

**MINISTRY OF INDUSTRY AND TRADE (MOIT)**  
**Department of Energy Efficiency and Sustainable Development (DEES)**



**VETNAM'S DECARBONIZATION AND ENERGY TRANSITION  
(V-DET) (P176226)**

**STAKEHOLDER ENGAGEMENT PLAN (SEP)**

Hanoi, September 2021

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## 1. Introduction

Industrial growth of Vietnam has been identified as one of the key drivers of increasing electricity demand and energy intensity in Vietnam and it accounts for almost half of the final energy consumption of the country. Recognizing these challenges, the Government of Vietnam (GoV) aims to embark on a more sustainable and resilient growth path, as laid out in the 2021–2030 Socioeconomic Development Strategy. The strategy, built on the 2016–2020 Socioeconomic Development Plan and the National Strategy on Environmental Protection and the National Green Growth Strategy, includes actions to respond to climate change, and environmental protection with the aim of transitioning to a low-carbon, green economy. In its updated Nationally Determined Contribution (NDC) submitted to the United Nations Framework Convention on Climate Change (UNFCCC) in July 2020, the GoV commits to reduce 9 percent of greenhouse gas (GHG) emissions by 2030 compared to the business-as-usual (BAU) scenario and aims for further reduction of 27 percent with support from the international community.

Looking ahead, emissions from Vietnam's growth model are expected to increase dramatically by 2030. Over the past 25 years, extreme weather events have resulted in 0.4 to 1.7 percent of GDP loss. It is estimated by 2050, a 1–3 percent loss in real GDP is predicted from climate change impacts. Besides the global impacts of these rising emissions, a high carbon content of manufacturing products could jeopardize Vietnam's rising manufacturing exports, if major importers such as the European Union introduce border tax adjustments based on embedded emissions.

Vietnam has made strides towards reducing energy consumption per GDP by 1.8 percent/year on average between 2012 and 2020. As per the draft National Green Growth Strategy for the period 2021-2030, vision to 2050, the target is to reduce the intensity of GHG emissions by 10-15 percent compared to 2014 and to increase the proportion of renewable energy in the total primary energy supply to 15-20 percent in 2030.

It is estimated that by 2025, the energy intensity will be 40 percent higher than the current use rate. Over the past decade Vietnam's carbon dioxide (CO<sub>2</sub>) emissions tripled, growing at the fastest rate in the region. But the reduction of energy intensity is very much achievable without compromising growth in Vietnam if it goes on decarbonization and energy transition pathway like other leading countries have done.

The Project aims to scale up ongoing green growth efforts and support low carbon transition of industrial sector through energy transition and development of decarbonization roadmaps in the industries. This would include developing innovative technologies roadmap, strengthening their existing green growth action plans, and promoting low carbon and innovative technologies.

The Project builds upon previous analytical work and will add value to the ongoing Vietnam Scaling Up Energy Efficiency (VSUEE) and Vietnam Energy Efficiency for

Industrial Enterprises (VEEIE) projects through a better understanding of innovative and low carbon technologies.

The technical support to close some of the readiness gaps for piloting sectoral carbon crediting in Vietnam's industrial EE sector will pave the way for creating enabling environment/technical infrastructure in adopting sectoral carbon crediting.

The project is divided into three components as following:

(1) **Component 1: Promoting and piloting innovative and low carbon technologies, including CE approach in the energy intensive industrial sectors (US\$2.5 million)**. The main objective of the project is to promote and pilot decarbonization through an innovative and low carbon technologies roadmap in selected industries. There will be a parallel effort to share knowledge generated under this component with VSUEE and VEEIE projects focusing on EE and CO<sub>2</sub> reduction currently under implementation in Vietnam. The resource efficiency would also be explored through analyzing CE approaches in selected industries.

(2) **Component 2: Knowledge products and capacity building (US\$ 0.5 million)**. The component creates an innovative technology database based on data collection, assessment and technical reports prepared under Component 1. This would support industries and other stakeholders to identify innovative technologies and measures to improve productivity while reducing energy consumption and CO<sub>2</sub> emissions. It will also assist companies in assessing and understanding the cost-effectiveness of decarbonization investment through adoption of innovative and low carbon technologies along with other EE and RE measures. The activities under the component will enhance adoption of innovative and low carbon technologies and support the ongoing Bank's projects, namely VSUEE and VEEIE.

(3) **Component 3: Improvement of readiness for sectoral carbon crediting in selected 2-3 sub-sectors (US\$ 1.1 million)**. This component will support systematic action on sectoral crediting of GHG mitigation achieved through decarbonization measures and harmonization with the NDC and build upon continued support for the MOIT to develop cost-effective mitigation pathways in support of NDC implementation. This component will build preliminary capacity within Vietnam to deliver and transfer mitigation outcomes under the Paris Agreement, as well as to access international climate finance in the long term.

## **2. Legal framework**

### ***2.1 National regulations***

This SEP considers the existing institutional and regulatory framework within the context of the following main Government of Vietnam (GOV) legal instruments:

(1) The Constitution of the Socialist Republic of Viet Nam (2013), effective from January 1, 2014.

(2) The Law No. 50/2010/QH12 on Energy Efficiency and Conservation dated June 16, 2010.

(3) The Law No. 28/2004/QH11 on Electricity and The Law 24/2012/QH13 on amendments and supplements the Law 28/2004/QH11.

(4) The Law on Environmental Protection (No.55/2014/QH13) dated June 23, 2014, The Decree No. 18/2015/ND-CP on Environmental Protection Planning, Strategic Environmental Assessment, Environmental Impact Assessment and Environmental Protection Plans dated February 14, 2015 and the Decree No. 40/2019/NĐ-CP dated May 13, 2019 on amendments and supplements to the Articles of Decrees No. 18/2015/NĐ-CP are key legal frameworks for environmental management.

(5) Decision No. 2139/QĐ-TTg of the Prime Minister dated December 5, 2011 on approving the national strategy on climate change.

(6) Decision No. 1775/QĐ-TTg of the Prime Minister dated November 21, 2012 on approving the project on management of GHGs emissions; manage carbon credit business activities to the world market.

(7) Decision No. 187/QĐ-BTNMT of the Ministry of Natural Resources and Environment dated February 21, 2013 on the establishment of a Working Group to prepare for the integration of GHGs emission reduction activities in line with national conditions (NAMAs).

(8) Decision No. 2359/QĐ-TTg of the Prime Minister dated December 22, 2015 – Approving the National System of GHGs inventory.

(9) The Land Law 2013 and its implementing decrees (Nos.43/2014, 44/2014, 47/2014, 01/2017 and 104/2014) and circular 37/2014 provides a comprehensive framework for land acquisition and resettlement. At provincial level, Vinh Long PPC has issued decisions on compensation, assistance and resettlement when the State acquires land, based on the Land Law and implementing decrees.

(10) Law on Complaints, 2011. This Law and implementing Decree 124/2020/NĐ-CP identify the legal framework on grievances.

(11) The Law on Reception of Citizens, 2013. The Law is stipulating responsibilities in receiving citizens, and the rights and obligations of complainers and denouncers.

(12) Ordinance No. 34/2007/PL-UBTVQH11 on exercise of democracy in communes, wards and townships. This ordinance stipulates projects and information that have to be disclosed, discussed, decided and monitored by the people.

(13) Decree No. 40/2019/ND-CP dated May 13, 2019 on amendments and supplements to some articles of Decrees stipulating, guiding the implementation of environmental protection law and including the guidance for public consultation.

## ***2.2 The World Bank's requirements for stakeholder engagement***

The World Bank's Environmental and Social Framework (ESF) includes Environmental and Social Standard (ESS) - "Stakeholder Engagement and Information Disclosure" (ESS10), which recognizes "the importance of open and transparent engagement between the Borrower and project stakeholders as an essential element of good international practice". ESS10 emphasizes that effective stakeholder engagement can significantly improve the environmental and social sustainability of projects, enhance project acceptance, and make a significant contribution to successful project design and implementation.

## **3. Brief Summary of Previous Stakeholder Engagement Activities**

Presently, the MOIT (Department of Energy Efficiency and Sustainable Development) is implementing two projects funded by WB: Vietnam Scaling Up Energy Efficiency (VSUEE) and Vietnam Energy Efficiency for Industrial Enterprises (VEEIE). In the implementation process of these two projects, the DEED has met and discussed with the potential stakeholders on the decarbonization and energy transition in Vietnam.

One of the knowledges gained through these above projects is: The effective coordination between the proposed decarbonization project and ongoing EE projects so that some of the learnings and knowledge vis-a-vis innovative technologies could be easily implemented on the ground.

The primary beneficiaries of Decarbonization and Energy Transition Project will be industrial enterprises (IEs), energy service companies (ESCOs), industry associations and government stakeholders. The former is expected to benefit from technical knowhow of decarbonization pathways through innovative technologies. In addition, MOIT, as the responsible government entity, would gain from capacity built on developing and implementing decarbonization and energy policy frameworks and guidelines, technology standards and the green growth plan. This will further contribute towards meeting the NDC goals committed by the government and finally, citizens would benefit from cleaner production and environment.

While learning from these ongoing projects, the TA will also focus on knowledge creation and capacity building of different stakeholders to ensure future sustainability of the low carbon transition efforts in Vietnam.

The project will (a) provide TA and capacity building to the participating financial institutions (PFIs) for business development; (b) engage the MOIT and industry associations in assessing the innovative technology needs and (c) link the EE activity

implementation and data reporting with the incentive scheme. The risk is rated substantial.

The MOIT (Department of Energy Efficiency and Sustainable Development) is currently in the process of developing a web-based portal on EE in the industrial sector and the proposed database and platform on innovative technologies can be part of the ongoing effort and hosted by the same department. This could also include emission profile data for the identified industries thus creating a baseline and coming up with MRV formats and laying foundation for accessing climate finance for decarbonization activities.

The Department of Energy Efficiency and Sustainable Development (DEED) of the Ministry of Industry and Trade (MOIT) organized a consultation workshop to present and discuss the activities proposed by the Decarbonization and Energy Transition Project. The activity was carried out virtually in October 2021 due to the COVID-19 related mobility restriction in Vietnam. The minutes of this consultation workshop includes the feedback provided by key stakeholders about the project's activities. The workshop minutes are included in Annex 1.

#### **4. Stakeholders Identification and Analysis**

This step is to assess the level of stakeholder interest and support for the project, enable stakeholder views to be taken into account in project design and environmental and social performance, promote and provide means for inclusive engagement throughout the project life-cycle, ensure that appropriate project information is disclosed to stakeholders in a timely, understandable, accessible, and appropriate manner and format, provide citizens with accessible and inclusive means to raise issues and grievances and enable the project implementing entity to respond to and manage such grievances. Under ESS10 stakeholders are classified as *project-affected parties* (individuals and groups who are affected or likely to be affected by the project; and *other interested parties* (individuals and groups who may have an interest in the project).

The consumers, especially disadvantaged and vulnerable people will be positively affected as the project implementation will help providing them with greener electricity. There are significant downstream environmental benefits; increasing deployment of renewable energy; building supply chains and experience in the sector; cost reductions; benefits for Vietnam's GHG emissions. This TA does not anticipate that any stakeholders will be adversely affected by the project nor any disadvantaged/vulnerable individuals or groups (project-affected parties).

No significant direct adverse environmental risks and impacts are foreseen, however there may be potential downstream environmental risks associated with piloting new and low carbon technologies in the selected industries (e.g. cement, steel and chemical industries) depending on the type of industries and technologies to be piloted.

Hence the selection of industrial sectors and technologies will largely benefit from the engagement of stakeholders in the industrial sectors taking into account of their concerns and suggestions.

No significant direct adverse environmental risks and impacts are foreseen, however there may be potential downstream environmental risks associated with piloting new and low carbon technologies in the selected industries (e.g. cement, steel and chemical industries) depending on the type of industries and technologies to be piloted. Hence the selection of industrial sectors and technologies will largely benefit from the engagement of stakeholders in the industrial sectors taking into account of their concerns and suggestions.

The Terms of References (TORs) to conduct study, analysis, plans, training, and capacity building will be reviewed by the Bank to ensure that the requirements of the ESF policy are effectively integrated. Potential risks and impacts associated with any downstream activities identified through the technical studies and policy-level analysis will be considered through the TORs for the consultants undertaking these works. In the unlikely case, there are E&S assessments and plans will be prepared in line with ESS1. This provision will be clearly mentioned in the Environmental and Social Commitment Plan (ESCP), to be prepared prior to project appraisal.

There may be potential risks and impacts resulting from COVID19 related health and safety to the in-person training and workshop participants and also minor risks from improper disposal of used training and workshop materials. Some potential downstream negative environmental impacts may be derived by means of the working fluid (refrigerant) leakage over the lifecycle of heat pumps (HPs) process. The impact will depend on the refrigerant in use.

#### *4.1 Affected parties*

Affected parties include those directly or indirectly affected by the Project either negatively or positively.

This group includes:

- **Central government agencies:** MOIT and MONRE who may directly involve in the process of regulation updates/revision enabling/facilitating the Project activities. In addition, basing on the results of this project to continue to improve the clean development mechanism (CDM) and provide carbon credits for the markets.

- **EVN and Power Companies:** would have a better understanding of the common advantages for the community to which new technology can be applied. Although, to apply new energy-saving technology to reduce greenhouse gas emissions, it may be more expensive than conventional technology or not applying technology at all.



- **Local authorities (Province, District, and Communes):** Local governments will also have a better understanding of energy-saving technologies and applying new technologies to reduce greenhouse gas emissions, thereby facilitating the help and support for the project.

- **Independent Power Producers (IPPs):** who (if selected) will be responsible for project pilot preparation, construction and operation and being able to grasp technology so that it can be widely developed into the green and clean energy market. Trả lời câu hỏi này là những IPP có thể áp dụng công nghệ để tiết kiệm năng lượng hoặc sử dụng năng lượng sạch

- **Transaction Advisory Consulting Firm:** who will support MOIT by providing advisory support (technical, legal, procurement and E&S).

- **Vietnam Chamber of Commerce and Industry (VCCI).**

- **The steel industry:** Vietnam Steel Corporation (VNSTEEL), POMINA Steel Corporation, Viet Nhat Steel Corporation or VINA KYOEI Steel Company Limited, Van Loi Steel JSC etc.

- **The cement industry:** Vietnam Cement Industry Corporation's (VICEM), Cam Pha Cement Joint Stock Company, Vissai Cement Group, Bim Son Cement Joint Stock Company etc.

- **Other selected industries** such as Vietnam National Chemical Group (VINACHEM), Vietnam National Textile and Garment Group etc.

#### 4.2 Other Interested Parties

Interested Parties are those who may have interests in this project and/or the ability to influence its outcome, either positively or negatively. This group includes:

- **NGOs and CSOs** who are working on renewable energy in Vietnam such as GIZ Energy Support Programme (ESP), Green *Innovation and Development Centre (GreenID)*, The Climate Change Working Group in Vietnam (CCWG).

- **Development partners** (multilateral or bilateral) who have similar activities in Vietnam

- **Professional Associations** who have interest in decarbonization and energy transition in Vietnam such as Vietnam Energy Association (VEA), Vietnam Clean Energy Association (VCEA) etc.

#### 4.3 Disadvantage/Vulnerable Groups

It is anticipated that the project will have no adverse impact on disadvantage or vulnerable groups. The obvious benefit for them is the potential access to greener electricity that enable them enjoying better environmental conditions. Once the project's

pilot sites are identified, further screening will be conducted in collaboration with the Bank's Task Team in accordance with the existing governmental regulation and the Bank's directive on "Addressing Risks and Impacts on Disadvantaged or Vulnerable Individuals or Groups". Based on the screening, SEP will be updated considering specific consultation and engagement mechanism for the identified disadvantaged or vulnerable groups.

## 5. Stakeholders Engagement Program

### 5.1 Purpose and timing of stakeholder engagement program

The Project Management Unit (PMU) assigned by the Department of Energy Efficiency and Sustainable Development (DEED) of the Ministry of Industry and Trade (MOIT) will implement this project. The MOIT/DEED will be also responsible for: (i) planning and managing the day-to-day implementation of the TA activities under the Project; (ii) ensuring coordination among all relevant departments and agencies and (iii) monitoring and reporting.

The PMU is envisaged to provide required TA and capacity building to the MOIT and relevant agencies to strengthen the enabling environment for implementing EE policies and increasing institutional capacity.

As the key mitigation measures, the project will (a) provide TA and capacity building to the participating financial institutions (PFIs) for business development; (b) engage the MOIT and industry associations in assessing the innovative technology needs and (c) link the EE activity implementation and data reporting with the incentive scheme.

While learning from these ongoing projects, the TA will also focus on knowledge creation and capacity building of different stakeholders to ensure future sustainability of the low carbon transition efforts in Vietnam (Table 1).

**Table 1: Intermediate Results Indicators**

Indicator Name	Stakeholders	End Target	Frequency	Data Source/ Methodology	Responsibility for Data Collection
Capacity building: Number of persons trained on innovativ	Capacity building for different stakeholders (industries, ESCOs, banks, government	600	Semi-annual	PMB project progress report	PMB/MOIT

<b>Indicator Name</b>	<b>Stakeholders</b>	<b>End Target</b>	<b>Frequency</b>	<b>Data Source/ Methodology</b>	<b>Responsibility for Data Collection</b>
e and low carbon technologies	agencies, etc.) will be carried out through trainings, workshops and study tours				
Number of knowledge sharing events conducted	Knowledge sharing events for different stakeholders will be conducted to match the needs such as energy auditing, identifying/appraising/monitoring EE, RE, CE eligible projects or potentials in industrial	6.00	Semi-annual	PMB project progress report	PMB/MOIT
Number of sectoral pilot MRV system developed and endorsed for selected sectors	Pilot MRV system for sectoral crediting will be developed and endorsed for selected sectors.	3.00	Semi-annual	PMB project progress report	PMB/MOIT

## 5.2 Proposed strategy for information disclosure

The project's Stakeholder Engagement Plan (SEP), Labor Management Procedures (LMP) and Environmental and Social Commitment Plan (ESCP) will be disclosed on the website of the MOIT (<https://moit.gov.vn/>) after project appraisal. During project implementation, updates of the SEP, LMP and ESCP will be disclosed as needed.

During project implementation, the information on Low carbon regulatory framework for selected sector developed and promulgated, Potential project pipeline identified, Innovative and low carbon technologies platform (web-based) developed and shared and Circular for GHG emission calculation and submission developed and promulgated will be published every 6 months/year on web-based portal on EE in the industrial sector and on innovative technologies of the ongoing effort hosted by the Department of Energy Efficiency and Sustainable Development of MOIT.

### *5.3 Review of Comments*

The PMU is always ready to listen and receive comments during the project implementation from stakeholders through seminars, training sessions, email as well as comments via DEED's website. Comments will be reviewed and reported back to the stakeholders on the final decision of the project management.

### *5.4 Future Phases of Project*

The project PMU will report the results of the research and the project implementation process every 6 months to the stakeholders. During the project implementation, if there is any change, the project PMU will also report it to related parties.

## **6. Resources and Responsibilities for implementing stakeholder engagement activities**

The TA under the transaction advisory contract has a budget of around US\$ 100,000 dedicated for stakeholder engagement to ensure full buy-in by all parties. The main actor leading the project is MOIT who will be assisted directly by the transaction advisors. MOIT/PMU is responsible to arrange adequate staffing and resource for the TA, and especially SEP implementation.

## **7. Grievance Mechanism**

There are several options where people can lodge their complaints or question about project activities. These include the formal GRM system, the project specific arrangement to enhance the complaints intake and the Bank's GRS and Inspection Panel. The GRM set up and operation is included in the SEP budget.

Firstly, complaints relating to any project activities will be solved through negotiations to achieve the consensus. A complaint will go through three stages before it can be transferred to the court. Complaint procedures and resolution will be performed as follows:

- **First Stage - At Commune People's Committee (CPC):** An aggrieved DP may bring his/her complaint to any member of the CPC, in writing or verbally. It is incumbent upon said member of CPC to notify the CPC about the complaint. The CPC will meet personally with the aggrieved DP and will have 15 days following the lodging of the complaint to resolve it. The CPC secretariat is responsible for documenting and keeping file of all complaints that it handles.

- **Second Stage - At District People's Committee (DPC):** If after 15 days the aggrieved DP does not hear from the CPC, or if the CPC gives its solutions, but DP is not satisfied with the decision taken on his/her complaint, the DP may bring the case, either in writing or verbally, to any member of DPC or DCB. The DCB in turn will have 30 days to resolve the case. The DPC is responsible for documenting and keeping file of all complaints that it handles.

- **Third Stage - At Provincial People's Committee (PPC):** If after 30 days the aggrieved DP does not hear from the DCB, or if the DP is not satisfied with the decision taken on his/her complaint, the DP may bring the case, either in writing or verbally, to any member of the PPC. The PPC has 45 days within which to resolve the complaint to the satisfaction of all concerned. The PPC secretariat is also responsible for documenting and keeping file of all complaints that it handles.

**Final Stage - Court of Law Decides:** If after 45 days following the lodging of the complaint with the PPC, the aggrieved DP does not hear from the PPC, or if he/she is not satisfied with the decision taken on his/her complaint, the case may be brought to a court of law for adjudication.

Secondly, as a part of the SEP, an on-line intake will be established and implemented as part of the MOIT's website. PMU's staff will oversight the function and collect all lodged complaints. She/he will be responsible for transferring the lodged complaints to competent agencies for processing and for communicating the outcomes with complainants. Complainants may also send their questions, complaints to focal points which will be widely communicated in all consultation sessions. PMU will assign a focal point who will cooperate with other agencies in settling complaints. Names and contact details of Grievance Focal Points and/or the Grievance Facilitation Unit (GFU) will be made publicly available in information brochures and at project areas. PMU will maintain a system to register queries, suggestions and grievances of the complainants. On complaints from employees working for IPPs will be treated separately following the internal GRM system that IPPs set up in accordance with contractual requirements (consistent with ESS2). All queries, suggestions and grievances and their resolution will be recorded and forwarded to the PC and its functioning monitored monthly. PMU will formulate and maintain a database of the people's grievances related to the Project to ensure that all complaints are recorded, recognized and processed by the functional units at all levels.

PMU is committed to creating equal opportunities for all its employees regardless of gender. Selection for employment, promotion, training or any other benefit will be based on aptitude and ability. Decisions on wages and benefits, terms and conditions of employment, evaluation, dismissal or dismissal will be made objectively and without unlawful discrimination. The PMU Office Manager is responsible for ensuring that this policy is effectively communicated to all employees and all persons involved in the organization at any level or position and for advice. It is each employee's responsibility to: Follow any measures put in place to ensure equality of opportunity and prevent discrimination, harassment or bullying. The PMU's equal opportunity policy also covers issues of bullying and sexual harassment in the workplace and in any work-related context outside of the workplace, for example, during business trips. work and at work-related social events. Some harassment is illegal, and serious harassment can be a criminal offence. Harassment is unwanted behavior related to relevant protected characteristics such as gender, sexual orientation. The PMU will handle complaints of bullying and sexual harassment and maintain confidentiality as much as possible. Support will be provided to those who have experienced cases of discrimination, bullying and harassment.

Finally, from the World Bank's perspective, communities and individuals who believe that they are adversely affected by a World Bank supported project may submit complaints to existing project-level grievance redress mechanism or the WB's Grievance Redress Service (GRS). The GRS ensures that complaints received are promptly reviewed in order to address project-related concerns. Project affected communities and individuals may submit their complaints to the World Bank's independent Inspection Panel which determines whether harms occurred, or could occur, as a result of WB non-compliance with its policies and procedures. Complaints may be submitted at any time after concerns have been brought directly to the World Bank's attention, and Bank Management has been given an opportunity to respond. For information on how to submit complaints to the World Bank's corporate Grievance Redress Service (GRS), please visit [www.worldbank.org/grs](http://www.worldbank.org/grs). For information on how to submit complaints to the World Bank Inspection Panel, please visit [www.inspectionpanel.org](http://www.inspectionpanel.org).

## **8. Monitoring and Reporting**

SEP monitoring will focus on the overall implementation quality of the stakeholder engagement. Set of indicators to assess the quality of the SEP implementation will be developed and this task will be included in the Component 1 of V-DET. PMU will ensure the proper implementation, monitoring and reporting of SEP activities.