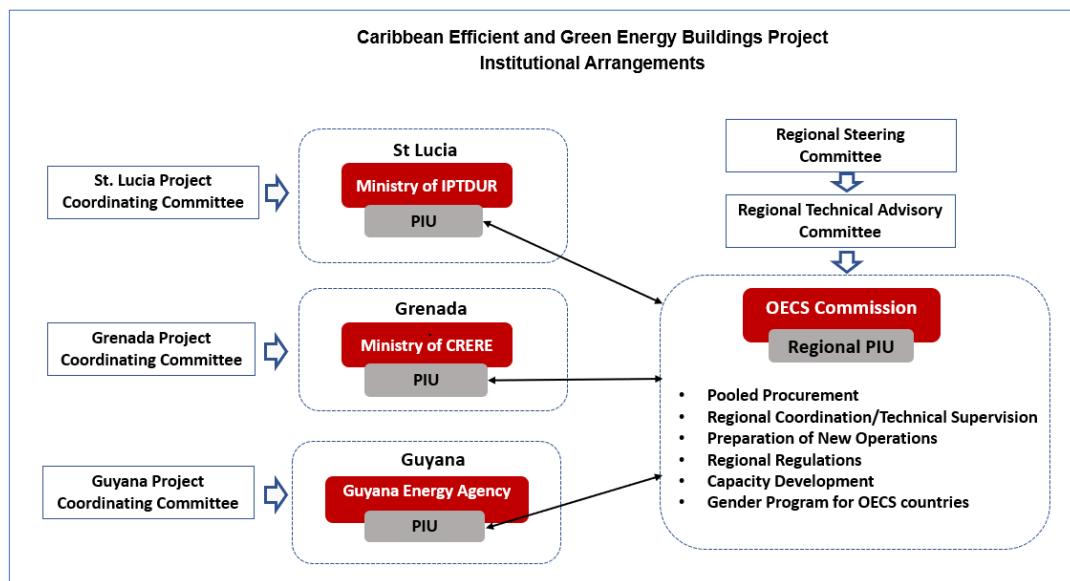
*The budget detailed here is tentative and likely to change once the stakeholder engagement activities are further defined.

**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 Overall institutional arrangements. The Project will be implemented at the national and regional level, under a regional coordination framework. The implementation arrangements are designed to ensure strong ownership of the PDO and the implementation of components by the Project countries, facilitate synergy and economies of scale, and strengthen coordination among OECS member countries at the regional level. At the national level, the line ministries and agency responsible for the energy sector of the participating countries will be responsible for the execution of the Project, working in close collaboration with the Ministry of Finance (MOF) and other ministries in the national cabinets for their respective project sub-components. Each participating country will have a PIU that will be responsible for planning and implementing all activities in the country and reporting to the responsible line ministry. Figure 1 illustrates the Project's framework for implementation and governance.

A new PIU for the Project's activities in Guyana will be created under the GEA. The NCC for Guyana will be established for overseeing the Project with representatives from the MOF, other relevant ministries, public entities and the Guyana Public Utilities Commission (PUC). The PIU staff will oversee stakeholder engagement activities and manage the grievance mechanism. The PIU staff will include a PIU Head, an Environmental and Social Officer and CLOs. The Environmental and Social Officer will be the project's Grievance Coordinator, with the CLOs supporting the grievance management activities by documenting and tracking filed grievances. The CLOs will also lead overall communications of the project, such as managing the Project website and WhatsApp group. Focal persons will also be designated at each sub-project site to help disseminate project information and gather feedback from stakeholders. A Grievance Management Committee will address complicated complaints, as needed (See Section 5). The stakeholder engagement activities will be documented through a project-specific website, a grievance/feedback database, and a stakeholder engagement log.

Figure 1 Institutional Arrangements



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.

5.2 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.
- **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 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.

5.3 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 contractor/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 a 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) In addition, grievances specifically 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 Environmental Protection Agency Ganges Street, Sophia Georgetown, Guyana Complaint Hotline: +592-225-5469 epa@epaguyana.org	Ongoing and available to project stakeholders during all stages of project
	Sub-project site level Intake channels: in person, in writing, telephone, SMS, WhatsApp, suggestion/grievance box	Designated project focal points and CLOs	
	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	
2. 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	Social and Environmental Officer	Within 3 working days of receipt

	Grievance Management Registration and Monitoring Sheet		
3. 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
4. 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
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
6. 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. KPIs will include 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 grievant 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: PROPOSED SITES

The following is a tentative list of sub-project sites. The final sites will be determined subject to the results of investment grade audits.

SUB-PROJECT SITE TYPE	SUB-PROJECT SITE NAME	LOCATIONS	REGIONS
Government Administrative Buildings	1. Regional Democratic Council	Vreed – en – hoop	Region 3
	2. Guyana Revenue Authority	Parika	
	3. Guyana Elections Commission, Head Office	Georgetown	Region 4
Educational Institutions	4. Good Hope Secondary School	East Coast Demerara	
	5. West Ruimveldt Primary School	Georgetown	
	6. Yarrowkabra Secondary School	Linden/ Soesdyke Highway	
	7. Zeeburg Secondary School	Zeeburg	Region 3
Healthcare Institutions	8. Parika Health Center	Parika	Region 5
	9. Rosignol Health Center	Rosignol	
	10. Port Maurant District Hospital	Port Maurant	Region 6
	11. National Ophthalmology Hospital		
	12. Ministry of Health Central Supplies Unit	Water Street, Georgetown	Region 4
	13. Ministry of Health Materials Management Unit	Diamond, East Bank Demerara	

ANNEX 2: NATIONAL PUBLIC CONSULTATION MEETING MINUTES

Caribbean Efficient and Green-Energy Buildings Project

Stakeholder Consultation Meeting Notes

Venue: Virtual Meeting

Dates: 2 December 19, 2023, and January 23, 2024

Stakeholders in Attendance: Representatives from 12 of the initial 13 selected Buildings, Regional Health Officers, Regional Education Officers

Organizing Entity: Guyana Energy Agency (GEA) The meeting was led by Ms. Shevon Wood, Head of Energy and Energy Statistics Division. In attendance were GEA staff: Dr. Mahender Sharma (CEO), Ms. Jayapriya Gharbaran (Social and Environmental Officer), Ms. Rosshanda Bagot (Economist) and Mr. Brian Constantine (Energy Engineer II).

Stakeholder consultation participants included:

- Representatives in attendance:
 1. Good Hope Secondary School
 2. Zeeburg Secondary School
 3. West Ruimveldt Primary School
 4. Yarrowkabra Secondary School
 5. National Ophthalmology Hospital
 6. Rosignol Health Center
 7. Parika Health Center
 8. Port Mourant District Hospital
 9. Ministry of Health Diamond Drugs Bond
 10. Regional Democratic Council (Region 3)
 11. GECOM Head Office
 12. GRA Office Parika
- Regional Education Officers for schools under their purview (Region 3,4 and Georgetown)
- Regional Health Officers for Health facilities under their purview (Region 3,4,5,6)
- The Ministry of Health Drugs Bond Buildings located in Kingston, Georgetown stakeholder was absent for the meeting, however the regional Health Officer (Region 4) with responsibility for the building under its purview was present.

The meeting commenced with a brief overview of the Project, which included Project objectives, activities and components, the grievance mechanism process and its importance and an overview of site-specific interventions. Potential negative impacts of the project, particularly in relation to environmental contamination, noise pollution, and impacts on vulnerable communities were also addressed while highlighting the positive aspects of the project such as providing renewable energy and promoting environmental sustainability. This was done to give the stakeholders a clear understanding of the project's implications during the intervention phase and the long-term benefits after the implementation of energy efficient and renewable energy interventions.

The meeting then moved to explain the technical aspects of the project regarding energy consumption and potential solar panel installation at buildings. Stakeholders were reminded that the buildings were assessed by a team from the GEA and information was gathered on equipment and consumption of electricity. Because smaller buildings would allow for easy installation of efficient units and timers, GEA is proposing a plan to install 100 Kilowatt systems on the buildings.

Clarifications about the project contract were also addressed to inform stakeholders that the contract award may be given until the last quarter of 2024 and construction will more likely start in the first quarter of 2025. This was to ensure that stakeholders had a realistic understanding of the project's timeline. Additionally, stakeholders were requested to undertake any planned roof works for the next five (5) years as this could affect the project's timeline.

Stakeholders' Questions / Comments / Recommendations (SQCR)

In closing, the meeting was opened to questions/ queries and recommendations from the stakeholders.

SQCR: GEA queried stakeholders about vulnerable persons/communities, specifically persons with disabilities who may be employed in or near the buildings to be affected.

- Stakeholders confirmed that this would not be an issue; no objections were given, and no vulnerable persons or communities were identified.

SQCR: GEA informed that that interventions may occur during working/school hours.

- This received a no objection from stakeholders.

SQCR: Potential education projects with a focus on vulnerable groups and regional needs were raised by the Regional Education officers. The Regional Education Officers proposed to review a list and provide feedback on buildings to be added for later interventions, after which an energy engineer will follow up with an assessment of the buildings. REOs suggested including special needs schools in later stages of the Project and GEA has agreed to this. REOs will develop a list of possible schools that could be potential candidates for inclusion in the Project. Additionally, it was asked that a representative from the Ministry of Education be included in future discussions.

- GEA agreed to these requests.

SQCR: Zeeburg Secondary School discussed the need for an additional air conditioning unit for the science lab to be included in the EE interventions.

- GEA noted this request.

SQCR: West Ruimveldt Primary School indicated a need to update their current facilities and expressed their gratitude for being included in the project's scope to fulfill this.

SQCR: GRA's Parika Office representative (Head) indicated that there are plans for roof repairs at the building and was asked by the GEA team to ensure its completion in the near future so that the interventions of EE and DRE measures can be implemented.

- An agreement was made to provide feedback on roof repair plans via email once confirmed.

SQCR: GECOM Head Office representative communicated that they had no objections but would need to discuss this topic with the Commissioner of GECOM before moving forward and giving final approval.

SQCR: Concerns about Rosignol Health Center roofing conditions were raised, with an extension of the building to be added in June 2024.

- GEA took this feedback into consideration and will follow up with an additional roof assessment.

SQCR: The Regional Democratic Council of Region 3 indicated that some renovation works on the building are scheduled for the latter part of the year. This includes an extension of the building to house two additional offices equipped with 12,000 BTU air conditioning units and two 4-foot LED lights with two duplex points.

- GEA acknowledged these modifications and indicated that they would follow up and confirm that the RE intervention includes this addition.

SQCR: Ministry of Health Diamond Drugs Bond indicated that they are unaware of any upcoming roof renovations but would reach out via email if any arises. Additionally, the representative added that while there is no objection to the project; they would need to discuss the project with their director before giving a final approval.

Closing: All stakeholders confirmed that the interventions aligned with their needs. Emails from the GEA team were provided to all stakeholders for any additional queries, and informing all that the GEA team will be open to engaging with stakeholders for one-on-one meetings to address specific concerns and questions.

ANNEX 3: SITE SPECIFIC CONSULTATION AGENDA

The Project will conduct consultations with stakeholders at the site-level during the preparation, implementation, and post-construction phases. These consultations will be carried out by Project staff (the Environmental Specialist, the Social Specialist, the site-designated CLO as well as assisted by sub-project site focal persons) in identifying and convening stakeholders as well as organizing the consultations.

Project Presentation:

- Context and why the need for the Project
- Project objectives
- General 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
- Reporting back on site-level grievances

Reporting back to stakeholders:

- Project's environmental and social performance at the site
- Implementation of the stakeholder engagement plan and grievance mechanism at the site-level
- Project's overall implementation progress

Q&A/Discussion:

- Do these interventions align with your needs? (preparation phase)
- What other interventions can be added? (preparation phase)
- 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? (preparation phase)
- 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		<input type="checkbox"/> 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)	<input type="checkbox"/> One-time incident/complaint <input type="checkbox"/> Happened more than once (indicate how many times): _____ <input type="checkbox"/> Ongoing (a currently existing problem) <i>Details of the case:</i> <i>When did the case occur?</i> <i>Provide the location relating to the case/complaint.</i> <i>List the persons involved in the case.</i> <i>What are the effects of the ensuing situation?</i>	
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)

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):

ANNEX 7: PROPOSED ADDITIONAL BUILDINGS

Sub-Project Site Type	Sub-Project Site Name	Locations	Regions
Government Administrative Buildings	1. Guyana Lands and Surveys Commission	Crane, WCD	Region 3
	2. EPA Office	Whim, EBC	Region 6
	3. Buxton Post Office	Buxton, ECD	Region 4
	4. Guyana Rice Development Board	La Bonne Intention	
Educational Institutions	5. East Ruimveldt Secondary School	East Ruimveldt, Georgetown	
	6. Sophia Training Centre	Sophia, ECD	
	7. Government Technical Institute	Thomas Lands, Georgetown	
	8. St. Winefride's Secondary School	East Ruimveldt, Georgetown	
	9. Lenora Technical & Vocational Training Centre	Leonora, WCD	Region 3
	10. De Willem Secondary School	De Willem, WCD	Region 5
	11. Mahaicony Technical and Vocational Training Center	Plantation Park, Mahaicony	
	12. New Amsterdam Technical Institute	New Amsterdam, East Berbice	Region 6
	13. Vryman's Erven Secondary School	127 Republic Road, New Amsterdam	
	14. Cotton Tree Health Centre	Cotton Tree, WCB	Region 5
Healthcare Institutions	15. Experiment Health Centre	Experiment, WCB	Region 6
	16. Call and Business Centre for Persons with Disabilities	Palmyra Village, EBC	
	17. Ministry of Human Services & Social Security - Children & Family Care Centre, Plum Park	Diamond, East Bank Demerara Georgetown	Region 4

Note: Seventeen (17) buildings were proposed to be incorporated in component one (1) of the Project. This was proposed after the first phase of stakeholder consultations were completed for the initial 13 buildings selected.