



SIKONGO TOWN COUNCIL

STAKEHOLDER ENGAGEMENT PLAN (SEP) 2025

1.0 INTRODUCTION

Sikongo Town Council places strong emphasis on meaningful stakeholder engagement as a cornerstone for achieving successful project delivery. The Council is dedicated to fostering an environment where openness, collaboration, and broad participation guide all development efforts. By involving communities at every stage, the Council aims to strengthen public confidence and ensure that residents feel a genuine sense of responsibility and ownership over the projects implemented across Sikongo District. This sense of ownership is essential for long-term impact and sustainability.

To support this commitment, Sikongo Town Council has prepared a comprehensive Stakeholder Engagement Plan (SEP). The plan maps out all major stakeholder groups that have a role—whether direct or indirect—in the execution of Council programmes and interventions. It further outlines practical engagement approaches, detailing the channels, timing, and methods through which the Council will interact with different groups. Special attention is given to inclusive communication with women, young people, and vulnerable populations to ensure that their voices and concerns are adequately represented in district development activities

1.1 STAKEHOLDERS LIST

1. Barotse Royal Establishment (BRE)
2. National Assembly Office (Office of the Member of Parliament)
3. District Administration Office
4. Ward Councilors and Ward Development Committees (WDCs)
5. Women Groups and Youth Groups
6. Persons Living with Disabilities (PLWDs)
7. Civil Society Organizations (CSOs) and Non-Governmental Organizations (NGOs)
8. Religious Organizations Leadership (Churches, Faith-Based Organizations)
9. Zambia Environmental Management Agency (ZEMA)
10. Heads of Government Departments (Sector Heads)
11. The Business Community (Local Entrepreneurs, SMEs)

1.2 STAKEHOLDER CLASSIFICATION

1. Primary Stakeholders

- Women Groups and Youth Groups
- Persons Living with Disabilities (PLWDs)
- Ward Councillors and Ward Development Committees (WDCs)
- The Business Community (Local Entrepreneurs, SMEs)

2. Secondary Stakeholders

- Civil Society Organizations (CSOs) and Non-Governmental Organizations (NGOs)
- Religious Organizations Leadership (Churches, Faith-Based Organizations)
- Zambia Environmental Management Agency (ZEMA)
- Heads of Government Departments (Sector Heads)
- District Administration Office

3. Tertiary Stakeholders

- Barotse Royal Establishment (BRE)
- National Assembly Office (Office of the Member of Parliament)

1.3 STAKEHOLDER MAPPING

| Stakeholder Category | Stakeholder | Power Level | Interest Level | Implication / Management Strategy |
|----------------------|--|-------------|----------------|--|
| Primary | Women Groups & Youth Groups | Low | High | Keep Informed & Involve – they are key beneficiaries needing continuous engagement. |
| | Persons Living with Disabilities (PLWDs) | Low | High | Keep Informed – ensure inclusive participation. |
| | Ward Councillors & WDCs | High | High | Manage Closely – they have decision-making authority and strong interest in development. |
| | Business Community (SMEs, Local Entrepreneurs) | Medium | High | Keep Informed / Engage – strong interest in economic opportunities. |
| Secondary | CSOs & NGOs | Medium | Medium–High | Engage Closely – they support development and advocacy. |
| | Religious Organizations Leadership | Medium | Medium | Keep Satisfied – influential in communities. |
| | Zambia Environmental Management Agency (ZEMA) | High | Medium | Keep Satisfied – regulatory authority with high power. |
| | Heads of Government Departments (Sector Heads) | High | High | Manage Closely – they implement sector programs. |
| | District Administration Office | High | High | Manage Closely – overall district coordination mandate. |
| Tertiary | Barotse Royal Establishment (BRE) | High | Medium–High | Keep Satisfied – high traditional authority influence. |
| | National Assembly Office (MP's Office) | High | High | Manage Closely – political oversight and resource mobilization. |

| Stakeholders | Unaware | Resistant | Neutral | Supportive | Leading |
|-----------------------------------|---------|-----------|---------|------------|---------|
| Barotse Royal Establishment (BRE) | | | C | D | |
| National Assemble Office | | | | C | D |
| District Administration Office | | | | C | D |
| Community Members | | | | C | D |
| Councillors and WDC's | | | | C | D |
| Women and Youth Groups | | | | C | D |
| Persons Living with Disabilities | | | | C | D |
| Religious Leadership and CSO's | | | C | D | |
| ZEMA | | | C | D | |
| Business Community | | | C | | D |
| Heads of Government Department | | | | C | D |

C – Current Level of Engagement, D – Desired Level of Engagement

1.4 ACTIONABLE STAKEHOLDER ENGAGEMENT PLAN

| BUDGET STAGE | KEY FEATURES / ACTIVITIES | STAKEHOLDER CATEGORY INVOLVED | TIMELINE |
|---|---|--|---|
| Preparation for Budget Formulation | Sikongo Town Council provides communities with the Stakeholder Engagement Plan (SEP) indicating proposed consultation dates | WDCs, Traditional Leaders (BRE), CSOs, FBOs, CDF Committee, Community Associations | 20 th June To 25 th June 2025 |
| | Submission of community and ward proposals for inclusion in the budget | Community Members, WDCs, Traditional Leaders (BRE) | 10 th -15 th September 2025 |
| | Ward reports consolidated and presented to the Community in a Consultative meeting | Sikongo Town Council, WDCs | 20 th -23 rd September 2025 |
| | Budget Hearings and Town Hall Meetings conducted to validate priorities | Community Members, Traditional Leaders (BRE), WDCs, CSOs, FBOs | 25 th -30 th October 2025 |
| | Council Secretary presents the compiled report to the Full Council | All Stakeholders | 15 th -17 th November 2025 |
| | Feedback meetings with WDCs on included projects and activities | Community Members, WDCs, Traditional Leaders | 20 th -28 th November 2025 |
| | Council submits all reports and minutes to PLGO for review and onward submission to MLGRD | Sikongo Town Council, PLGO, MLGRD | 1 st December 2025 |

| | | | |
|---|--|---|-------------------------------|
| | MLGRD compiles and submits consolidated district reports to MoFNP | MLGRD, MoFNP | By 31st December |
| Budget Approval (Public Awareness) | Review of the proposed budget to confirm inclusion of community input, especially from vulnerable groups (PWDs, women, children) | Sikongo Town Council, Traditional Leaders, CSOs | By 31st December 2024 |
| | Feedback to WDCs and other stakeholders on the Final Approved Budget | Sikongo Town Council | 2 nd February 2026 |
| Budget Execution & Monitoring | Track the effective utilization of funds in line with planned activities | Sikongo Town Council | Quarterly |
| | Regular reporting to WDCs on implementation of projects and activities | Sikongo Town Council | Quarterly |
| Budget Evaluation & Review | Evaluate the impact of allocated funds with focus on gender, PWDs, children, and climate outcomes | Sikongo Town Council | Quarterly |

GRIEVANCE MECHANISM

1. Purpose

To provide a simple and transparent way for community members to report concerns related to:

- Service delivery
- CDF projects
- Land and development control
- Revenue collection
- Staff conduct
- Environmental and social issues

2. How to Submit a Grievance

Community members may lodge complaints through:

1. **Physical submission** at Council offices
2. **Grievance boxes** (Council, markets, bus stations, schools, health facilities)
3. **Phone/SMS** to the Council GRM line
4. **Email** –SikongotCouncil@gmail.com
5. **Community/WDC meetings**
6. **Traditional leadership channels (BRE)**

Anonymous complaints are allowed.

3. Grievance Handling Steps

Step 1: Receipt & Registration (0–2 days)

- GRM Officer records the complaint in the register.
- Acknowledgement provided within 48 hours.

Step 2: Screening (2–4 days)

Level 1: Minor issues – resolved in **5 days**

Level 2: Moderate issues – resolved in **10 days**

Level 3: Serious issues – resolved in **30 days** or referred to relevant agencies

Step 3: Investigation & Resolution

- Responsible department investigates and provides a solution.
- Outcome communicated to the complainant.

Step 4: Appeal

If not satisfied, complainant may escalate to:

1. **Council Secretary**
2. **Full Council**
3. **Ministry of Local Government**

4. Monitoring & Reporting

- GRM register updated continuously
- Monthly internal reports
- Quarterly public updates through WDCs and notice boards

CONCLUSION

The Stakeholder Engagement Plan for Sikongo District provides a structured and inclusive framework to guide how the Local Authority interacts with communities and all key stakeholders throughout the planning, implementation, and monitoring of development activities. By promoting transparency, participation, and mutual accountability, the Council aims to strengthen trust and ensure that all development initiatives genuinely reflect the needs and priorities of the people.

Effective engagement will not only enhance decision-making but also foster local ownership, improve project sustainability, and create a platform where every stakeholder—ranging from community members to traditional leaders, CSOs, government departments, and private sector actors—can contribute meaningfully. The success of this plan relies on continuous communication, timely feedback, and a shared commitment to collaboration.

The Sikongo Town Council remains dedicated to working closely with all stakeholders to ensure that development processes are inclusive, equitable, and responsive to the aspirations of the district.



Julius Katuka
COUNCIL SECRETARY

