



MOLDOVA - SUSTAINABLE WATER SUPPLY (IRRIGATION) PROJECT

Feasibility study stage

*Stakeholder Engagement Plan -
IndC*

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STAKEHOLDER ENGAGEMENT PLAN

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1 Introduction and scope of this SEP

The European Bank for Reconstruction and Development is considering providing a loan to the Republic of Moldova for the rehabilitation of two centralized irrigation systems. The project is categorised as B in accordance with the EBRD environmental and social policy (2019).

This document is the Stakeholder Engagement Plan (SEP). It provides a brief project description, an overview of national and international requirements on stakeholder engagement, a summary of previous engagement activities implemented, an identification of stakeholders and their characterization.

Finally, it outlines the approach to stakeholder engagement and public consultation activities and identifies the responsibilities for implementation. The document also includes a grievance mechanism for stakeholders to raise any concerns about the Project.

The main objectives of this SEP are to:

- Ensure that adequate and timely information is provided to persons affected or likely to be affected (both directly and indirectly) by the project (“affected parties”) or that may have an interest in the project (“other interested parties”) or that have influence over the Project. The consultation activities will aim to provide opportunities for them to share their expectations and voice their concerns.
- Ensure that comments are received in a timely manner so that they can be taken into account in the design of the project.
- Pave the way for a smooth and effective implementation of project activities and ensure the sustainability of the project and implementation of “no harm” approach.
- Design an effective grievance management mechanism.

This SEP is the living document, which is subject to regular updates and describes the approach in engaging with stakeholders during different project phases, including the feasibility study, project preparation and project implementation.

2 Brief project description

The Moldova – Sustainable Water Supply (Irrigation) Project is being developed with the support from the European Bank for Reconstruction and Development (EBRD) to achieve climate-resilient and inclusive agricultural development in Moldova.

The project aimed to rehabilitate two centralized irrigation systems (CIS):

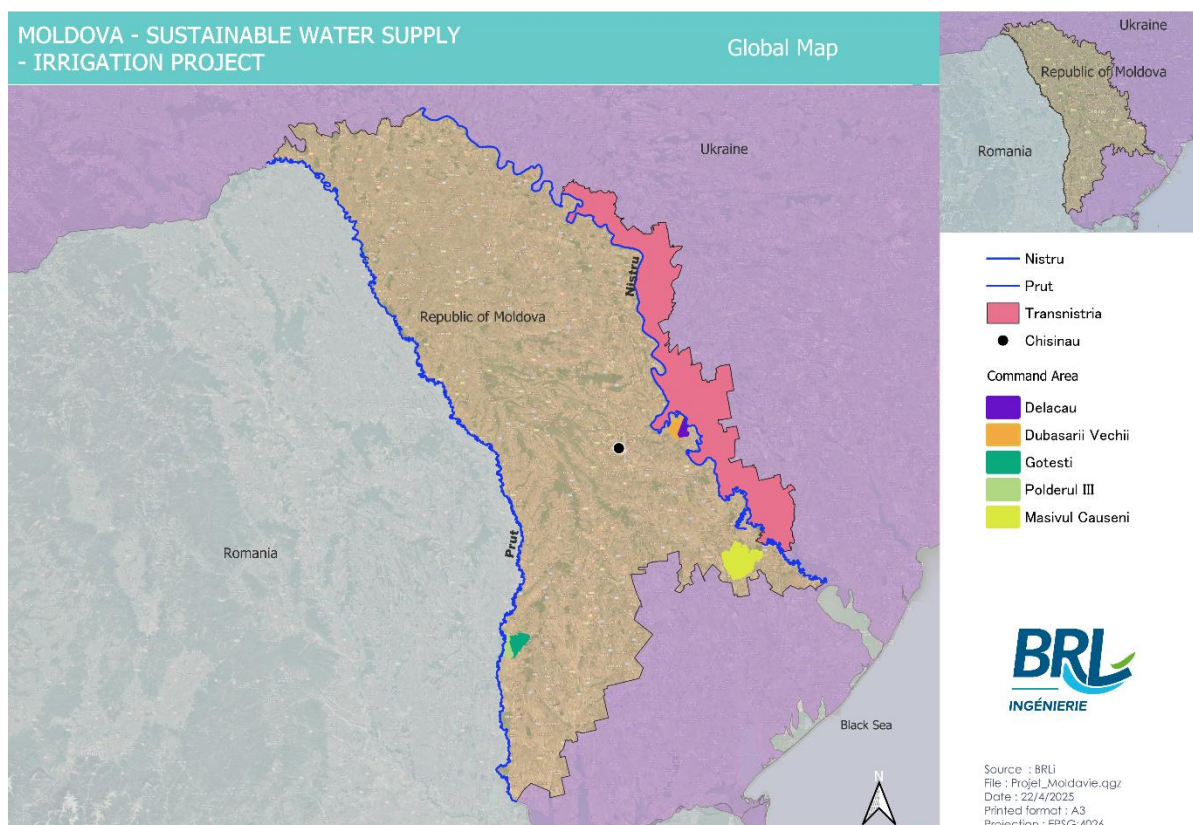
1. Puhăcenii de Sus, and
2. Masivul Căușeni

Both located on the Nistru River, which together represent significant potential for irrigated agriculture in the country.

For each centralized irrigation systems several rehabilitation scenarios have been assessed and are described in detail in the feasibility study.

The rehabilitation works will be complemented by capacity-building activities for farmers and Water Users Associations (WUAs), focusing on promoting crop diversification, valuing irrigation water, adopting sustainable agricultural practices, and ensuring the sustainable operation and maintenance of infrastructure. Dedicated activities to strengthen the institutional framework are also planned.

Figure 2-1: Project area



Note: the Gotesti site, which was initially envisaged as part of the project, has been abandoned

The main characteristics of the project for each site are reminded below:

2.1 Masivul Căușeni

2.1.1 Selected scenario

Following consultations with the WUA, MAFI, ANIF and EBRD, scenario 4Bis (initially scenario 3) was selected as the preferred option for the Masivul Căușeni scheme, as outlined in the Inception Report. This scenario was chosen based on its strong technical feasibility and cost-efficiency.

Technically, Scenario 4Bis offers an optimized and compact network design that makes efficient use of existing infrastructure, requiring only targeted rehabilitation rather than full reconstruction. Its layout reduces energy consumption and improves operational manageability, particularly in relation to the area's topography and water delivery needs.

Economically, Scenario 4Bis presents the most favourable cost-benefit ratio, delivering irrigation services to high-potential agricultural zones while minimizing capital and operational expenditures.

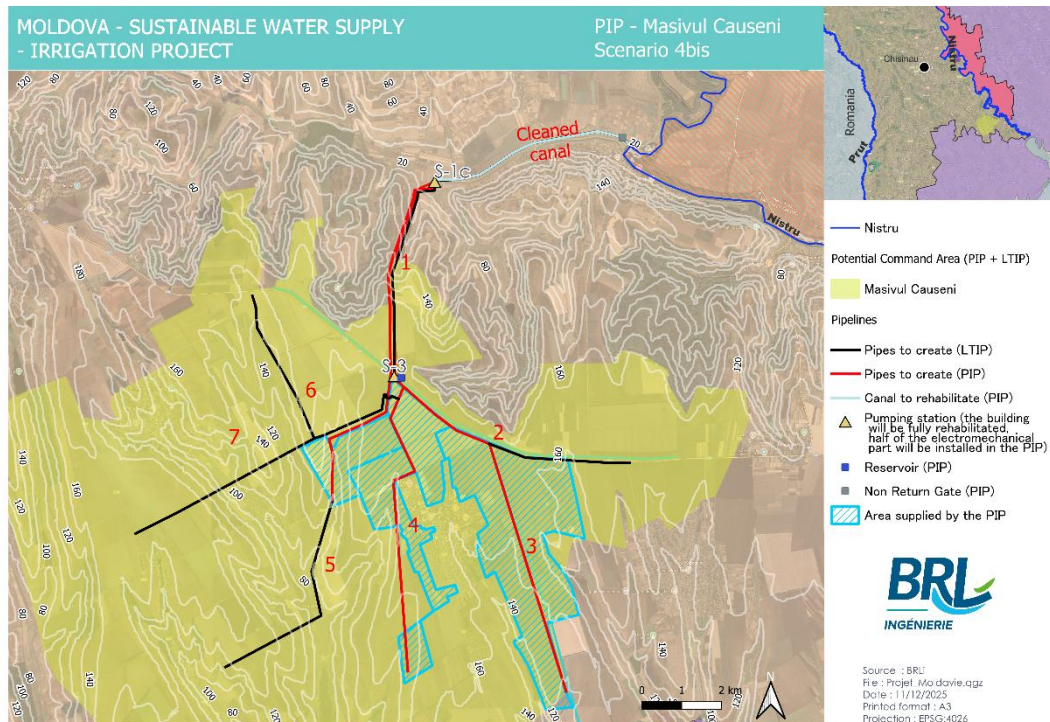
- **Scenario 4Bis**

- Retain the canal, create a non-return valve and establish a new pumping station near S-1.
- Renovate the pipeline between S-1 and S-3 with a dual pipe; this discharge pipe will supply station S-3, while directly supplying branches 5 (thanks to the favourable topography).
- Keep the S-3 building and its reservoir to supply branches 2, 3, 4, 6 and 7.

This scenario considered short-term water requirements only (i.e. with a hydromodule of 0.65 l/s/ha instead of 0.95 l/s/ha).

The choice between construction or rehabilitation will be decided later in the study. For now, the price is based on a new construction.

Figure 2-2: Masivul Causeni CIS - Scenario 4Bis Design



2.1.2 PIP technical presentation

The PIP has been defined for scenario 4Bis and includes the rehabilitation and development of the following infrastructure:

- Rehabilitate the water intake of the canal with a non-return gate, and clean the canal
- Construction of the pumping station S-1: The intake from the canal and the building will be fully reconstructed, and about half of the new electromechanical part will be installed.
- Rehabilitation of the pumping station S-3: The building will be fully rehabilitated, and about half of the new electromechanical part will be installed.
- Rehabilitation of the reservoir
- Creation of main discharge pipe ("Branch 1" on the map), only one of the two planned
- Creation of Branch 3 and 4, and part of Branch 2 and 5
- Half of the secondary network will be installed

2.2 Puhăcenii de Sus

2.2.1 Selected scenario

Following discussions with the WUA, MAFI, ANIF and EBRD, Scenario 1bisA reviewed for the Puhăcenii de Sus scheme and have been proposed as the most feasible one. This decision is based on a combination of technical feasibility, economic efficiency, and institutional considerations.

This scenario proposes a dual-network approach, allowing independent operation by the Dubăsarii Vechi and Delacău Water Users' Associations.

The area 8 was supposed to be served by the Dubasarii Vechi association in the previous scenario. In the revised scenario this area is to be served by the Acva Terra Delacau Association. The new design has been confirmed by MAFI and ANIF and further engagement with the concerned WUAs will continue to ensure the project responds to local needs. This will require either a formal agreement between the Dubăsarii Vechi Association and the Acva Terra Association, or the users in this area becoming members of the Acva Terra Delacău Association.

• Scenario 1BisA Reviewed:

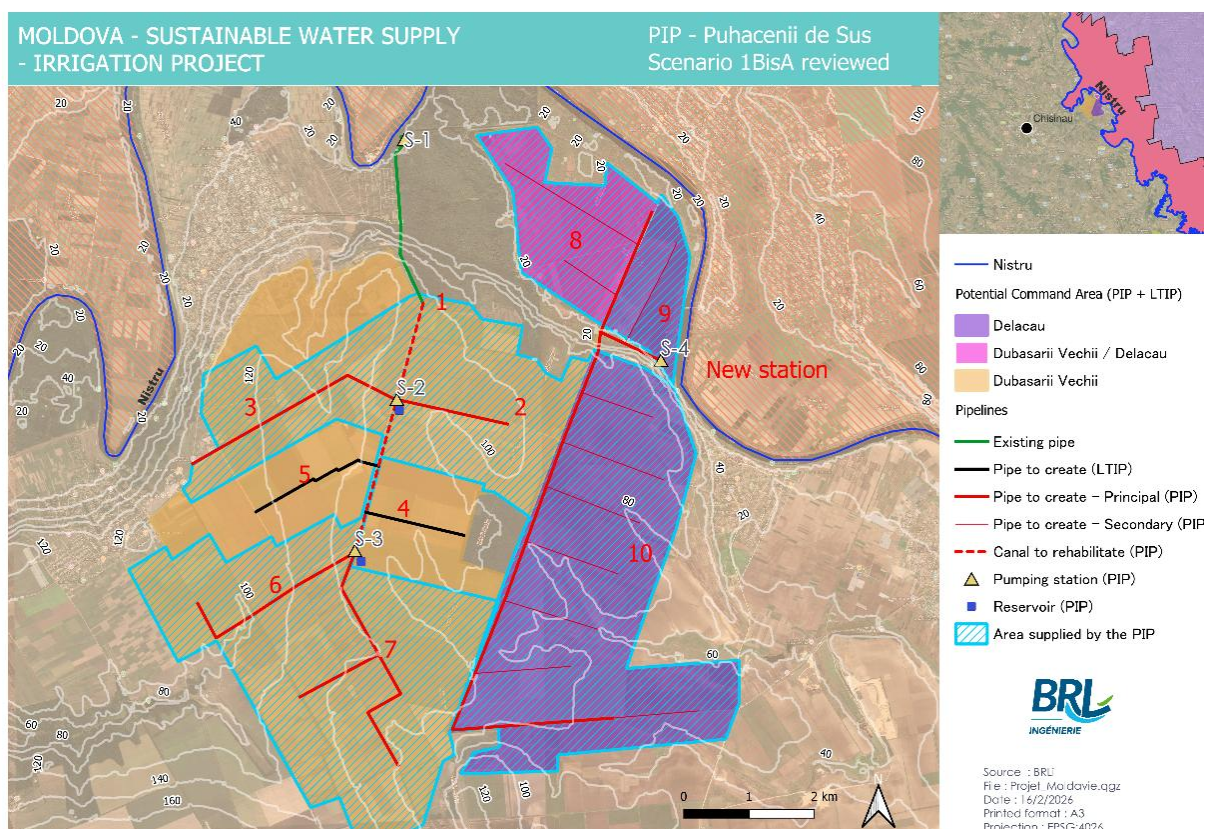
• Dubasarii Vechii area:

- Maintain the existing water intake and the S-1 pumping station and adding the necessary pumps.
- Maintain the main pipeline between S-1 and S-2 (high stage); maintain pumping stations S-2 and S-3 with the installation of the necessary additional pumps; maintain the canal between S-2 and S-3; and create secondary branches to irrigate the new service area

• Delacau area:

- Creation of a new pumping station (S-4),
- Creation of main branch and a secondary network

Figure 2-3: Puhăcenii de Sus CIS - Scenario 1BisA Reviewed Design



NB : The secondary network has been illustrated in the figure (thin red line) in accordance with the WUA's request; however, it has been costed on a lump-sum basis for the secondary network as a whole, rather than on a branch-by-branch basis.

2.2.2 PIP technical presentation

The PIP has been defined for scenario 1BisA Reviewed and includes the rehabilitation and development of the following infrastructure:

- Dubăsarii Vechii area: pumping station upgrades (adding new pumps in pumping stations S-1, S-2 and S-3), two new reservoirs (about 40,000 m3 near S2 and about 30,000 m3 near S3), canal rehabilitation (cleaning and lining with geomembrane), priority branch replacements (2, 3, 6 and 7) and a secondary network covering 3,000 ha.
- Delacău area: creation of a new pumping station (S-4), priority branch replacements (8, 9 and 10) and a secondary network covering 1,900 ha.

2.3 Rationale and summary of characteristics

Moldova's agriculture sector is highly vulnerable to climate variability. Severe droughts in last years highlighted the fragility of the existing systems and the need for strategic investment in irrigation infrastructure to support productivity, food security and rural livelihoods.

The selected CIS perimeters have been prioritized based on technical feasibility, institutional readiness, and demand for high-value crop production. Each CIS presents distinct institutional and operational challenges:

- **Puhăcenii de Sus CIS** (Criuleni and Anenii Noi Districts): Partially operational. The Dubăsarii Vechi WUA irrigates ~ 1,900 ha using solar-powered systems. However, governance tensions have emerged with the establishment of a parallel WUA in Delacău. This second WUA does not have any infrastructure under its management.
- **Masivul Căușeni CIS** (Ștefan Vodă District): The largest in scope but inactive. The Kîzîl WUA is in early stages of institutional development. Current irrigation is based on informal wells and low-quality water resources.

The project comprises technical, institutional, economic, environmental and social assessments to define viable rehabilitation and modernization plans for each system. Designs are aligned with mid-century climate projections and promote efficient, on-demand irrigation delivery.

Table 2-1: Main characteristics of the sites

	Masivul Căușeni	Puhăcenii de Sus	
Date of creation	Early 1990s	Mid 1980s	
Property of the infrastructures	MAFI – ANIF	MAFI – ANIF	
Existence of a WUA ¹	Asociația Utilizatorilor de Apă pentru Irigații Kiziil established in 2020	Asociația Utilizatorilor de Apă pentru Irigații Dubasarii Vechi established in 2019	Asociația Utilizatorilor de Apă pentru Irigații Aqua Terra- Delacău established in 2023
Source of water of the CIS	Nistru River	Nistru River	No water intake. Would be the Nistru River
Condition ²	Non-functional since 1994. 9 pumping stations in bad conditions and more than 60 km of irrigation irrigation pipes and canals.	Partly operational. Three pumping stations S1, S2 and S3 partially functional thanks to the support of ADMA for the purchase of pumps but 14 pumping stations in total around 60 km of pipes and canals.	No infrastructures
Existence of irrigation	1,500 to 2,000 ha would be irrigated using water harvesting infrastructures and wells and boreholes. Water quality considered as not good due to the salts.	In 2023, 1,760 ha were irrigated by 10 water users, for a total volume of 1.6 Mm3 (2.4 Mm3 in 2022). Irrigation of the gardens in the village with the water from the drinking water system and wells.	No irrigation except for gardens in the village of Delacău using drinking water and wells.
Type of agriculture	Mainly orchards and field crops.	Vegetables (potatoes, peas...), seed cultivation, cereals (maize, wheat, barley), orchards near the village	Vegetables and orchards in the gardens. Field crops.

For each centralized irrigation system several rehabilitation scenarios have been assessed and are described in detail in the inception report of the feasibility study. The main characteristics of the project for each site are reminded in chapter 2 above.

The rehabilitation works will be supported by capacity building activities:

- For farmers
 - One farmer field school per centralized irrigation system.
 - Vocational education and training.
 - Demonstration plots.
 - Financial support for farmers with a focus on women and young farmers for the installation of small greenhouses.
 - Value chain strengthening activities.
 - Etc.
- For WUAs
 - Support to sustainable operation and maintenance (O&M) and reliable and affordable water service (training, assistance, exchange visits, etc.).

¹ The role and characteristics of WUAs are described in detail in the inception report of the feasibility study.

² Condition of infrastructures is described in details in the inception report of the feasibility study.

3 National and international requirements on stakeholder engagement

3.1 National requirements

Moldovan legislation includes several key requirements for stakeholder engagement, especially in the context of environmental protection, urban planning, and development projects.

Table 2 : Relevant national laws for the project's implementation

Legislation	Key provisions for stakeholder engagement
Constitution of the Republic of Moldova	Relevant for the project regarding the aspects related to freedom of expression, consultation and citizens engagement.
Law No. 1515/1993 on Environmental Protection	Establishes principles for public participation in environmental decisions
Law No. 86/2014 on Environmental Impact Assessment (EIA)	Requires early public notification, access to EIA reports, defined consultation periods, and integration of public feedback
Law No. 11/2017 on Strategic Environmental Assessment (SEA)	Ensures public participation in policy-level planning and mandates transboundary consultations
Law No. 982/2000 on Access to Public Information	Guarantees the right of public access to government-held information
Law No. 239/2008 on Transparency in Decision-Making	Refers to the transparency of information linked with the decision-making process and to the consultation of stakeholders when drafting decisions
Law No. 64/2010 (amended in 2012-2013-2015) on Freedom of Expression	Guarantees right to freedom of expression and regulates the balance between right to freedom of expression and defence of private and family life
Law on social inclusion, equality, labour rights (Nos. 60, 123, etc.)	Ensures inclusive stakeholder engagement across gender, disability, and labour categories
Law No. 488/1999 on Expropriation for Public Utility	Establishes the legal framework for land acquisition for public interest projects, including fair and prior compensation, public inquiry procedures, and land valuation mechanisms
Law No. 136/2017 on Government	Ensures proper collaboration between all governmental institutions to be involved in the project
Law No. 436/2006 on local public administration	Ensures proper collaboration between project implementation entities and local public authorities
Administrative Code (No. 116/2018)	Regulates citizen petitions and institutional accountability during implementation
Urban planning and construction Codes	Introduce simplified permitting for small localities and ensure public access to urban planning data
The Land Code (February 2024)	Regulates the legal framework for the ownership, use and protection of land, establishing principles for land relations and land management in the country.

3.2 International requirements

3.2.1 Conventions

Moldova, as a signatory or participant in several international conventions and development frameworks, must also comply with international standards:

- Aarhus Convention (ratified by Moldova in 1999)

Moldova is part of the Aarhus Convention, which gives the public the right to access information, take part in decisions, and seek justice on environmental issues. It supports national laws by making sure people can truly take part in how the environment is managed.

- EU Approximation (via the EU-Moldova Association Agreement signed in 2014 and in full effect since July 2016)

Through the EU-Moldova Association Agreement, Moldova has agreed to update its laws to match EU standards, especially on environmental protection and public participation. This helps improve stakeholder engagement by making processes more transparent and inclusive. On 14 December 2023, the Council decided to open accession negotiations with Moldova.

- UN Sustainable Development Goals (SDGs)

The UN Sustainable Development Goals (SDGs) are 17 global goals created to help make the world a better place by 2030. They focus on important issues like ending poverty, improving education and health, fighting climate change, and supporting fair and honest leadership.

Stakeholder engagement is a cross-cutting principle essential to achieving the SDGs. The goals emphasize inclusive, participatory, and transparent processes that involve all relevant actors, including governments, civil society, private sector, academia, and local communities.

In addition, Moldova ratified the Protocol on Strategic Environmental Assessment to the Espoo Convention (Law No. 156/2018), reinforcing obligations for early-stage environmental impact assessment and mandatory transboundary consultations. This legal framework promotes transparency and cooperation in addressing cross-border environmental impacts.

3.2.2 International Financial Institutions (IFIs) Standards

EBRD considers public consultation and stakeholder engagement an on-going, meaningful and inclusive process, to be started at the earliest stage of the environmental and social assessment process and to be continued throughout the entire life of the EBRD financed project.

Projects funded by international organizations like the EBRD must follow clear and structured stakeholder engagement processes.

Under its Environmental and Social Policy (2019), the EBRD applies Performance Requirement (PR) 10: Information Disclosure and Stakeholder Engagement, which requires clients to:

- Identify and engage relevant stakeholders early in project planning;
- Ensure timely and accessible disclosure of key project information;
- Provide meaningful opportunities for feedback, especially for affected communities;
- Maintain a grievance mechanism accessible throughout the project duration.

These rules help make sure people are properly informed and their concerns are considered during the project.

4 Summary of previous engagement for the project

All two sites have been visited frequently in recent years by government officials. The aim on each occasion has been to discuss the possibilities of rehabilitation in a context of difficulties for the agricultural sector due to frequent droughts (e.g. <https://www.gov.md/ro/content/ion-chicu-inspectat-necesitatile-de-irigare-din-raioanele-stefan-voda-si-causeni>).

In 2023, during an identification study supported in part by AFD, the Ministry of Agriculture (Minister Vladimir Bolea, Secretary of State Vasil Sarban) met with the water users' associations to assess the relevance of rehabilitation projects in these areas. Following these direct engagements, the two CIS were included in a list of 5 CIS selected for a feasibility study financed by the AFD and carried out by BRLi in 2024. These sites were therefore visited by BRLi teams in March 2024. The aim was to gain a better understanding of the characteristics of these sites and the projects envisaged by the farmers. Representatives of the associations were present, as were representatives of the local authorities. On this occasion, the interlocutors were made aware of the stages involved in this type of project and the content of a feasibility study. Unfortunately, for budgetary reasons and due to prioritization constraints, these sites were not selected for further consideration in the 2024 AFD study.

The EBRD has then been invited to finance the two CIS rehabilitation. Field visits in presence of the MAFI representatives, ANIF and EBRD have been carried out in April 2025. The WUA representatives, members and local authorities' representatives have attended the visits. They have been informed on the objectives of the study, content and further steps.

Most of the engagement activities conducted by the MAFI are published on Facebook (MAFI, ANIF) or on the ministry's website and relayed by various media:

- <https://www.madrm.gov.md/ro/content/6012>
- <https://agrotv.md/trei-sisteme-de-irigare-din-sudul-tarii-ar-putea-fi-reabilitate-cu-sprijnul-partenerilor-externi/>, etc.

5 Stakeholder identification

5.1 National public institutions and governmental agencies

Institution	Role / Interest in the project
Ministry of Agriculture and Food Industry (MAFI)	General supervision of the agricultural sector, coordination of irrigation policy, ownership of centralized irrigation systems
Agency for Land Improvement and Irrigation (ANIF)	Subordinate to MAFI. Management of public irrigation systems, implementation of irrigation projects, supervision of the irrigation sector, supervision of WUAs
Agriculture and Intervention Payments Agency (AIPA)	Manages financial resources to support farmers, including rural infrastructure funding
Agency for the Development and Modernization of Agriculture (ADMA)	Purchase material for farmers and lease it with preferential conditions.
Agency of Public Property	Ownership of centralized irrigation systems that are not transferred to the MAFI/ANIF
Ministry of Environment (MoE)	Preparation and coordination of Environmental policies. Monitoring of environmental impacts, issuance of permits
Environmental Agency (Agenția de Mediu)	Subordinate to MoE. Conducts environmental assessments, issues water use permits, and oversees the quality of environmental components in project areas
Public Institution National Administration "Apele Moldovei" (AM)	Subordinate to MoE. Central technical and administrative organization dealing with surface water resources and is responsible for management of water resources.
Agency of Geodesy, Cartography and Cadastre	Government institution responsible for coordinating and overseeing activities related to geodesy, cartography, land cadastre and spatial data infrastructure.
Agency for Geology and Mineral Resources	Subordinate to MoE. Responsible for the implementation of state policies in the field of geological investigations, the use and protection of the subsoil and groundwater. Coordinates the issuance of permits for special water use from underground sources
Ministry of Finance	Ensures budget allocation and financial sustainability of public project.
Ministry of Health (MoH)	Ensures public health standards
Ministry of Labor and Social Protection (MoLSP)	Responsible for developing effective policies and solutions in labour, social protection, demography, gender equality, combating violence and human trafficking, monitoring the quality of normative acts, and proposing justified interventions, ensuring an optimal balance between results and costs.
Gender Policies Equality Division, Ministry of Labour and Social Protection	Coordination of gender equality policy. Responsible for implementing the Strategy for Equality between Women and Men 2023–2027
Regional Development Agencies - Regional Development Agency South - Regional Development Agency Centre	Subordinate to the Ministry of Infrastructure and Regional Development. Contribute to the sustainable and equitable development of the regions by eliminating disparities and imbalances between the areas of the region, for the benefit of its inhabitants.
National Food Safety Agency (ANSA)	Supervises the quality and safety of agri-food products and inputs

5.2 Local and technical stakeholders

Institution	Role / Interest in the project
Water Users Associations (WUAs)	Direct beneficiaries of the project, management of centralized irrigation systems based on a commodat contract ³ with ANIF and the Ministry of Agriculture.
Agricultural producers (small and large)	Main water users, affected by interruptions or changes
Municipalities and local authorities	Consultation, issuance of local permits, conflict management
Local communities	Potential impacts or conflicts associated with the Project, including minor livelihood disruptions, noise, dust, traffic and access, community H&S risks, visual impacts, information disclosure, engagement and grievance management
Affected landowners and users or businesses	Physical or economical displacement due to project implementation (if any)
NGOs, Local Action Groups, Coordinating Council for the Administration of the "Lower Nistru" Area (RAMSAR)	Management and protection of natural areas, ensuring environmental sustainability, monitoring of ecological impacts, defence of public interest
Women, youth, elderly people	Vulnerable groups to be involved in an inclusive approach
Contractor and subcontractor employees & workers	Participation in the implementation and construction of the Project. Affected by labour and working conditions on the Project (e.g., H&S, accommodation, employment rights, labour union issues, grievance management, non-discrimination).

5.3 Development partners

Institution	Role / Interest in the project
EBRD (European Bank for Reconstruction and Development)	Financing, E&S supervision, performance standards
World Bank / Agence française de développement (AFD) / European Union Delegation	Share technical expertise and operational experience from similar irrigation and rural development projects in Moldova and the region. Support alignment with international standards and co-financing opportunities
FAO	Share technical expertise and operational experience from agricultural development projects in Moldova and the region, especially on women farmers groups.
Swiss Agency / Austrian Development Agency/UNDP/IUCN...	May share technical expertise and operational experience from agricultural development and water resources projects in Moldova and the region

³ A **commodat contract** (Romanian: *contract de comodat*) is regulated by the **Civil Code of the Republic of Moldova (Law No. 1107-XV of 6 June 2002)**, specifically **Articles 928 to 942**. A commodat is a contract whereby one party (*commodant*) hands over an asset to another (*commodatary*) for use **free of charge**, with the obligation for the borrower to return the same asset after use.

6 Consultation activities

6.1 Objectives

6.1.1 General objectives

Stakeholder engagement is an inclusive process conducted throughout the project life cycle. Where properly designed and implemented, it supports the development of strong, constructive and responsive relationships that are important for successful management of a project's environmental and social risks.

Stakeholder engagement plan objectives are the following:

- To establish a systematic approach to stakeholder engagement that will help Borrowers identify stakeholders and build and maintain a constructive relationship with them, in particular project-affected parties.
- To assess the level of stakeholder interest and support for the project and to enable stakeholders' views to be considered in project design and environmental and social performance.
- To promote and provide means for effective and inclusive engagement with project-affected parties throughout the project life cycle on issues that could potentially affect them.
- 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.
- To provide project-affected parties with accessible and inclusive means to raise issues and grievances, and allow Borrowers to respond to and manage such grievances

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6.1.2 Specific objectives

Stakeholder engagement, including disclosure activities, should be integrated into the project schedule and be planned with consideration of the key project milestones and decision-making points.

- **Project feasibility**

- Main objectives:
 - Define the project's concept and preliminary design;
 - E&S scoping/due diligence: integrate environmental and social requirements into project design and planning.
- Purpose of consultation:
 - Data collection on baseline, local regulation or required permitting and public policies;
 - Present the project concept and preliminary design;
 - Collect stakeholder feedback on alternatives, site selection, and potential risks;
 - Secure buy-in from the early stages to strengthen the project's legitimacy.

- **Project preparation**

- Main objectives:
 - Define the project's content and detailed design;
 - Draft all required documentation including ESIA, RAP...
- Purpose of consultation:
 - Present the project concept and detailed design;
 - Collect stakeholder feedback on alternatives, site selection, and potential risks;
 - Data collection.

- **Project implementation**

- Main objectives:
 - Construction and operation
 - Implement ESMP, Ensure compliance with environmental and social plans;
 - Plan the project's end-of-life in a sustainable manner.
- Purpose of consultation:
 - Assess the effectiveness of implemented measures during construction and operation;
 - Adjust measures where needed to address unforeseen risks;
 - Share and consult on closure plans to minimize long-term impacts.

6.2 Principles of consultation

It is necessary to engage with stakeholders throughout the project life cycle, commencing such engagement as early as possible in the project development process and in a timeframe that enables meaningful consultations with stakeholders on project design. The nature, scope and frequency of stakeholder engagement will be proportionate to the nature and scale of the project and its potential risks and impacts.

The Project will engage in meaningful consultations with all relevant stakeholders with timely, relevant, understandable and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination and intimidation.

6.3 Stakeholder engagement program

6.3.1 Feasibility stage

Table 6-1 : Engagement program (feasibility stage)

Stakeholders	Objectives	Communication/ Engagement Method	Information Materials	Timeframe Frequency	Responsibility	Location	Status
Institutions and governmental agencies							
Ministry of Agriculture and Food Industry (MAFI)	Access reliable reference data Present the project concept and preliminary design and collect feedback and recommendations. Verify the project's alignment with sectoral public policies	Individual meeting on agricultural and irrigation issues and project implementation strategy (if required through formal letters and emails)	Irrigation strategy brief, project concept note	Several meetings: to collect data and perceptions, to inform on the progress of the study and to validate analysis and orientations	Consultant	Ministry headquarters or via virtual platforms (Zoom/Teams)	Implemented
National Agency for Land Improvement (ANIF)	Ensure compatibility with national strategies and international commitments Clarify administrative authorization procedures. Identify regulatory requirements and timelines	Individual meeting on irrigation issues and project implementation strategy (if required through formal letters and emails)	Irrigation system inventory, technical guidelines, site maps, project concept note	Several meetings: to collect data and perceptions, to inform on the progress of the study and to validate analysis and orientations	Consultant	Agency office or via virtual platforms (Zoom/Teams)	Implemented
Ministry of Environment (MoE) in particular with the Direction of Biodiversity	Discuss potential E&S risks Secure institutional buy-in from the early stages to strengthen the	Individual meeting on environmental issues (if required through formal letters and emails)	Environmental strategy brief, project concept note	Two meetings: first to collect data and perceptions, second if possible to validate analysis	Consultant	Ministry headquarter or via virtual platforms (Zoom/Teams)	Implemented

Stakeholders	Objectives	Communication/ Engagement Method	Information Materials	Timeframe Frequency	Responsibility	Location	Status
Environmental Agency	project's legitimacy Develop a clear institutional roadmap for the smooth implementation of subsequent phases	Individual meeting on environmental issues and permitting (if required through formal letters and emails)	Permit application guidelines, E&S scoping documents, project concept note	Two meetings: first to collect data and perceptions, second if possible, to validate analysis	Consultant and ANIF	Agency office or via virtual platforms (Zoom/Teams)	Implemented
State Agency «Apele Moldovei»	Collection of feedback and recommendations for project development and design.	Individual meeting on water issues including volumes of withdrawable resources (if required through formal letters and emails)	Hydrological data sets, technical maps, historical water usage records, project concept note	Two meetings: first to collect data and perceptions, second if possible, to validate analysis	Consultant	Agency office or via virtual platforms (Zoom/Teams)	Implemented
Ministry of Finance		Individual meeting on financial framework (if required through formal letters and emails)	Budget planning, concept note and feasibility reports for the CIPS evaluation (inter ministerial committee for strategic planning)	Two meetings: first to collect data and perceptions, second, if possible, to validate analysis	Consultant	Ministry headquarter or via virtual platforms (Zoom/Teams)	Implemented
Ministry of Health, Ministry of Labour and Social Protection		Individual meeting (if required through formal letters and emails) on health & safety for workers and vulnerable group integration	Social inclusion policy, social risk assessment briefs, project concept note	One meeting to collect data and perceptions	Consultant	Ministry headquarter or via virtual platforms (Zoom/Teams)	Partially Implemented with the Ministry of Labour and Social Protection
Gender Equality Division		Targeted gender consultations	Gender analysis, project concept note	One meeting to collect data and perceptions	Consultant	Ministry headquarter or via virtual	Implemented

Stakeholders	Objectives	Communication/ Engagement Method	Information Materials	Timeframe Frequency	Responsibility	Location	Status
						platforms (Zoom/Teams)	
Local and technical stakeholders							
Local authorities	Obtain their political and technical buy-in Identify ongoing or planned local projects Clarify their potential role in implementation Discuss issues related to land-use planning, road infrastructure, and development	Bilateral meetings, technical roundtables -	Local planning documents, maps, project briefs	One meeting per site concerned	Consultant	Town halls, municipal offices	Implemented
Coordinating Council for the Administration of the "Lower Nistru" Area (RAMSAR)	Identify their environmental or social concerns related to the project Assess potential risks to natural habitats and ecological corridors Leverage their expertise to enhance project design	Bilateral meeting, technical roundtable	Maps, project brief	One meeting	Consultant	Stefan Voda and Chisinau	On-going
WUAs	Understand the local organization and perspectives for water management Identify bottlenecks, user conflicts, and technical failures Assess their capacity to operate and maintain systems after rehabilitation Gather their	Focus group discussions, participatory mapping	Irrigation system plans, governance diagnostics, project concept note	Several meetings During field diagnostics and system assessment and for validation of project design	Consultant	WUAs offices, irrigation zones	Implemented

Stakeholders	Objectives	Communication/ Engagement Method	Information Materials	Timeframe Frequency	Responsibility	Location	Status
	suggestions for the project and improvements						
Agricultural producers	Assess actual water needs Collect agronomic and economic data Identify potential positive or negative impacts Adapt technical solutions to on-the-ground realities	Individual interviews and focus groups, needs assessment surveys	Maps, project brief, water usage and perspectives surveys	At least 5 individual surveys/site and 2 FGD per site	Consultant	Farms, fields, marketplaces	Implemented
Affected landowners and users	Map areas at risk of direct disruption Anticipate the need for compensation or adaptation (temporary loss of access, displacement) Prevent land or user rights conflicts	Communication through the WUA, local authorities and ANIF.	Maps, project brief, parcel maps, land use rights documentation)	Feasibility phase (if required)	Consultant and ANIF	Landowners' premises, cadastral offices	Partially implemented (WUA with informal discussion on land acquisition)
Local communities	Introduce the project and gather E&S concerns (positive expected impacts, potential conflict regarding water resources, noise, safety, access, traffic) Assess the project's acceptability within the villages Identify effective communication channels (languages,	Public info sessions / Focus group in the targeted localities	Maps, project brief	One FGD in each targeted community (one per site).	Consultant	Community halls, schools, public spaces	Partially implemented (no systematic meeting with Community representatives but some attended the meetings with the Farmers and WUAs)

Stakeholders	Objectives	Communication/ Engagement Method	Information Materials	Timeframe Frequency	Responsibility	Location	Status
	formats, local intermediaries)						
Vulnerable groups	Avoid their exclusion in needs assessment and solution design Adapt consultation methods to ensure their effective participation (locations, timing, formats) Understand their specific constraints and perception of E&S risks or opportunities Promote an inclusive approach: equitable access, employment opportunities, representation	Targeted small group sessions (Focus group discussion), interviews with support persons	Maps, project brief	One FGD in each targeted community / group (one per site)	Consultant	Municipality	Implemented
Contractors and workers	Not applicable at FS stage						
NGOs	Identify their environmental or social concerns related to the project Assess potential risks to natural habitats and ecological corridors Leverage their expertise to enhance project design	One-on-one consultations, technical workshops	Environmental and social baselines, project summary	One meeting per NGOs relevant	Consultant	NGO offices	Partially implemented
Development partners							
EBRD	Ensure the project's compliance with the EBRD's Environmental	Strategic meetings, technical briefings,	Project concept note, stakeholder engagement plan	At project launch and during	Consultant	EBRD HQ or via virtual platforms (Zoom/Teams)	Implemented

Stakeholders	Objectives	Communication/ Engagement Method	Information Materials	Timeframe Frequency	Responsibility	Location	Status
	and Social Policy Confirm that principles of good governance, transparency, and inclusion are integrated early into the project design Identify potential environmental, social, gender, or governance risks Clarify the documentation and studies expected by EBRD	written correspondence	draft, feasibility reports	feasibility review, progress meetings every two weeks.			
World Bank / AFD / EUD / FAO / Swiss Agency / Austrian Development Agency/UNDP/IUCN...	Share technical knowledge and lessons learned from similar irrigation development projects (including the one in or close to RAMSAR Site) Identify opportunities for synergy with ongoing or planned investments Discuss co-financing opportunities or blended financing mechanisms	Technical consultations, bilateral meetings, policy dialogue sessions	Project concept note, feasibility reports	At the beginning of the feasibility phase and during review points	Consultant and EBRD	EUD/World Bank/AFD HQ in Chisinau or via virtual platforms (Zoom/Teams)	Partially implemented (WB, AFD, EUD)

6.3.2 Preparation stage

Stakeholders	Objectives	Communication/ Engagement Method	Information Materials	Timeframe Frequency	Responsibility	Location
Institutions and governmental agencies						
Ministry of Agriculture and Food Industry (MAFI)	Facilitate cross-institutional collaboration Supervise environmental impact assessment Approve environmental and social management plans Conduct specific studies, if necessary, Ensure the good preparation and future implementation of side activities that will achieve sustainable outcomes and that will consider the proper and efficient use of infrastructures rehabilitated	Meetings with representatives of sectoral ministries and local authorities Technical workshops Document exchanges and validation	Simplified project brochures and posters, infrastructure maps, environmental and social guidelines, projected budget...	Preparation phase, as needed depending on the services concerned Periodic check-ins timed with permitting processes	Project Team	Ministry headquarters or via virtual platforms (Zoom/Teams)
National Agency for Land Improvement (ANIF)					Project Team	Agency office or via virtual platforms (Zoom/Teams)
Agency for rural advisory services					Project Team	Agency office or via virtual platforms (Zoom/Teams)
Agriculture and Intervention Payments Agency (AIPA)					Project Team	AIPA office or via virtual platforms (Zoom/Teams)
Agency of Public Property					Project Team	APP headquarters or via virtual platforms (Zoom/Teams)
Agency for the Development and Modernization of Agriculture					Project Team	ADMA office or via virtual platforms (Zoom/Teams)
Ministry of Environment (MoE)					Project Team	Ministry headquarter or via virtual platforms (Zoom/Teams)
Environmental Agency					Project Team	Agency office or via virtual platforms (Zoom/Teams)

Stakeholders	Objectives	Communication/ Engagement Method	Information Materials	Timeframe Frequency	Responsibility	Location
State Agency « Apele Moldovei »					Project Team	Agency office or via virtual platforms (Zoom/Teams)
State Geological Agency					Project Team	Agency office or via virtual platforms (Zoom/Teams)
Ministry of Finance					Project Team	Ministry headquarter or via virtual platforms (Zoom/Teams)
Ministry of Health, Ministry of Labour and Social Protection					Project Team	Ministry headquarter or via virtual platforms (Zoom/Teams)
Gender Equality Division					Project Team	Ministry headquarter or via virtual platforms (Zoom/Teams)
National Food Safety Agency					Project Team	Agency office or via virtual platforms (Zoom/Teams)
Local and technical stakeholders						
Local authorities	Facilitate local coordination between national institutions and communities Assist in the logistical organization of community consultations and public information sessions	Coordination meetings to help to define meeting places and community consultation schedule Ongoing communications with municipalities to discuss regulations, permitting and updates on Project development	Simplified project brochures and posters	Preparation phase, coordination before community-level consultations	Project Team	Town halls, municipal offices, via virtual platforms (Zoom/Teams) and official correspondence as needed

Stakeholders	Objectives	Communication/ Engagement Method	Information Materials	Timeframe Frequency	Responsibility	Location
Coordinating Council for the Administration of the "Lower Nistru" Area (RAMSAR)	Ensure that all the potential challenges related to the RAMSAR site/National Park are effectively considered and appropriate measures designed and implemented	Coordination meetings, informative and consultative meetings: project construction updates, impacts with maps showing affected areas, restrictions or diversions caused by Project-related activities,	Maps and details of activities, schedule of implementation	Preparation phase, before the start of construction and as needed	Project Team	Stefan Voda and Chisinau
WUAs	Represent collective farmer interests and ensure that the project match the needs of the beneficiaries	Informative and consultative meetings: project construction updates, impacts with maps showing affected areas, restrictions or diversions caused by	Simplified technical plans Clarifications on member rights and obligations and grievance procedures	Preparation phase, before the start of construction and as needed per area	Project Team	WUA office or local community halls
Agricultural producers	Presentation of compensation, resettlement measures	Project-related activities, compensation procedures, grievance redress mechanisms Awareness-raising sessions	Community meetings and one-on-one consultations with affected landowners Simplified project brochures and posters with a summary of the project, zones of influence, schedule, compensation, grievance procedures...		Project Team	Community halls, schools, public spaces, on site if necessary
Affected landowners and users	Information on the grievance redress mechanism				Project Team	
Local communities	Information that needs to be communicated to the local community, including health and safety measures, traffic management, restrictions, employment...				Project Team	
Vulnerable groups					Project Team	

Stakeholders	Objectives	Communication/ Engagement Method	Information Materials	Timeframe Frequency	Responsibility	Location
	Promote social inclusion, particularly of vulnerable or underrepresented groups Information on the grievance redress mechanism		Focus group Simplified project brochures and posters with a summary of the project, zones of influence, schedule, compensation, grievance procedures...		Project Team	
Contractors and workers	Encourage awareness and compliance with labour standards, health and safety requirements, and environmental obligations Clarify roles and responsibilities in implementation, including grievance and reporting procedures Promote local hiring opportunities and transparency in recruitment processes	Awareness-raising sessions Posters for workers and daily briefings for workers	Technical design summaries and work plans Environmental and Social Management Plan Worker Grievance mechanisms (WGM)	Preparation phase, during workers briefings (daily/weekly depending on activity phase)	Project team, construction contractor	On site or virtual sessions for initial briefings when needed
NGOs	Provide expert input on social inclusion, gender equality, environmental protection, or community rights Support monitoring tools that track transparency, inclusion and	Meetings with NGOs active in project areas	Project flyers, non-technical summaries of the ESIA and SEP, specific briefs on impacts and mitigation...	Preparation phase, as required	Project Team	Email correspondence or via virtual platforms (Zoom/Teams)

Stakeholders	Objectives	Communication/ Engagement Method	Information Materials	Timeframe Frequency	Responsibility	Location
	environmental compliance					
Development partners						
EBRD	Ensure that the project design and implementation align with EBRD's Environmental and Social Policy and Performance Requirements	A minimum of one E&S start-up meeting with the construction contractor to review environmental and social obligations Internal meetings with the Project Manager and E&S Manager	Environmental and Social Impact Assessment (ESIA) and Stakeholder Engagement Plan (SEP) Monitoring reports that include stakeholder engagement activities and resolution of grievances	Monthly or bi-monthly check-ins during preparation via virtual meetings	Project Team	Via virtual platforms (Zoom/Teams) Occasional site visits or meetings in Chisinau with implementing partners or consultants Documentation shared via secure portals or email for review and comment
World Bank / AFD / EU / FAO / Swiss Agency / Austrian Development Agency/UNDP/IUCN...	Provide technical and financial guidance to ensure project sustainability Support participatory planning et capacity building	Virtual consultations to inform/ update about project progress	Reports and project summaries	As needed	Project Team and EBRD	Email correspondence or via virtual platforms (Zoom/Teams)

6.3.3 Implementation stage

Stakeholders	Objectives	Communication/ Engagement Method	Information Materials	Timeframe Frequency	Responsibility	Location
Institutions and governmental agencies						
Ministry of Agriculture and Food Industry (MAFI)	Oversee implementation to ensure alignment with national policies and strategies Monitor the execution of measures Coordinate inter- agency actions (e.g., permitting, monitoring, public communication, land access, transfer of infrastructure, farmers subsidies and extension services) Support the resolution of grievances or conflicts (MAFI / ANIF)	Participation in project steering and technical committees Written exchanges and official circulars for administrative decisions	Implementation progress reports Sector-specific technical documentation (e.g. water quality data, biodiversity...) Social and environmental monitoring updates	Implementation phase	Project Team	Virtual meetings and official portals for coordination and reporting Occasional site visits or meetings in Chisinau
National Agency for Land Improvement (ANIF)						
Agriculture and Intervention Payments Agency (AIPA)						
Agency of Public Property						
Agency for rural advisory services						
Agency for the Development and Modernization of Agriculture						
Ministry of Environment (MoE)						
Environmental Agency						
State Agency « Apele Moldovei »						
State Geological Agency						
Ministry of Finance						
Ministry of Health, Ministry of Labour and Social Protection						
Gender Equality Division						

Stakeholders	Objectives	Communication/ Engagement Method	Information Materials	Timeframe Frequency	Responsibility	Location
National Food Safety Agency						
Local and technical stakeholders						
Local authorities	Assist with local permitting, access to sites, and logistical arrangements (e.g., road use, storage) Monitor contractor compliance with local regulations (e.g., working hours, noise, safety) Support the resolution of grievances or conflicts at the community level Facilitate local engagement on public health, road safety, and emergency preparedness near work sites	Notification to stakeholders through various channels (town halls, local radio, social media etc.) regarding works schedule, disruptions, and safety Participation in grievance resolution committees	Guidelines for traffic management, dust control, noise, and community safety Grievance protocol Emergency contact lists and instructions for temporary relocation or access restrictions	Implementation phase and site visits as needed	Project Team	Town halls or municipal offices for formal reporting and documentation Construction sites or affected communities for inspections and dialogue
WUAs	Monitor that the construction and installation align with community needs and practical realities on the ground Provide real-time feedback on field conditions, access, and functionality of works being built	Collaborate with the project team and contractors to ensure the works do not obstruct farming activities unnecessarily Report issues (e.g., blockages, damage, safety concerns)	Checklists and guides for monitoring key construction aspects	Implementation phase and participation in monthly site inspections	Project Team	Construction sites or WUA offices

Stakeholders	Objectives	Communication/ Engagement Method	Information Materials	Timeframe Frequency	Responsibility	Location
	Assist in conflict resolution Collaborate with the project team and contractors to ensure the works do not obstruct farming activities unnecessarily					
Agricultural producers	Minimize disruption to farming activities during construction Prepare producers for transition to the new irrigation system	Use WUAs as intermediaries for coordination	Schedules for construction works and access restrictions Maps and visual diagrams showing layout of new irrigation channels and connections Guidelines for reporting issues, expected disruptions, and how to manage around them	Implementation phase		On sites or local community halls
Affected landowners and users	Ensure transparent communication and early warning about any physical or economic impact on land or land use Facilitate access arrangements, compensation (if applicable), and grievance handling during works	Individual or small group meetings with landowners/users in directly affected zones On-site visits before and during works to mark boundaries, explain expected impacts, and agree on mitigation	Detailed maps and descriptions of areas affected by temporary or permanent land use change Notice of works with timing, duration, and responsible contractor contact information	Before construction		On sites

Stakeholders	Objectives	Communication/ Engagement Method	Information Materials	Timeframe Frequency	Responsibility	Location
	Avoid or minimize loss of livelihood, property damage, or restriction of access during the construction phase Involve affected individuals in monitoring and feedback mechanisms		Guidance on how to submit complaints, claim compensation (if applicable), or request clarification			
Local communities	Keep the public well-informed about project activities, timelines, and potential disruptions (e.g., dust, noise, road access)	Community meetings and distribution of public notices Use of local radio for mass announcements where relevant	Visual project timelines, maps of construction zones, and traffic detour routes Guidance on how to submit complaints, claim compensation (if applicable), or request clarification	Before construction		Community halls, schools, public spaces, on site if necessary
Vulnerable groups	Ensure vulnerable individuals are informed, consulted, and protected during construction	Focus group	Briefs on rights, entitlements, and safety guidelines Guidance on how to submit complaints, claim compensation (if applicable), or request clarification	Before construction		

Stakeholders	Objectives	Communication/ Engagement Method	Information Materials	Timeframe Frequency	Responsibility	Location
Contractors and workers	Ensure awareness and compliance with health, safety, labour, and environmental standards on the worksites Provide clear guidelines for worker conduct, code of ethics, and mechanisms to report grievances or abuse	Pre-construction sessions for contractors and all workers on project rules and safeguards	Environmental and Social Management Plan, site-specific instructions Posters on safety, hygiene and prohibited practices Code of conduct for workers and contractors	Before construction	Contractors, staff dedicated to complaints management	On sites or Contractor base camps
NGOs, Coordinating Council for the Administration of the "Lower Nistru" Area (RAMSAR)	Collaborate on information dissemination, conflict prevention and grievance facilitation Independent observation and feedback, especially impacts on local populations and ecosystems	Site visits	Project updates, environmental and social performance summaries and incident reports	Implementation phase	Project Team	On sites or virtual sessions when needed
Development partners						
EBRD	Monitor compliance with EBRD's Environmental and Social Policy and Performance Requirements throughout implementation	Regular supervision meetings, site visits	Implementation updates, progress reports, and construction timelines Monitoring data, reports	Missions during construction, depending on risk level, for environment and social performance monitoring Additional ad hoc meetings or reviews if non-	Project Team	Virtual briefings, occasional site visits or meetings in Chisinau Documentation shared via secure portals or email

Stakeholders	Objectives	Communication/ Engagement Method	Information Materials	/ Timeframe Frequency	/ Responsibility	Location
	Support the resolution of grievances or conflicts			compliance or incidents arise Final reporting and project close-out review		
World Bank / AFD / EU / FAO / Swiss Agency / Austrian Development Agency/UNDP/IUCN...	Support synergies among projects in the agricultural and irrigation sector	Virtual coordination calls and document reviews, Field visits	Project updates, monitoring reports	Implementation phase, possibility to participate in site visits, technical audits...	Project Team and EBRD	Email correspondence, on sites or via virtual platforms (Zoom/Teams)

6.4 Schedule

The table below outlines the main stakeholder engagement activities planned across the project's key phases—feasibility, preparation, and implementation. It highlights the specific objectives of each activity and identifies the primary stakeholders involved.

Main activities	Objectives	Key stakeholders
Feasibility phase		
Strategic and technical meetings with institutions	Verify alignment with national sectoral strategies Project characteristics design and capacity building activities identification Implementation arrangements definition	Ministries, governmental agencies, MAFI, ANIF
Data consultations, technical inventory	Define the baseline situation Analyze local uses and needs	Governmental agencies, ANIF, Environmental Agency, State Agency « Apele Moldovei », WUAs, agricultural producers
Meetings, focus group, individual consultations	Introduce the project and gather social concerns Social acceptability and conflict prevention Anticipate compensation needs Project characteristics design and capacity building activities identification Implementation arrangements definition	WUAs, Agricultural producers, affected landowners and users, local communities, vulnerable groups
Strategic meetings	Ensure project compliance with the EBRD's Environmental and Social Policy and PRs. Integrate transparency and inclusion from the design stage Implementation arrangements definition	EBRD
Technical consultations, bilateral meetings	Share technical knowledge from other similar projects Identify synergies with ongoing or future projects Explore co-financing or blended financing options	Development partners : World Bank / AFD / EU / FAO / Swiss Agency / Austrian Development Agency/UNDP/IUCN...
Preparation phase		
Inter-institutional coordination meetings	Facilitate cross-institutional collaboration Supervise environmental impact assessment Approve environmental and social management plans	Ministries, governmental agencies, MAFI, ANIF
Coordination meetings with local authorities and institutional engagement	Ensure alignment on regulations, permits, and institutional expectations Facilitate local implementation logistics and communication	Local authorities, NGOs, Coordinating Council for the Administration of the "Lower Nistru" Area (RAMSAR)
Community consultations and targeted sessions	Inform communities about project impacts, timelines, health & safety, employment, and grievance mechanisms Promote inclusion and address specific concerns of vulnerable or underrepresented groups	Landowners, local communities, vulnerable groups, agricultural producers, WUAs and their members

Main activities	Objectives	Key stakeholders
	Presentation of compensation, resettlement, and indemnification measures	
Awareness-raising sessions	Encourage awareness and compliance with labor standards, health and safety requirements, and environmental obligations Clarify roles and responsibilities in implementation, including grievance and reporting procedures Promote local hiring opportunities and transparency in recruitment processes	Contractors, landowners, local communities, vulnerable groups, agricultural producers, WUAs and their members
Start-up meeting / Internal meetings	Ensure that the project design and implementation align with EBRD's Environmental and Social Policy and Performance Requirements	EBRD
Technical consultations	Provide technical and financial guidance to ensure project sustainability Support participatory planning et capacity building	Development partners: World Bank / AFD / EU / FAO / Swiss Agency / Austrian Development Agency/UNDP/IUCN...
Implementation phase		
Inter-institutional coordination meetings, steering committees	Supervise the implementation to ensure alignment with national policies and strategies and monitor the execution of measures	Ministries, governmental agencies
Notification to stakeholders through various channels	Inform the community about project activities, work schedules, potential disruptions (such as noise or road access), safety measures	Local authorities
Grievance resolution committees	Support the resolution of grievances or conflicts	Local authorities, ANIF, MAFI, EBRD
Community consultations	Inform the community, collect feedback, discuss project impacts and address local concerns	Landowners, local communities, agricultural producers, WUAs and their members
Site visits	Mark land boundaries, inspect construction progress and engage in direct dialogue with local stakeholders	Landowners, local communities, agricultural producers, WUAs and their members, NGOs
Focus group	Provide a more in-depth exchange about the specific needs and concerns of these populations	Vulnerable groups
Pre-construction sessions and daily briefing	Ensure adherence to health, safety, labor, and environmental standards on worksites, while providing clear conduct guidelines, a code of ethics, and grievance reporting mechanisms for workers	Contractors and workers
Supervision meetings	Monitor compliance with EBRD's Environmental and Social Policy and Performance Requirements	EBRD
Virtual coordination calls and document reviews	Support adaptive management by providing technical guidance and feedback throughout implementation	Development partners: World Bank / AFD / EU / FAO / Swiss Agency / Austrian Development Agency/UNDP/IUCN...

7 Responsibilities

The implementation of the engagement activities during the feasibility study have been under the responsibility of the BRLi team, in particular:

- Pierre Savey, international team leader
- Quentin Renault, lead international E&S expert

They have ensured good coordination and implementation of consultation activities. They were supported by:

- Elena Culighin, national environmental expert.
- Mariana Buruiana, national social expert.
- Adrian Iepure, national resettlement expert.
- Viorel Botnaru, national agricultural specialist.

The representatives of the MAFI and ANIF were systematically informed of all the activities conducted with the project's stakeholders.

EBRD team is involved in contacts with others IFIs and with the Ministry of Finance and, when relevant/required with the Ministry of Agriculture and Food Industry and Ministry of Environment.

Once the feasibility study has been completed, ANIF, as entity part of the future PIU, will be responsible for implementing the SEP. ANIF will appoint a focal point for the project who will:

- Liaise between local and national stakeholders, between final beneficiaries and contractors. He/She will ensure that local stakeholders are effectively engaged, monitor activities, proper dissemination of information among farmers and local communities.
- Lead and plan the day-to-day implementation of SEP activities
- Supervise contractors and ensure that they fulfil their commitments in terms of engagement activities.
- Lead the grievance mechanism and ensure its effective operation and supervision.
- Prepare engagement monitoring reports, identify potential challenges, inform project stakeholders of specific issues and be active in seeking appropriate solutions leading to sustainable project implementation.
- Regularly update the SEP to reflect engagement outcomes at each stage of the project and as per engagement programme outlined in Section 6.3.

8 Grievance Redress Mechanism for stakeholders

Draft version. To be revised depending on implementation arrangements.

8.1 Objective of the GRM mechanism

Addressing grievances raised by individuals and institutional stakeholders affected by EBRD-financed projects is an important component of managing project risks and applying mitigation strategies. Project stakeholder engagement programme is aimed at early identification, assessment and resolution of issues and concerns that stakeholders might have before those escalate into grievances. If avoidance and mitigation fails, the project will offer a grievance resolution process ensuring accountability. The GRM is a reactive mechanism that responds to concerns and grievances from project-affected parties related to the environmental and social performance of the project in a timely manner.

This grievance mechanism applies to any affected party as required under PR10 of the EBRD Environmental and Social Policy. Grievances and concerns related to labour and working conditions will be managed by a separate mechanism for workers (both employees and contractors).

In addition to the Project-level mechanism managed by MAFI/ANIF, the EBRD's Independent Project Accountability Mechanism⁶ (IPAM⁴), as an independent last resort mechanism tool where project mechanism fails that, aims to facilitate the resolution of social, environmental and public disclosure issues raised by Project-affected people and civil society organisations about EBRD financed projects among Project stakeholders or to determine whether the Bank has complied with its ESP and the Project-specific provisions of its Access to Information Policy; and where applicable to address any existing non-compliance with these policies, while preventing future non-compliance by the Bank.

At all times, stakeholders may seek other legal remedies in accordance with the legal framework of Moldova, including formal judicial appeal as this project grievance mechanism is a voluntary remedy instrument offered to affected stakeholders by MAFI and ANIF.

8.2 Grievance investigation and resolution process

The GRM at the overall project level will be maintained during the entire period of Project implementation (construction and operation). We strongly recommend to the Project's owner to maintain such a mechanism even after the end of the project implementation as part of the duties of ANIF regarding the supervision of the irrigation sector. The GRM will ensure that all stakeholders can effectively be engaged in the project implementation, provide project staff with practical suggestions/feedback on project activities allowing them to be more accountable, transparent, and responsive.

This mechanism is based on the following principles:

- grievances will be treated confidentially, unless agreed with the complainant otherwise, assessed impartially, and handled transparently;
- the submitting and readdressing of the grievances will be free of charge for complainants;

⁴ Information about the IPAM process can be found at: <https://www.ebrd.com/what-we-do/independent-project-accountability-mechanism.html>

- MAFI and ANIF will ensure that all project-affected parties will have equal opportunity to submit their grievance in an accessible way. The project beneficiaries may use a range of contact options (telephone number, e-mail address and postal address, in person, etc.). the GRM is accessible to all stakeholders;
- the channels for filling in grievance form should be disclosed in official sources;
- MAFI and ANIF will provide an opportunity to submit grievance anonymously. However anonymous grievances will not be possible to address personally as the complainant is not known;
- affected people may raise a complaint at any time of project related activity concerning environmental and social impacts;
- the GRM is designed to be responsive to the needs of all complainants, including anonymous ones. If complainants request to keep their identity protected, such grievances will be classed as confidential. The issues raised in anonymous grievances will be assessed but responses will not be provided as identity of the complainants wouldn't be known;
- all grievances, simple or complex, will be addressed and resolved as quickly as possible. the action taken on the grievance will be swift, decisive, and constructive;
- in cases where the aggrieved individuals or group is not satisfied with the outcome of the amicable mechanism, they will always be able to file to the court at any stage in the resolution process;
- all grievances will be registered and documented, and each grievance resolution process and communication will be systematically tracked;
- to make grievance mechanisms accessible to all stakeholders, it is helpful to make the procedures to submit grievances simple and easy to understand and provide an opportunity to submit grievance anonymously;
- the channels for filing complaints will be listed and communicated to the public through various channels;
- the following requests are not eligible:
 - complaints relating to actions or omissions which are the responsibility of parties other than the competent executing entity under its authority within the framework of the project;
 - complaints filed:
 - more than two years after the author of the complaint became aware of the facts.
- to be operational and cost efficient, resolution of complaints must be sought at the lowest level. The process begins with the executing entity, LPA and the affected party reviewing the conflict and deciding together how to advance their mutual interests (step 1). this is often the simplest and most effective way to resolve disputes.

The project will ensure equal and non-discriminatory access to grievance mechanisms.

A Social Specialist from the PIU, will serve as Grievance Focal Point(s) who will register the submitted grievances in the Grievance Log (database) and review within 15 (fifteen) calendar days, including the information verification, cross-checking, and analysis, and follow-up with the applicant as needed. As necessary, the Grievance Focal Point will involve the other relevant units' specialists of MAFI and ANIF in this activity.

Channels to make complaints: The suggestions/complaints can be submitted by e-mail, website, online platform, telephone, mail, etc. The template for grievances will be provided.

For GBV complaints, there are risks of stigmatization, rejection and reprisals against survivors. The GRM therefore has multiple channels through which complaints can be registered in a safe and confidential manner.

The various channels through which citizens/ beneficiaries / vulnerable groups can make complaints/suggestions/compliments regarding the project activities are the following ones: in a written form, through oral and verbal communications and through an online platform (both audio and written forms).

The GRM will be established at 3 levels:

- **Level 1. Local level and through an online platform.** The mayor will be responsible, in the first place, for collecting the grievance from local residents and the contractor's employees, only if there is no conflict of interest. The mayor should contact the social specialist to notify about the complaint.

If the municipality is an interested party, the complaint should be addressed to ANIF directly (see level 2).

The channels for grievance submission will be disclosed near the project site in a big board format (near pumping stations and mayor's office). For the contractor's employees, there will be a separate worker grievance mechanism at ANIF level.

The GRM will be also accessible on the online Platform and linked with the MAFI and ANIF's websites - link.

- **Level 2. ANIF.** the complainant will be able to submit grievance to ANIF on:

online Platform: <https://anif.gov.md/contacte>

e-mail: cancelaria@anif.gov.md

postal address: ANIF, strada Grenoble 193, Chişinău MD-2043, Republica Moldova

by telephone: +373 22 82-08-21

- **Level 3. MAFI.** Complainants may fill in online form following the provided platform link or fill in the template in the ESIA and send to:

online Platform: <https://maia.gov.md/ro/content/petiții-online>

e-mail: cancelaria@maia.gov.md

postal address: or. Chişinău MD 2004, bd. Ştefan cel Mare şi Sfânt, 162

la sediul MAIA, în cutia poştală amplasată la intrarea centrală

All the personnel responsible for GRM (local authorities/mayors, ANIF, MAFI) have to fill the Grievance/inquiry template record for GRM Log.

The term of response will not exceed 10 working days, unless further information for establishing eligibility is required, in which case the complainant will be notified about extension within the 10 working days. The social specialist, in link with ANIF, will coordinate and monitor the responses to all complaints. The MAFI will be able to extend the term of addressing grievance up to 20 working days (the complainant will be informed about extension).

In cases where the situation is complex or contentious or where the relationship between the implementing agency and the complainant is conflictual, an independent investigator will be appointed to conduct a formal compliance review (including a site visit) to enable a thorough investigation of non-compliance issues and their root causes and to develop a corrective action plan. This review involves establishing the facts through interviews with the complainant, the implementing agency, project affected persons and relevant stakeholders, collecting comprehensive information to enable a factual determination of the issues and, if necessary, to carry out inspections.

The GRM will assist GBV survivors by referring them to GBV Services Provider(s) for support immediately after receiving a complaint directly from a survivor. The list of GBV service providers/ NGOs is available www.stopviolenta.md⁵. The Trust Line for Women - 0 8008 8008 for appropriate GBV and SHE support, will be disclosed on project's public boards and in the municipalities, as well as on the Project online platform. If needed, the National Trust Line for Children 116 11 can also be contacted. It aims to provide support in crisis situations and necessary assistance to children in cases of violation of their rights.

8.3 Grievance log

It is important that all complaints, including the anonymous ones, are recorded in writing and stored in a database. Complaints received should be assigned a number that will help the assigned specialist to track progress via the database. The database should at least contain relevant information on the date of submission, sphere of issue, responsible party, deadline for problem solving and feedback (positive or negative). The Grievance log will be submitted to the EBRD on a quarterly basis for review.

The mechanism of addressing the complaints will be the following:

- **Stage 1: Receiving the Complaints/proposal/suggestion** (all together named future "complaint") it does not matter what is the form of receiving: verbal, writing, online etc. An initial screening is done by the receiver - Social specialist and included obligatory in the GRM log. All complaints that meet the admissibility criteria (related to the Project) are transmitted also to the concerned to obtain their views/proposals on the complaints or allegations of violations contained therein.
- **Stage 2: The screening / reviewing of complaints.** The Project Social specialist (to be recruited) together with other specialists investigates and decides on the complaint and assesses the case including whether the complaint alone or in combination with other complaints appears to reveal a consistent pattern of reliably attested future steps. During its review, the Social specialist may propose to Project manager to decide to:
 - dismiss a complaint if it is not admissible because is not related with Project directly or indirectly and inform the applicant;
 - keep a complaint under review and request the other stakeholders concerned and/or the complainant to provide further information within a reasonable time;
 - provide a first answer that acknowledges the grievance in 10 days and inform the applicant about the decision with explanations within 30 days after the acknowledgment .
 - If it is not in his competence to transmit a file containing all admissible communications as well as recommendations thereon to the MAFI and EBRD for further consideration.
- **Stage 3: MAFI, ANIF, EBRD.** The Ministries and EBRD may express their opinion to:
 - discontinue its consideration of the situation;
 - keep the situation under review for further consideration or additional information;
 - transmit the situation to the other Moldova State institutions for their opinion or solving.

All the stages of solving grievances have to be documented and the resolution included in the GRM Log. The GRM log will be regularly (monthly base) sent to MAFI.

8.4 Awareness and disclosure

The information about the Stakeholder Engagement Plan (SEP) and Grievance Redress Mechanism (GRM) will be available on the MAFI, ANIF and EBRD's websites and the online platform and will be included in the communications conducted with the project stakeholders through all sorts of communications methods and tools, including emails, website, workshops, meetings, focus groups discussions etc.

⁵ <https://stopviolenta.md/index.php?do=feedback>

8.5 Roles and responsibilities for GRM

ANIF, as project's owner, will be responsible for the GRM. The responsibilities for the management of the GRM system include the following and may be updated from time to time in consultation with ANIF, MAFI and the EBRD teams.

- Overall management of the GRM system;
- Developing and maintaining awareness-raising;
- Receiving complaints;
- Recording complaints;
- Acknowledgement and timeline to review a complaint;
- Sorting/categorization of complaints – assessment stage;
- Thorough review of the issues, including the causal link between project activities and alleged damage/harm/nuisance;
- Decision-making and remediation based on such an examination;
- Processing appeals or continuous communication with complainants with the purpose of resolving issues amicably;
- Publishing responses to complaints, unless otherwise, is requested by complainants due to privacy or other concerns;
- Organization and implementation of information materials and awareness campaigns;
- Reporting and feedback on GRM results.

8.6 Monitoring and reporting on GRM implementation

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Policies, procedures and regular updates on the GRM system will be made available for all stakeholders. ANIF's team, under the supervision of the internal auditor, will regularly track and monitor the status of complaints to ensure that all grievances are resolved within the established timeframe. The Social Specialist will also provide and publish reports available to the EBRD team, and all interested stakeholders. The reports would contain the following information:

- status of establishment of the GRM (procedures, staffing, awareness building, etc.);
- quantitative data on the number of complaints received, the numbers that were relevant, and the number resolved;
- qualitative data on the type of complaints and answers provided, issues that are unresolved;
- time taken to resolve complaints;
- any issues faced with the procedures/staffing or use;
- factors that may be affecting the use of the GRM/beneficiary feedback system;
- any corrective measures suggested/adopted.

The Social Specialist will compile a report summarizing GRM implementation results on an annual basis. This report will provide a summary of all public consultation issues, grievances and resolutions. The report will provide a summary of relevant public consultations' findings from informal meetings held at community level. This report will be available on-line for the general population. Stakeholders should be reminded once again that the grievance mechanism is available and important.

9 Monitoring and reporting

The Borrower will maintain and disclose as part of the environmental and social assessment, a documented record of stakeholder engagement, including a description of the stakeholders consulted, a summary of the feedback received and a brief explanation of how the feedback was taken into account, or the reasons why it was not.

Precisely, the results of the stakeholder engagement process will be included in the Project Monitoring Reports, including the summary of these Reports. They should include the following information on stakeholder engagement:

- Place and time of carried out consultative activities (all types of engagement activities);
- Information on the participants;
- Issues and concerns raised during the consultative meetings;
- Information on how the issues raised during the meetings were taken into consideration by the organization in charge of the Project implementation.
- List of number and types of grievances raised in the reporting period and the number of resolved and/or outstanding grievances;

The Reports will also include a summary of implemented corrective measures meant to address the grievances. The monitoring reports will be made public on the website of the Company and on a quarterly basis.

ANNEXES

Annex 1. Project grievance form

Reference Number	
Full name (optional) > I request that you do not disclose my identity without my consent.	
Contact information Please mark how you wish to be contacted (mail, telephone, e-mail).	By Post: Please provide mailing address: _____ _____ _____ _____ By Telephone: _____ By E-mail _____
Preferred language of communication	> MOLDOVAN > ENGLISH > OTHER _____
Description of Incident for Grievance	What happened? Where did it happen? Who did it happen to? What is the result of the problem?
Date of Incident / Grievance	
	> One-time incident/grievance (date _____) > Happened more than once (how many times? _____) > On-going (currently experiencing problem)
What would you like to see happen?	

Signature: _____

Date: _____

Please return this form to:

Name

Address

Email

telephone number

Annex 2. Grievance Registry – Template

Note: Any personal data will be processed in line with regulations of Moldova on personal data protection.

	Name of complainant	Sex of complainant	Contact information	Date received	Date acknowledged	Grievance description	Proposed solution	Date of closure	Close-out form signed (Y/N)	Grievance follow-up	Recurrence (Y/N)	Action/ notes
1	<i>Enter name or 'anonymous' or 'confidential'</i>											
2												
3												

Annex 3. Internal Stakeholder Engagement Registry – Template

Note: Any personal data will be processed in line with regulations of Moldova on personal data protection.

	Stakeholder category and name	Type of engagement	Date of engagement	Key issues/concerns	Follow-up action agreed	Notes on progress
1	(E.g., affected resident, ...)	(E.g., official meeting, presentation, informal meeting...)				
2						
3						