



# OECS DATA FOR DECISION MAKING PROJECT(P174986)

## **DRAFT STAKEHOLDER ENGAGEMENT PLAN**

OECS COMMISSION | Morne Fortune, Castries, Saint Lucia

## List of Acronyms

CARCIP Program	Caribbean Regional Communications Infrastructure
CARDTP	Caribbean Digital Transformation Project
CARICOM	Caribbean Community
CSO	Central Statistical Office
ECLAC	Economic Commission for Latin America and the Caribbean
ESCP	Environmental and Social Commitment Plan
ESF	Environmental and Social Framework
ESMF	Environmental and Social Management Framework
ESMP	Environmental and Social Management Plan
ESS	Environmental and Social Specialist
GCIC	Grenada Chamber of Industry and Commerce
GEF	Global Environment Facility Small Grants Program UNDP
GRM	Grievance Redress Mechanism
GRC	Grievance Redressal Committee
GRS	(World Bank) Grievance Redressal Service
ILO	International Labor Organization
LMP	Labour Management Procedures
NSO	National Statistics Organisation
OECS	Organisation of Eastern Caribbean States
PAHO	Pan-American Health Organization
SA	Social Assessment
SALCC	Sir Arthur Lewis Community College
SEP	Stakeholder Engagement Plan
SLCCIA Agriculture	Saint Lucia Chamber of Commerce, Industry and
SSU	OECS Statistical Services Unit
SVG	Saint Vincent and the Grenadines

SVGIC and Commerce	Saint Vincent and the Grenadines Chamber of Industry
UNDP	United Nations Development Program
UNICEF	United Nations Children’s Emergency Fund
UWI	University of the West Indies
VALIRI	Vaugh A. Lewis Institute for Research and Innovation
WB	World Bank

## Table of Contents

List of Acronyms.....	2
1 Introduction.....	6
1.1 Objectives of the Stakeholder Engagement Plan.....	6
2 Project Description.....	6
2.1 Background.....	6
2.2 Project Components.....	7
2.3 Environmental and Social Risk Classification.....	10
3 Summary of Previous Stakeholder Engagement Activities.....	10
3.1 Grenada.....	10
3.2 Saint Lucia.....	10
4 Stakeholder Identification.....	10
4.1 International Organizations.....	11
4.2 Regional Organizations.....	11
4.3 Government Ministries, Departments and Agencies.....	12
4.3.1 Grenada.....	12
4.3.2 Saint Lucia.....	12
4.3.3 Saint Vincent and the Grenadines.....	13
4.4 Civil Society and Non-Governmental Organizations.....	14
4.4.1 Grenada.....	14
4.4.2 Saint Lucia.....	15
4.4.3 Saint Vincent and the Grenadines.....	15
4.5 End Users of SSU and NSO-Produced Statistics.....	16
4.6 Other Interested Parties.....	16
4.7 Disadvantaged or Vulnerable Groups.....	17
5 Stakeholder Engagement Program.....	17
5.1 Proposed Strategy for Information Disclosure.....	17
5.2 Proposed Strategy for Consultation.....	19
5.3 Proposed Strategy to Incorporate the Views of Vulnerable/Disadvantaged Groups.....	21
5.4 Stakeholder Feedback.....	21
5.5 Timelines.....	22

5.6	Future Phases of the Project.....	22
5.7	Resources and Responsibilities for Implementing Stakeholder Engagement Activities.....	22
5.7.1	Roles and Responsibilities.....	22
5.7.2	Budget.....	23
5.7.3	Contact Details.....	23
6	Grievance Redress Mechanism.....	24
6.1	Objectives of the Grievance Redress Mechanism.....	24
6.2	Grievance Redressal Process.....	25
6.2.1	First Level of Redress.....	25
6.2.2	Second Level of Redress.....	27
6.2.3	Third Level of Redress.....	28
6.3	World Bank Grievance Redressal Service (GRS).....	28
6.4	Addressing Gender-Based Violence.....	29
	Annex 1- Grievance Information Form.....	30
	Annex 2- Grievance Acknowledgement Form.....	32
	Annex 3- Grievance Log.....	33
	Annex 4- Meeting Record Form.....	34
	Annex 5- Disclosure/Release Form.....	36
	Annex 6- Consultation Report-Grenada.....	37
7	Introduction and Background.....	38
7.1	Background.....	38
	Table 1- Project components.....	38
I.	Description of the Stakeholder Engagement Activity.....	40
II.	Feedback Received from Stakeholders and Project Team’s Response.....	40
III.	Supporting Documents.....	45
	List of stakeholders present:.....	45
8	Appendix.....	46

# 1 Introduction

This document represents the Stakeholder Engagement Plan (SEP) for the Organisation of Eastern Caribbean States (OECS) Data for Decision Making Project (P174986). The SEP establishes the timing and methods of stakeholder engagement, project information dissemination and grievance management for the project. The SEP aims to ensure that stakeholder engagement is meaningful through appropriate communication which fosters the development of strong and constructive relationships with stakeholders who are impacted by, have special interests in or may influence the project. Stakeholder engagement is an important tool for social inclusion and reducing inequalities. Effective stakeholder engagement ensures that stakeholder views are incorporated into the project's design which is integral to the successful management of the project's environmental and social risks and the overall successful implementation of the project.

Implementation of this SEP is the responsibility of the OECS Commission along with the Governments of Grenada, Saint Lucia and Saint Vincent and the Grenadines. The scope of the SEP is proportionate to the nature and scale of the project's potential risks and impacts. The SEP is a living document and will be updated, as necessary, throughout the project's life cycle.

## 1.1 Objectives of the Stakeholder Engagement Plan

The specific objectives of the SEP are:

1. To build and maintain a constructive relationship with stakeholders;
2. To assess the level of stakeholder interest and support for the project and to enable stakeholders' views to be taken into account throughout the project cycle;
3. To promote and provide means for effective and inclusive engagement with stakeholders throughout the project life cycle on issues that could potentially affect them; and
4. To ensure that appropriate project information on environmental and social risks and impacts is disclosed to stakeholders in a timely, understandable, accessible and appropriate manner and format.

# 2 Project Description

## 2.1 Background

According to the World Bank's Statistical Capacity Indicator, statistical capacity of the governments across the OECS countries is relatively low, although there is some variability. Generally, these countries are data deprived and available data is

usually a bit outdated. This is because OECS governments have made inadequate investments to ensure the regular production of data to monitor key policy indicators. Delays in data analysis undermine the value of collecting said data for policy making because it does not enable more in-depth analysis to respond to policy questions. Some international donors have made investments to improve this, however, these investments have proven inadequate to address the structural challenges of the NSOs in individual OECS nations.

## 2.2 Project Components

In order to increase the statistical capacity, this project aims to improve the capacity of member states to produce and publicly disseminate statistical data in a timely manner for evidence-based policy making at both the country and the regional levels. To achieve this objective the project consists of four components described in Table 2.1 .

Table 2.1- Project Components

Project Component	Description	
<b>Component 1: Statistical Modernization and Capacity Building</b>	This component will support activities to : <ol style="list-style-type: none"> <li>1. Improve the development of the institutional and technical capacity the NSO as the agency responsible for coordinating the national statistical system and producing official statistics;</li> <li>2. Reinforce the national statistical system and its coordination across government ministries and agencies ;</li> <li>3. Information and technology modernization to improve the efficiency and quality of statistical operations from data collection to the dissemination of results ; and</li> <li>4. Promote the use of data and statistics and develop a user-oriented system.</li> </ol>	
	<i>Sub-component 1.1 : National Statistical Office Development</i>	Technical assistance and training will be provided to build the NSOs' capacity in technical to organizational aspects and to improve sustainability in light of staff turnover and limited human resources.
	<i>Sub-component 1.2: National</i>	This subcomponent will support

Project Component	Description	
	<i>Statistical System - Coordination &amp; Planning</i>	progress towards an effective National Statistical System (NSS), with the NSO at its core, to coordinate statistical activities across line ministries and respond to demand for policy making.
	<i>Sub-component 1.3: Information Technologies for Statistics</i>	This subcomponent will support the acquisition of modern Information Technology (IT) end-user equipment to support the entire statistical process from data collection to dissemination for greater efficiency and quality and increase the resilience of NSOs.
	<i>Subcomponent 1.4: Promoting Data Access and Use</i>	This subcomponent will support participating countries to address communication and dissemination challenges that preclude them from maximizing the returns on statistical investments.
<b>Component 2: Data Collection, Analysis, and Dissemination</b>	This component will support the production of core data products central to the statistical system and fill other key data gaps identified by participating countries. It is subdivided into two sub-components.	
	<i>Sub-component 2.1: Core Data</i>	This subcomponent will support the production of core data collection activities to improve the frequency of data available to monitor and analyze demographic, social, and economic conditions. The core data products will include (i) Population and Housing Census, (ii) Agricultural Census, (iii) Survey of Living Conditions, and (iv) Labor Market Statistics.
	<i>Sub-component 2.2: Supplemental</i>	This subcomponent aims to help fill other key data gaps identified in



Project Component	Description	
	<i>Data</i>	the participating countries. It will cover surveys as well as technical assistance needed to fill country-specific data gaps. Support will be provided to conduct phone surveys to monitor the impacts of the covid-19 pandemic and/or other exogenous shocks such as the volcanic eruption in Saint Vincent and the Grenadines.
<b>Component 3: OECS Regional Integration</b>	This component contributes to the OECS Commission’s mandate for regional integration and strengthening of the regional statistical system. It consists of four sub-components :	
	<i>Subcomponent 3.1: Eastern Caribbean Statistics Methods Board</i>	This subcomponent will support the creation and running of the Eastern Caribbean Statistics Methods Board (ECSMB) to improve regional coordination and harmonization of statistical methods among the OECS countries.
	<i>Subcomponent 3.2: Data Innovation for Small Island States</i>	This subcomponent will support experimentation of methodological innovations and alternative data that are promising for small island state contexts. As new survey methods emerge and standards evolve, these innovations should be tested and piloted locally to understand if they are suitable for the OECS countries, making the necessary adjustments as

Project Component	Description	
		needed.
	<i>Subcomponent 3.3: Regional Technical Capacity Building</i>	This subcomponent aims to support the transitioning of the OECS SSU from its current facilitation role to providing technical assistance to member states. This would involve developing in-house capacity in rarer skills that are critically important to the project's success but are only required periodically within a country NSO, perhaps only once or twice every few years.
	<i>Subcomponent 3.4: Regional Analysis and Dissemination</i>	This subcomponent will support the production of regional analytics drawing on the major data production activities financed by this project.
<b>Component 4: Project Implementation</b>	This component will support the project implementation units in each country and at the OECS Commission.	
<b>Component 5 : Contingency Emergency Response Component (CERC)</b>	This zero-cost component aims to provide immediate surge funding in the event of a national emergency. The CERC is only triggered in the case of a public emergency and when certain actions, as agreed by the Government and Bank teams, are met. These actions can include: (i) the country declares a national emergency; and (ii) presents a sound and actionable country-level response plan.	

## 2.3 Environmental and Social Risk Classification

The project is classified as moderate risk overall according to the World Bank’s (WB) Environmental and Social Framework (ESF). The project activities will be undertaken in existing government buildings with no construction activities anticipated. There

are no activities that will result in land acquisition and resettlement or which will cause an influx of labour. The environmental risk classification is moderate. The potential environmental risks include those associated with: i) minor retrofitting activities (re-wiring, drilling holes in walls, moving furniture etc.) needed for the installation of electronic equipment; ii) management and disposal of non-hazardous and hazardous waste, including electronic waste (e-waste) in the case of replacement of old electronics; and iii) occupational health and safety hazards for the workplace (including COVID-19 transmission risks). These risks are expected to be minor, site specific, temporary and reversible.

The social risk classification is moderate. The project will not involve any civil works; however, it will be implemented in a context where there is existing social exclusion to various degrees. Vulnerable groups are for the most part already excluded from data collection exercises; therefore, the project could further increase their vulnerability if they continue to be unaccounted for. Although not a specific component of the project, there is some social risk related to cybersecurity and data privacy. There is also the risk of lack of access to technology. The capacity of the implementing agencies with the WB’s ESF is also low.

### 3 Summary of Previous Stakeholder Engagement Activities

#### 3.1 Grenada

A virtual consultation meeting was held in April 2021 with government and governmental partners in civil society. The aim of the session was to provide information on the proposed project and to seek inputs into the project design and the ESF instruments. The detailed consultation report is included as Annex 6 of this plan.

Date of Consultation	Stakeholders Present	Topics Discussed	Main Takeaways
April 2021	<ul style="list-style-type: none"> <li>- Central Statistical Office</li> <li>- Grenada Chamber of Commerce</li> <li>- Social Policy Planning on Projects Unit-</li> </ul>	<ul style="list-style-type: none"> <li>-Proposed project stakeholders</li> <li>- Draft E&amp;S instruments developed for the project- SEP, SA</li> </ul>	<ul style="list-style-type: none"> <li>-Suggestion to include Ombudsman on Grievance Review Committee</li> <li>-Emphasis on the inclusion of statistics related to persons living with disabilities in the data collection</li> </ul>

	Ministry of Social Development and Community Empowerment  - Ministry of Works Implementation Department  - Ministry of Implementation  - Ministry of Infrastructure Development  - Ministry of Labour  - Ministry of Tourism		-Suggestion to include a wage survey that will compare private vs public wages  -Suggestion to look at productivity survey  - Underscore of the inclusion of training on data collection etc. in the project
--	--	--	--

The consultation process will continue and will include the vulnerable groups identified in the SEP.

### 3.2 Saint Lucia

There have been some stakeholder meetings held between the Central Statistical Office and the main data producers outside of the CSO that constitute the National Statistical System. The aim of these meetings was to provide these stakeholders with information about planned and ongoing statistical activities relevant to their programme area (including about the project). Moreover, the importance of statistics in decision making and everyday life was advocated in the meetings. Additional consultations with other project stakeholders, including vulnerable groups will be planned and completed.

### 3.3 Saint Vincent and the Grenadines

There have been some stakeholder meetings between the Statistical Office and the Agriculture Statistical Unit and another is planned for 19<sup>th</sup> October. Another consultation will be convened with the Labour Department as well in the near

future. The aim of these consultations is to provide information and obtain feedback about proposed project activities. Additional consultations will be planned to address the coverage of underrepresented communities.

## 4 Stakeholder Identification

The main project stakeholders are as follows:

### 4.1 International Organizations

There are a number of international organizations that utilize the statistics produced by the OECS and its member states for their reports and analysis of the countries and the region. Consequently, these organizations will benefit from the more efficient data collection and analysis process as well as more reliable data. Many of these organizations have local offices within the OECS region. Some of these organizations include:

- Pan-American Health Organization (PAHO)
- International Labor Organization (ILO)
- UN Women
- Washington Group on Disability Statistics
- United Nations Children’s Emergency Fund (UNICEF)
- Economic Commissions for Latin America and the Caribbean (ECLAC)
- United Nations Development Fund (UNDP)

### 4.2 Regional Organizations

#### **Organization of Eastern Caribbean States (OECS)**

The OECS is an international, inter-governmental organization dedicated to regional integration within the Eastern Caribbean States. The strategic objectives of the OECS include regional integration, resilience, social equity, foreign policies and a high performing organization. The OECS was established in 1981 with the signing of the Treaty of Basseterre by seven Eastern Caribbean nations. The treaty was revised in 2010 to further promote a common approach among these nations with respect to policies and legislation across various sectors. The OECS will also host the regional project implementation unit (PIU).

#### **OECS Statistical Services Unit (SSU)**

The SSU was established in 2015 under a mandate established in the Revised Treaty of Basseterre. The SSU makes available and accessible relevant and

OECS Data for Decision Making Project (P174986)- Stakeholder Engagement Plan

comparable statistics and data. It also provides knowledge products and expertise to inform, influence and measure progress towards the full integration of the OECS Economic Union. The OECS SSU plays an integral role in the configuration, resourcing and maintenance of an interdependent, well-coordinated system of statistical governance, operations and cooperation.

## **Caribbean Community (CARICOM)**

CARICOM is a grouping of 20 countries within the Caribbean region- 15 Member States (including the project countries) and 5 Associate Members. CARICOM was established in 1973 through the signing of the Treaty of Chaguaramas which was revised in 2002 to allow for the eventual establishment of a free market and economy. CARICOM rests on four pillars- economic integration; foreign policy coordination; human and social development and security. The aim of the organization is to create an integrated, inclusive and resilient Caribbean Community which is a unified and competitive force in the global arena.

### **4.3 Government Ministries, Departments and Agencies**

Government ministries, departments and agencies are integral to the overall success of the project throughout the project cycle. They are critical to the establishment of the physical, technical, legal and regulatory framework of the project amongst other things. There will also be intra and inter ministry, department and agency collaboration for project implementation. It is also expected that all government entities will benefit from the project. The key government ministries, departments and agencies from each project country are outlined below:

#### **4.3.1 Grenada**

##### **The Ministry for Finance, Economic Development, Physical Development, Public Utilities and Energy**

The Ministry for Finance, Economic Development, Physical Development, Public Utilities and Energy is responsible for the implementation of fiscal and economic policies as well as the facilitation of social and environmental policies in co-operation with other agencies, thereby providing and enabling sustainable growth. This Ministry houses the Grenada Central Statistical Office.

##### **Grenada Central Statistical Office**

The Grenada Central Statistical Office is responsible for collecting and collating statistical data for Grenada, including the country's census. The office is held in the Ministry of Finance and will be the national-level implementing agency for the project.

##### **Ministries Directly Involved**

Since the data produced by the Grenada CSO will be integral for decision making on a national level, other Ministries will also be stakeholders. Some of these Ministries are listed below:

- Ministry of Agriculture, Land and Forestry
- Ministry of Education, Human Resource Development, Religious Affairs and Information
- Ministry of Health and Social Security
- Ministry of Social Development, Housing and Community Empowerment
- Ministry of Infrastructure Development, Transport and Implementation
- Ministry of Labour
- Ministry of Trade, Industry and Consumer Affairs
- Ministry of Tourism, Civil Aviation, Climate Resilience, and the Environment

#### **4.3.2 Saint Lucia**

##### **Ministry of Finance, Economic Growth, Job Creation, External Affairs and the Public Service**

The Ministry of Finance is responsible co-ordination of development planning; mobilization of public resources; and ensuring effective accountability for the use of such resources for the benefit of all stakeholders for the delivery of services. The Ministry of Finance consists of sixteen departments including the Central Statistical Office of Saint Lucia.

##### **Central Statistical Office of Saint Lucia**

The Central Statistical Office of Saint Lucia was established in 1973 and is the largest National Statistics Organization (NSO) of the three project countries. This office is the data collection, processing and dissemination agency, which is responsible for coordinating, monitoring and supervising the National Statistical System. The Central Statistical Office of Saint Lucia's mandate is to produce and provide statistical information that allows for evidence-based decision making, policy formulation and planning along with for investment purposes. The office is also responsible for providing advisory and technical services to all users on statistical matters.

## **Other Government Ministries**

The data produced by the Saint Lucia CSO is integral to decision making at a national level. Consequently, other government ministries are also project stakeholders, including the following:

- Ministry of Health and Wellness
- Ministry of Infrastructure, Ports, Energy and Labour
- Ministry of Education, Innovation, Gender Relations and Sustainable Development
- Ministry of Equity, Social Justice, Empowerment, Youth Development, Sports and Local Government

### **4.3.3 Saint Vincent and the Grenadines**

#### **Ministry of Finance, Economic Planning and Information Technology**

Leads the process of re-engineering economic growth, promoting sustainable development and improving the quality of life of all Vincentians.

#### **Statistical Office**

The Statistical Office of Saint Vincent and the Grenadines, which was established in 1983, facilitates informed decision-making through the provision of high quality, relevant, user oriented and dynamic statistical services by coordinating statistical activities and promoting adherence to statistical standards. To this end, the Statistical Office collects, compiles and analyses statistical information, provides local, regional and international organizations with timely statistical data and conducts surveys and censuses in accordance with the Census and Statistics Act No.24 of 1983.

#### **Other Government Ministries**

The Statistical Office facilitates informed decision making at the national level, therefore the data produced will be used by other government ministries including:



- Ministry of Education and Reconciliation
- Ministry of Health, Wellness and Environment
- Office of the Prime Minister, Foreign Affairs, National Security, Legal Affairs and Information
- Ministry of Transport, Works, Land and Surveys and Physical Planning
- Ministry of National Mobilization, Social Development, Family, Gender Affairs, Youth, Housing and Informal Settlements
- Ministry of Agriculture, Forestry, Fisheries, Rural Transformation, Industry and Labour
- Ministry of Tourism, Civil Aviation, Sustainable Development and Culture

#### **4.4 Civil Society and Non-Governmental Organizations**

Within the OECS civil society groups consist of a wide variety of organizations. These include private sector entities of varying sizes, chambers of commerce, non-governmental organizations (NGOs), universities, technical schools and other groups. Since the project is aimed at enhancing the statistical capacity across the participating countries, these organizations/ entities should be included in the consultation process as the project has significant implications for them. The specific civil society and NGO groups/ organizations that will be included in stakeholder consultation for each country are listed below:

##### **4.4.1 Grenada**

###### **Grenada Chamber of Industry and Commerce (GCIC)**

The GCIC is the country's oldest, largest and most influential business association and is the primary connection between businesses and the government. It continually demonstrates impact on public policy and decision-making to the benefit of businesses, communities and families across Grenada, Carriacou and Petit Martinique. The GCIC is an interconnected group of businesses and professionals working together to increase local commerce and serve their communities more effectively than can be done individually. The primary purpose of the GCIC is to promote trade and investment, an open market for goods and services and encourage the free flow of capital. The GCIC is not a governmental body or institution, and has no direct role in the writing and passage of laws and regulations that affect businesses. It does however, act as a lobby in an attempt to get laws passed that are favorable to businesses.

## **Other Civil Society and Non-Governmental Organizations**

Grenadian civil society consist of a number of organizations, enterprises and entities. Among civil society bodies are the private sector which consists of micro, small and medium sized businesses and enterprises, Non-Governmental Organizations (NGOs), Community Based Organizations (CBOs), Commodity Representative Bodies Labour Organizations, Women NGOs and representative groups, legal fraternities and societies, and others. These organizations are relevant as they may likely either use the improved statistics that will be generated or be impacted by decisions resulting from the use of these improved statistics. Some of these organizations may also play integral roles in helping the Central Statistical Office collect some of the data it requires. Some of the main civil society actors are as follows: Grenada National Organization of Women, Grenada Bar Association, Grenada Human Rights Associations, GrenChap, Grenada AIDS organization, Agency for Rural Transformation (ART) Grenada, Grenada Red Cross Society, Inter-Agency Group of Development Organizations (IAGDO), Grenada Coalition of Service Industries, Dynamic Youth of Grenada, Caribbean Youth Environment Network, Grenada Chapter.

## **Universities and Other Institutes of Higher Education**

There are several educational institutes and centers of learning in Grenada. These will be important as end users of statistical data. The main educational institute actors are the T.A. Marryshow Community College, the St Georges University and the University of the West Indies (UWI) Open Campus.

### **4.4.2 Saint Lucia**

#### **Saint Lucia Chamber of Commerce, Industry and Agriculture (SLCCIA)**

The Saint Lucia Chamber of Commerce, Industry and Agriculture was founded in 1884. It is the oldest organization of its kind in Saint Lucia. The aim of the organisation is to foster business growth and development by providing strong leadership, effective advocacy and relevant services to our membership which they can leverage in their communities.

## **Other Civil Society and Non-Governmental Organisations**

Saint Lucia's civil society consists of a number of organizations, enterprises and entities. Among civil society bodies are the private sector which consists of businesses and enterprises, small and medium sized businesses, Non-Governmental Organizations (NGOs), Community Based Organizations (CBOs), Commodity Representative Bodies, Women NGOs and representative groups, legal fraternities and societies, and others. These organizations are relevant to the project as they

may use the statistics generated to affect change and may also be impacted by the decisions made as a result of improved statistical data. The main civil society actors are as follows: Saint Lucia Hotel and Tourism Association, Saint Lucia Blind Welfare Association; National Council of and for Persons with Disabilities; Saint Lucia Bar Association; Saint Lucia Manufacturers Association, Saint Lucia Small Business Association, Saint Lucia National Youth Council.

### **Universities and Other Institutes of Higher Education**

In Saint Lucia, the University of the West Indies (UWI) Open Campus and the Sir Arthur Lewis Community College (SALCC) will be included in the consultation process. The Vaughn A. Lewis Institute of Research and Innovation (VALIRI) which represents a collaboration between the SALCC and the Global Environment Facility Small Grants Program UNDP (GEF) will also be part of the consultation process as it encourages and facilitates research and is a likely end user of the statistics generated by the Central Statistical Office of Saint Lucia.

#### **4.4.3 Saint Vincent and the Grenadines**

##### **Saint Vincent and the Grenadines Chamber of Industry and Commerce (SVGCIC)**

The Saint Vincent and the Grenadines Chamber of Industry and Commerce was established in 1926, making it the oldest and largest non-governmental and private sector organization in the country. The SVGCIC represents the interests of approximately 120 businesses. The SVGCIC's key purpose is to enable enterprise development and integration; intra-and extra-regionally. We also act as a two-way channel of communication between the business community, Government, stakeholders and the community as a whole.

### **Other Civil Society and Non-Governmental Organisations**

Civil society in St Vincent and the Grenadines which will be consulted consists of a number of organizations, enterprises and entities. Among civil society bodies are the private sector which consists of businesses and enterprises, small and medium sized businesses, Non-Governmental Organizations (NGOs), Community Based Organizations (CBOs), Commodity Representative Bodies and representative groups, legal fraternities and societies, and others.

### **Universities and Other Institutes of Higher Education**

There are several educational institutes and centers of learning in St Vincent and the Grenadines that can be included in the consultation process. These include the

St Vincent and the Grenadines Community College and the University of the West Indies (UWI) Open Campus.

#### **4.5 End Users of SSU and NSO-Produced Statistics**

This group of stakeholders refers to anyone across the participating countries who choose to access statistics provided by either the OECS SSU or the NSOs in each participating country for research, information or other purposes. Included in this group are trade unions and other labour organizations, students (at all levels), business owners, government employees, amongst others.

#### **4.6 Other Interested Parties**

As a result of the nature of the project, it has the potential to impact the entire population of the participating nations since collection of data is done nationally in each participating country. Consequently, other groups that may have an interest in the project and its impacts include churches, youth groups and other development projects that are being implemented or in the planning stage of implementation. The latter includes the Caribbean Digital Transformation Project (CARDTP) and the Caribbean Regional Communications Infrastructure Program (CARCIP)- both of which are funded by the World Bank and both of which will be integral to the success of this project as they involve the improvements to communications and digital technology which will be important to the improvements in the way in which improved data is collected, collated, stored and disseminated.

The Project will involve Stakeholders from participating countries that are related to cultural heritage sectors involved in the management and preservation of tangible and intangible cultural heritage. This to ensure that cultural heritage aspects are being considered in the statistical systems of the countries. This has increasingly become an important aspect for the community and cultural tourism development, especially in OECS countries, which rely heavily on tourism as their main economic activity.

#### **4.7 Disadvantaged or Vulnerable Groups**

Within the OECS there are several identifiable disadvantaged or vulnerable groups who, because of their prevailing characteristics and the countries' historical pattern of exclusion, face the risk of also being excluded from the benefits of this project if not adequately engaged. These include the poor, women, female headed households, young girls, at risk youth, unemployed youth, the disabled, elderly and the LGBTQI community, speakers of French creole. It is of the utmost importance that these and any other disadvantaged groups be captured in the project's stakeholder engagement process as including them in the data collection process is significant to the project's success.

In order to ensure that the project does not further exacerbate the existing inclusion patterns, careful attention will be paid to addressing both inclusion and exclusion errors which are present within the current methods used to collect data. The project will incorporate a citizen engagement into its design and include a beneficiary feedback indicator in its result framework.

## 5 Stakeholder Engagement Program

The project will utilize a multi-stakeholder engagement process that will be completed throughout the project’s life cycle. Stakeholder engagement will be completed using both public consultation and information disclosure throughout the three stages of the project- design, implementation and closure/operations.

### 5.1 Proposed Strategy for Information Disclosure

Different methods will be used to disclose information to project stakeholders. The information will be disclosed in an effort to allow stakeholders to understand the project’s risks and impacts and potential opportunities for their inclusion. Information will be disclosed on relevant government and the OECS website, on social media and in local offices in a manner that is accessible and culturally appropriate, taking into account the needs of any groups which may be disproportionately affected by the project or any parts of the population that may have specific information needs, including, but not limited disability, literacy, gender, language etc. (Table 5.1).

Table 5.1-Strategy for information disclosure

Project stage	Information to be disclosed	Method proposed	Timetable: Locations /dates	Target Stakeholders	Percentage reached	Responsibility
Preparation	Environmental and Social Commitment Plan (ESCP), Social Assessment (SA), Environmental and Social	Governments and OECS websites Virtual Meetings Email	During project preparation	All	TBD	OECS PIU and In-Country PIUs

Project stage	Information to be disclosed	Method proposed	Timetable: Locations /dates	Target Stakeholders	Percentage reached	Responsibility
	Management Framework (ESMF)					
	SEP with GRM	Governments and OECS websites Virtual Meetings Social Media Community Bulletin Board	During project preparation	All	TBD	OECS PIU and In-Country PIUs
	Labour Management Procedures with GRM	Governments and OECS websites	During project preparation	All	TBD	OECS PIU/ In-Country PIUs
<b>Operational Implementation</b>	Environmental and Social Management Plan	Government Websites Emails Radio	TBD	All	TBD	OECS PIU In-country PIUs
<b>Operational</b>	Project activities completed and benefits	Government Websites, Radio news	On completion of project activities	All	TBD	OECS PIU and In-country PIUs

## 5.2 Proposed Strategy for Consultation

As a result of the COVID-19 pandemic, as much as is possible, consultations will be confined to the virtual space via technology such as Zoom or Facebook Live. In instances where virtual consultations are not feasible e.g. there is limited or no access to internet, persons cannot use the technology or persons are not interested in using the technology, small face to face focus groups or meetings will be held. These meetings will follow national guidelines relating to the number restrictions on public gatherings. These meetings/focus groups will also ensure that proper COVID-

19 transmission prevention protocols are adhered to, including, the wearing of masks, the use of hand sanitizer/hand washing upon entry, social distancing etc. Other methods of consultation could include WhatsApp messaging, direct phone calls or the completion of surveys. The latter will also ensure strict adherence to COVID-19 transmission prevention strategies (Table 5.2).

Table 5.2- Strategy for consultation

Project stage	Purpose of engagement activity	Method used	Timetable: Location and dates	Target Stakeholders	Responsibility
Preparation	Consult ESF instruments : ESMF, SEP, LMP, GRMs, SA	Virtual consultations using Zoom, Facebook Live etc. and availability on the website Email	In all 3 countries Oct/Nov 2021	All- special focus on integrating the views of representative of vulnerable groups	OECS and In-country PIU
	Consult on ESF instruments	Virtual consultations using Zoom Facebook Live etc. Small focus group-type meetings where virtual consultations not feasible WhatsApp Messages Phone Calls Surveys Email	In all countries on a continuous basis during project implementation	All	OECS and In-country PIUs
Implementation	Promoting greater access of vulnerable groups to project activities	Public consultations (virtual where possible) Small focus group-type	In all countries/ TBD / every six months to evaluate and get feedback.	Vulnerable groups	OECS and In-country PIUs

Project stage	Purpose of engagement activity	Method used	Timetable: Location and dates	Target Stakeholders	Responsibility
		meetings where virtual not feasible WhatsApp Messages Phone Calls Surveys Email			
	Monitoring of the implementation of ESF instruments, Citizen Engagement and GRM	In-situ visit, Virtual meetings Small focus group-type meetings where virtual not feasible WhatsApp Messages Phone Calls Surveys Email	In all countries/ on a continuous basis during project implementation	All	OECS and In-country PIUs

For Saint Lucia it must be noted that some of the project stakeholders may only speak the local French creole, therefore consultations with members of this group should be completed in this language rather than English.

### 5.3 Proposed Strategy to Incorporate the Views of Vulnerable/Disadvantaged Groups

While some vulnerable groups have been proposed in the SEP, any additional groups will be identified throughout the consultation process. The project will include methods to remove obstacles to their participation, some of which are listed in Table 5.3. If necessary, a separate GRM can be made available for vulnerable groups.

Table 5.3- Strategy to reduce barriers to incorporating the view of vulnerable/disadvantaged populations

Vulnerable population	Mitigation measures.
Hearing or Vision impaired persons	Provide someone to translate the information to persons with different abilities (for example the information can be provided in Braille or an expert in sign



Persons who speak only French creole in Saint Lucia	language can be made available Have consultations in French creole where relevant sections of project documents are presented in that language.
Women/ Single-headed households	Consideration will be given to women's differential roles, responsibilities and daily practices in the scheduling, venues and duration of consultations.  Provide child care services to men and women with children during consultations.  Hold gender specific and sensitive consultations, if necessary  If persons are not available, flyers or brochures with the relevant information are made available to be distributed about the project scope
Members of the LGBTQI community	The de facto and de jure discrimination of the LGBTQI population necessitates separate, possibly, anonymous consultations. In addition, consultations will be done with representative organizations.
Persons who don't have access to adequate technology	Use of small in person focus group-type meetings that adhere to COVID-19 protocols Use of traditional forms of communication, flyers, surveys, phone calls

#### 5.4 Stakeholder Feedback

Feedback from stakeholders will be solicited at every stage of the project life cycle. For meetings/focus groups (whether virtual or in person), comments will be recorded through detailed meeting minutes. Additionally, the Environmental and Social Safeguards Specialist at the PIU will be responsible for receiving and recording any queries, concerns or complaints against the project. Comments and decisions made on comments will be collated and reported back to stakeholders once the final decision on the course of action related to the comments has been made. Records will also be maintained on the methods used to inform stakeholders on dates and/or locations where they can gather project information and provide feedback.

In addition, stakeholders will be allowed to file complaints against the project through the Grievance Redress Mechanism detailed in Section 6. All records relating to this mechanism including, grievance forms, grievance log, notes, interviews, meeting minutes, release forms etc. will be also be stored.

## 5.5 Timelines

Table 5.4 outlines the timeline for project phases and key decisions.

Table 5.4- Project timeline

Project Stage	Timeline/Date
Preparation/Design	Q1 2021- Q3 2022
Implementation	Q4 2022- Q4 2026
Closure	Q1 2027

## 5.6 Future Phases of the Project

As the project progresses, stakeholders, including the general public will continue to be informed about its milestones. This information includes disclosure on the project's environmental and social performance, the implementation of the stakeholder engagement plan and the status of the grievance redress mechanism. These reports will be completed on at least an annual basis, but may increase in frequency during periods of increased activity, when the public will experience more impacts or when project phases are changing. During periods of increased activity, reports may be provided on a quarterly basis.

## 5.7 Resources and Responsibilities for Implementing Stakeholder Engagement Activities

### 5.7.1 Roles and Responsibilities

Implementation and monitoring of the Environmental and Social Management Framework (ESMF) and all other ESF instruments will be the responsibility of each implementing agency, that is OECS for regional project activities, and the National Statistical Organisations in each country for national level project activities. For this, both the regional and national level project implementation units (PIUs), will engage an Environmental and Social Specialist who will support this function, and within three (3) months of the Effective Date of the Project. Additionally, the Environmental and Social Specialist(s) will be directly responsible for informing all staff from the various entities involved in the project implementation of all of the procedures included in the SEP. Further, the Environmental and Social Safeguards Specialist will be responsible for tracking and recording the implementation of the SEP and its GRM (Table 5.5).

Table 5.5-Roles and responsibilities project SEP

Role/Position Title	Responsibilities
Project Manager Environmental & Social Specialist/s	<ul style="list-style-type: none"> <li>• Manage and implement the Stakeholder Engagement Plan (SEP)</li> <li>• Dissemination of project information</li> </ul>
Environmental & Social Specialist/s	<ul style="list-style-type: none"> <li>• Interface with stakeholders and</li> </ul>

Role/Position Title	Responsibilities
	<p>respond to comments or questions about the project or consultation process.</p> <ul style="list-style-type: none"> <li>• Provide contact information if stakeholders have questions or comments about the project or consultation process.</li> <li>• Document any interactions with external stakeholders.</li> <li>• Maintain database, records for SEP</li> <li>• Coordinating public meetings, workshops, focus groups etc.</li> <li>• Makes sure the SEP is being adhered to and followed correctly.</li> <li>• Raise awareness of the SEP among project implementation unit, employees contracted firms and relevant external stakeholders.</li> <li>• Manage and monitor the project GRM</li> </ul>

### 5.7.2 Budget

#	Concept	Grenada (\$USD)	St. Lucia (\$USD)	SVG (\$USD)	OECS (\$USD)	Total (\$USD)
1	20% of Environmental and Social Specialist Time	10000	10000	10000	10000	<b>40000</b>
2	Staff trips	5000	5000	10000	5000	<b>25000</b>
3	Consultation (10 activities per year per country)	5000	5000	5000	5000	<b>20000</b>
4	Information Production and Dissemination	10,000	10000	10000	10000	<b>40000</b>
<b>5</b>	<b>Total (\$USD)</b>	<b>30000</b>	<b>30000</b>	<b>35000</b>	<b>30000</b>	<b>125000</b>

### 5.7.3 Contact Details

Contact	Grenada	St. Lucia	SVG	OECS
Name	TBD	TBD	TBD	TBD

<b>Contact</b>	<b>Grenada</b>	<b>St. Lucia</b>	<b>SVG</b>	<b>OECS</b>
Title	TBD	TBD	TBD	TBD
Telephone	TBD	TBD	TBD	TBD
Email address	TBD	TBD	TBD	TBD
Physical Address	TBD	TBD	TBD	TBD

## **6 Grievance Redress Mechanism**

In order to ensure the implementation of the Project in a timely manner and effectively address any anticipated and unanticipated risks that would be encountered during implementation, including the development of the necessary actions of mitigation and avoidance, a Grievance Redressal Mechanism (GRM) was developed. The GRM will enable the Project Authorities to address any grievances against the Project. It must be noted that this GRM covers grievances that relate to the impacts that the project may have on people.

Grievances that relate to project workers will be handled by a separate mechanism which is included as part of the project's Labour Management Procedures (LMP).

### **6.1 Objectives of the Grievance Redress Mechanism**

The objectives of the Grievance Redress Mechanism are as follows:

1. Ensure that the World Bank Environmental and Social Standards are adhered to in all subprojects and activities;
2. Address any negative environmental and social impacts of all sub-projects and activities;
3. Resolve all grievances emanating from the project activities in a timely manner;
4. Establish relationships of trust between project staff and stakeholders;

5. Create transparency among stakeholders including affected persons through an established communication system;
6. Bolster the relationship trust amongst the project staff and the affected parties.

## 6.2 Grievance Redressal Process

The key stages involved in the project’s grievance redressal process are summarized below and described in the sections that follow.

<b>Level One</b>	<ol style="list-style-type: none"> <li>1. Receive grievance</li> <li>2. Acknowledge grievance</li> <li>3. Register/Log</li> <li>4. Screen</li> <li>5. Investigate</li> <li>6. Resolution</li> </ol>
<b>Level Two</b>	Grievance Redress Committee (GRC)
<b>Level Three</b>	Local Courts

### 6.2.1 First Level of Redress

#### **Receive Grievance**

All complaints should be received by the Project Manager/ Environmental and Social Specialist of each implementing PIU. This includes the project contact personnel in each of the participating countries. Through the consultation process in each participating country, stakeholders will be formed of various avenues through which the mechanism can be accessed. Complaints can be made in person, writing, verbally over the phone, by fax, emails or any other media. The point of receipt of complaints is listed below:

OECS Data for Decision Making Project (P174986)- Stakeholder Engagement Plan

Table 6.6- Contact information for persons to receive grievances

Contact	Grenada	St. Lucia	SVG	OECS
Name	TBD	TBD	TBD	TBD
Title	Project Manager	TBD	TBD	TBD
Telephone	TBD	TBD	TBD	TBD
Email address	TBD	TBD	TBD	TBD
Physical Address	TBD	TBD	TBD	TBD

**All grievances received by the established points of contact within the individual nations should be forwarded to the Project Manager within 24 hours of receipt.**

**Modes of Receiving Grievances**

Complaints can be made in person, writing, verbally over the phone, by fax, emails or any other media. The person receiving the complaint will try to obtain relevant information regarding the grievance and the complainant and will immediately inform the Project Manager (PM) at each PIU in the format - Grievance Information Form (GIF) as given in Annex 1.

**Acknowledge Grievance**

All grievances will be acknowledged by telephone or in writing by the PM using the Grievance Acknowledgment Form (Annex2) within 48 hours of receipt and the complainant informed of the approximate timeline for addressing the complaint, if it can't be addressed immediately. The PM will work with the Country Ministries or contractors to ensure the speedy resolution of the grievance. If the complaint cannot be resolved at this level it is taken to the next level.

**Register/Log Grievance**

After receiving and recording the grievance on the GIF, it will be registered in the Grievance Redressal Registration and Monitoring Sheet (GRRMS) (Annex 3).

### **Screen**

The concerned PM reviews the complaint and assign a grievance owner. The complaint will be forwarded to the grievance owner who will be responsible investigating the claim and liaising with both the aggrieved party and project staff in order to come to a mutually acceptable resolution. The grievant owner will be given a specific timeline for resolving the claim. Meetings with grievant/complainant will be held, if necessary, in an attempt to resolve the matter.

### **Investigate**

The grievance owner will investigate the complaint. This investigation will include, but is not limited to, meetings with the grievant/complainant, 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 on the Meeting Record Form included as Annex 4. Community representatives or representatives of the complainant will be allowed to sit in on these meetings.

### **Resolution**

The resolution at the first tier should normally be completed within 15 working days of receipt of grievance and notified to the concerned party through the Disclosure Form (Annex 5). If the grievance is not be resolved within this period, it can be referred to the next level of the Grievance Redressal system. However, once it is determined that progress is being made towards a resolution, the grievance will be retained at this first level. The complainant will be informed of this decision and an estimated time for the resolution of the matter will be given either verbally or in writing. If the issue cannot be resolved within 25 working days, it will be transferred to the next level. Once a resolution has been agreed and accepted, the complainant's acceptance will be obtained on the Disclosure Form included as Annex 5. If the proposed resolution is not accepted the grievance will be escalated to level 2.

**NB The complainant may request that the issue be transferred to the next level if he or she does not feel that the grievance is being adequately addressed by the PM.**

### **6.2.2 Second Level of Redress**

A Grievance Redressal Committee (GRC) will be formed in each implementing entity, that will consist of members of their respective Project Steering Committees (Regional project Steering Committee, in the case of OECS), civic leaders and

relevant representatives. The GRC will be called into place when a first-tier resolution is not found, but it could also meet on a quarterly basis to evaluate the performance of the project level GRM. From this perspective it is a standing body.

This committee will be chaired by the representative of the implementing line ministry/agency in the corresponding Project Steering Committee. The permanent secretaries of the participant ministries will assign their respective representative to the GRC. The way in which the representative of the civil society will be defined is still TBD, but line ministry or the PIU can invite active NGOs to nominate a representative.

**Terms of Reference for GRC:**

The functions of the GRC are as follows are to:

1. Provide relief and support to the affected persons in a timely manner;
2. Prioritize grievances and resolve them at the earliest reasonable time;
3. Provide information to PIUs on serious cases at the earliest plausible time;
4. Coordinate the process of the Affected Persons getting proper and timely information on the solution worked out for his/her grievance.
5. Study the normally occurring grievances and advise the PM as to their scale and scope.

The PM will coordinate the convening of the meetings of the GRC. He / She is also responsible for briefing the GRC on the deliberations of the first level of Redressal and on the views of both parties. (Complainant and the Project).

The GRC will hold the necessary meetings with the affected party / complainant and the concerned officers and attempt to find a solution acceptable at all levels. GRC will record the minutes of the meeting in the format using the same format detailed in Annex 4. The decisions of the GRC will be communicated to the complainant formally and if she/he accepts the resolutions, the complainant's acceptance will be obtained on the disclosure format as in Annex 5.

If the complainant does not accept the solution offered by the GRC, then the complaint is passed on to the next level / or the complainant can activate the next level. It is expected that the complaint will be resolved at this level within 35 working days of receipt of the original complaint. However, if both parties agree that meaningful progress is being made to resolve the matter may be retained at this level for a maximum of 60 working days.



### **6.2.3 Third Level of Redress**

If the affected party / complainant does not agree with the resolution at the 2nd level, or there is a time delay of more than 60 working days in resolving the issue, the complainant can opt to consider taking it to the third level. This level involves the complainant taking legal recourse within the local courts.

### **6.3 World Bank Grievance Redressal Service (GRS)**

The Grievance Redress Service (GRS) is an avenue for individuals and communities to submit complaints directly to the World Bank if they believe that a World Bank-supported project has or is likely to have adverse effects on them, their community, or their environment. The World Bank GRS can be found at the following URL link: <https://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service>

Complaints must be completed in writing and addressed to the GRS. They can be submitted using the following methods:

1. Online, by completing the online form:

<https://pubdocs.worldbank.org/en/743201426857500569/Grievance-Redress-Service-GRS-complaint-form.docx>

2. By email to [grievances@worldbank.org](mailto:grievances@worldbank.org)

3. By letter or by hand delivery to the World Bank Headquarters in Washington D.C., United States or any World Bank Country Office- printing and using this form:

<https://pubdocs.worldbank.org/en/743201426857500569/Grievance-Redress-Service-GRS-complaint-form.docx>

### **6.4 Addressing Gender-Based Violence**

The GRM will specify an individual who will be responsible for dealing with any gender-based violence (GBV) issues, should they arise. A list of GBV service providers will be kept available by the project. The GRM should assist GBV survivors by referring them to GBV Services Provider(s) for support immediately after receiving a complaint directly from a survivor.

If a GBV related incident occurs, it will be reported through the GRM, as appropriate and keeping the survivor information confidential. Specifically, the GRM will only record the following information related to the GBV complaint:

- The nature of the complaint (what the complainant says in her/his own words without direct questioning);
- If, to the best of their knowledge, the perpetrator was associated with the project; and,
- If possible, the age and sex of the survivor.

Any cases of GBV brought through the GRM will be documented but remain closed/sealed to maintain the confidentiality of the survivor. Here, the GRM will primarily serve to:

- Refer complainants to the GBV Services Provider; and
- Record the resolution of the complaint

The GRM will also immediately notify both the

## Annex 1- Grievance Information Form

<b>Date/Time received:</b>	<b>Date: (dd-mm-yyyy)</b>	
	<b>Time:</b>	<input type="checkbox"/> <b>am</b> <input type="checkbox"/> <b>pm</b>
<b>Name of Grievant:</b>		<input type="checkbox"/> You can use my name, but do not use it in public.  <input type="checkbox"/> You can use my name when talking about this concern in public.  <input type="checkbox"/> You cannot use my name at all.
<b>Company (if applicable)</b>		<input type="checkbox"/> You can use my company name, but do not use it in public.  <input type="checkbox"/> You can use my company name when talking about this

		concern in public. <input type="checkbox"/> You cannot use my company name at all
<b>Contact Information:</b>	<b>Phone:</b> <b>Email address:</b> <b>Address:</b>	
	(Kindly indicate the preferred method of communication)	
<b>Details of grievance:</b> (Who, what, when, where)	<input type="checkbox"/> One-time incident/complaint <input type="checkbox"/> Happened more than once (indicate how many times): <u>                    </u> <input type="checkbox"/> Ongoing (a currently existing problem)	
<b>How would you like to see issue resolved?</b>		
<b>Attachments to the grievance/complaint:</b> (e.g. pictures, reports etc.)	List here:	

**Grievant/Complainant Signature (if applicable)**

**Date (dd-mm-yyyy)**

---

---

**Signature- Project personnel (to confirm receipt only)**

**Date  
(dd-mm-  
yyyy)**

**For PIU use only:**

**Grievance No:** \_\_\_\_\_

**Grievance Category:**

- Problems during material transport       Smell
- Blocked road access       Problem with project staff
- Dust       Other (specify): \_\_\_\_\_
- Noise

**Grievance Owner/ Department:**  
\_\_\_\_\_

## Annex 2- Grievance Acknowledgement Form

The project acknowledges receipt of your complaint and will contact you within ten (10) working days.

<b>Date of grievance/complaint: (dd/mm/yyyy)</b>	
<b>Name of Grievant/Complainant:</b>	
<b>Complainant's Address and Contact Information:</b>	
<b>Summary of Grievance/Complaint:</b> (Who, what, when, where)	
<b>Name of Project Staff Acknowledging Grievance:</b>	
<b>Signature:</b>	
<b>Date: (dd/mm/yyyy)</b>	

## Annex 3- Grievance Log

No.	Name of Grievant/Complainant	Date Received	Grievance Description	Name of Grievant Owner	Requires Further Intervention	Action to be taken by PIU
1.						
2.						
3.						
4.						

# Annex 4- Meeting Record Form

**Date of the Meeting:** ..... **Grievance No:**  
.....

**Venue** ..... **of** ..... **meeting:**  
.....

**Details of Participants:**

Complainant	Project/Government/OECS

**Summary** ..... **of**  
**Grievance**.....  
.....

.....  
.....  
.....  
.....  
.....

**Meeting** ..... **Notes:**  
.....

.....  
.....  
.....  
.....

.....

**Decisions taken in the meeting / Recommendations of GRC**.....

.....

.....

.....

**Issue Resolved / Unresolved:** .....

**Signature of Chairperson of the meeting:**  
.....

**Name of Chairperson:** ..... **Date (DD/MM/YYYY):**  
.....



## Annex 5- Disclosure/Release Form

***Result of Grievance Redressal***

<b>Grievance No:</b>	
<b>Name of Grievant/Complainant:</b>	
<b>Date of Complaint:</b>	
<b>Summary of Complaint:</b>	
<b>Summary of Resolution:</b>	
<b>Resolved at:</b>	<input type="checkbox"/> First Level <input type="checkbox"/> Second Level <input type="checkbox"/> Third Level
<b>Date of grievance resolution (DD/MM/YYYY):</b>	

**Signature of Complainant in acceptance of the suggested grievance resolution:**

.....

**Name:** .....

**ID number:** ..... **Type of ID:** .....

**Date (DD/MM/YYYY):** .....

**Signature of Environmental and Social Development Specialist and Project Coordinator:**

1.....  
2.....

**1.Name:**.....

**Place:**.....

**Date:(dd -mm - yyyy):** .....

**2.Name:**.....

**Place:**.....

**Date:(dd -mm - yyyy):** .....

**Annex 6- Consultation Report-Grenada**

OECS Data for Decision Making Project-Grenada

**Stakeholder Engagement Report**

**April 23, 2021**

## 7 Introduction and Background

This report details the consultations of the OECS Data for Decision Making Project-Grenada that engaged governmental stakeholders. The objectives of the consultation was as follows:

- 1) To provide information of the proposed project to stakeholders
- 2) To seek inputs from the stakeholders on the project design and the environmental and social safeguard tools

The consultations were held virtually on the Zoom platform and consisted of:

- 1) PowerPoint Presentation by the Environmental and Social Specialist of the Government of Grenada.
- 2) Discussion session following the PowerPoint Presentation.

### 7.1 Background

The Project Development Objective (PDO) is to improve the capacity of the OECS member states to produce and publicly disseminate statistical data in a timely manner to allow for evidence-based policy making at both the country and regional levels. The project strives to achieve its PDO by strengthening both the national and regional level capacities to collect, analyze and disseminate data quickly and regularly. The project consists of four components as outlined in Table 2:

**Table 2- Project components**

Project Component	Description
<b>Component 1: Statistical Modernization and Capacity Building</b>	<ol style="list-style-type: none"> <li>5. The modernization of statistical activities from data collection to dissemination and build resilience through secure data management-will include provision of hardware and software and some retrofitting activities;</li> <li>6. Progress towards an effective National Statistical System (NSS), with the CSO at its core, to coordinate statistical activities across the government; and</li> <li>7. Technical assistance and training will be provided to build the capacity of the CSO, on technical to organizational aspects, to ensure sustainability in light of staff turnover.</li> </ol>
<b>Component 2: Statistical Modernization and</b>	<p><i>Core Data</i></p> <ol style="list-style-type: none"> <li>1. Support the National Population and Housing Census by supporting pre-census, census and post-census activities in each country;</li> </ol>

Project Component	Description	
<b>Capacity Building</b>		<ol style="list-style-type: none"> <li>2. Support the development, implementation, processing and dissemination of two rounds of the Survey of Living Conditions-Household Budget Survey (SLC-HBS);</li> <li>3. Track labour market development by financing annual and eventually quarterly Labour Force Surveys (LFS) in Saint Vincent and the Grenadines and pilot the new ILO-IFS survey in each country. This activity will also develop and implement the Labour Needs Survey (LNS) in Saint Lucia and Grenada;</li> <li>4. Additional statistical operations required within countries e.g. Agricultural and Enterprise Census in Saint Lucia and Grenada; and</li> <li>5. Technical assistance to support national accounts, CPI rebasing and the improvement of trade statistics.</li> </ol>
	<i>Data Innovation</i>	<ol style="list-style-type: none"> <li>1. Technical assistance to leverage new data collection tools and implement innovative use of administrative data;</li> <li>2. Support for the Statistics Act to allow CSOs to access and become repositories for administrative registries; and</li> <li>3. Support CSOs to develop and implement geospatial tools to support disaster risk management.</li> </ol>
<b>Component 3: OECS Regional Integration</b>	<ol style="list-style-type: none"> <li>1. Supporting the harmonization of key data instruments and methodologies to improve comparability of data across member states;</li> <li>2. Strengthening its ability to provide technical assistance to member states on data collection methods, analysis, and dissemination, including supporting data and dissemination innovations suitable for the context and capacity of member states; and</li> <li>3. Strengthening of the OECS Regional Statistical System by supporting the establishment and functioning of member</li> </ol>	

Project Component	Description
	countries' National Statistical System (NSS).
<b>Component 4: Project Implementation</b>	This component will fund the project management activities, including monitoring and supervision.

The environmental and social risk classification of the project is Moderate under the World Bank's Environmental and Social Framework based on the fact that the project activities are centered on the purchase and installation of equipment, along with minor physical work activities. The main environmental and social risks associated with the project are described in the Environmental and Social Assessment (ESA).

This report details the consultation undertaken as part of the Stakeholder Engagement Plan of the Project.

## I. Description of the Stakeholder Engagement Activity

- Stakeholders including the direct and indirect project beneficiaries of the Government of Grenada and main governmental partners in civil society. This was a virtual consultation zoom meeting held on April 23, 2021 at 10:00 am.

## II. Feedback Received from Stakeholders and Project Team's Response

Inquiry	Responses
<b>When are these activities supposed to commence? What is the duration of the project?</b>	The project would become effective in October of this year. And there is a detailed schedule that is currently being developed. The duration of the project is five years.
<b>Would the schedule be shared with us along with participation or the requirements for our participation?</b>	Well, the schedule is still in its development stage. I believe at some point in time it could be made available.

Inquiry	Responses
<p><b>Given the extensive work that will be undertaken under the project will a local committee be formulated to execute these activities? Just give some insight as to how it will be implemented if possible?</b></p>	<p>Component Four is the implementation component of the project. The Ministry of Implementation would after, play a major role in this regard along with the procurement office, because a lot of the items or the resources will have to be procured and it must fit within the context of the World Bank project. Persons from Implementation is in this meeting, the project is new to them, so they might not be able to respond at this point, but I know that Implementation would play a major role.</p>
<p><b>What is the welfare survey about? Because I'm not too familiar with that concept. And secondly, was there any consideration in terms of the grievance mechanism? In terms of the committee, was there ever a consideration for having probably the ombudsman being part of that committee in terms of addressing the grievances, et cetera?</b></p>	<p>The constitution of the committee or the components of the committee is open. We didn't really specify. I think your recommendation is excellent. So, it will be recorded and if the need does arise for the ombudsman to be involved in the committee, I think that is an excellent suggestion. So, thank you.</p> <p>The Welfare Survey is poverty study, like the survey of living conditions.</p>
<p><b>I saw your list of primary beneficiaries, but all ministries I would say are actually secondary beneficiaries. And I'm thinking from the softer side of things, the human resource section. I represent the steering committee. I sit also on a steering committee for persons with disability, and recently in our last meeting, we were having some challenges in terms of collecting data on persons with disabilities in society. So I'm thinking that maybe now, as you roll out your project, that there would be some sort of collaboration so that we can be able to maybe as you modernized, I don't know if you would be improving your data collection form</b></p>	<p>Disability is also very, very important for us because we are aware of the challenges in this regard, especially seeing that there is, in terms of the sustainable development goals, a greater focus on leaving no one behind. And we felt it necessary to include something on disability. So as part of the data production activity, there would be a disability study. I even made recommendations that as part of the project, we could develop a disability register. This has always been a passion of mine because with a disability register, you can do your sample surveys on persons living with a disability or you could even do, if you may, a census of persons on the register, living with a disability, and you'd be able to disaggregate even lower levels</p>

Inquiry	Responses
<p><b>for census? And all those kinds of other things that we would like. The information that would be very useful for us for decision making would be in terms of collecting data on persons with disabilities.</b></p>	<p>and do cross-tabulations in terms of employment, employment status (in terms of education) and other pertinent areas.</p> <p>Also if I may add, the project supports the undertaking of the population on housing census. Within the census, (the last census and this census), we will capture information on disability following the Washington group standard methodology for disability. If I may also mention that in terms of the labor market, we have a number of things planned for the labor market. We have the support of the continuous quarterly labor force survey program. These are some of the essential things that we need to ensure that we have and that speaks to labor supply. We also will be adding labor demand so that we can do a comprehensive assessment of the labor market.</p>
<p><b>You didn't mention the comparison of salaries in the public and private sectors?</b></p>	<p>I think there is some analysis that probably can be done now. So the important thing is that the project actually supports data dissemination., There are a lot of data available, but sometimes we do not have the analytical resource or the human resource to do the level of analysis that is required, because within our current labor force survey, we do ask for information on income and we do present information by the private and the various sectors, which includes the private, the government, the self-employed and other categories as well. Right now a survey that probably could be considered (I am not too sure if it will be considered, but we could recommend it), is a wage survey, but already the meetings are saying that we have so many activities that we need to do, and the question is whether or not we'll be able to manage these in that five-year period.</p>

Inquiry	Responses
<p><b>We have recently had a capacity assessment survey done in our Ministry. So, we are fully aware of our data issues and our data challenges, and we have the need for the development of policy, framework and procedures for collecting data. We also need to collect data on the comparisons of salaries between public and private sector, even data on productivity and stuff. I'm just highlighting what would be some of our needs. I'm not sure if it would fit into your project. I would like to say that we would be very happy for collaboration, especially with the statistical office in those areas because I always felt like you guys need to broaden and sort of modernize to include things like productivity studies, salary comparison between the public-private sectors. Now, we need as a steering committee of CBR, an urgent registrar of persons who are disabled, especially now during COVID we need lots of information. So I'm thinking now that we would really appreciate the collaboration with you. I'm not sure how those areas would fit into your project.</b></p>	<p>Productivity is another area that is also an important area. We could look into that. There is some productivity analysis that can be done based on the labor force survey and based on our gross domestic product. But data analysis would not be the same as doing a productivity study. So, it is a challenge to get a lot of projects because the question will arise, whether or not we are capable of doing it. At the end of the day, it's the World Bank who would approve that project. So if we present something that is unrealistic, then it could compromise the entire project in terms of it being approved. So we really, really would have to narrow down and see what is most important for us.</p>
<p><b>Our capacity assessment spoke to us developing policy procedures and sort of framework for data collection improvement. Is there a training component under your project where we can collaborate and tap into the central statistical office in assisting with development? Because it is very critical knowing what information, data to collect, how to collect it, and even how to store it? Do you have any sort of</b></p>	<p>Yes, there will be training.</p>



<b>Inquiry</b>	<b>Responses</b>
training component under your project?	

### **III. Supporting Documents**

#### **List of stakeholders present:**

- Keneita Paul, Statistician, CSO
- Athea Dowden, Business Development Officer- Grenada Chamber of Industry and Commerce
- Mr. Halim Brizan- Director of Central Statistic Office
- Cynthia Alexis-Technical Head of the Social Policy Planning on Project Units -Ministry of Social Development and Community Empowerment, Grenada
- Jocelyn Paul Thomas- Ministry of Works Implementation Department
- Rachel Farray- Ministry of Infrastructure Development
- Shawnalee Pascoe- Ministry for Implementation
- Brenda Bane, Planning Officer-Ministry of Labor.
- Ms. De Coteau, Senior Technical Officer, Ministry of Tourism
- Candice Ramessar-Environmental and Social Specialist-Ministry of Finance

## 8 Appendix

OECS Data for Decision Making - Power Point Presentation

