

****Stakeholder Engagement Plan (SEP)**

Water Reticulation System – Sikongo

1. Introduction

The purpose of this Stakeholder Engagement Plan is to outline how stakeholders will be identified, informed, and involved throughout the lifecycle of the water reticulation project. The SEP ensures transparent communication, fosters community ownership, minimizes conflict, and enhances sustainability of the system.

2. Project Overview

The project aims to design, construct, and commission a water reticulation system to supply clean, reliable potable water to households, institutions, and small enterprises within the district. Key components include:

- Water source development (boreholes/surface abstraction)
- Treatment facilities
- Storage reservoirs
- Transmission and distribution pipelines
- Household and institutional connections
- Community water points
- Operation and maintenance (O&M) systems

3. Stakeholder Identification and Analysis

3.1 Primary Stakeholders

Stakeholder	Interest	Influence	Engagement Needs
Local Communities (villages, households)	Access to safe, reliable water	Medium	Participation in planning, grievance mechanism
Women & Girls	Reduced water collection burden; safety	Medium	Gender-sensitive consultations
Water User Associations (WUAs)	Management and governance	High	Training, capacity building
Local Businesses & Farmers	Water for operations and irrigation	Medium	Tariff discussions, supply reliability
Schools & Health Facilities	Essential water services	Medium	Prioritization, hygiene promotion

3.2 Secondary Stakeholders

Stakeholder	Interest	Influence	Engagement Needs
District Council / Local Government	Service delivery mandate	High	Planning alignment, approvals
Water Utility/Board	System operation and billing	High	Technical workshops, reporting
Traditional Authorities	Community leadership	High	Consensus building
NGOs/CSOs	Community support & advocacy	Medium	Coordination meetings
Funding Agencies/Donors	Project performance	High	Structured reporting
Contractors & Consultants	Project execution	High	Compliance orientation

Vulnerable and Marginalized Groups

- Elderly persons
- People with disabilities
- Low-income households
- Remote settlements

Special outreach measures will be applied to ensure equitable participation.

4. Engagement Objectives

1. **Build trust** between project teams, authorities, and communities.
2. **Ensure broad community support** and ownership.
3. **Inform stakeholders** about project impacts, timelines, and benefits.
4. **Gather input** to refine technical design and minimize disruption.
5. **Prevent conflicts** through structured communication.
6. **Provide a functional grievance redress system (GRM).**

5. Engagement Methods

5.1 Community-Level Engagement

- Village barazas/public meetings
- Focus group discussions (women, youth, farmers)
- Household surveys during baseline assessments
- Participatory mapping of water points
- Community noticeboards and local radio announcements

5.2 Government & Institutional Engagement

- Technical working groups
- Multi-stakeholder steering committees
- Requirement and compliance workshops
- Monthly coordination meetings

5.3 Contractor and Project Staff Engagement

- Pre-mobilization briefings
- Environmental & Social (E&S) induction
- Weekly progress meetings

5.4 Vulnerable Group Engagement

- Home visits
- Facilitation through local social workers
- Representation quota in meetings
- Accessible meeting venues and times

5.5 Communication Tools

- Brochures and posters in local languages
- SMS alerts on service disruptions
- Social media updates (where applicable)
- Local FM radio messages
- Suggestion boxes at communal points

6. Engagement Activities by Project Phase

Phase 1: Planning & Design

- Stakeholder mapping and baseline surveys
- Public disclosure of project objectives
- Consultation on water point locations and pipeline routes
- Gender analysis and vulnerability assessment
- Environmental & Social Impact Assessment (ESIA) consultations

Key outputs: validated design, ESMP, community support documentation.

Phase 2: Construction

- Notification of construction schedules and disruptions
- Employment communication (local labour opportunities)
- Traffic and safety notifications
- Regular site meetings with community leaders
- Monitoring of contractor compliance with E&S standards

Key outputs: minimized conflict, safe worksites, local participation.

Phase 3: Commissioning

- Training of Water User Associations
- Public education on water use, tariffs, and billing
- Testing and demonstration events
- Final handover ceremonies

Key outputs: informed users, trained operators, operational readiness.

Phase 4: Operation & Maintenance

- Routine feedback meetings
- Customer satisfaction surveys
- Annual audits and public reporting
- Continuous hygiene and water conservation education
- Integration of GRM findings into improvements

Key outputs: sustained water supply system performance.

7. Grievance Redress Mechanism (GRM)

Principles

- Accessible
- Transparent
- Free
- Culturally appropriate
- Time-bound

Process

1. **Submission:** via hotline, suggestion boxes, email, or village leaders.
2. **Registration:** complaint logged within 24–48 hours.
3. **Assessment:** categorize (safety, service quality, compensation, contractor issues).
4. **Resolution:**
 - o Minor grievances: 7–14 days
 - o Complex grievances: with district team, up to 30 days
5. **Appeal:** escalate to district or national water authority.
6. **Closeout:** documented feedback to complainant.

A complaints register will be maintained and reviewed monthly.

8. Roles and Responsibilities

Actor	Responsibilities
Project Management Unit (PMU)	Overall coordination, implementation of SEP
District Government	Oversight, land use approvals, public safety
WUA / Community Committees	Local mobilization, GRM frontline, O&M
Contractor	Compliance with SEP, E&S standards
NGOs/CSOs	Community support, awareness campaigns
Donors	Review of reports and compliance monitoring

9. Monitoring, Evaluation & Reporting

Indicators

- No. of community meetings held
- Attendance disaggregated by gender and vulnerability
- Number and resolution rate of grievances
- Level of satisfaction (through periodic surveys)
- Inclusion of stakeholder feedback in design and implementation

Reporting Frequency

- Monthly internal reports
- Quarterly public reports
- Annual donor compliance reports

10. Budget Estimate (Example)

Activity	Cost Estimate (ZMW)
Community consultations	8,000
FGDs & surveys	4,500
Stakeholder workshops	6,000
Communication materials	3,000
GRM system setup	5,000
Monitoring & reporting	2,500
Total	29,000

Actual costs vary by district size and population.