

Republic of Benin
Benin Electricity Company

Stakeholder Engagement Framework

Energy distribution project Mono, Couffo, Borgou (PEDER_PLUS)



The French Development Agency



The European Bank for
Reconstruction and Development



The European Investment Bank



The European Union

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A brief glossary of stakeholder engagement

This **one-page glossary** provides definitions for some of the most important concepts used in this **stakeholder engagement framework**, although it is by no means an exhaustive list.

Glossary term	Definition/Description
Stakeholders	<p>The stakeholders are those who:</p> <ol style="list-style-type: none"> 1) who are affected (directly or indirectly, positively or negatively) by a project, including those who may be particularly <i>vulnerable</i> to the project's impacts 2) who may have an interest in the project or influence it in some other way, but who are not directly involved in it
Stakeholder mapping	<p>This involves identifying all individuals, groups, and organizations affected by or interested in a project, as well as their needs, interests, and concerns. The mobilization plan is tailored to the needs and interests of stakeholders and prioritizes those most affected by the project, particularly vulnerable to its impacts, and/or who have a significant influence on its outcomes.</p>
Stakeholder engagement	<p>Engagement refers to how an organization communicates and interacts with local communities and other stakeholders, involving them in decision-making and project implementation. It is a two-way or multi-way process aimed at listening, building trust, reaching a shared understanding, and generating mutual benefits.</p>
Stakeholder Engagement Framework (SEF) – this document	<p>A framework defining the requirements and steps necessary to identify, consult, and collaborate with stakeholders, and to disseminate project information, in order to achieve project objectives and meet stakeholder expectations. This framework will need to be operationalized at different levels by department or municipality within the project (as needed). EBRD projects must publish a public Environmental and Social Policy Statement (ESPS) that complies with the requirements of the EBRD's environmental and social policy.</p>
Grievance Handling Mechanism	<p>A non-judicial process, managed by the project implementer, allows for the receipt, acknowledgment, review, and resolution of project-related grievances. This mechanism must not impede the complainant's access to judicial or administrative remedies. A community grievance mechanism is generally separate from an employee grievance mechanism.</p> <p><i>See Chapter 7 for more details on the grievance resolution mechanism.</i></p>
People Or groups vulnerable	<p>Individuals or groups of individuals who may be more severely affected by the project's impacts than others due to characteristics such as their gender, ethnicity, religion, age, physical or mental disability, literacy level, social status, etc. Vulnerable individuals may also include those in situations of vulnerability, such as people living below the poverty line, single-parent households, communities dependent on natural resources, internally displaced persons, etc.</p>

1. Introduction

This stakeholder engagement framework (SEF) was developed within the framework of the Electricity Network Modernization, Extension and Densification Project in the Mono, Couffo and Borgou Departments (Benin). The project is being implemented by the Benin Electricity Company (SBEE) with support from the European Bank for Reconstruction and Development (EBRD).

The Environmental and Social Framework (ESF) defines the approach adopted for stakeholder engagement throughout the project lifecycle, ensuring transparent and inclusive communication that complies with the EBRD's Environmental and Social Policy (2024), and in particular with Environmental and Social Requirement No. 10 concerning stakeholder engagement. This framework specifies the procedures for disseminating information, stakeholder participation in decision-making, and handling complaints. It will be used to develop stakeholder engagement plans in each of the municipalities covered by the project.

Its objective is to build and maintain constructive relationships with the communities concerned, the authorities, and other stakeholders, in order to ensure that their perspectives are taken into account and that risks and impacts are managed responsibly. The SEF also provides a framework for ongoing dialogue, thereby contributing to the social acceptance and sustainability of the project.

1.1. Project context

The current electrification situation in Benin is encouraging, but still presents numerous challenges. Despite efforts made in recent years, the national electrification rate is progressing slowly: it stands at 34.14% nationally, 59.90% in urban areas, and only 8.15% in rural areas (DPER-SIE, December 2023). In order to achieve the Beninese government's objective (100% electrification by 2030), the Master Plan for Transport and Distribution and the National Electrification Strategy of Benin, developed in 2021 and 2022, recommend prioritizing network expansion (2.1 million connections will be needed, more than 50% of which will be through expansion and densification of the existing network).

With this in mind, the SBEE, within the framework of its action and development program for distribution networks, has identified the PEDER+ project as a priority. This project aims to improve access to electricity at a lower cost through the expansion and densification of the electricity network, as well as improving its reliability in the area concerned. The departments and municipalities selected for this study are as follows:

- Mono Department: Communes of Athiémé , Bopa , Grand Popo, Comè , Houéyogbé , Lokossa;
- Couffo Department : Municipalities of Aplahoué , Djakotomey , Dogbo , Klouékanmey , Lalo, Toviklin ;
- Borgou Department: Communes of Parakou, Tchaourou, N'dali.

Electrification of these departments will also allow the development of economic activity in these areas (for example: activity around cotton cultivation – ginning plant in Borgou; development of tourism in Mono; agriculture and crafts in Couffo).

It should be noted that this project follows several projects already funded by the European Union. Indeed, the EU, the EIB, and the AFD have been technical and financial partners in Benin's energy sector for several years, notably through the "Energy Mechanism" project, co-financed by the EU, the AFD, and

GIZ for a total of approximately €20 million, which enabled the rural electrification of 105 localities between 2007 and 2014. The SBEE has implemented a project (in its final phase) co-financed by the AFD (€20 million), the EIB (€18 million), and the EU (€20 million) for the densification, rehabilitation, and extension of the distribution network in the Atlantique department (PRERA), as well as the €60 million DEFISSOL project (€50 million from the AFD and €10 million from the EU) for the construction of a 25 MWp solar power plant. in the municipality of Pobè . (This power plant was commissioned on July 19, 2022) and the complete rehabilitation/modernization of SBEE's IT network is also planned. SBEE has also launched the PEDER and FORSUN projects, co-financed by the AFD and the EU, which also include components related to the expansion of SBEE's electricity distribution network.

The PEDER+ project was pre-defined (pre-feasibility level) in 2021 and includes the following components:

- A component for the extension and densification of networks in selected municipalities in the departments of Mono, Couffo and Borgou;
- A component for the rehabilitation and standardization of HTA and BT stations and lines in the project area;
- A section is planned for the insertion of manual and remote-controlled switching devices into the electrical network present in these three departments;
- A component allowing the insertion of communicating and non-communicating fault detectors into the electrical network present in the project area;
- A section for making connections and installing public lighting;
- A component aimed at strengthening the capacities of staff (design office engineers, planning engineers, project management, network operators, environmental specialists).

This project is therefore part of international commitments, particularly the SE4All initiative, namely: i) the promotion of renewable energy (the project, even if it does not plan the construction of renewable energy plants, must consider the possibility of limiting thermal power generation); ii) access to energy (electrification of new localities – objective: 100% electrification by 2030); and iii) energy efficiency (the project aims to improve grid quality, limit losses, and reduce undistributed energy). This project is also essential for the Team Europe initiative “Promoting Green, Sustainable, and Inclusive Growth in Benin,” which coordinates the interventions of European partners in the energy sector in Benin.

The project is classified as “B” in accordance with the EBRD’s Environmental and Social Policy (ESP) (2024)¹.

1.2. Objective and scope of the stakeholder engagement framework

This Stakeholder Engagement Framework (SEF) was developed by the SBEE/UGP to ensure clear and transparent communication with all interested parties involved in the stakeholder engagement program that will be implemented throughout the project lifecycle. The SEF identifies key stakeholders, defines communication methods, and describes planned activities related to project development.

¹Available at <https://www.ebrd.com/home/news-and-events/publications/institutional-documents/environmental-and-social-policy-2024.html>

The objective of the CEPP is to support and facilitate informed decision-making regarding the project by enabling the active, timely, and constructive participation of stakeholders. It aims to provide all stakeholders with the opportunity to express their views and concerns, which may influence the project's outcomes. The PAES is therefore designed to strengthen stakeholder engagement at all phases of the project and to ensure that this engagement is conducted in accordance with applicable Beninese legislation and the project's environmental and social standards, including the EBRD's Environmental and Social Requirements (2024) and the EIB's Environmental and Social Standards, as well as relevant international conventions and protocols on environmental and social issues, as transposed into national legislation.

This Community-Based Project (CBPP) defines a framework for stakeholder engagement, specifying the scope, timeline, and modalities of interaction. It ensures that project information—its objective, scope, risks, impacts, benefits, and planned mitigation measures—is communicated in local languages and in a format understandable to the affected communities, with particular attention paid to groups likely to be disproportionately impacted. The framework facilitates ongoing engagement, enabling rapid feedback on stakeholder contributions, informing them of final decisions and mitigation measures, and supporting the monitoring of the consultation process and grievance mechanism. The CBPP is designed to be updated whenever the project's risks or impacts change significantly, thus ensuring its continued effectiveness. This framework will be operationalized at different levels by department or municipality within the project (as identified).

2. Project description and location

The project to modernize, extend and densify the electricity network in the departments of Borgou , Couffo and Mono (PEDER+) in Benin aims to improve access to electricity at a lower cost through the extension and densification of the electricity network as well as the reliability of the electricity network in the project area.

The current PEDER-PLUS project is divided into several components, the coherence of which is detailed below:

Component 1: Extension and reinforcement of the distribution network

- The expansion and densification of electricity distribution networks, which include:
- The construction of 759 km of high-voltage power lines;
- The reinforcement of 250 km of high-voltage power lines
- The construction of 1310 km of low voltage line;
- The construction of 25 MV/LV transformation substations;
- The construction of 38,637 connections;
- 3,863 three-phase connections;

Component 2: Densification of the distribution network

- The construction of 156 km of high-voltage power lines;
- The construction of 1203 km of low voltage line;
- The construction of 118 MV/LV transformation substations;
- The completion of 36,092 connections, including:
- connections ;

- 3,609 three-phase connections;

Component 3: Rehabilitation and standardization of high and low voltage substations and lines in the project area

- The rehabilitation of 221 km of high-voltage lines
- The rehabilitation of 310 km of BT
- Modernization of 25 MV/LV substations; (the consultant must propose a solution that takes into account the fight against vandalism of these substations)

Component 4: Installation of HVAC network equipment

- Installation of HVAC network equipment including, in particular:
- Supply and installation of 535 overhead network switches (IATCT, IAT, DDR or IACM); type and number to be defined by the consultant, taking into account the network configuration;
- Supply and delivery of communicating overhead or underground fault detectors
- Supply and installation of 175 DHP;

Geographic area to be covered

The project concerns three regional hubs: Mono, Couffo and Borgou. The map (figure 1) illustrates the municipalities concerned.

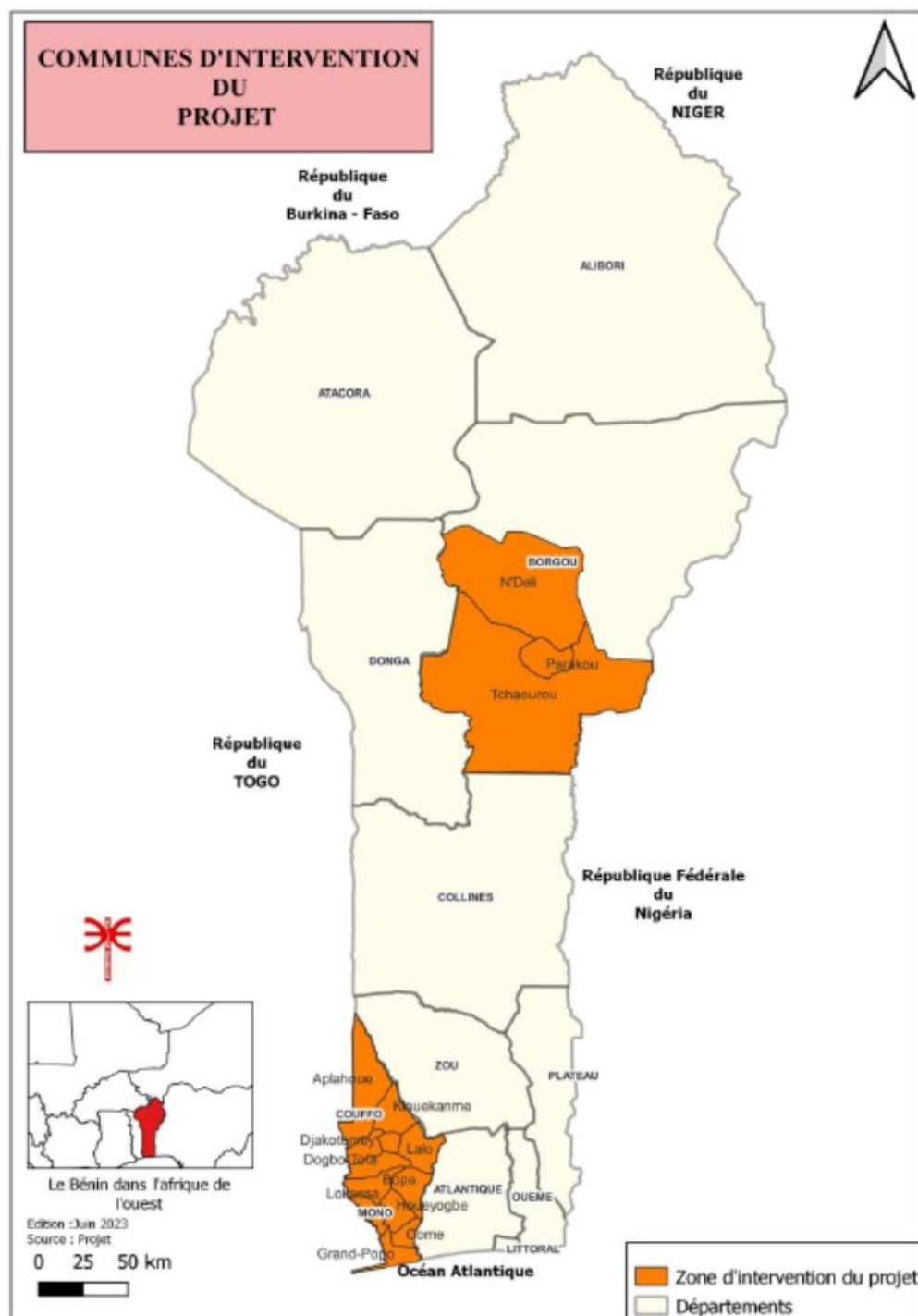


Figure 1 : Geographic map of ProMERDRE

3. Regulatory requirements for stakeholder engagement

3.1. EBRD Environmental and Social Policy

The EBRD has defined a comprehensive set of specific environmental and social (ESE) requirements with which projects must comply. ESR 10 (Stakeholder Engagement) of the EBRD Environmental and Social

Policy (2024) sets out the requirements for transparent, inclusive, and culturally and/or intrinsically responsive stakeholder consultation throughout the project lifecycle. This includes stakeholder identification and analysis, planning of consultation activities, dissemination of accessible and up-to-date information, constructive bilateral consultation, regular follow-up, and the establishment of an effective grievance mechanism. Consultation must be gender-sensitive, include vulnerable and underrepresented groups, and be conducted without manipulation, coercion, intimidation, or retaliation. The EBRD requires project promoters to establish and maintain an effective grievance mechanism, ensuring that all stakeholder complaints and concerns are received, addressed, and resolved effectively, promptly, and without delay.

3.2. EIB Environmental and Social Standards

EIB's Environmental and Social Standards (2022) require Standard 2: Stakeholder Engagement, to ensure the effectiveness of the assessment, management, and monitoring of environmental, climate, and/or social impacts and risks. These standards also contribute to overall sustainability and improved project outcomes.

Stakeholder engagement is addressed in standard 1 and more specifically in standard 10.

Dialogue with stakeholders as a means of ensuring respect for rights concerning (i) access to information, (ii) public participation in decision-making and (iii) access to justice.

The developer identifies, analyses, and documents the various stakeholders. In doing so, they pay particular attention and prioritize the identification and analysis of individuals or groups likely to be affected in a differentiated or disproportionate way due to their vulnerability.

Since legitimate representatives of stakeholders often play an important role in the dialogue process, the promoter cooperates with them so that they can facilitate communication and, where appropriate, convey the observations of the communities concerned.

The promoter will ensure regular follow-up to the dialogue with stakeholders, in accordance with the arrangements agreed with the EIB, and will use this information to identify areas where this dialogue needs to be strengthened, in particular by revising and updating the Public Participation and Monitoring Plan (PPSP) or by adjusting the grievance mechanism, as appropriate. (Standard 2, paragraph 42).

4. Identification and analysis of stakeholders

The main stakeholders who need to be informed and consulted about the project are:

- Persons who are likely to be affected, positively or negatively, directly or indirectly by the Project ("Project Affected Parties"), in particular those who are directly and negatively affected by the Project's activities, including those who are disadvantaged or vulnerable; or
- May have an interest in the project and/or the ability to influence its results, positively or negatively ("other influential/interested groups").

A stakeholder identification process will be conducted for each region (or administrative subdivision) according to the following steps:

- i. identify individuals, groups, local communities and other stakeholders who may be affected by the project, positively or negatively, directly or indirectly, in particular those who are directly and negatively affected by the project activities, including those who are disadvantaged or vulnerable.
- ii. identify broader stakeholders likely to influence the outcome of the project because of their knowledge of the affected communities or their political influence over them, taking into account the administrative context of the project site.
- iii. identify the legitimate representatives of stakeholders, including government officials, unelected community leaders, leaders of informal or traditional community institutions, and elders in the affected community.
- iv. map the impact areas by placing the affected communities in a geographical area, including identifying the road sections to be used, in order to allow exploration of the geographical area of the impacts.

4.1. Stakeholder identification

- **The Benin Environmental Agency (ABE)** validates the Terms of Reference (TORs) and E&S study reports and issues an Environmental and Social Compliance Certificate (ESCC). Monitoring the implementation of the Environmental and Social Management Plan (ESMP) (or environmental and social inspection) will be the responsibility of the ABE, which will ensure regulatory compliance of the implemented measures with the standards in force in Benin. It also acts as the Ramsar site authority in Benin, and will be responsible for the implementation, monitoring, and supervision of the plans and activities undertaken at the Ramsar site covering the Mono and Couffo rivers (1017).
- **SIRAT (Road Infrastructure and Territorial Development Company):** it intervenes in the issuance of permits for the occupation of road rights-of-way by electrical equipment and installations.
- **DGHC (General Directorate of Housing and Construction):** it is involved in the evaluation of fixed or mobile buildings/infrastructure affected by the project activities.
- **ANDF (National Agency for Domain and Land):** it intervenes in the evaluation of private land affected by the project's activities.
- **Decentralized state administrative services (town hall, prefecture) :** they will participate in defining and validating the corridors of power lines and substation sites, and in issuing administrative permits for the occupation of administrative reserves. They will also participate in external monitoring of the works.
- **Decentralized technical structures:**
 - ✓ **Departmental Directorate of Labour and Public Service (DDTFP) for each region :** it will intervene in monitoring working conditions and activities related to workplace safety during the works.

- ✓ **Departmental Directorate for Living Environment and Transport (DDCVT)** : it will participate in external environmental and social monitoring activities during the works
- ✓ **Departmental Directorate of Social Affairs and Microfinance (DDASM)** : Through the Single Social Protection windows, it participates in raising awareness and managing sensitive complaints such as GBV/EAS/HS on the project.
- ✓ **Departmental Directorate of the Republican Police (DDPR)** : It will participate in monitoring the implementation of the security plan and in handling sensitive complaints
- **National Social Security Fund (CNSS)** : As part of this project, any company undertaking the various works must register its employees with the CNSS. The CNSS will then act as insurance against workplace accidents and occupational diseases, thus guaranteeing social protection for employees.
- **Regional Forestry Inspection (FI)** : It will support the sub-project in the implementation of all tree cutting and pruning, reforestation and ecosystem protection activities as included in the sub-project's environmental and social management plan.
- **RAMSAR site authority** : implementation, monitoring and supervision of plans and activities undertaken on the Ramsar site covering Mono and Couffo (1017).
- **Contracting companies for the works** : the implementation of the ESAP and ESMP measures will be ensured by the companies in charge of the works (certified ISO 45001; 2018 and ISO 14001; 2015), which must recruit into their teams at least one specialist in hygiene, health, safety and environment and one specialist in charge of social inclusion, gender and GBV issues who must be present full time on the construction sites during working hours.
- **Regional NGOs:** Local NGOs will be recruited by the Project Implementation Unit (PIU) to support the implementation of the EAS/HS Action Plan. These NGOs will be tasked with preventing social conflicts and child labor, raising awareness and providing regular training to workers and communities on gender-based violence (GBV) and available services for victims, implementing the GBV complaint management mechanism, managing and reporting GBV-related complaints, etc. They will also be responsible for informing and raising awareness among beneficiary populations and, with the support of local municipalities, clearing the necessary land for the construction or reinforcement of power lines.
- **The affected communities include property owners and income-generating activities impacted by the project.**

4.2. Considerations relating to gender and vulnerable persons or groups

The gender dimension has been integrated into the CEPP and the planned participation methods. The CEPP includes various mechanisms enabling women to participate in consultations and provide input on different aspects of the project. Their perspectives will be actively sought throughout the project activities.

If, during the implementation of the project, SBEE/UGP identifies other vulnerable groups or individuals affected by this project, they will be added to this SEF and appropriate communication methods will be identified and engagement activities will be carried out with this or these vulnerable group(s).

The table below provides a detailed overview of the identified stakeholders, their specific interests and concerns, the objectives of their engagement, and the communication methods that will be implemented to ensure rapid and effective information sharing. This list is not exhaustive. Stakeholders not identified at this stage of the project are invited to contact the SBEE/UGP directly to share their interests and needs. The SBEE/UGP will update the SEF accordingly. Suggestions for improving the proposed communication methods are also welcome and can be submitted to the SBEE/UGP, which remains open to stakeholder feedback. Furthermore, the SBEE will periodically update this list, as well as the SEF itself and the relevant regional SEPs, throughout the project .

Table 1: List of stakeholders

Identified stakeholder	Specific problems or interests	Communication and engagement objective	Communication and engagement methods
parties involved in the project			
Municipalities (and the technical services they offer) The stakeholders in these areas are: <ul style="list-style-type: none"> • residents • utility companies , • companies 	Significant impact on land use within municipalities. Large influx of labor during the work. Potential damage to existing infrastructure. Traffic disruptions during construction work can disrupt the habits of residents and the operation of businesses, including the transportation of labor and materials.	To liaise in order to organize the work (including accommodation for workers if necessary). Provide general information on the implementation of the project and the expected results. Provide advance warning to affected residents and businesses, coordinate with local authorities, and plan work to minimize disruptions to electricity supply, essential services, and alternative transportation routes. Ensure that stakeholders understand the timing, duration and reason for temporary power and road outages and that they can prepare accordingly.	Disclosure of information on the scope, schedule and duration of the planned work, as well as any anticipated disruptions or inconveniences, through: <ul style="list-style-type: none"> • Public information channels, including national and local television and radio stations • Online social networks, official websites of the four municipalities concerned, • Notices will be posted on the bulletin boards of the four municipalities and their local communities, as well as in the most frequented places in the affected local communities, such as schools, shops and health centers.
ABE, IF, Ramsar Authority Benin Environmental Agency Regional forest protection	The works will be carried out in wooded areas and on the Ramsar site 1017. These authorities are responsible for the management and protection of the habitats crossed by the project.	Ensure early coordination with park authorities to avoid or minimize impacts in protected areas; provide information on timing, scope and mitigation measures; ensure appropriate supervision and follow-up in	<ul style="list-style-type: none"> • Formal consultation and coordination before work begins in sensitive areas • Notice regarding the work schedule, access routes and mitigation measures. • Joint field inspections in sensitive areas (as needed).

Identified stakeholder	Specific problems or interests	Communication and engagement objective	Communication and engagement methods
		accordance with ESAP and BMEP commitments.	<ul style="list-style-type: none"> • Exchange of reports on biodiversity and bird monitoring. • Annual coordination meeting - SBEE, ABE, IF (as needed). • Communication via email, formal letters and, if necessary, online or in-person meetings.
<p>Landowners, residents and affected businesses (owners and users) in the project area</p> <p>People living or working within the project area whose property (houses, gardens, vineyards, etc.) could be affected by the project's activities.</p> <p>People whose travel will be affected by the construction of the lines.</p>	<p>Permanent impact on land use. Temporary occupation of private properties, including dwellings and ancillary facilities, may occur during project implementation, potentially leading to restricted access, limited land use, and potential damage.</p>	<p>Provide timely information to affected landowners, residents and businesses, agree on access and remediation measures, and minimize disruption during the temporary occupation of private properties.</p> <p>Provide regular updates on the implementation of the RAP.</p> <p>Regular liaison with SIRAT, ANG, DGHC to ensure full compliance with PARs.</p>	<p>Public and individual consultation meetings, if possible.</p> <p>Public notices will be posted in highly visible public places along the route of the overhead power line (HPL) sections, paying particular attention to the vicinity of pylons, especially those located in urban areas, in places frequented such as town halls, shops, schools and markets.</p> <p>Telephone calls or written notifications via direct email communication.</p> <p>Online social networks (such as Facebook, YouTube, Instagram, etc.), the municipality's official website, Viber and WhatsApp, others.</p>
<p>Local residents and passengers using road transport</p> <p>The movement of people that will be affected by the construction of the electricity transmission line</p>	<p>Temporary traffic disruptions on sections affected by project activities</p>	<p>Provide timely information to local residents and passengers about temporary road traffic disruptions, explain alternative routes or timetables where possible, and ensure that stakeholders are informed of the schedule</p>	<p>Information regarding the extent, timing and duration of planned temporary road traffic interruptions will be communicated through information panels placed on the affected roads, announcements broadcast by local media such as radio and television, and updates on the project website and social media.</p>

Identified stakeholder	Specific problems or interests	Communication and engagement objective	Communication and engagement methods
		and duration of the work in order to minimize disruption.	
Vulnerable groups/individuals	Project activities may disproportionately affect the elderly, people with disabilities, or low-income households.	Ensure that vulnerable groups or individuals are properly informed and supported, and provide them with individual assistance whenever possible.	Direct contact through community representatives or social services, accessible public meetings
Other interested parties			
Relevant government authorities, ministries and public institutions	Issuance of permits, authorizations and notices in accordance with local legislation, monitoring of compliance with local legislation	Consultations with the relevant government authorities regarding project activities within the framework of the authorization procedures Reports compliant with national legislation requirements	Formal consultation meetings. Direct communication via email
Interested non-governmental organizations (NGOs) Environmental NGOs (including bird protection NGOs), Social protection NGO, Other NGOs All organizations that have not yet expressed a particular interest in this project will have the opportunity to express their opinions or concerns throughout the preparation and implementation of the project.	Key stakeholders involved in the project's success, who are concerned about environmental protection and human health, are concerned.	Provide timely information, communications and consultations	Individual online consultation meetings, as needed. Public consultation meetings, if possible. Direct communication via email Press releases Online social networks (Facebook, YouTube, Instagram), official website, Viber and WhatsApp, others.

Identified stakeholder	Specific problems or interests	Communication and engagement objective	Communication and engagement methods
Note : Organizations interested in the project can send their contact details to the local SBEE branch to be included on the project event mailing list.			
Contractors or subcontractors during construction, monitoring and supervision of the work, and their employees.	Compliance with project requirements, occupational health and safety standards, working conditions, workers' rights, environmental protection standards and clear communication of responsibilities during construction and maintenance.	Ensure that contractors and their employees are fully informed of project requirements, code of conduct, health and safety procedures, and environmental and social standards, and that they comply with them throughout project implementation.	Information obtained through the tendering process and contracts. Communication via the supervising engineers. Information meetings on construction sites regarding health and safety. Contractors will be required to submit monthly progress reports during the construction work. Training courses. Communication via email.

5. activities for stakeholder mobilization

The involvement of all stakeholders is essential for the implementation and success of the sub-project. To this end, public consultation remains a key approach for fostering stakeholder participation. A participatory approach, based on interactive community dialogue, has been prioritized, allowing stakeholders to express their views on the activities of the different phases, the risks to natural resources and the socio-economic activities of the local population, as well as on the proposed adaptation measures.

Prior to the preparation of this framework SEP, a series of stakeholder consultations was conducted by the consultant responsible for preparing the ESIA on behalf of SBEE in order to inform the parties concerned about the project and to gather their comments.

Operationally, three categories of stakeholders were identified, and their participation was ensured through interactive interviews, including focus groups. The table below presents the composition of the stakeholder groups interviewed and the interview techniques used for each group.

No.	Categories	Members	Consultation techniques used
1	Town Halls	DST/DADE/C-SAFD	working meeting
2	local populations	- village chiefs /advisers - Population	public consultation
3	SBEE-Regional	Regional management staff	working meeting
4	DDCVT	DDCVT staff	working meeting
5	DDEEM	DDEEM staff	working meeting
6	DDASM	GUPS Managers	working meeting

Category of stakeholders encountered and consultation techniques used

Following the categorization of stakeholders to be met, a meeting schedule was established. This resulted in a detailed roadmap, aligned with the mission timeline. The table below details the consultation schedule with stakeholders and the specific topics addressed during these meetings.

Meeting dates	Actors	Topics covered	Tools and means of communication used
INSTITUTIONAL MEETINGS			
December 2024	Town Halls	<ul style="list-style-type: none"> - Level of knowledge of the project (objectives, current environmental and social issues related to the planned developments) ; -Level of involvement and intervention / role played in the project; - Opinion on the planned work; - Expectations and recommendations. 	Communication tools: Work meeting Location: City Hall Language of communication: French

Meeting dates	Actors	Topics covered	Tools and means of communication used
December 2024	District leaders and staff	<ul style="list-style-type: none"> - Level of knowledge of the project (objectives, current environmental and social issues related to the planned developments) ; - Level of involvement and intervention / role played in the project; - Opinion on the planned work; - Expectations and recommendations. 	Communication tools: Work meeting Location: Borough Headquarters Language of communication: French
December 2024	SBEE-Regional	<ul style="list-style-type: none"> - Level of knowledge of the project (objectives, current environmental and social issues related to the planned developments) ; - Level of involvement and intervention / role played in the project; - Opinion on the planned work; - Expectations and recommendations. 	Communication tools: Work meeting Location: SBEE Regional Headquarters Language of communication: French
December 2024	DDCVT (C-SPSS)	Level of knowledge of the project (objectives, current environmental and social issues related to the planned developments); Level of involvement and intervention/role played in the project; Notice regarding the planned work; Expectations and recommendations.	Communication tools : Work meeting Location : DDCVT Regional Headquarters Language of communication : French
December 2024	DDASM/GUPS	Level of knowledge of the project (objectives, current environmental and social issues related to the planned developments) ; Level of involvement and intervention/role played in the project; Notice regarding the planned work; Expectations and recommendations.	Communication tools : Work meeting Locations : DDASM and GUPS headquarters Language of communication : French
December 2024	DDEEM (C-SE)	Level of knowledge of the project (objectives, current environmental and social	Communication tools : Work meeting

Meeting dates	Actors	Topics covered	Tools and means of communication used
		issues related to the planned developments) ; Level of involvement and intervention/role played in the project; Notice regarding the planned work; Expectations and recommendations.	Location : DDEEM Headquarters Language of communication : French
PUBLIC CONSULTATIONS			
December 2024	local populations	Project presentation; - Main environmental and social issues of the project; - Role and degree of involvement of the population in all phases of the project; - Collection of proposals (opinions, points of view) concerning the planned work; - Debates (questions/answers) on the concerns of local residents; - Collection of recommendations on the project.	Communication tools: General assembly of local residents Location and participation: Meeting room, primary school, etc. Languages of communication : Bariba , Adja, Fon and French

Schedule of stakeholder meetings and topics to be discussed, December 2024

The actors we met	Stakeholder expectations and grievances
local authorities	<ul style="list-style-type: none"> •Genuinely involve local authorities from the project implementation phase; •Take environmental standards into account when carrying out the work; • Take steps to compensate affected individuals who will be in the affected area; •Recruiting labor from among the young people of the village;
	<ul style="list-style-type: none"> •Organize public consultations in each village •Ensure that local labor is taken into account for the digging up and cutting of affected plant species; <p>Please notify us at least 72 hours in advance before work begins.</p>
	<ul style="list-style-type: none"> •We express our gratitude and hope for a swift implementation of the project.
local populations	<ul style="list-style-type: none"> • Start the work as soon as possible; • Recruiting labor from among the young people of the village; • Involve local authorities in carrying out the work;
	<ul style="list-style-type: none"> • Start the work as soon as possible; • Recruiting labor from among the young people of the village; • Providing drinking water to certain neighborhoods • Avoid corrupt practices during project implementation.

	<ul style="list-style-type: none"> • Start the work as soon as possible; • Recruit labor from among the village youth and ensure that workers are made aware of gender-based violence and other communicable diseases; • Involve local authorities in the implementation of mitigation, resettlement and compensation measures; <p>Ensure the replacement of defective streetlights in various locations.</p>
	<ul style="list-style-type: none"> • Connection of certain localities to electricity poles and public lighting • Avoid bureaucracy so that the work gets done quickly
	<ul style="list-style-type: none"> • Consider compensation for people affected by the extension of the electricity network on certain sections.
	<ul style="list-style-type: none"> • Start the work as soon as possible; • Recruit labor from among the village youth and ensure that workers are made aware of gender-based violence and other communicable diseases; • Warn the population in time so that they can eliminate any potential agricultural products that may still be in the project's impact zone.

Summary of stakeholder expectations and grievances regarding the project, December 2024

6. Stakeholder Engagement Program

As part of this project, SBEE/UGP will use various stakeholder engagement methods to maintain ongoing communication with all interested parties and ensure public access to relevant information. In collaboration with the municipalities and local communities involved, SBEE/UGP will keep residents and businesses located in or near the project area regularly informed of its progress, including the commencement of construction work and its potential impacts on the local population and businesses.

6.1. Disclosure of project documentation

SBEE/UGP will disclose the following documents as soon as possible in the project development process:

- > this CEPP, the leaflet on public grievances ([Appendix 1](#)) of this SEP) and project claim form ([Appendix 2](#)) of this CEPP), and
- > the non-technical summary (NTS) of the project.

The documents will be made available to the public in French and in the local language (Bariba , Adja, Fon as appropriate), in electronic and printed form, on the SBEE website and in its regional offices.

Following the publication of the draft, stakeholders will have one month to submit their comments, opinions, and suggestions. To encourage participation, the SBEE/UGP will simultaneously publish a notice on its website indicating its contact details and the deadline for submitting comments. The contact details for each local SBEE office are provided in Chapter 7 of this document. All comments and proposals will be reviewed by the SBEE. A brief report (“comments matrix”) summarizing the comments and proposals received, as well as the SBEE’s responses, will be published on its website at the end of the public consultation period.

6.2. Public information on construction work

The SBEE/UGP will ensure the timely dissemination of clear and transparent information regarding the planned construction activities. To this end, a public notice specifying the start date and expected duration of the works, along with the public complaints leaflet and the project complaint form, will be distributed no later than 30 days before the start of works through the following channels:

- > on the official websites of the SBEE and the municipalities concerned;
- > by posting notices on the noticeboards of municipalities and their local community offices, as well as in key public places within affected local communities, including schools, shops and health centers;
- > through publications in local and national media

6.3. Objectives and methods of engagement

The table below presents the identified stakeholders and their respective communication needs.

Table 2: Summary of stakeholder participation and disclosure requirements

No.	Target group of stakeholders	Engagement activity	stakeholder engagement method	Responsibility	Timing
1.	The municipalities , as well as their technical services	Organize at least one public consultation meeting with the public and non-institutional stakeholders before the start of project activities.	Stakeholders will be informed of the date, time and location of each meeting at least seven days in advance, preferably 14 days in advance, through announcements on the SBEE website, in local media and on notice boards in the relevant municipalities and neighbouring communities. Organize targeted awareness-raising activities for women in affected communities (through local women's associations, health centers, schools, or community leaders). If necessary, organize separate discussion groups with women to encourage open dialogue on health, safety, and environmental issues.	SBEE/UGP SBEE/Local branch	At least seven days before the scheduled consultation/meeting
	The stakeholders in these areas are:	Maintain regular contact with the authority responsible for the evaluation, acquisition and access to land.			
	Landowners, residents and affected businesses (owners and users) in the project area	Encourage written proposals and comments. Provide quick access to documents before any meeting Ensure women's participation in consultations and decision-making.			
2.	Interested non-governmental organizations (NGOs)				
2.	Landowners, residents and affected businesses (owners and users) in the project area	Organize individual consultation meetings, as needed or at the request of the SBEE, the municipality or any identified stakeholder group/individual.	As required or at the request of the SBEE, the municipality or any identified stakeholder group/individual.	SBEE/Local Chapter, Liaison NGO	On request

No.	Target group of stakeholders	Engagement activity	stakeholder engagement method	Responsibility	Timing
3.	Local residents and passengers using road transport	Provide timely information to local residents and road users regarding temporary traffic interruptions, explain alternative routes or schedules where possible, and ensure that stakeholders are informed of the schedule and duration of the work in order to minimize disruption.	Public and individual consultation meetings, if possible. Public announcements will be broadcast in highly visible public places along the three sections of the overhead line, paying particular attention to the vicinity of the pylons, especially those located in urban areas, in busy places such as town halls, shops, schools and markets. Telephone calls or written notifications via direct email communication.	SBEE/Local Chapter, Liaison NGO	Before the start of the work
4.	Vulnerable groups/individuals	To adequately inform and support vulnerable groups or individuals and to provide them with individual assistance whenever possible.	Direct contact through community representatives or social services, accessible public meetings	SBEE/Local Chapter, Liaison NGO	Without interruption for the entire duration of the project
5.	Municipalities and associated technical services	Pre-construction follow-up meeting	Regular coordination meetings with management, written updates by email and direct telephone contact for urgent matters or emergency situations.	SBEE/Local Branch	Before the start of the work
6.	Relevant government authorities, ministries and public institutions	Consultations with the relevant government authorities regarding project activities within the	Formal consultation meetings. Direct communication via email	SBEE	Decision to be made by the SBEE

No.	Target group of stakeholders	Engagement activity	stakeholder engagement method	Responsibility	Timing
		framework of the authorization procedures Reports compliant with national legislation requirements			
7.	ABE, IF, Ramsar Authority	When activities take place in protected areas, public notices will also be shared with the EBA, the IF and the Ramsar Authority (where applicable), and coordination notices will be sent to the EBA in accordance with the conditions of the permit/consent. Consultations with the relevant government authorities regarding project activities within the framework of the authorization procedures Reports compliant with national legislation requirements	Formal consultation meetings. Direct communication via email	SBEE	After the completion of the main project
8.	Contractors or subcontractors during construction, monitoring and supervision of the work, as well as their employees.	Ensure that contractors and their employees are fully informed of project requirements, code of	Information obtained through the tendering process and contracts. Communication via the supervising engineers.	SBEE/Local Branch Project Supervising	Before the start of the work

No.	Target group of stakeholders	Engagement activity	stakeholder engagement method	Responsibility	Timing
		conduct, health and safety procedures, and environmental and social standards, and that they comply with them throughout project implementation.	Information meetings on construction sites regarding health and safety. Contractors will be required to submit monthly progress reports during the construction work. Training courses. Communication via email.	Engineer (<i>Project Manager</i>)	
9.	All the actors concerned	Announce to the public planned interruptions in electricity supply, specifying the affected areas and the expected duration, concerning roads and electricity supply. Information relating to the announcement of the project, its scope, its timetable and its duration, as well as any anticipated disruptions or inconveniences.	Notification via: <ul style="list-style-type: none"> Public information channels, including national and local television and radio stations Online social networks, official websites of the four municipalities concerned, Notices will be posted on the bulletin boards of the four municipalities and their local communities, as well as in the most frequented places in the affected local communities, such as schools, shops and health centers. 	SBEE/Local Chapter and Liaison NGO	72 hours before the scheduled power outage and continuously throughout the duration of the project

6.4. Means of engagement and indicative budget

The table below presents an overview of the indicative budget for the implementation of planned stakeholder engagement activities, by engagement method.

Table 3: Means of commitment and indicative budget

No.	Means of engagement	Description / Scope	Frequency / Periodicity	Indicative budget (EUR)	Price basis / Explanation
1	Public information and media (general information + breakdowns)	Regular updates on project activities, planned outages, and safety measures are provided on the SBEE and municipal websites, via online media, radio, and print media. Outage notices are published in print media (approximately €70 per notice).	Ongoing throughout the project implementation, including during necessary power outages	5,200	Estimate based on a standard combination of regular online, radio, and social media updates (approximately €350/month for 12 to 18 months) and occasional print ads, coordinated with CEDIS (approximately €700 total). <i>Rates based on 2025 national advertising rates (media and digital).</i>
2	Printed and visual information documents	Posters, leaflets, and information panels (in French or other languages as needed) are displayed in municipalities. Updated every SEP revision .	3 updates (approximately twice a year)	1,950	€650 × 3 updates = €1,950 (design, bilingual printing, distribution).
3	Project disclosure package (online + printed copies)	Public dissemination: This environmental assessment document, the public grievance leaflet, the project grievance form, and the non-technical summary are available on the SBEE website, on the websites of four municipalities, and in hard copy at SBEE headquarters and regional offices.	Continuous; renewed twice a year	1,800	Includes preparation, layout, printing (5 complete sets), and online publication. Cost - based local printing and handling (2025).
4	Leaflets / brochures	Concise leaflets summarizing the scope of the project, the timeline, safety information and contact details for complaints, printed in color and distributed locally.	2 editions (beginning and middle of the semester)	2,400	€1,200 × 2 editions: includes design, translation, color printing (approximately 1,000 copies), and delivery. Pricing printing premises of 2025.
5	Raising awareness among groups vulnerable	Distribution of simplified documents and direct communication (via social services, local offices).	Targeted, before and during construction	1,000	Minimum cost: printing of simplified documents + fuel

No.	Means of engagement	Description / Scope	Frequency / Periodicity	Indicative budget (EUR)	Price basis / Explanation
					for visits to the incident management unit.
6	public consultations (municipal level)	Public meetings in each municipality before the works; ensuring inclusive gender participation.	4 initial consultations + follow-ups if necessary	0	The municipalities provide the venues and logistics free of charge.
7	Institutional coordination meetings	Coordination with ministries, municipalities, ABE, SIRAT, DGHC, ANDF, DDEEM and DDCVT, DDTFP and IF	Depending on the needs	0	Carried out within the framework of an official cooperation – at no direct cost to the project.
8	grievance handling mechanism	Multichannel system (telephone / email / web / in person) managed by the data management unit; a register is kept and is the subject of a quarterly report.	Continuous	0	Managed internally by PIU; no external costs.
9	Contingencies (10%)	Reserved for unforeseen communications or additional printing.	If needed	1,100	≈10% of the variable elements (1–5).
	Total estimated budget			≈ 13,000 EUR	

7. Grievance management

SBEE/UGP is committed to minimizing and mitigating any potential negative impacts of the project on residents, landowners, local businesses, road users, and other potentially affected stakeholders. SBEE/UGP recognizes that grievance management is an essential element of stakeholder dialogue. A grievance mechanism has been established at the project level to receive, assess, and process grievances. SBEE/UGP will utilize this mechanism to ensure a prompt and effective response to concerns and complaints. The process will be conducted transparently, without manipulation, interference, coercion, discrimination, intimidation, or retaliation, and will be accessible free of charge to all affected parties.

This chapter is supplemented by the following appendices:

- > Text from the leaflet on public grievances ([Appendix 1](#))
- > Project Claim Form ([Appendix 2](#))
- > Model of the grievance register ([Appendix 3](#))

The following sections of this chapter detail the procedure and steps for handling project-related grievances.

7.1. Visibility

The visibility of the grievance handling mechanism will be ensured by the following measures:

- > **During the early stages of project development**, the public complaints leaflet and the project complaint form will be published on the official websites of SBEE/UGP and the municipalities concerned.
- > **Before work begins in each region**, SBEE/UGP will publish a notice on its official website detailing the start and duration of the work, along with the information leaflet on public complaints and the project complaint form. In addition, the regional branch of SBEE will ensure that this same notice, along with the aforementioned leaflet, is also published on the official websites of the municipalities concerned, as well as on all notice boards and other clearly visible public spaces in the affected areas.
- > **Once construction work has started:** SBEE/Regional Branch and the Project Manager will ensure that the contractor installs information panels at the site entrances, clearly displaying contact details for filing complaints.

7.2. Submission

Complaints may be made verbally or in writing. Complaint channels will be diversified and adapted to the socio-cultural and security context of the Project's various intervention areas.

Any concern can be submitted to the Local Committee or the SBEE/UGP team verbally (in person or by telephone) or in writing, by completing the complaint form and submitting it in person, by mail, or by email to the contact details provided below. Complaints can also be submitted anonymously or without using the form, if you prefer.

Once work has commenced, the complaint form can also be submitted directly to the contractor or supervising engineer. All complaints received in this manner will be forwarded to SBEE/UGP within 24 hours to allow for proper processing, including registration, acknowledgment of receipt, and a response within the timeframes specified below.

7.3. Recording and acknowledgment of grievances

SBEE/UGP will record all complaints in the complaints register. Written and non-anonymous complaints will be acknowledged within five calendar days. To ensure proper follow-up and evaluation, each complaint will be recorded with the following information:

- > Description of the grievance, including its type, to allow for the rapid identification of recurring problems, the detection of trends and the management of risks (for example, grievances related to gender-based violence and harassment, or grievances related to construction nuisances such as waste management, noise or dust).
- > Details of the complainant's profile, in order to understand who is most affected and in what places (this information will remain confidential and accessible only to SBEE/UGP staff responsible for handling grievances).
- > Dates of receipt of the claim and of acknowledgment of receipt to the complainant.
- > Description of the measures taken, including the investigation, corrective measures and preventive measures.
- > Resolution and closing date, as well as comments provided to the complainant.

All complaints, whether verbal or written, are immediately recorded in a register available at the various committees. An acknowledgement of receipt is given to the complainant upon receipt of their complaint or within 48 hours of its filing.

When a complaint is submitted vaguely or imprecisely, the committee, the company, or the SBEE/UGP will support the complainant in reformulating or rewriting their complaint to ensure clarity and precision. This will allow the parties involved to make an informed decision, duly considering the interests of the party concerned and the resolution method preferred by the complainant.

7.4. Response and resolution of grievances

Upon receipt of a complaint, the committee or SBEE will make every effort to address it. If the problem cannot be resolved through immediate corrective action, appropriate long-term corrective action may be considered. The complainant will be informed of the proposed action, whether immediate or long-term, within 10 calendar days of receiving the complaint. The SBEE will endeavor to contact the complainant to verify the proper implementation of the actions taken.

If the local SBEE branch is unable to address a complaint or determines that no action is required, a detailed explanation will be provided, including, where appropriate, advice on how the complainant can pursue the complaint further if dissatisfied with the outcome.

The plaintiffs retain at all times the right to pursue other legal remedies in accordance with local law, including a formal judicial appeal.

All complaints will be recorded in a database to facilitate follow-up.

GBV/EAS/HS complaints will be recorded in a separate register, and managed by GUPS and/or the NGO that provides GBV services at the local level.

The contact details for the local branch of the SBEE are as follows:

Société Béninoise d’Energie Electrique – Branche locale Mono

Personne à contacter : Madame Diane HOUNTONDJI
Position : Directrice Régionale
Email : dhountondji@sbee.bj
Tel : (+229) 01-94-91-06-05

Société Béninoise d’Energie Electrique – Branche locale Couffo

Personne à contacter : Madame Diane HOUNTONDJI
Position : Directrice Régionale
Email : dhountondji@sbee.bj
Tel : (+229) 01-94-91-06-05

Société Béninoise d’Energie Electrique – Branche locale Borgou

Personne à contacter : Monsieur Ouorou SOUMAYILA YAKASSOUROU
Position : Directeur Régional
Email : oyakassourou@sbee.bj
Tel : (+229) 01-94-01-02-72

7.5. Independent project accountability mechanism of the EBRD

All EBRD-financed projects must be structured to meet the requirements of the [EBRD Environmental and Social Policy](#) (2024), which includes ten environmental and social requirements (ESRs) related to key areas of environmental and social sustainability with which projects are required to comply, including ESR 10 on stakeholder engagement. Furthermore, the EBRD's [Independent Project Accountability Mechanism](#) (IPAM), as an independent tool of last resort, aims to facilitate the resolution of social, environmental, and transparency issues raised by project-affected communities and civil society organizations concerning EBRD-financed projects, or to determine whether the Bank has complied with its environmental and social principles (ESP) and the project-specific provisions of its [access to information policy](#); and, where appropriate, to remedy any existing breaches of these policies, while preventing any future breaches by the Bank.

Archiving

The Project will establish a centralized physical and electronic filing system at the PMU level for classifying complaints. All supporting documents produced during the resolution process will be recorded in each file created for the complainants. The filing system will provide access to information on: i) complaints received, ii) solutions found, and iii) unresolved complaints requiring further intervention.

8. Monitoring and reporting

The results of the stakeholder consultation process will be recorded in environmental and social reports submitted to the EBRD. These reports, prepared by the SBEE/UGP team, will present a summary of environmental and social impacts, health and safety performance, transparency and consultation activities, and the implementation of the external grievance mechanism.

The reports will include, in particular:

- **Complaints:** Number and type of complaints received during the period under review, broken down by theme, to allow for the rapid identification of recurring problems, the monitoring of trends, and effective risk management. These complaints will relate in particular to gender-based violence and harassment, as well as nuisances related to the construction phase of the project, such as inadequate waste management, noise, or dust.
- **Stakeholder Engagement Activities:** Number and type of disclosure and engagement activities conducted through all communication channels, with a summary of the issues and concerns raised and an explanation of how the SBEE/UGP addressed them. Reporting on stakeholder engagement within the project will be carried out systematically, with the SBEE maintaining a record of all stakeholder engagement activities throughout the project phases. The template to be used for recording and reporting stakeholder engagement activities is provided in the following document: **Annex 4:** Report on stakeholder engagement activities.

SBEE/UGP will be responsible for monitoring all stakeholder engagement activities related to the project, for the effective implementation and regular updating of this SEP, and for producing reports in accordance with project standards.

9. Appendices

Appendix 1: Text of the public complaint leaflet

The SBEE/UGP is committed to ensuring that the implementation and execution of the project will have no negative impact on residents, landowners, businesses, or other stakeholders. However, should any problems arise, we encourage you to share your concerns or grievances regarding project activities with us.

What type of complaint can be filed?

Anyone can file a complaint if they believe the project's activities have a negative impact on themselves, their property, or their local environment. Examples:

- Increased noise, restricted access to private property or other disturbances during construction work;
- Environmental, health or safety problems resulting from poor management of waste, dust or noise caused by project activities
- Damage caused to private property by project activities
- Inadequate implementation of the corresponding stakeholder engagement plan by the SBEE/UGP.

How to file a complaint?

Complaints can be submitted to the SBEE/UGP (contact details below) or to the contractor/supervising engineer (once work has commenced). The procedure is free of charge for the complainant and can be carried out in one of the following ways:

- A . Verbally :** in person or by telephone;
- b. In writing :** either by completing the attached project claim form, or by using another preferred format, and submitting it in person, by mail or by email.

Société Béninoise d’Energie Electrique – Branche locale

Personne à contacter :

Position :

Email :

Tel :

Complaints can also be submitted anonymously. If you wish your complaint to remain confidential, the local/SBEE branch will ensure that your name and contact details are not disclosed without your consent. Only members of the local/SBEE team directly involved in handling your complaint will have access to this information. In cases where a full investigation would be impossible without revealing your identity or the content of your complaint, you will be informed beforehand.

How the local SBEE branch handles your complaint

Acknowledgement

- If you provide us with your name, we will contact you within 5 days to confirm receipt of your claim.
- You will receive a reference number and the contact details of the SBEE/local branch staff who will process your case.
- If your complaint is unclear, we will help you clarify or rephrase it.

Investigation

- We will do everything we can to resolve your problem.
- We may contact you for further information during this stage.

Answer

- We will communicate the results to you within 10 days of receiving your request.
- If your complaint is valid, we will explain the measures taken or planned to resolve the issue.
- If your complaint is not related to the project or if no standards have been violated, we will explain why in writing.

Follow up

- We may contact you later to ensure that the problem has been resolved and that no other issues remain.

Appendix 2 : Project Claim Form

Reference number	
Full name (optional) <ul style="list-style-type: none"> • I wish to express my grievance anonymously. • I ask you not to disclose my identity without my consent. 	
Contact details Please indicate how you would like to be contacted (mail, telephone, email).	By mail: Please provide your postal address: _____ By phone: _____ By email: _____
Preferred language of communication	- French - Bariba , Adja, Fon (as applicable)
Description of the incident that gave rise to the grievance	What happened? Where did it happen? Who was affected? What are the consequences of this problem?
Date of the incident / grievance	
	<ul style="list-style-type: none"> • One-off incident/grievance (date _____) • This has happened more than once (how many times? _____) • In progress (problem in progress)
What would you like to see happen?	

Appendix 3: Grievance Register – Template

Note: All personal data will be processed in accordance with Benin's law on the protection of personal data.

	Complainant's name	Complainant profile	Contact details	Date of receipt	Date recognized	Type (subject) of the problem	Responsible party	Description of the grievance	Proposed corrective measure (immediate or long-term)	Deadline for action	Results of the action	Closing date	Grievance follow-up	Recurrence (Y/N)	Notes
1.	Enter your name or "anonymous".					For example, noise, dust, violence and sexist harassment, damage									
2.															
3.															
4.															
5.															

Annex 4: Report on stakeholder engagement activities

Note: All personal data will be processed in accordance with Benin's law on the protection of personal data.

No .	Name/type of stakeholder ((e.g., individual, local community, NGO, company, public institution, landowner or property owner, other (specify))	Contact details	Date of consultation	Type and location of consultation (e.g., in person, online, by telephone, in a group, individually, etc.)	Description of the subject/concern	Name, surname and position of the SBEE/UGP representative	Name, surname and position of the representative of the municipality/local community (if applicable)	Proposed action/response (immediate/long-term)	Start and end times of the consultation or the duration of the meeting	Are other meetings planned, and if so, within what timeframe?	Follow up	Notes
1.												
2.												
3.												
4.												
5.												

Appendix 5: List of municipalities benefiting from the project

The list of localities in these municipalities covered by the project is presented in Table 1 below:

Municipalities	Boroughs	Localities	STATUS				
			Subdivision (existence or not of the zonal plan)		Level of roads opening		
			Plan prepared	Plan not prepared	Fully open	Partially open	Not open
N'DALI	SIRAROU	Dabou		+			+
		Gah- Alerou	+		+		
PARAKOU	1st ARR	Bosso-Camp-	+		+		
		Fulani	+		+		
		Monnon	+			+	
		Alaga	+		+		
		Boundarou	+			+	
		Deposit	+		+		
		Kpebier	+		+		
		Madina	+		+	+	
		Sinangou	+			+	
		Zazira	+				
	2nd ARR	Bakounourou	+			+	
		Banikani	+		+		
		Banikani -Eni	+		+		

	3rd ARR	Banikani-Madjatom	+		+		
		Lemanda	+			+	
		Nikki-Kperou	+			+	
		Amawignon	+			+	
		Dokparou	+			+	
		Gah	+			+	
		Wansirou	+			+	
TCHAOUROU	Tchatchou	Badekparou	+			+	
		Koubou		+			+
	Kika	Kika	+			+	
		Kokobe		+			+
		Kpassa		+			+
	Sanson	Gombouerou	+			+	
		Sebou	+			+	
DJAKOTOMEY	Bétoumey	Ablomey		+			+
		Betoumey	+			+	
		Tchanhoué		+			+
		zouhouji	2	+			+
		Aïssanhoué		+			+
		Houngbédjhoué		+			+
		tchitongon		+			+
		Dogohoué		+			+
	Kinkinhoué	Dassouhoué		+			+
		Etonhoué		+			+
		Segbehoué	+			+	
KLOUEKANME	Djotto	Djotto		+			

		Fidegnonhoué		+			
		Dekandji		+			
		Glohihoué		+			
		Houenoussou		+			
	Adjahonmè	Olouhoué		+			
		Edahoué		+			
		Dayehoué		+			
	Ahogbèa	Kplakatagon		+			
	Ayahohoué	Ahoudji		+			
	Hondjin	Hondjin		+			
		Hondjingan		+			+
	Klouékanmey	Davitohoué		+			+
	Lanta	Gbowime		+			+
		Tokanme-Kpodji		+			+
		Tokanme-Monfou		+			+
	Tchikpé	Akouegbadja		+			+
APLAHOUE	Aplahoué	Djimadohoué		+			+
		Lokogba		+			+
		Dekanmey		+			+
		Avegohui		+			+
		Dhossouhoué		+			+

		Dannouhoué		+			+
	Azovè	Kpacomey	+				+
		Outchihoué	+				+
		Avetuimey	+			+	
		Yehouemey	+				+
		Hessouhoué	+				+
	Dékpo -Centre	Adandehoué		+			+
		Gnonfihoué		+			+
		Koyohoué		+			+
LALO	Lalo	Lalo		+			+
		Adjacomè-ladikpo		+			+
	Zalli	Zalli		+			+
	Banigbé	Banigbé		+			+
TOVIKLIN	Missinko	Ayidjedo		+			+
		Djoudome		+			+
		Agome		+			+
	Avadjin	Natabouhoué		+			+
BOPA	Lobogo	Agbozehoue		+			+
		Dhodho1		+			+
		Dhodho 2		+			+
		Dhodho 3		+			+
		Dhodho 4		+			+
		Fancome 2		+			+
		Fancome 3		+			+
		Gbedecome 2		+			+
		Gbedecome 3		+			+

		Gbedecome 4		+			+
		Gbedecome 5		+			+
		Gbedecome 6		+			+
		Gbedecome 7		+			+
		Gbedecome 8		+			+
		Gbedecome 9		+			+
		Hangname 1		+			+
		Hangname 2		+			+
		Hangname 3		+			+
		Hangname 4		+			+
		Adjame		+			+
		Hangname		+			+
		Devedji		+			+
	Bopa	Kpindjicome		+			+
		kpindjigbedji		+			+
		Tachanhoue - come	+	+			+
		Gantitome ,		+			+
		Tohonou 1		+			+
		Tohonou 2		+			+
COME	Agbodji	houegbo		+			+
	Comé	Apehvedji	+		+		
		Apehvedji 2	+		+		
		Apehvedji 3	+		+		
		Azanou 1,	+		+		
		Azanou 2	+		+		
		Azanou 3	+		+		
		Two kilos 1	+		+		

		Two kilos 2	+		+		
		Djacote 1	+			+	
		Djacote 2	+			+	
		Djacote 3	+			+	
		Godjime	+		+		
		Hongode 1	+		+		
		Hongode 2	+		+		
		Hongode 3	+		+		
		Hongode 4	+		+		
		kande 1	+		+		
		Kande 2	+		+		
		Kande 3	+		+		
		Kande 4	+		+		
		Kande 5	+		+		
		Lonmnavava	+		+		
		Nongo,	+		+		
		Segbe	+			+	
		Sossige 1	+			+	
		Sossige 2	+			+	
		City Hall	+		+		
HOUEYOGBE	Doubt	Ahoulome	+		+		
		Didongbogoh		+			+
		Maiboui		+			+
	Hanhou	Togbonou		+			+
LOKOSSA	Lokossa	Atikpeta	+			+	
		Dekanme	+			+	
		Guinkome 1	+			+	
		Guinkome 2	+			+	

		Guinkome 3	+			+	
		Guinkome 4	+			+	
		Sague	+			+	
		Tota- kindji 1	+			+	
		Tota- kindji 2	+			+	
		Yenawa	+			+	
		Zouhoue	+			+	