

REPUBLIC OF MOLDOVA

NGO GENDER-CENTRU

JSDF proposed grant project (P168790)

**“WOMEN'S EMPOWERMENT THROUGH GBV SERVICES”
(WEGS)**

Stakeholder Engagement Plan (SEP)

Chisinau, 2024

ABBREVIATIONS AND ACRONYMS

ANPCV	Agentia Nationala pentru Combaterea Violentei Engl.: National Agency for Elimination of Violence Against Women and Domestic Violence
DV	Domestic Violence
ESF	Environmental and Social Framework
ESS	Environmental and Social Standards
GBV	Gender-based Violence
GBV Agency	National Agency for Preventing and Combatting Violence against Women and Domestic Violence
GM	Grievance Mechanism
LMP	Labor Management Procedures
LPA	Local Public Authorities
MLSP	Ministry of Labor and Social Protection
NEA	National Employment Agency
PDO	Project Development Objective
POM	Project Operations Manual
OHS	Occupational Health and Safety
SEP	Stakeholder Engagement Plan
WBG	World Bank Group
WEGS	Women's Empowerment through GBV services

GLOSSARY OF KEY TERMS

Consultation - The process of providing stakeholders with opportunities to express their views on project opportunities, risks, impacts and mitigation measures by gathering information or advice from stakeholders and taking these views into account when making project decisions and/or setting targets and defining strategies.

Disadvantaged and Vulnerable Stakeholders - Individuals or groups who may be more likely to be adversely affected by the project impacts and/or more limited than others in their ability to take advantage of a project's benefits. Such an individual/ group is also more likely to be excluded from/unable to participate fully in the mainstream consultation process and may require specific measures and/or assistance to participate. Such measures take into account considerations relating to age, including the elderly and minors, and including in circumstances where they may be separated from their family, the community or other individuals upon which they depend.

Disclosure – The provision of information as a basis for consultation with project stakeholders. Involves prior disclosure and dissemination of relevant, transparent, objective, meaningful and easily accessible information in a timeframe that enables meaningful consultations with stakeholders in a culturally appropriate format, in relevant local language(s) and is understandable to stakeholders;

Domestic violence – acts of physical, sexual, psychological, spiritual or economic violence, except for actions of self-defense or defense of another person, including the threat with such actions, committed by a family member against another member of the same family, which have caused the victim material or moral damage.

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

Environmental and Social Assessment - An assessment comprising various social and environmental studies, which aim to identify project risks and impacts and design appropriate mitigation measures to manage these and to enhance positive impacts and outcomes.

Gender-based violence - violence directed against a person because of that person's gender, frequently called gender-based violence against women, as it affects women disproportionately. It means violence that is directed against a woman because she is a woman and it is a violation of human rights and a form of discrimination against women. It includes all acts of gender-based violence that result in, or are likely to result in physical harm, sexual harm, psychological, or economic harm or suffering to women.

Grievance Mechanism - A process for receiving, evaluating, and facilitating resolution of concerns and grievances from project-affected parties related to environmental and social performance of the project as well as other project-related concerns from citizens and other interested stakeholders. This may utilize existing formal and information mechanisms supplemented as needed with project-specific arrangements but does not prevent access to judicial remedies.

Implementing partners – local NGOS or public institutions/shelters providing specialized assistance to GBV and DV survivors at local level under a sub-grant

Non-Governmental Organizations - Private organizations, often not-for-profit, that facilitate community development, local capacity building, civil society advocacy, and environmental protection.

Stakeholders - Project-affected and other interested parties. These are individuals or groups who are affected or likely to be affected by the project, and those who may have an interest in the project and/or the ability to influence its outcome, either positively or negatively. This may include beneficiary business enterprises, partner organizations, workers and their organizations, local communities, national and local authorities, neighboring projects, and nongovernmental organizations.

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1. INTRODUCTION AND PROJECT DESCRIPTION

1.1. Project description

The World Bank is supporting the preparation and implementation of a Japan Social Development Fund (JSDF) funded project - Women's Empowerment through GBV Services (WEGS) for US\$ 2.75 million.

The Project's Development Objective (PDO) is to improve access to essential services for Gender-Based Violence (GBV) women survivors in selected Moldovan communities.

This will be achieved through a set of activities that aim to: a) pilot a system of holistic assistance for GBV survivors, their families, and Ukrainian refugees in Chisinau and in the North, Center and South regions (Component 1) and (b) build capacity of national and local stakeholders in DV/GBV case management (Component 2).

The operation will have three Components:

Component 1 (US\$(\$2,086,255.00): Empowering women, including refugees, through improved GBV response services

Component 1 will focus on designing and piloting a model that provides holistic, survivor-centered support to address existing gaps in the system of support services for women survivors of GBV. The activities under this component aim to offer meaningful support to survivors, including refugee women and their children, and to demonstrate an effective model of GBV response services. The model is built around a life-reviving cycle that starts when the survivor needs emergency assistance to escape the aggressor and continues with provision of shelter, procurement of “emergency kits” and vouchers (clothing, sanitary items, and food, etc.), psychosocial and legal assistance, professional training, and assisted employment/income generation support. Under this Component, four partner-NGOs at the local level (national NGO, NGOs in the North, Center, and South) will receive sub-grants for implementation of project activities in these regions. These partners will be initiated in the project design and on the victim-centered approach to GBV service provision, as described in the Project Appraisal Document (PAD). Activities will be organized around “support steps” and include customized support such as emergency assistance (shelter and housing for GBV women survivors, psychosocial and legal support), personal development and professional orientation, technical job skills training and/or assisted employment, income generation through self-employment or micro-entrepreneurship. **Under this component, 300 GBV survivors will be eligible for the entire range of assistance. Out of the total 300, it is estimated that 160 GBV survivors will require and receive long-term housing and rent assistance. Activities will be organized around “support steps” and include customized support, as described in PAD.**

Component 2 (US\$ US\$ 215,850.00): Strengthening the institutional mechanism for combating violence against women and domestic violence

The objective of Component 2 is to provide capacity building of specialized public institutions and nongovernmental actors. The institutions that belong to the national mechanism for combating violence against women and DV include local multidisciplinary commissions; local public administrations; territorial structures of social assistance; the general directorates of education, youth and sport; medical institutions of all types and levels; and the police. More than 200 specialists will be trained under the project. The capacity-building program for staff will include training sessions for all specialists, building knowledge about different types of violence against women (including physical, psychological, economic, and sexual), principles of assistance to GBV survivors, applicable legislation, referral mechanisms, cooperation between different actors, etc. The training will also contain modules for different categories of specialists to provide tailored information to legal specialists, psychologists, social workers, etc. on case management, economic empowerment opportunities for survivors, etc. Also, under component 2, awareness raising about the impact of DV/GBV and about GBV services will be conducted with a strategic approach that entails (a) customized capacity building for specialists and (b) community awareness, and will use the following “awareness channels”: (i) capacity-strengthening sessions for staff of institutions comprising the GBV response mechanism. This includes training for staff specifically on how to work with citizens in a way to raise awareness about GBV and encourage reporting of GBV cases; (ii) Awareness sessions for students in secondary and tertiary education, as well as for adult populations in their communities, will be held to inform them about GBV services and how the 1-1-2 helpline works with police, who refer survivors to specialized GBV support services. (iii) Gender-Centru will develop TV informational spots about specialized DV and GBV support services.

Component 3 (US\$ \$ 452,195.00): Project Management and Administration, Monitoring and Evaluation, and Knowledge Dissemination

This Component includes activities related to project management, monitoring and evaluation, and knowledge dissemination, which aim to ensure that project activities meet demands on the ground and achieve the project's development objective. Under the Monitoring and Evaluation, a project database will be created and maintained, which tracks the number of project beneficiaries, types of assistance provided and analysis of the beneficiary "reviving" cycle. The analysis will specifically focus on what works, lessons learned, and what are the required adjustments in the service provision methodology, if any. This data will be analyzed to produce GBV Response Guidance Notes about what works in combating DV and GBV. The analysis will feed a process evaluation of the project, aimed at helping stakeholders see how outcomes were achieved.

A project-level Steering Committee will be created with multi-stakeholder representation, aimed at providing guidance on project implementation and overall external supervision and monitoring. The Steering Committee will consist of representatives of the implementing partners, representatives from MLSP and the ANPCV, other donors working in the field, delegates from relevant CSOs, and delegates from LPAs of targeted communities. The Steering Committee will have the following functions: (i) provide strategic conceptual guidance on project implementation; (ii) ensure overall monitoring and evaluation of project implementation, including efficiency and effectiveness of the project and analyzing, approving, and providing recommendations on project work plans and reports; (iii) ensure communication, exchange of information, networking and coordination between key stakeholder and other similar projects. The Steering Committee will gather twice a year. Japan International Cooperation Agency (JICA) representatives will be included in the Steering Committee membership.

Project activities will be implemented in three regions across Moldova, and in Chisinau Municipality, building on existing capacities of local service providers who offer shelter and emergency assistance to women survivors of DV and other types of violence against women. The project will have geographical settings in each major territory of Moldova. Project partners, in collaboration with multidisciplinary teams at the local level (villages, small towns), will identify the beneficiaries of the project: women and their children who are survivors of GBV and are located in their jurisdiction. Each region is to be selected due to its representation of specific regional struggles (economic, governance) experienced by survivors and families on the ground, such as access to information, resources and availability/accessibility of services, impaired livelihoods due to lack of matching skills and employment, to provide exit options for the 'vicious' circle of poverty and violence.

The project implementation period will be four years.

2. PURPOSE OF STAKEHOLDER ENGAGEMENT PLAN

The purpose of this Stakeholder Engagement Plan (SEP) is to identify potential project-affected and interested parties, outline measures for engagement with these stakeholders and define the institutional roles and responsibilities, timeline, and budget for conducting the stakeholder engagement.

Key project-affected stakeholders include the beneficiaries who comprise up to several hundred survivors of DV&GBV and their families, including Ukrainian refugees. Other stakeholders are specialists from government agencies, namely the Ministry of Labor and Social Protection, the National Agency for Combating Violence Against Women and Domestic Violence, the National Employment Agency and its territorial structures, the territorial structures of social assistance under the Ministry of Labor and Social Protection, multidisciplinary teams, representatives of LPA level I and II, directorates of education, youth and sport, medical institutions of all types and levels; and the police force. including specialists from local implementing partners, youth and adult population in selected Project regions.

The purpose of the Stakeholder Engagement Plan is to support the development of strong, constructive and responsive relationships that are important for successful management of a project's environmental and social risks. The stakeholder engagement process specific for the Project's life cycle will be in consistency with commitments of the Environmental and Social Commitment Plan while ensuring transparency in order to improve the environmental and social sustainability of project activities, enhance project acceptance, and make a significant contribution to successful project design and implementation.

The Environmental and Social Framework (ESF) of the WB provides a systematic approach to stakeholder engagement for the assessment and management of environmental and social risks and impacts associated with

investment project financing operations. Under the ESF, the Environmental and Social Standard (ESS) 10 on Stakeholder Engagement and Information Disclosure describes the objectives and associated requirements for stakeholder engagement and how these are to be applied in conjunction with other standards in the ESF. The requirements for stakeholder engagement under ESS10, which guide the development of this SEP, are the following:

- Establish a systematic approach to stakeholder engagement that helps Borrowers identify stakeholders and maintain a constructive relationship with them;
- Assess stakeholder interest and support for the Project and enable stakeholders' views to be considered in Project design;
- Promote and provide means for effective and inclusive engagement with Project-affected parties throughout the Project life-cycle; and
- Ensure that appropriate Project information is disclosed to stakeholders in a timely, understandable, accessible and appropriate manner.

Other standards that are applied in conjunction with ESS10 and are applicable to this project include, but are not limited to:

ESS 1 Assessment and Management of Environmental and Social Risks and Impacts sets out the Implementing Agency's responsibilities for assessing, managing and monitoring environmental and social risks and impacts associated with each stage of a Project supported by the Bank. This includes requirements to engage stakeholders and disclose information on projects risks, impacts and mitigation measures in a manner consistent with the requirements of ESS10.

ESS 2 Labor and Working Conditions enhance the development benefits of a Project by treating workers in the Project fairly and providing safe and healthy working conditions, as well as to support the principles of freedom of association and collective bargaining of Project workers in a manner consistent with national law and provide Project workers with accessible means to raise workplace concerns. Enforcement of ESS 2 is also detailed in the Labor Management Procedures developed for this Project, which describe the occupational health and safety measures to be implemented under the Project, as well as the grievance mechanisms for direct and contracted project workers, the labor requirements adopted to ensure that labor risks are identified and appropriate mitigation are in place to address these risks.

ESS 4: Community Health and Safety addresses the health, safety, and security risks and impacts on Project-affected communities and to avoid or minimize such risks and impacts, with particular attention to people who, because of their particular circumstances, may be vulnerable. This also includes requirements to engage stakeholders and disclose information on projects risks, impacts and mitigation measures in a manner consistent with the requirements of ESS10.

3. STAKEHOLDER IDENTIFICATION AND ANALYSIS

3.1. Methodology

In order to meet best practice approaches, the project will apply the following principles for stakeholder engagement:

- *Informed participation and feedback*: Information will be provided to and widely distributed among all stakeholders in an appropriate format; opportunities are provided for communicating stakeholder feedback, and for analyzing and addressing comments and concerns.
- *Inclusiveness and sensitivity*: Stakeholder identification is undertaken to support better communications and build effective relationships. The participation process for the project is inclusive. Equal access to information is provided to all stakeholders. Sensitivity to stakeholders' needs is the key principle underlying the selection of engagement methods. Special attention is given to vulnerable groups that may be at risk of being left out of project benefits, particularly women, the elderly, persons with disabilities, displaced persons, and the cultural sensitivities of diverse ethnic groups.
- *Flexibility*: If social distancing inhibits traditional forms of face-to-face engagement, the methodology should adapt to other forms of engagement, including various forms of internet- or phone-based communication. Project stakeholders are defined as individuals, and/or governmental entities whose interests or rights will be affected, directly or indirectly by Project, both positively and negatively, who may have an interest, and who have the potential

to influence to the Project outcomes in any way. In accordance with the ESS10, this SEP categorizes the stakeholders into three groups in order to ensure a more efficient and effective stakeholder engagement:

- Affected parties - stakeholders that are affected or may be affected by the project;
- Other interested parties – other parties who may have an interest in the project.
- Vulnerable/ disadvantaged groups - individuals or groups who may require special engagement efforts due to their vulnerable status.

3.2. Affected parties

‘*Project-affected parties*’ includes “those likely to be affected by the project because of actual impacts or potential risks to their physical environment, health, security, cultural practices, well-being, or livelihoods.” (World Bank, 2018b). They are the individuals or households most likely to observe changes from the environmental and social impacts of the project.

In the context of this particular WEGS Project, the project-affected parties are the beneficiaries, who are women survivors of DV and GBV, including their female and male children, including Ukrainian refugees in selected Project regions. The DV and GBV survivors will benefit from complex multi-dimensional assistance, including emergency housing; primary and specialized legal assistance; psychological assistance; emergency kits and vouchers; personal development and vocational courses; assisted employment/income generation support. The volume and type of assistance provided in each individual case will be based on a case evaluation and tailored to the individual needs of each survivor.

Other affected parties include specialists from the National Agency for Combating Violence Against Women and Domestic Violence, Ministry of Labor and Social Protection and its local structures, the National Employment Agency and its territorial structures, social workers assisting GBV survivors in the newly created territorial structures of social assistance, police officers and healthcare professionals assisting GBV victims in Project selected regions who will undergo capacity building trainings on the institutional response mechanism to GBV.

Directorates of education, youth and sport, high-school students, students of local TVET schools, both girls and boys, and adult population in Project selected regions are also beneficiaries and affected parties and will be subject to informative sessions on GBV reporting and available legal remedies.

Below a detailed analysis of stakeholders groups and description of the impact associated with project activities is provided.

Table 1. Affected parties by category of stakeholder

Affected Parties by category	Impact linked with the Project
• Mothers under the age of 18 years old • Women survivors of DV and GBV • Children of women survivors of DV and GBV • Refugee women survivors of GBV • Women survivors from ethnic groups, • Women with disabilities, • LGBTQI+ women • Women released from prison.	They will be impacted in a positive way, as they will receive a complex of holistic assistance package tailored to their specific needs, the assistance is victim-centred and delivered in accordance in full observance of human rights standards. Women from ethnic groups, particularly Roma women, might be reluctant to access project activities due to cultural barriers and potential retaliation from their community members

• High school students (female and male) • Students of local vocational schools (female and male) • Adult population (female and male) in the project regions	They will be impacted in a positive way and will benefit from sensitization sessions on GBV reporting and available legal remedies
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3.3. Other interested parties

‘Other interested parties’ refers to “individuals, groups, or organizations with an interest in the project, which may be because of the project location, its characteristics, its impacts, or matters related to public interest. For example, these parties may include regulators, government officials, the private sector, the scientific community, academics, unions, women’s organizations, other civil society organizations, and cultural groups” (World Bank, 2018b).

In the context of the present WEGS project, the following other interested parties were identified:

Table 2. Interested Stakeholders

Other Interested Parties	Role / Interest in the Project	Level of Analysis (H=High, M=Medium, L=Low)	
		Interest	Influence
Ministry of Labor and Social Protection	Overall responsibility for strengthening the mechanism of response to VAW and DV, implementing, monitoring and evaluating policies on prevention and combating VAW and DV Main beneficiary of the model of DV/GBV case management through integrated services for women and children piloted under the Project, and piloted model of assisted housing for GBV survivors	H	H
National Agency for Prevention and Combatting of Violence against Women and Domestic Violence (NACPV)	Responsibility for implementing public policies on prevention and combatting of GBV and DV, for enforcement at national level of the Istanbul Convention, for coordination of inter-institutional activities on preventing and combatting GBV	H	H
National Employment Agency (NEA)	Responsibility for state policy implementation in the field of employment promotion, labor migration and unemployment. Support to implementation of Component 1 with regards to vocational training and assisted employment for GBV and DV survivors	H	H
Territorial Social Assistance Agencies	Subordinated to MLSP, responsibility for enforcement of state policy on social assistance Support to implementation of Component 1: identification of DV victims and referral to Project assistance centres, provision of social assistance in cooperation with project team	H	M
Ministry of Health	Support to implementation of Component 1: identification of DV victims and referral to Project	M	M

	assistance centres		
Directorates of education, youth and sport	Subordinated to Ministry of Education, responsibility to facilitate the communication and support implementation of raising awareness activities targeting students and young people from high schools and VET system.	H	H
Ministry of Internal Affairs	Support to implementation of Component 1: identification of DV victims and referral to local implementing partners.	H	H
Local Public Authorities	Will be involved and benefit from the piloted model of assisted housing for GBV survivors and from improved GBV services provided in their communities. Citizens from selected areas will benefit from sessions will on GBV prevention and promotion of zero tolerance approaches to violence among the young generation and general public.	H	M
National Association of Librarians	Will be involved in Component 2: organisation of GBV sensitization activities for youth and adults population		
- police officers - social assistants - healthcare professionals - state-guaranteed legal assistance lawyers other members of local multidisciplinary teams in the project regions	These stakeholders will be impacted in a positive way and will benefit from extensive capacity building on how to respond to GBV cases It is possible that not all members of local multidisciplinary teams will have access to trainings, given their high numbers and fluctuation rates		

3.4. Disadvantaged / vulnerable individuals or groups

It is particularly important to understand project impacts and whether they may disproportionately fall on disadvantaged or vulnerable individuals or groups, who often do not have a voice to express their concerns or understand the impacts of a project.

Specifically for this WEGS project, the main group of affected parties, the beneficiaries themselves – women survivors of GBV and DV – consist particularly of vulnerable women. Within this group, there are individuals with multiple vulnerabilities, that is women who are GBV or DV survivors and have other additional vulnerabilities: elderly women, Roma women, refugee women, women with disabilities, women part of LGBTQ+ group, women released from prison, minor mothers etc. Therefore, relevant measures will be designed to ensure the access of these groups to the same level of quality assistance, but tailored to their specific needs.

The table below summarizes the categories of vulnerable and disadvantaged groups and their vulnerability, as well as their level of interest and influence of the project.

Table 3. Analysis of disadvantaged and vulnerable groups and their level of interest and influence of the project

Extra vulnerable groups of GBV and DV survivors	Description of vulnerability / disadvantage	Level of Analysis (H=High, M=Medium, L=Low)	
		Interest	Influence

Mothers under the age of 18 years old	Referrals to child protection authorities and services, + Adapted conditions for physical access, adapted housing conditions, provision of free transportation, provision of interpretation/translation of information into Russian, Referral to specialized healthcare assistance, as necessary	H	M
Elderly women		H	M
Women with disabilities		H	M
Roma women		H	M
Refugee women		H	M
Women released from prison		H	M
LGBTQI+		H	M

4. STAKEHOLDER ENGAGEMENT PROGRAM

4.1. Summary of stakeholder engagement done during project preparation

The Project concept/intervention is based on Gender-Centru's extensive experience of working with the Project's main stakeholders' group – (1) wide partnerships with Ministry of Labor and Social Protection, GBV Agency, Ministry of Education, Ministry of Health, Ministry of Internal Affairs, Ministry of Justice, National Confederation of Trade Unions (2) women who are DV and GBV victims, including advancing women's rights in all professional sectors. In its 24-year activity, Gender-Centru promoted and developed national tools and mechanism aiming to adapt and implement integrative, holistic, survivor-centered approach, designed to provide high quality and efficient services tailored to the individual needs of each beneficiary. Gender-Centru 'experts contributed to elaboration and advocacy of many documents in the Republic of Moldova: Gender Equality Law, Law no. 45 on prevention and combating Domestic Violence, National Human Rights Action Plan/ Chapter on Women Human Rights, National Plan of Action for equality between women and men 2006-2009, National Strategy on Reproductive Health, National Programs on ensuring of Gender Equality Law No. 71 of 14.04.2016 on amending and supplementing certain legal acts, Law No. 96 of 28.07.2016 on amending and supplementing certain legal acts. Gender-Center 'experts contributed to elaboration and advocacy of the National Program for the implementation of Resolution 1325 of the UN Security Council on women, peace and security for the years 2023-2027 in the Republic of Moldova, approved by the Government in May, 2023.

Gender –Centru is a pioneer in developing and implementing Capacity Building and Assistance programs on preventing of gender-based discrimination and violence, including trainings, workshops for both professional responding to GBV, educational system, LPAs and GBV survivors, including provision of direct assistance (coaching and cash) for women refugees. Thus, Gender-Centru will build activities in Project Component 1 and 2 based on this knowledge and practice. Along with capacity building, various studies were realized by NGO, as National Study "Violence against women within family" / UNDP, UNFPA, UN Women, National Bureau of Statistics (2010); National "Demographic and Health Survey" Domestic Violence Chapter/UNFPA/WHO/MoH (2005) and informational resources were developed and shared long-wide with state and non-state agencies, service providers, women, young people, etc Gender-Centru representatives has presented the Shadow Report/ Statement on CEDAW implementation to the UN CEDAW Committee (prepared in cooperation with others NGOs). Proposed recommendations were included in the Concluding comments of the Committee on the Elimination of Discrimination against Women: Republic of Moldova (Thirty-sixth session, 7-25 August 2006 NY / 56 session; October 2013/ 75 session; February 2020/ Geneva).

The team on Gender-Centru implemented more than 25 project over the years demonstrating expertise in gender equality and GBV area and commitment to advance and support women's rights and empowerment. The most recent ones were focused on improving access of GBV survivors to specialized services, including women refugees as following:

(1) The "Feminist and Localized Humanitarian Action" project, implemented by Gender-Centru under the umbrella of the Platform for Gender Equality, funded by the Swiss Government and partner organizations of UN Women,

through the project "Women in support of women: increasing the leadership and resilience of affected women of crisis through community initiatives" (2023)

(2) Project "Mobile Safe Spaces Services to support refugees" (2022-2024) in the frame of UNFPA Country Programme for the Republic of Moldova 2023-2027

(3) Project "Mapping of available services and capacities to respond to Gender-Based Violence (GBV) in the Republic of Moldova" 2023-2025 / UNFPA, UNHCR, MLSP etc.

In light of described experience and expertise, Gender-Centru is sufficiently qualified to implement in partnership with other local NGOs both WEGS components **Component 1: Empowering women survivors, including refugees, through improved GBV response services and case management and Component 2: Strengthening the institutional mechanism for combating GBV.**

Since 2015 the Gender-Centru is a member of the National Coalition "Life without violence" formed by 22 NGOs active in the domestic violence issues and specialized service providers. Since 2015, Gender Centru is member of National Platform for Gender Equality that has currently 44 members both NGOs and civil activists for women's rights. The President of Gender-Centru was elected as first President of Platform for Gender Equality. During 2017-2022 Gender-Centru hosted operational and fiscal the Platform for Gender Equality. Gender-Centru is involved in Women's Major Group activities at regional and global level. Since February 2020, Gender-Centru is Organizing Partner of Women's Major Group for Europe and Central Asia (as an appreciation of her activity, the President already has her second mandate). Since 2019, Gender-Centru is a member of Global Network of Women Peacebuilders (GNWP). Since June 2023, President of Gender-Centru is a President of Women's Advisory Board (WAB) for Sustainable Peacebuilding on both banks of Nistru river to bolster implementation of Women, Peace and Security (WPS) agenda.

Gender-Centru cooperates on a regular basis with NGOs from the north, central and south parts to enhance the capacities to respond to GBV and refer DV and GBV survivors.

For this Moldova WEGS Project the stakeholder engagement activities also included consultations with key stakeholders on the concept and design of the proposed project. These discussions were held both online and in-person with representatives of the Ministry of Labor and Social Protection, including the State Secretary and the Head of the Gender Equality Policy Division; the National Agency for Preventing and Combating Violence Against Women and Domestic Violence. Discussions focused on the selection of project regions, capacity building of government staff, and on the organization of the best options of assisted long-term housing for women survivors of GBV.

Several rounds of consultations were held with the Ministry of Labor and Social Protection, national NGOs, and UN agencies (UN Women, UNFPA, UNDP) through WB missions in Dec 2022, March 2023 and July 2023. The fundamental conclusion drawn from these consultations is that it is the ideal time to launch the project, given the reforms started by the government in the area of GBV response and social protection. During the first mission in December 2022, members of the WB team visited sites of two shelters for Ukrainian refugees—one in Chişinău and one in village Popeasca, Stefan Voda raion—to better understand each locality's circumstances and capacity to meet the needs of the refugee women and their children. At the Chişinău location (Sanatoriul "Constructorul") the facility tour and consultation with refugees was led by the Director; in village Popeasca, the team met with the Mayor of Popeasca (Mr. Ion Paduret) before visiting the refugee center.

In addition, Gender-Centru and ANPCV met and worked jointly with several specialized NGOs aiming to realize the Mapping of available services and capacities to respond to Gender-Based Violence (GBV) in the Republic of Moldova" 2023-2025 / UNFPA, UNHCR, MLSP that could represent potential subgrantees - NGOs working with DV victims - from the northern, central and southern regions to assess the range of services available at regional level and evaluate their capacities to provide holistic assistance at local level, their training needs and availability to extend the activities and services.

4.2. Summary of project stakeholder needs and methods, tools and techniques for stakeholder engagement

The Stakeholder Engagement Program includes a set of engagement actions, which will be used to consult, provide information and engage interested stakeholders, affected parties and vulnerable groups. The methods, which will be

used include a number of interchangeable list of tools, which can apply to all categories of stakeholders, affected parties and vulnerable groups, such as for example social media, websites, public meetings. These methods are categorized under “traditional” and “digital” and include the following tools:

Provide information and consult stakeholders using traditional tools:

- Conduct awareness and outreach campaigns using traditional tools such as leaflets, video spots and written materials targeted at GBV and DV survivors, youth (female and male), women with multiple vulnerabilities from Project selected regions;
- Maintain bilateral conversations with stakeholders throughout the project, including telephone discussions and face-to-face individual consultations;
- Conduct surveys by distributing beneficiary-satisfaction polls to GBV and DV survivors assisted under the project;
- Conduct field visits to consult the stakeholders and monitor project implementation directly on the site.
- Place project updates on website and Facebook page and or social media.

Consult and engage stakeholders in offline meetings and using digital tools:

- Ensure ongoing communication with stakeholders using official correspondence through emails and virtual meetings;
- Engage and inform stakeholders through providing regular updates on the website, social media of the implementing agency;
- Organize workshops and webinars using virtual communication platforms such as Zoom or others, as available for most participants;
- Conduct specialized trainings and capacity building events, either offline or through virtual platforms.

4.3. Stakeholder engagement plan

The table below presents a set of engagement activities that will take place from project preparation stage through implementation and completion of the project. The list of activities is not exhaustive, and it may be supplemented and modified during implementation.

Table 4. Program for Stakeholder Engagement

Project Stage	Estimated Date/Time Period	Topic of Consultation/ Message	Method Used	Target Stakeholders	Responsibilities
Prior to project appraisal		Assessment of available services at local level to identify local implementing partners as Project subgrantees	Phone calls, Online meetings, On-site visits	Local public authorities and NGOs providing assistance to DV and GBV survivors	Gender-Centru in consultation with Ministry of Labor and Social Protection ANCPV
Prior to project appraisal		Selection of most optimal housing model for beneficiaries in Component 1	Phone calls, Online meetings	GBV Agency that will ensure the communication with Ministry of Labor and Social Protection and Local Public Administration authorities	Gender-Centru ANCPV
During project implementation	4 years	Information about DV and GBV,	Leaflets, brochures,	Women survivors of DV and GBV in	Gender-Centru and AVE Copiii

		available legal remedies, services and types of assistance provided under the project, contact details of project locations	video materials, Facebook posts, web articles etc For refugee and other minority groups women, all information will be translated into Russian	Component 1, including women with disabilities, refugee, elderly women	
During project implementation	4 years	Information about available personal development and professional training courses	Leaflets Personal development and vocational training courses materials	Women survivors of DV and GBV in Component 1, including women with disabilities, refugee women	Gender-Centru and AVE Copiii
During project implementation	4 years	Beneficiaries' satisfaction level with services provided under the project, including any grievances they would like to report	Anonymous satisfaction questionnaires Online and offline grievance reporting tool (website or Facebook messages, emails, phone calls)	DV and GBV survivors in Component 1, including refugee women	Gender-Centru and AVE Copiii
During project implementation	4 years	Information about gender-based violence, including sexual violence and digital violence (forms, consequences, legal remedies)	Informative sessions in all project regions, including supporting materials (leaflets, PPTs)	High school and vocational school students (female and male) General population (female and male) in the project regions	Gender-Centru
During project implementation, periodically		Knowledge about the response to DV and GBV cases	Pre and post-tests before and after capacity building sessions to assess their training needs, training materials	Members of multidisciplinary teams, including police officers, social workers, etc in project regions	Gender-Centru and AVE Copiii
During the first months of Project implementation		Standard principles and practice of GBV. Evaluation of training needs	Questionnaire, training materials	Specialists working with GBV survivors	Gender-Centru in collaboration with ANCPV

4.4. Reporting Back to Stakeholders

Stakeholders will be kept informed as the project develops via the same communication channels as they were initially engaged, including publication of information on the website and Facebook page, phone calls, online meetings, etc. Steering Committee will be a platform to ensure communication among stakeholders and decide about efficiency and effectiveness of the project by analyzing, approving, and providing recommendations on project work plans and reports;

Gender-Centru Annual Activity Report will include a separate chapter dedicated to the implementation of this Project, including on the implementation of this SEP and on the impact of its activities on Project stakeholders.

5. RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT ACTIVITIES

5.1. Resources

Gender-Centru will be in charge of stakeholder engagement activities.

The budget for the SEP is part of project communication costs (243 950 USD) and is included in Components 1 and 2 of the project.

5.2. Management functions and responsibilities

Project implementation responsibilities, including SEP implementation, rely on Gender-Centru - the Project Implementing Agency, which will be responsible for overall project management, signing of partnership agreements, and ensuring implementation of all activities under the three project components. The implementing partners will be responsible for the activities planned in their specific geographical areas and agreed upon in the Partnership agreements signed with them.

The management of SEP implementation and stakeholder engagement activities relies on the WECS Project Manager, Financial Manager and Administrative Manager under the overall supervision of the Gender-Centru President

6. GRIEVANCE MECHANISM

The objective of the GM is to serve as an effective tool for early identification, assessment and resolution of grievances, serving as a project risk management mechanism and strengthening accountability to beneficiaries. The GM serves as feedback mechanism that can improve project impact and mitigate the undesirable ones. The GM mechanism will be available to project stakeholders and other affected parties to submit questions, comments, suggestions and/or complaints and provide any form of feedback on all project-funded activities.

6.1. Description of the Grievance Mechanism (GM)

Table 5. GM mechanism

Step	Description of Process	Time Frame	Responsibility
GM implementation structure	The Administrative Assistant of Gender-Centru will act as Central Grievance Focal Point for the entire Project. Grievances and feedback will be submitted directly to the WEGS Project Implementation Unit by email and online (Gender-Centru is currently re-designing its website and a GRM mechanism is being designed. Once completed, the details will be communicated via the National Coalition “Life without Violence”, Gender Equality Platform and website of AVE Copiii). A Complaint Committee will be convened for examining more complex cases, which will also include the Gender-Centru President	Structure set during the first month of Project implementation	Gender-Centru and AVE Copiii
Grievance uptake	Level 1. Grievances and feedback will be submitted into the boxes at WEGS project site locations administered by NGO AVE Copiii in the three project locations at local level. Grievances and feedback can be submitted at the direct address of AVE Copiii in Chisinau municipality, 1 Constantin Stere Street or online at office@avecopiii.md in a free form Level 2. Grievances and feedback will be submitted directly to the WEGS Project Implementation Unit by email and online (Gender Centru is currently re-designing its website and details will be communicated once completed).	Anytime during project implementation	Central and local grievance focal points
Sorting, processing	The Project Assistant will act as Grievance Focal Point and will be responsible for collecting and processing grievances. All grievances received/redirected from any of the WEGS project sites will be recorded in the Grievance Log, and categorized according to the following complaint types: Legal Assistance/Social assistance/Psychological Assistance/Personal development and economic empowerment/Housing/Other. Grievances will be recorded by project site and date.	Upon receipt of complaint	Central and Local grievance focal points
Acknowledgment and follow-up	Receipt of the grievance is communicated to the complainant	Within 5 days of receipt	WEGS Project grievance focal point at Gender Centru

Step	Description of Process	Time Frame	Responsibility
Verification, investigation, action	Investigation of the complaint is led by the grievance focal point at Gender Centru. A proposed resolution is formulated and communicated to the complainant	Within 15 working days	Complaint Committee composed of, WEGS Project Administrative Manager, and for more complicated cases, President of Gender –Centru
Monitoring and evaluation	Data on complaints are collected in the Grievance Log and reported to Project Administrative Manager and President every quarter	Quarterly during project implementation	Central and Local grievance focal points
Provision of feedback	Feedback from complainants regarding their satisfaction with complaint resolution is collected	One month after grievance receipt	Central and Local grievance focal points

Grievances under the WEGS Project will be treated confidentially, assessed impartially, and handled transparently.

The Gender-Centru and AVE Copiii implementing partners will ensure that all project-affected parties will have equal opportunity to submit their grievance and will ensure equal and nondiscriminatory access to the grievance mechanisms, with special attention given to the disadvantaged/ vulnerable groups, etc. The Project beneficiaries may use a range of contact options (telephone number, e-mail address and postal address, etc.). Measures are put in place by the Gender-Centru to ensure that the GM is accessible to all stakeholders and that the channels for filling in a grievance form is disclosed on the website of the Gender-Centru and project implementing partners.

All grievances will be registered and documented, and each grievance resolution process and communication will be systematically tracked.

Gender-Centru Administrative Manager will serve as Central Grievance Focal Point at project level and will act as supervisor and project management authority who will supervise the grievance management activity of project implementing entities. Grievances and feedback will be submitted into the boxes at WEGS project site locations administered by NGO AVE Copiii in the three project locations at regional level. Grievances and feedback can be submitted at the direct address of AVE Copiii in Chisinau municipality, 1 Constantin Stere Street or online at office@avecopiii.md in a free form. Grievances and feedback can be submitted directly to the WEGS Project Implementation Unit by email gendercentru@gmail.com and online

Channels to make complaints:

1. By Email: gendercentru@gmail.com ; office@avecopiii.md
2. Online at <http://www.gender-centru.md/ro/contacts> ;
3. Verbal complaints addressed to project staff;
4. By telephone +373 (22) 77-44-11 at Gender Centru +373 (22) 23 78 54
+373 (22) 23 72 59 at AVE Copiii

The project treats sensitive and confidential complaints, including those related to Sexual Exploitation and Abuse/Harassment (SEA/SH) in line with the WB ESF Good Practice Note on SEA/SH.¹ For GBV, and particularly for SEA/ SH complaints, there are risks of stigmatization, rejection and reprisals against survivors. Since this project will be supporting GBV survivors, the project team has professional knowledge and experience to address such cases. Survivors' consent will always be requested before submitting SEA/ SH complaints. The beneficiary consent form will be used upon entering into the assistance program and will be taken as many times as necessary through the assistance process so as to ensure full observance of the human rights of the survivors/victims of GBV.

The World Bank's corporate Grievance Redress Service. Project affected communities and individuals may submit their complaint to the WB's independent Inspection Panel, which determines whether harm occurred, or could occur, as a result of WB non-compliance with its policies and procedures. Complaints may be submitted at any time after concerns have been brought directly to the World Bank's attention, and Bank Management has been given an

¹ Add where SEA/SH risks are relevant to the project.

opportunity to respond. For information on how to submit complaints to the World Bank's corporate Grievance Redress Service (GRS), please visit <http://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service>. For information on how to submit complaints to the World Bank Inspection Panel, please visit www.inspectionpanel.org.

Complainants can also submit grievances to the World Bank office in Moldova at the following address

Str. Puskin 20/1, MD-2012, Chisinau, Republic of Moldova

+373-22-262-262

+373-22-262-236

moldova_contact@worldbank.org

6.2. The Grievance Log to track and ensure all grievances are addressed / responded to

A grievance log will be maintained to ensure that each complaint has an individual reference number and is appropriately tracked, and recorded actions are completed. The Central Grievance Focal Point will have the responsibility to collect grievances submitted through the channels listed above and overall management of grievances.

An electronic spreadsheet will be maintained tracking all grievances, including resolution status as per details specified above.

The log will contain the following information:

- Name of the project affected person, his/her location and details of his / her complaint;
- Date when complaint was lodged;
- Details of corrective action proposed,;
- Date when the proposed corrective action was sent to the complainant.

A template of Grievance Log is available in Annex 2.

6.3. Roles and Responsibilities for GM

The Gender-Centru Administrative Assistant will be appointed as Central Grievance Focal Point and will be responsible for collecting and investigating complaints. The responsibilities for the management of the GM system include the following and may be updated from time to time in consultation with the World Bank task teams:

- Overall management of the GM system
- Collection of complaints both related to project activities conducted directly by Gender-Centru and to project activities conducted by Gender-Centru subgranted implementing partner.
- Recording complaints
- Notification to the complainant on the receipt and timeline to review a complaint
- Sorting/categorization of complaints
- Thorough review of the issues, including the causal link between project activities and alleged damage/harm/nuisance
- Decision-making based on such examination
- Processing appeals or continuous communication with complainants with the purpose to resolve issues amicably
- Verification and coordination of Local Grievance Focal Points' activity
- Reporting and feedback on GM results.

The Local Grievance Focal Points will have the following tasks:

- Collection of complaints related to project activities conducted by their organization.
- Recording complaints
- Notification to the complainant on the receipt and timeline to review a complaint
- Sorting/categorization of complaints
- Thorough review of the issues, including the causal link between project activities and alleged damage/harm/nuisance
- Decision-making based on such examination

- Reporting to the Grievance Focal Point.

7. MONITORING AND REPORTING ON STAKEHOLDER ENGAGEMENT

The SEP will be periodically revised and updated as necessary in the course of project implementation in order to ensure that the information presented herein is consistent and is the most recent, and that the identified methods of engagement remain appropriate and effective in relation to the project context and specific phases of project implementation. Any major changes to the project related activities and to its schedule will be duly reflected in the SEP. Summaries and internal reports on public grievances, enquiries and related incidents, together with the status of implementation of associated corrective/preventative actions will be collated by responsible staff and referred to the Gender –Centru President .

Implementing partners will be made aware of the project SEP and GM and their responsibilities for dissemination of the information on how to access the grievance mechanism.

Annex One. Grievance Record Form

GRIEVANCE RECORD FORM <i>Instructions: This form is to be completed by staff receiving the inquiry or grievance and kept in the Project's file. Attach any supporting documentation/letters as relevant.</i>			
Date Grievance Received:		Name of Staff Completing Form:	
Grievance Received (check √): ☐ WEGS Project site / location ☐ PMU at Gender Centru			
Mode of Filing Inquiry or Grievance (check √): ☐ In person ☐ Telephone ☐ E-mail ☐ Phone Text Message ☐ Website ☐ Meeting ☐ Public consultation ☐ Other _____			
Name of Person Raising Grievance: <i>(information is optional and always treated as confidential)</i> <i>Gender:</i> ☐ Male ☐ Female			
Address or contact information for Person Raising Grievance: <i>(information is optional and confidential)</i>			
Location where grievance/problem occurred [write in]			
National:	Regional	Rayon:	City/ Village:
Brief Description of Grievance or Inquiry: (Provide as much detail and facts as possible)			
Category 1	Grievances regarding abuse of power/intervention by project staff		
Category 2	Grievances regarding staff performance		
Category 3	Grievance about project interventions; quality of provided assistance		
Category 4	Other		
Who should handle and follow up on the grievance:			
Progress in resolving the grievance (e.g. answered, being resolved, settled):			