

**REPUBLIC OF THE GAMBIA**



**Harmonizing and Improving Statistics in West  
and Central Africa Project-Series of Projects One  
(HISWACA-SOP1) (P178497)**

**Stakeholder Engagement Plan (SEP)**

**December 2023**

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## Abbreviations and Acronyms

ACDHRS	African Centre for Democracy and Human Rights Studies
ADF	Africa Development Fund
AIDS	Acquired Immune Deficiency Syndrome
CBG	Central Bank Gambia
CLO	Community Liaison Officer
CPF	Country Partnership Framework
CPI	Consumer Price Index
CSO	Civil Society Organization
COVID-19	Coronavirus Disease 2019
CRR	Central River Region
DPPH	Department of Physical Planning and Housing
ESIA	Environmental and Social Impact Assessment
ESMF	Environmental and Social Management Framework
ESMP	Environmental and Social Management Plan
ESF	Environmental and Social Framework
ESS	Environmental and Social Standard
FAO	Food and Agriculture Organization
FGD	Focus Group Discussion
GBA	Greater Banjul Area
GBV	Gender Based Violence
GBoS	Gambia Bureau of Statistics
GM	Grievance Mechanism
GoTG	The Government of The Gambia
GRC	Grievance Redress Committee
HIV	Human Immunodeficiency Virus
IDA	International Development Association
IFAD	International Fund for Agricultural Development
IOM	International Organization for Migration
KM	Kanifing Municipality
LGA	Local Government Authorities
LMP	Labour Management Procedure
LRR	Lower River Region
MDA	Ministries, Departments and Agencies
MOFEA	Ministry of Finance and Economic Affairs
NBR	North Bank Region
NDP	National Development Plan
NEA	National Environment Agency
NGO	Non- Government Organization
NSDS	National Strategy for the Development of Statistics
NSS	National Statistical System
PAD	Project Appraisal Document
PAP	Project Affected Person
PDO	Project Development Objective

PIM	Project Implementation Manual
PIU	Project Implementing Unit
SEA	Sexual Exploitation and Abuse
SEP	Stakeholder Engagement Plan
SH	Sexual Harassment
STD	Sexually Transmitted Diseases
URR	Upper River Region
UN	United Nations
VAC	Violence Against Children
VDC	Village Development Committee
WB	World Bank
WFP	World Food Program
WCR	West Coast Region

## GLOSSARY OF KEY TERMS

**Consultation:** The process of gathering information or advice from stakeholders and taking these views into account when making project decisions and/or setting targets and defining strategies.

**Engagement:** A process in which a company builds and maintains constructive and sustainable relationships with stakeholders impacted over the life of a project. This is part of a broader “stakeholder engagement” strategy, which also encompasses governments, civil society, employees, suppliers, and others with an interest in the Project.

**Grievance Mechanism:** A process for receiving, evaluating, and addressing project-related complaints from citizens, stakeholders, and other affected communities.

**Stakeholders:** Persons or groups who are directly or indirectly affected by a project, as well as those who may have interests in a project and/or the ability to influence its outcome, either positively or negatively; workers, local communities directly affected by the project and other stakeholders not directly affected by the project but that have an interest in it, e.g., Households, local authorities, neighboring projects, and/or nongovernmental organizations, etc.

**Stakeholder Engagement Plan:** A plan which assists investors with effectively engaging with stakeholders throughout the life of the project and specifying activities that will be implemented to manage or enhance engagement.

**Complainant:** An individual, group, association, or organization that submits a verbal or written complaint

**Grievance/Complaint:** an expression of dissatisfaction that stems from real or perceived issues, typically referring to a specific source of concern and/or seeking a specific solution. For this GM, real and perceived impacts are treated equally and given the same due process. The term grievance and complaint are used interchangeably in this document.

**Sexual exploitation:** any actual or attempted abuse of a position of vulnerability, differential power, or trust for sexual purposes, including, but not limited to, profiting monetarily, socially, or politically from the sexual exploitation of another.

**Sexual abuse:** actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions.

**Sexual harassment:** Any unwelcome sexual advances, request for sexual favors, verbal or physical conduct or gesture of a sexual nature, or any other behavior of a sexual nature that might be reasonably expected or perceived to cause offense or humiliation to another when such conduct interferes with work; is made a condition of employment; or creates an intimidating, hostile, or offensive work environment.

**Survivor:** A survivor is a person who has experienced the SEA/SH incident in the context of this GM

**Vulnerable Groups:** Individuals and groups, who by virtue of gender, ethnicity, age, physical or mental disability, economic disadvantage, sexual orientation and gender identity, or social status may be more adversely affected by a Project than others and who may be limited in their ability to claim or take advantage of development benefits.

# 1 INTRODUCTION

## 1.1 Overview

The Government of The Gambia (GoTG) has received funding from the World Bank for the Harmonizing and Improving Statistics in West and Central Africa (HISWACA) Project- Sop 1 (P178497) which is regional with 8 countries (Republic of Benin, Republic of Guinea, Republic of Niger, Republic of Guinea-Bissau, Republic of Senegal, Republic of Mali, Islamic Republic of Mauritania, Republic of The Gambia, African Union (AU), Economic Community of West African States (ECOWAS) and West African Economic and Monetary Union (WAEMU)) participating in it. The eight (8) beneficiary countries will implement HISWACA-SOP1 interventions nationwide.

This document is the Stakeholder Engagement Plan (SEP) for The Gambia which forms part of the environmental and social management instruments required for the effective implementation of environmental and social Safeguards measures of the Project.

## 1.2 Project Description

The Harmonizing and Improving Statistics in West and Central Africa (HISWACA) Project- Sop 1 (P178497) aims to improve country statistical performance, regional harmonization, data access and use, and to support modernization of the statistical system in West and Central Africa.

The Project comprises of 4 components namely: (1) Harmonization and Production of Core Statistics using Harmonized Methodologies; (2) Supporting Statistical Modernization of Participating Countries' NSOs; (3) Support Physical Infrastructure and modernization and; (4) Project Management, Monitoring and Evaluation.

### ***Component 1: Harmonization and Production of Core Statistics using Harmonized Methodologies***

The aim of this component is twofold:

- First: It aims to support the statistics harmonization process at the continental and sub-regional levels. Statistics harmonization encompasses procedures used predominantly in official statistics that aim at achieving, or at least improving, the comparability of different data produced. It principally aims to achieve standardized measurement processes and methods used to compile the statistics, especially through standardization of definitions, classifications, tools, and technical requirements. In this regard, this component will support the production of harmonized tools (definitions, classifications, methodologies, etc.) at the continental and sub-regional levels.
- Second: This component will support the production of core statistics based on population census and an integrated household surveys program using the previously harmonized tools, to meet the increasing demand for social, demographic, and economic data.

### ***Component 2: Supporting Statistical Modernization of Participating Countries' NSOs***

The second component aims to support statistical modernization, institutional reforms, improvement to data access, dissemination, and use; and human resources development. In today's fast changing world, GBoS needs to transform and modernize to respond better to emerging and increasing demand for timely and accurate data, to meet the 21st century development data requirements and challenges. In particular, GBoS has to consider how to move to the next stages in the data revolution, including becoming more resilient, user centric and providing data in new ways and using new methods to complement traditional statistics.

### ***Component 3: Support Physical Infrastructure Upgrading and Modernization***

Under this component, the project will support the rehabilitation of physical and Information and Communication Technology (ICT) infrastructure for GBoS.

#### ***Component 4: Project Management, Monitoring and Evaluation***

The goal of this component is to support the project's management and monitoring/evaluation. This component will also support regular user satisfaction surveys to measure how well the statistical products or services produced at GBoS meet or exceed user expectations. Data users are the customers of statistical systems and are clearly the most important component of the NSS. In addition, some data users are responsible for providing resources. Therefore, it is important that users are satisfied with the scope, quality and timeliness of the data produced. Therefore, the result of these studies serves as a basis for continuous improvement and a more responsive NSS for end users.

The Harmonizing and Improving Statistics in West and Central Africa (HISWACA) Project- Sop 1 (P178497) is being prepared under the World Bank's Environment and Social Framework (ESF). Per Environmental and Social Standard ESS10 on Stakeholder Engagement and Information Disclosure, the implementing agencies should provide 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, or intimidation.



## 2 OBJECTIVE OF SEP

The overall objective of this SEP is to define a program for stakeholder engagement, including public information disclosure and consultation throughout the entire project cycle. The SEP outlines the ways in which the project team will communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, or make complaints about project activities or any activities related to the project.

The specific goals of this Stakeholder Engagement Plan (SEP) are as follows:

- Establish a systematic, inclusive and participatory approach to stakeholder engagement that will help GBoS identify stakeholders and build and maintain a constructive relationship with them, in particular project-affected parties.
- Assess the level of stakeholder interest and support for the project and to enable stakeholders' views to be considered in project design including environmental and social performance.
- 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, especially those who are vulnerable or disadvantaged.
- Ensure that appropriate project information on environmental and social risks and impacts is disclosed to stakeholders in a timely, understandable, accessible, and appropriate manner.
- Provide project-affected parties with accessible and inclusive means to raise issues and grievances and allow GBoS to respond to and manage such grievances in an ethical and confidential way whilst using a survivor-centered grievance mechanism to address SEA/SH complaints.

## 3 STAKEHOLDER IDENTIFICATION AND ANALYSIS

### 3.1 Methodology

The project will apply the following principles for stakeholder engagement to ensure effective engagement and meaningful consultations of all relevant stakeholders during the project implementation:

- **Openness and life-cycle approach:** public consultations for the project will be arranged during the project life cycle, carried out in an open manner, free of external manipulation, interference, coercion or intimidation.
- **Informed participation and feedback:** information will be provided to and widely distributed among all stakeholders in an appropriate format; opportunities will be provided for communicating stakeholders' feedback, for analyzing and addressing comments and concerns.
- **Inclusiveness and sensitivity:** stakeholder identification is undertaken to support better communication and build effective relationships. The participation process for the project is inclusive. All stakeholders at all times are encouraged to be involved in the consultation process. Equal access to information is provided to all stakeholders. Sensitivity to stakeholders' needs is the key principle underlying the selection of engagement methods. Special attention is given to vulnerable groups, especially, women, youth, elderly, children, Persons with Disabilities, displaced persons, those with underlying health issues, and the cultural sensitivities of diverse ethnic groups.
- **Flexibility:** if social distancing inhibits traditional forms of engagement, the methodology should adapt to other forms of engagement, including various forms of internet communication.

### 3.2 Affected parties and other interested parties

Keeping in mind the nature of the HISWACA-SOP1 project and its setting, the Project stakeholders include: i) regional and national government ministries, departments and agencies with mandates for statistics; ii) Local Government/national authorities; iii) Private sector; iv) Research and training institutions; v) NGOs/CSOs, including community-based organizations; vi) Institutions representing vulnerable and minority groups; vii) Statistics Financing institutions; viii) National and international NGOs, and development partners; ix) people from whom data is collected/ data providers; and x) data collectors/ surveyors/ enumerators.

Key stakeholders to be consulted include both project-affected parties and other interested parties. Project-affected Parties (PAPs) are those individuals or groups who are directly affected or likely to be affected by the project. Interested parties are those who may have an interest in the project but are not directly affected by it. Table 1 lists the stakeholder categories that will be targeted for consultation during the stakeholder consultation, explains their interest in the Project and presents whether they are deemed "Affected" parties by or "Interested" parties to the Project.

For the purposes of effective and tailored engagement, stakeholders of the HISWACA-SOP 1 will be divided into the following core categories: (i) those who commission data collection; (ii) data collectors; (iii) those from whom data is collected; and (iv) data users. Within each of these categories, identify specific sub-categories.

Table 1 List of stakeholders by category

Data collection commissioners	Data collectors	Data providers	Data users
<p>Gambia Government MDAs</p> <ul style="list-style-type: none"> <li>• Ministry of Finance and Economic Affairs</li> <li>• Gambia Bureau of Statistics</li> <li>• Ministry of Environment, Climate Change and Natural Resources</li> <li>• Ministry of Basic and Secondary Education</li> <li>• Ministry of Gender, Children and Social Welfare</li> <li>• Central Bank, The Gambia</li> <li>• Gambia Revenue Authority</li> <li>• Department of Physical Planning and Surveys</li> <li>• National Nutrition Agency</li> <li>• Ministry of Interior</li> <li>• National Population Commission Secretariat</li> <li>• Gambia Chamber of Commerce and Industry</li> <li>• Gambia Investment &amp; Export Promotion Agency</li> <li>• Ministry of Justice</li> <li>• Social Security and Housing Finance Corporation</li> <li>• Gambia Ports Authority</li> <li>• Gambia Civil Aviation Authority</li> <li>• Gambia Telecommunications Company Ltd</li> <li>• Gambia Telecommunications Cellular Company Ltd</li> <li>• National Water and Electricity Company Ltd</li> <li>• GAMPOST</li> <li>• Ministry of Agriculture</li> <li>• Ministry of Fisheries and Water Resources</li> <li>• National Disaster Management Agency</li> <li>• Ministry of Tourism</li> <li>• Ministry of Information</li> </ul>	<ul style="list-style-type: none"> <li>• The Gambia Bureau of Statistics surveyors</li> </ul>	<ul style="list-style-type: none"> <li>• Households</li> <li>• Communities</li> <li>• Businesses</li> <li>• Vulnerable groups including Women, Children, the elderly, people living with chronic illnesses and Persons with disabilities</li> <li>• GBoS</li> <li>• Gambia Public and Private Administration</li> </ul>	<ul style="list-style-type: none"> <li>• International organizations</li> <li>• Civil societies</li> <li>• University of the Gambia</li> <li>• Government</li> <li>• Non-Governmental Organizations</li> <li>• Citizens</li> <li>• National and international Research Bodies (MRC, USAID etc.)</li> </ul>

Data collection commissioners	Data collectors	Data providers	Data users
<ul style="list-style-type: none"> <li>• Ministry of Communication and Digital Economy</li> <li>• Ministry of Transport, Works and Infrastructure</li> <li>• Ministry of Trade, Industry and Employment</li> <li>• Ministry of Health</li> <li>• Public Utilities Regulatory Authority</li> <li>• Ministry of Higher Education, Research, Science &amp; Technology</li> <li>• National Accreditation and Quality Assurance Authority</li> <li>• Forum for African Women Educationalists Gambia Chapter (FAWEGAM)</li> <li>• National AIDS Secretariat</li> <li>• Local Government Authorities</li> </ul> <p>Development Partners</p> <ul style="list-style-type: none"> <li>• WB</li> <li>• ADF</li> <li>• Global Fund</li> <li>• European Union etc.</li> </ul> <p>Intergovernmental Bodies</p> <ul style="list-style-type: none"> <li>• UN Agencies</li> <li>• IFAD</li> <li>• IOM</li> <li>• FAO</li> <li>• WFP etc.</li> </ul>			

### 3.3 Disadvantaged/vulnerable individuals or groups

Vulnerability may stem from a person’s origin, sex, gender identity, sexual orientation, age, health condition, economic deficiency and financial insecurity, disadvantaged status in the community (e.g., minorities or fringe groups), or dependence on other individuals or natural resources, etc. Due to their status, they may not be adequately consulted about the project partly because of their inability to attend meetings or failure to understand the language that the meeting is being conducted in. These and other factors can combine to reduce their access to potential project benefits. This category will therefore require specific measures and/or assistance to address their vulnerability to certain risks, including SEA/SH and VAC. Table 2 presents a list of vulnerable and disadvantaged groups and individuals together with their needs as stakeholders.

Vulnerable groups within the communities affected by the Project may be added, further confirmed, and consulted through dedicated means, as appropriate.

*Table 2 Disadvantaged and Vulnerable Groups*

<b>Disadvantaged/Vulnerable Groups</b>	<b>Actions to Enhance Inclusion and Participation</b>
Women (including women head of households, widows, women farmers)	-Meet them without the presence of men during consultation so they can freely voice their opinions (focus groups)
Elderly	-Consult them to know their expectations to take them into account during project preparation and this can help the project to identify mitigation measures for potential social impact issues.
Persons with special needs (hearing, sight, physical, intellectual)	-Consult them to know their expectations to take them into account when the mitigation measures are elaborated in the implementation process
People living with chronic and acute illness.	-Consult them to know their expectations to take potential social concerns into account and this mitigation measures are elaborated in the ESMP  -Collaborate with health services to define a way to help them and monitor if these measures are really applied.
Illiterate people	-Consult them in their own language  -Explain to them what the official documents are saying and obtain their views about the project
Children and youth	-Assistance to the youth in getting job and benefiting from the Project opportunities during the implementation of the Project;  -If they are 18 years of age and have the desire to work in the project, employ them when the works start.  -Implementing measures that would  Protect the children from abuse, accident or illegal employment.  Monitor if these measures would be applied
Business owners (including local stalls, trading markets, small businesses/shops, landlords/tenants of businesses/buildings, including elderly, youth and women business owners)	-Meet them during consultation to know their concerns and expectations;  -Take them into account for the mitigation measures in the ESMP

Disadvantaged/Vulnerable Groups	Actions to Enhance Inclusion and Participation
Farmers, livestock owners, and related livelihoods dependent on natural resources and access to land in the project area	<p>-Meet them during consultation to know their social and economic concerns and expectations;</p> <p>Take them into account of good census of their assets for a fair evaluation of their needs.</p>
Ethno-linguistic and religious minorities	<p>-In addition of meeting the entire community, consult also the linguistic and religious minority to consider their concerns and expectations</p> <p>Integrate their needs in the ESMP</p>
Sex Workers	<p>Men and women are sometimes excluded from our society and system due to their lifestyle or choice of work - where they are ashamed to speak, struggle to be heard, helped or acknowledged; where they are vulnerable, forgotten, hidden, despised and ignored.</p> <p>Discuss with them to be able to know their expectations and concerns about restarting their lives away from street night work and addiction. Account for good psychological therapy to mitigate or break the challenges they might face as their lives are overshadowed by the fact that their 'sexual offences' will follow them throughout their lives.</p>

## 4 STAKEHOLDER ENGAGEMENT PROGRAM

### 4.1 Summary of Stakeholder Engagement done during Project Preparation

In January and February 2023, Consultations were conducted with relevant stakeholders. Then from 7<sup>th</sup> to 17<sup>th</sup> March 2023, regional governors were also consulted and updated on the project activities which includes the upcoming census at their respective offices’.

<i>Project-Affected Parties (PAPs)</i>	<i>Interested Parties</i>
<p><b>People living in the project area and expected to be directly impacted by the project.</b></p> <ul style="list-style-type: none"> <li>• The Gambia Market Union (Market vendors)</li> <li>• The Gambia Transport Union (Drivers)</li> <li>• Businessmen/Women</li> <li>• National Coordination Organization for Farmers Association, The Gambia</li> <li>• Platform of Non-State Actors in Fisheries and Aqua culture in The Gambia, PONSAFAG</li> <li>• Alkalos of Villages</li> <li>• Village Development Committee Members</li> <li>• Supreme Islamic Council</li> <li>• Gambia Christian Council</li> </ul> <p>For the Renovation of GBoS Building;</p> <ul style="list-style-type: none"> <li>• Gambia Teachers' Union</li> <li>• Cooperative Credit Union</li> <li>• West African International School (Primary)</li> <li>• National Audit Office</li> <li>• Gambia Revenue Authority (Kanifing Branch)</li> </ul>	<p><b>Key Government Agencies and Ministries (National):</b></p> <ul style="list-style-type: none"> <li>• Ministry of Environment Climate Change and Natural resources <ul style="list-style-type: none"> <li>○ Department of Forestry</li> <li>○ National Environmental Agency (NEA)</li> </ul> </li> <li>• Ministry of Finance</li> <li>• Central Bank, The Gambia</li> <li>• Gambia Revenue Authority</li> <li>• Department of Physical Planning and Surveys</li> <li>• National Nutrition Agency</li> <li>• Ministry of Interior <ul style="list-style-type: none"> <li>○ The Gambia Police Force</li> <li>○ Immigration Department</li> <li>○ Prisons Department</li> <li>○ Gambia Fire and Rescue Services</li> </ul> </li> <li>• The United Nations Population Fund's assistance</li> <li>• National Population Commission Secretariat</li> <li>• Gambia Chamber of Commerce and Industry</li> <li>• The Gambia Investment &amp; Export Promotion Agency</li> <li>• Ministry of Justice <ul style="list-style-type: none"> <li>○ Registrar of Businesses</li> </ul> </li> <li>• Social Security and Housing Finance Corporation</li> <li>• Gambia Ports Authority</li> <li>• Gambia Civil Aviation Authority</li> <li>• Gambia Telecommunications Company Ltd</li> <li>• Gambia Telecommunications Cellular Company Ltd</li> <li>• National Water and Electricity Company Ltd (NAWEC)</li> <li>• GAMPOST</li> <li>• Ministry of Agriculture <ul style="list-style-type: none"> <li>○ Department of Planning</li> </ul> </li> <li>• Ministry of Fisheries and Water Resources <ul style="list-style-type: none"> <li>○ Department of Fisheries</li> <li>○ Department of Water Resources</li> </ul> </li> <li>• National Disaster Management Agency</li> <li>• Ministry of Tourism <ul style="list-style-type: none"> <li>○ Gambia Tourism Board</li> </ul> </li> </ul>

- Ministry of Information
- Ministry of Communication and Digital Economy
- Ministry of Transport, Works and Infrastructure
- Ministry of Trade, Industry and Employment
- Ministry of Health
  - Planning Unit
- Ministry of Basic and Secondary Education
  - Planning Directorate
- Public Utilities Regulatory Authority
- Ministry of Higher Education, Research, Science & Technology
  - Planning Directorate
- National Accreditation and Quality Assurance Authority
- Ministry of Gender, Children and Social Welfare
  - Child Welfare Unit
  - Women’s Bureau
  - Department of Social Welfare
    - Gambia Federation of the Disabled
      1. The Gambia Organization of the Visually Impaired
      2. Association of Gambia Albinos
      3. Gambia Association of Physically Disabled
      4. Serrekunda Ward Association of Differently abled
      5. National Union of Disabled Youth
      6. The Gambia Association of the Deaf and Hard of Hearing
      7. Organization for Social Development Inclusion for Persons with Disabilities
      8. Gambia National Paralympics Committee
      9. Association of Physically Disabled - LRR
      10. “Ku Kunta Mento Kafoo” - Physically challenged and visually impaired, CRR North
      11. North Bank Disables
      12. Rural Support Organization for Disabled, URR
      13. Gambia Amputee Association
      14. Association of Mentally Disabled Gambia
      15. Gambia Organization of Learning Difficulties
      16. Association of the Physically Challenged Gambia, WCR
      17. National Organization for Disabled and Orphans
      18. START NOW – Organization for Technology assistance/training to visually impaired.
      19. Autism Organization, WCR
- Forum for African Women Educationalists Gambia Chapter
- National AIDS Secretariat

**Key Government and Agencies (Local Authorities):**



- Office of The Governors
  1. West Coast Region (WCR)
  2. North Bank Region (NBR)
  3. Lower River Region (LRR)
  4. Central River Region (CRR)
  5. Upper River Region (URR)
  
- Administrative Area Councils
  1. Banjul City Council (3) - Sampled 2 households
  2. Kanifing Municipal Council (1) - Sampled 2 households
  3. Brikama Area Council
  4. Mansakonko Area Council
  5. Kerewan Area Council
  6. Jangjangbureh Area Council
  7. Kuntaur Area Council
  8. Basse Area Council
  
- District Chiefs
  - Brikama (78 households sampled)
    1. Foni Bintang-Karenai (52) – Sampled 12 households
    2. Foni Bondali (33) - Sampled 8 households
    3. Foni Brefet (14) - Sampled 4 households
    4. Foni Jarrol (22) - Sampled 6 households
    5. Foni Kansala (48) - Sampled 10 households
    6. Kombo Central (55) - Sampled 12 households
    7. Kombo East (38) - Sampled 8 households
    8. Kombo North (39) - Sampled 8 households
    9. Kombo South (50) - Sampled 10 households
  
  - Kerewan (70 households sampled)
    1. Central Baddibu (34) - Sampled 8 households
    2. Illiasa (59) - Sampled 12 households
    3. Jokadu (40) - Sampled 8 households
    4. Lower Baddibu (25) - Sampled 6 households
    5. Lower Niumi (67) - Sampled 14 households
    6. Sabach Sanjal (57) - Sampled 12 households
    7. Upper Niumi (50) - Sampled 10 households
  
  - Mansakonko (36 households sampled)
    1. Jarra Central (25) - Sampled 6 households
    2. Jarra East (30) - Sampled 6 households
    3. Jarra West (21) - Sampled 6 households
    4. Kiang Central (23) - Sampled 6 households
    5. Kiang East (18) - Sampled 4 households
    6. Kiang West (35) - Sampled 8 households
  
  - Kuntaur (76 households sampled)
    1. Lower Saloum (61) - Sampled 14 households
    2. Niani (91) - Sampled 20 households
    3. Nianija (33) - Sampled 8 households
    4. Sami (76) - Sampled 16 households

	<p>5. Upper Saloum (81) - Sampled 18 households</p> <ul style="list-style-type: none"> <li>• Janjangbureh (72 households sampled) <ol style="list-style-type: none"> <li>1. Lower Fuladu West (76) - Sampled 16 households</li> <li>2. Janjanbureh (1) - Sampled 2 households</li> <li>3. Niamina Dankunku (27) - Sampled 6 households</li> <li>4. Niamina East (52) - Sampled 12 households</li> <li>5. Niamina West (34) - Sampled 8 households</li> <li>6. Upper Fuladu West (132) - Sampled 28 households</li> </ol> </li> <li>• Basse (78 households sampled) <ol style="list-style-type: none"> <li>1. Basse Fulladu East (37) - Sampled 8 households</li> <li>2. Jimara (88) - Sampled 18 households</li> <li>3. Kantora (50) - Sampled 10 households</li> <li>4. Sandu (57) - Sampled 12 households</li> <li>5. Tumana (50) - Sampled 10 households</li> <li>6. Wuli East (41) - Sampled 10 households</li> <li>7. Wuli West (46) - Sampled 10 households</li> </ol> </li> </ul>
	<p><u>NGOs:</u></p> <ul style="list-style-type: none"> <li>• The Association of Non-Governmental Organizations of the Gambia (TANGO the umbrella of all NGO in the Gambia) <ul style="list-style-type: none"> <li>➤ Network Against Gender Based Violence</li> </ul> </li> </ul> <p><u>Local Organizations</u></p> <ul style="list-style-type: none"> <li>• Women's associations</li> <li>• Youth Associations</li> <li>• Regional Mothers' Club Associations <ul style="list-style-type: none"> <li>○ Region1</li> <li>○ Region 2</li> <li>○ Region 3</li> <li>○ Region 4</li> <li>○ Region 5N</li> <li>○ Region 5S</li> <li>○ Region 6</li> </ul> </li> <li>• Livestock Association</li> </ul>

Meeting the governor in each region was key as it helped the consultants to get access to all District chiefs in all regions and this served as an entry point to reach households at the community level, where a sample of head of households was selected and interviewed based on indicators so that the consultation can be representative.

In every community visited, the consultants met with Project Affected People and started by presenting the objectives of the project and then the benefits expected from the population census. After the presentation, the community representatives were given ample opportunity to voice their concerns and raise questions about the project and other GBoS activities. However, In the process of undertaking community consultations, it was discovered that in previous non-World Bank funded projects which are similar, either consultations were not carried out, people were not aware of the benefit of a project, or some were socially excluded during implementation. Due to these concerns, there is minimal confidence from communities to participate in this project.

This approach helped to:

- Apply a technical, inclusive and culturally appropriate approach to meaningful consultation and disclosure;
- Create an atmosphere of understanding and trust, and accountable, transparent and inclusive decision-making.
- Identify Project-affected people (PAPs) and other stakeholders and consulted in a timely manner, and that these groups are provided sufficient opportunity to voice their opinions and concerns that may influence Project decisions.
- conduct sampling of households in each district, where the selection was based on the number of communities in each district. Districts with;
  - 1      ↔ 10 Communities, Sample 2 households
  - 11     ↔ 20 Communities, Sample 4 households
  - 21     ↔ 30 Communities, Sample 6 households
  - 31     ↔ 40 Communities, Sample 8 households
  - 41     ↔ 50 Communities, Sample 10 households etc.

The following indicators were used to select households for sampling.

- Poverty
- Widow headed households.
- Person (s) with Special needs
- Elderly (70 years upwards)
- Border community
- Living near the Sea (Fishermen)
- Migrant community (Nomads)
- Community with caste system
- Farming community
- Household with travelling partners/children.

### Information Dissemination Methods

The methodology is to disclose information about the project to all communities in The Gambia. The communication should take into consideration the different ways (traditional and modern) to target, inform and sensitize all affected parties.

#### Households Consulted For the upcoming Census Exercise

A sample of households in different communities in each district (44 districts in total) in the 6 Regions of the Country were consulted using the formula below. Please find below table 4 showing the parties consulted in each of the districts.

*Table 3 Consulted Parties during Household Sampling*

District	Number of Communities	Region (Administrative Area) / Consulted parties	Date of consultation
		Banjul (Greater Banjul Area)	

District	Number of Communities	Region (Administrative Area) / Consulted parties	Date of consultation
Banjul	1	A sample of 2 households	17/04/2023
Kanifing	18	A sample of 4 households	17/04/2023
		<b>West Coast Region (Brikama Area)</b>	
Kombo Central	55	Chief, Alkalos, a sample of 12 households, women groups and youths	18/03/2023
Kombo East	38	Chief, Alkalos, a sample of 8 households, women groups and youths	18/03/2023
Kombo North	39	Chief, Alkalos, a sample of 8 households, women groups and youths	17/03/2023
Kombo South	50	Chief, Alkalos, a sample of 10 households, women in the fishing industry and youths	19/03/2023
Foni Bondali	33	Chief, Alkalos, a sample of 8 households, women in the and youths	16/03/2023
Foni Kansala	48	Chief, Alkalos, a sample of 10 households, women in the fishing industry and youths	7/03/2023
Foni Jarrol	22	Chief, Alkalos, a sample of 6 households, women in the fishing industry and youths	18/03/2023
Foni Brefet	14	Chief, Alkalos, a sample of 4 households, elderly persons and youths	09/03/2023
Foni Bintang Karenai	43	Chief, Alkalos, a sample of 10 households, fishermen women groups and youths	18/03/2023
		<b>North Bank Region (Kerewan Area)</b>	
Central Baddibou	34	Chief, Alkalos, a sample of 8 households, farmers and youths	13/03/2023
Jokadou	40	Chief, Alkalos, a sample of 8 households, elderly persons, farmers and youths	14/03/2023
Illiasa	59	Chief, Alkalos, a sample of 12 households, elderly persons, Special needs and youths	14/03/2023
Lower Baddibu	25	Chief, Alkalos, a sample of 6 households, women groups and youths	13/03/2023

District	Number of Communities	Region (Administrative Area) / Consulted parties	Date of consultation
Lower Nuimi	67	Chief, Alkalos, a sample of 14 households, women groups and youths	15/03/2023
Sabach Sanjal	57	Chief, Alkalos, a sample of 12 households, women groups and youths	11/01/2023
Upper Niimi	50	Chief, Alkalos, a sample of 10 households, farmers, women groups and youths	15/03/2023
		<b>Lower River Region (Mansakonko Area)</b>	
Jarra Central	25	Chief, Alkalos, a sample of 6 households, women groups and youths	17/03/2023
Jarra East	30	Chief, Alkalos, a sample of 6 households, women groups and youths	17/03/2023
Jarra West	21	Chief, Alkalos, a sample of 6 households, women groups and youths	18/03/2023
Kiang Central	23	Chief, Alkalos, a sample of 6 households, women groups and youths	18/03/2023
Kiang East	18	Chief, Alkalos, a sample of 4 households, women groups and youths	18/03/2023
Kiang West	35	Chief, Alkalos, a sample of 8 households, women groups and youths	18/03/2023
		<b>Central River Region (Kuntaur Area)</b>	
Lower Saloum	61	Chief, Alkalos, a sample of 14 households, women groups and youths	11/03/2023
Niani	91	Chief, Alkalos, a sample of 20 households, Farmers, women groups and youths	08/03/2023
Nianija	33	Chief, Alkalos, a sample of 8 households, women groups and youths	08/03/2023
Sami	76	Chief, Alkalos, a sample of 16 households, women groups and youths	09/03/2023
Upper Saloum	81	Chief, Alkalos, a sample of 18 households, women groups and youths	11/03/2023
		<b>Central River Region (Janjangbureh Area)</b>	

District	Number of Communities	Region (Administrative Area) / Consulted parties	Date of consultation
Lower Fulladou West	75	Chief, Alkalos, a sample of 16 households, women groups and youths	12/03/2023
Janjangbureh	1	Chief, Alkalos, a sample of 2 households, women groups and youths	13/03/2023
Niamina Dankunku	27	Chief, Alkalos, a sample of 6 households, women groups and youths	11/03/2023
Niamina East	47	Chief, Alkalos, a sample of 10 households, women groups and youths	12/03/2023
Niamina West	34	Chief, Alkalos, a sample of 8 households, women groups and youths	11/03/2023
Upper Fulladou West	135	Chief, Alkalos, a sample of 28 households, women groups and youths	9/03/2023
		<b>Upper River Region (Basse Area)</b>	
Fulladu East (Basse)	37	Chief, Alkalos, a sample of 8 households, Special needs and youths	15/03/2023
Jimara	87	Chief, Alkalos, a sample of 18 households, Specialist needs and youths.	15/03/2023
Kantora	48	Chief, Alkalos, a sample of migrant 10 households, migrate women groups and youths.	14/03/2023
Sandu	57	Chief, Alkalos, a sample of 12 households, women groups, Special needs and youths	16/03/2023
Tumana	50	Chief, Alkalos, a sample of 10 households, women groups and youths	16/03/2023
Wuli East	40	Chief, Alkalos, a sample of 10 households, women groups and youths	14/03/2023
Wuli West	46	Chief, Alkalos, a sample of 10 households, Specialist needs people and youths	14/03/2023

### **Summary of Concerns raised during Stakeholder Engagement Activities**

Below is a summary of concerns from both interested and affected parties of the Project. Annex 1 and 2 presents the detailed consultation notes from the main stakeholders and the affected parties.

## **Concerns from Main Stakeholders (Interested Parties)**

### Communication barrier

There is no proper coordination between GBoS and relevant stakeholders; Most Ministries, Departments and Agencies don't know about the Management Information Systems for statistics. So Administrative data are always left lying and not keyed in.

At the internal level of the MDAs, internal bureaucracy and the absence of data dissemination policies are the reasons why GBoS collaborators are not sometimes willing to share information, and this will continue to give stakeholders limited access to standardized data if not taken into consideration.

Ultimately, GBoS sometimes face challenges in coordination in terms of statistical production.

### Weak collaboration

Local Government Authorities indicated that data collectors are not sensitive to people's needs. There is a gap between the data collectors and the PAPs according to the Authorities consulted at Regional and District level. This can determine our development agenda stated by a concerned participant.

### Inadequate training, supervision and sensitization

During the past census, some enumerators did not understand the questionnaire as it was cumbersome, and the training offered after recruitment was insubstantial. Monitoring and supervision were not carried out effectively as there were no set requirements for the supervisor role. Selection was made out of the enumerators who were interested to supervise. Adequate sensitization was not conducted by GBoS, and this coupled with the reasons stated above make it difficult to have accurate data indicated by most participants from interested parties of government agencies.

### Limited social inclusion

Women structures are not included to participate and take the lead for women mobilization during census exercises. Also, during administering questionnaires, some women are sidelined because they are busy with household chores etc. or patriarchal issues.

Disability indicators (dis-aggregated data) are not featured in censuses, and this make the system to encourage discrimination or stigma of Persons with disability during census. This was a concern from both Government interested parties and civil society organizations.

Persons with mental health issues tend to be left out during census as their family members might forget to count them during household surveys and national head count especially if they have left home and are out roaming the streets for years.

Some female sex workers might be double counted or not counted at all; because they probably live in motels where data collectors might not want to go due to frown by society as a bad place or data collectors might visit and count them when they are already counted by their family members who live away from them.

### Potential impact of SEA/SH

Enumerators can take advantage of the vulnerability of some people at community level especially when data collectors might stay in communities for long depending on how large the coverage is. This

can lead to sexual exploitation, abuse, and violence within the host family or even rivalry between friends or neighbors, because some girls may want to be in love with them so they can have the opportunity to marry and return with them to the urban area where they perceive as greener pastures.

### **Concerns from Project Affected People (Households) on the Upcoming Census**

Project Affected People raised numerous concerns in relations to the way Enumerators work during project implementation. Few are listed below:

- Some census teams reject offers from Alkalos to send them round the village alongside representatives who can locate household heads who are not at home at the time of visit and make sure they cover the entire community.
- There is tendency that the enumerator might not be patient enough to listen to the elderly as they are slow to understand questions and even speech takes time.
- Enumerators do not sometimes return to households where the head is not at home at the time of visit so the family might not be counted.
- No information on the reason or importance and use of the data collected. Enumerators just say they are here to count people for the government indicated by a concerned participant.
- Household heads who are fishermen might be skipped if enumerator is not willing to come back for the right information when they are at sea. A man attested that, as a fisherman and head of his household, he has never known that census has been happening as he is always at sea and is mostly back after the exercise has ended.
- Some individuals stated that, due to poverty, they are mostly at the farms during the day and during the rainy season, everybody goes to the farm. There is a high tendency that a whole community might be skipped during census visit if a schedule of the census exercise is not sent early enough for Alkalos to make available community members.
- Lack of involvement of the local authorities (Governor's offices, Chiefs and Alkalos) during the sensitization and implementation of censuses activities as this can eliminate most of these challenges.
- Limited social inclusion (Elderly persons, widows, people with special needs, vulnerable and disadvantage people) at community level yields inaccurate data as some of these people are not always captured.
- Communities around the border areas of Casamance might be left out due to instability caused by conflict with rebels. Those around other parts of the country expressed concern of having some members of their communities left out as Census teams rely on GIS gadgets to know size of communities and these sometimes do not give a true reflection of all the compounds in the villages.
- In some communities, nomads (mostly the Fula tribe) do travel to the bush with their animals for months in search of fresh grass to graze on. Sometimes they go with their families and other times, they go alone. In their absence, their households might be skipped as they will not be counted in the bush.
- Some communities still practice the caste system and those families deemed as slaves in the community might be missed, especially if they are not at home during the exercise.
- There are youths who travel to other communities in search of work and do return home to check on family in between jobs. These youths are mostly skipped as enumerators refuse to



count them at their family homes and they are usually not counted in the communities where they work as they are not citizens there.

- Limited education on the part of some enumerators made it difficult to administer the questionnaire as recruitment was based on choice and not competitive with set qualifications.
- Cultural Norms with regards to certain questions (like how many children or animals do you have?) are frowned upon in society and sometimes true answers are not given especially if enumerators ask the question directly.

## 4.2 Summary of Project Stakeholder Needs and Methods, Tools, and Techniques for Stakeholder Engagement

### Proposed strategy for consultation

**Consultation during COVID-19:** The Project will explore various options for engaging stakeholders in this challenging environment of COVID-19. An important guidance on communications and stakeholder engagement that the Project will rely on is the World Health Organization's (WHO) "COVID-19 Strategic Preparedness and Response Plan: Operational Planning Guidelines to Support Country Preparedness and Response" (2020) as well as the national guidelines for preventing the spread of COVID-19. It will also take account of the World Bank's "Technical Note: Public Consultations and Stakeholder Engagement in WB-supported operations when there are constraints on conducting public meetings" (March 20, 2020). Table 5 states the detailed strategy for consultation for all stakeholders during project implementation. In line with the above guidelines, different engagement methods are proposed, and they cover different needs of the stakeholders as indicated below:

- In person consultation meetings and interviews with small groups (including with personal protective equipment if required)
- Focus group meetings with limited number of participants
- One-on-one interviews
- Public notices and press releases (including in local and national newspapers, radio (national, local/community radio) TV, billboards, mosque and church announcements, village squares, local markets, Alkalos, and VDCs)
- Posters
- Brochures / Leaflets
- Information and graphic displays (including pictorial infographics)
- The Gambia bureau of Statistics website outlet:  
<https://www.accessgambia.com/extra/gambia-bureau-of-statistics-gbos.html>
- **Social media:**
  - **Facebook:** <https://www.facebook.com/GambiaBureauofStatistics>
  - **Twitter:** <https://twitter.com/GambiaBureauofStatistics>
- **The Gambia Bureau of Statistics site:** <https://www.gbosdata.org/>
- Telephone interview
- Text messages
- Letters and email
- Social media e.g., WhatsApp, Facebook
- Informal community meetings/Village Development Committees (VDCs)/local chiefs

- Consultations with vulnerable groups including people with disabilities, the elderly, women and girls.<sup>1</sup>

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<sup>1</sup> *Women and girls will be consulted in safe and enabling environments, with female facilitators leading the group discussions. Consultations will be organized by age range to allow younger and older women and girls to be consulted separately as a means of encouraging open sharing for different age groups. Those consultations will be guided to learn about general trends and factors affecting the risk of violence or abuse for women and children, but they will never include questions about individual experience of violence or intend to interview survivors.*

Table 4 Proposed strategy for consultation

Stakeholder Group(s)	Role/interest in project	Level of Influence	Methods of Consultation and Engagement	Responsibility
<b>Data Collection Commissioners</b>				
Gambia Government	Sponsors data collection	High	<ul style="list-style-type: none"> <li>• Formal meetings</li> <li>• emails</li> <li>• phone calls</li> <li>• workshops</li> <li>• focus group discussions</li> </ul>	PIU, Ministry of Finance
Development Partners (WB, IDA, EU etc.)	Sponsor data collection	High	<ul style="list-style-type: none"> <li>• Formal meetings</li> <li>• emails</li> <li>• phone calls</li> <li>• workshops</li> <li>• focus group discussions</li> </ul>	PIU, Ministry of Finance
Intergovernmental Bodies ( UN Agencies, UNHCR, IFAD, FAO, IOM etc.)	Sponsor data collection	High	<ul style="list-style-type: none"> <li>• Formal meetings</li> <li>• emails</li> <li>• phone calls</li> <li>• workshops</li> <li>• focus group discussions</li> </ul>	PIU, Ministry of Finance
<b>Data Collectors</b>				
GBoS PIU	Organize data collection	High	<ul style="list-style-type: none"> <li>• Formal meetings</li> <li>• emails</li> <li>• phone calls</li> </ul>	PIU, Ministry of Finance

Stakeholder Group(s)	Role/interest in project	Level of Influence	Methods of Consultation and Engagement	Responsibility
			<ul style="list-style-type: none"> <li>• workshops</li> <li>• focus group discussions</li> </ul>	
GBoS	Organize data collection	High	<ul style="list-style-type: none"> <li>• Formal meetings</li> <li>• emails</li> <li>• phone calls</li> <li>• workshops</li> <li>• focus group discussions</li> </ul>	PIU, Ministry of Finance
GBoS Enumerators	Collect field data	Medium	<ul style="list-style-type: none"> <li>• Formal meetings</li> <li>• emails</li> <li>• phone calls</li> <li>• workshops</li> <li>• focus group discussions</li> </ul>	PIU, Ministry of Finance
<b>Data Providers</b>				
Gambian Households and Communities	Provide information / data for project	Medium	<ul style="list-style-type: none"> <li>• community fora,</li> <li>• radio/TV</li> <li>• discussions</li> <li>• meetings and consultation</li> <li>• informal community meetings/ Village Development Committees (VDCs)/</li> <li>• Governors and chiefs</li> <li>• town/village Crier and</li> </ul>	PIU, Ministry of Finance

Stakeholder Group(s)	Role/interest in project	Level of Influence	Methods of Consultation and Engagement	Responsibility
			<ul style="list-style-type: none"> <li>• religious institutions (i.e., mosques, churches)</li> <li>• meetings to be conducted in local languages</li> </ul>	
Vulnerable Groups in The Gambia	Provide information / data for project	Medium	<ul style="list-style-type: none"> <li>• community fora,</li> <li>• radio/TV</li> <li>• discussions</li> <li>• meetings and consultation</li> <li>• informal community meetings/ Village Development Committees (VDCs)/</li> <li>• Governors and chiefs</li> <li>• town/village Crier and</li> <li>• religious institutions (i.e., mosques, churches)</li> <li>• meetings to be conducted in local languages</li> </ul>	PIU, Ministry of Finance
Gambian Businesses	Provide information / data for project	Medium	<ul style="list-style-type: none"> <li>• Formal meetings</li> <li>• phone calls</li> <li>• emails</li> <li>• community fora</li> <li>• radio/TV</li> <li>• discussions</li> <li>• meetings and consultation</li> <li>• meetings to be conducted in local languages when necessary</li> </ul>	PIU, Ministry of Finance

Stakeholder Group(s)	Role/interest in project	Level of Influence	Methods of Consultation and Engagement	Responsibility
Gambia Bureau of Statistics	Provide information / data for project	Medium	<ul style="list-style-type: none"> <li>• Formal meetings</li> <li>• phone calls</li> <li>• emails</li> <li>• community fora</li> <li>• radio/TV</li> <li>• discussions</li> <li>• meetings and consultation</li> </ul>	PIU, Ministry of Finance
Gambia Public and Private Administration	Provide information / data for project	Medium	<ul style="list-style-type: none"> <li>• Formal meetings</li> <li>• phone calls</li> <li>• emails</li> <li>• community fora</li> <li>• radio/TV</li> <li>• discussions</li> <li>• meetings and consultation</li> </ul>	PIU, Ministry of Finance
<b>Data users</b>				
University of The Gambia	Use data for multiple purposes	<b>Low</b>	<ul style="list-style-type: none"> <li>• Formal meetings</li> <li>• emails</li> <li>• phone calls</li> <li>• workshops</li> <li>• focus group discussions</li> </ul>	PIU, Ministry of Finance
National and international Research Bodies (MRC, USAID etc.)	Use data for multiple purposes	<b>Low</b>	<ul style="list-style-type: none"> <li>• Formal meetings</li> <li>• emails</li> </ul>	PIU, Ministry of Finance

Stakeholder Group(s)	Role/interest in project	Level of Influence	Methods of Consultation and Engagement	Responsibility
			<ul style="list-style-type: none"> <li>• phone calls</li> <li>• workshops</li> <li>• focus group discussions</li> </ul>	
International Institutions (WB, Global Fund, EU etc.)	Use data for development programs of project	<b>Low</b>	<ul style="list-style-type: none"> <li>• Formal meetings</li> <li>• emails</li> <li>• phone calls</li> <li>• workshops</li> <li>• focus group discussions</li> </ul>	PIU, Ministry of Finance

### 4.3 Stakeholder Engagement Plan

#### **Proposed strategy for information disclosure**

The disclosure and consultation activities will be designed in line with the following key principles:

- Consultations must be widely publicized particularly among the project affected stakeholders/ communities, preferably a week prior to any meeting or engagements.
- Ensure non-technical information summary is accessible prior to any event to ensure that people are informed of the assessment and conclusions before scheduled meetings.
- Location and timing of meetings must be designed to maximize stakeholder participation and availability.
- Information presented must be clear, and non-technical, and presented in all appropriate local languages where necessary.
- Consultations must consider accessibility of vulnerable groups (such as the elderly, persons with disabilities, literacy levels, language, language, access to information technology, etc.) and must therefore ensure the format and platforms for consultation facilitate inclusive and participatory engagement.
- Engagements must be facilitated in ways that allow stakeholders to raise their views and concerns in a way which stakeholders feel safe to freely express their views without fear of reprisal.
- Issues raised must be addressed and feedback provided to participants either during the consultation or if further information is needed to be obtained, at a subsequent meeting and communicated to stakeholders when feedback is to be expected

The table below describes how information will be shared and disclosed upon consultation with the stakeholders.

*Table 5 Proposed Strategy for information disclosure*

<b>List of information/ Documents to be Disclosed</b>	<b>Target Stakeholder</b>	<b>Method to be used</b>	<b>Timing of Consultation / Disclosure</b>	<b>Responsibility</b>
PAD, POM, ESCP, GM, SEF, U-LMPF, U-ESMF, Security Management Framework, SEA/SH Action Plan, Schedule for data collection, purpose of data collection, confidentiality protocols	Data collections commissioners, Data collectors, Data providers, Data users, people who are going to be tested for HIV prevalence	Newspaper, Website, Online and ICT enabled, Radio, Community Meetings	During Project implementation	PIU
PAD, POM, ESCP, GM, SEF, U-LMPF, SEA/SH Action Plan, TOR, RFQ, ESMP,	Data collections commissioners, Data collectors, Data providers, Data users,	Newspaper, Website,	Before commencements of rehabilitation works	PIU



<b>List of information/ Documents to be Disclosed</b>	<b>Target Stakeholder</b>	<b>Method to be used</b>	<b>Timing of Consultation / Disclosure</b>	<b>Responsibility</b>
Contractor Code of Conduct, Schedule for data collection, purpose of data collection, confidentiality protocols	people who are going to be tested for HIV prevalence	Online and ICT enabled, Radio, Community Meetings	Throughout project implementation	
Lessons Learning Sessions, Sustainability, confidentiality protocols	Data collections commissioners, Data collectors, Data providers, Data users, people who are going to be tested for HIV prevalence	Newspaper, Website, Online and ICT enabled, Radio, Community Meetings	One month after project effectiveness  Throughout project implementation	PIU
Rehabilitation works, office furniture and equipment	Data collections commissioners, Data collectors, Data providers, Data users	Newspaper, Website, Online and ICT enabled, Radio, Community Meetings	Before commencement of rehabilitation works  Throughout project implementation	PIU

## Engagement with Vulnerable Groups and Individuals

It is very important to understand project impacts and whether they may disproportionately affect disadvantaged or vulnerable individuals or groups, who often do not have a voice to express their concerns or understand the impacts of a project. The details of strategies that will be adopted to effectively engage and communicate to vulnerable groups shown in table 6 will be considered during project implementation<sup>2</sup>. Similarly, women and girls, for instance, should be independently consulted in safe and enabling environments and grouped by age ranges with female facilitators leading the group discussions, especially in the case of SEA/SH risk. It is also recommended to closely work with CSOs (e.g., Network Against Gender Based Violence, the umbrella body of all CSOs) specialized in working with vulnerable groups so that the right approach will be taken to incorporate their views and concerns. The Gambia Federation for the Disabled (GFD) is the national body which encompasses all forms of disability organizations, so it is imperative to work with them in order to obtain optimum inclusiveness.

The following will therefore inform the SEP's approach to engaging vulnerable groups so they can meaningfully participate in the project:

- Identify vulnerable or disadvantaged individuals or groups and the limitations they may have in participating and/or in understanding the project information or participating in the consultation process.
- An appreciation and understanding of the factors that might prevent disadvantaged individuals or groups from participating in planned processes or activities. For example, language differences, internet penetration and accessibility, lack of transportation to events, accessibility of venues, disability, lack of understanding of a consultation process, schedules of different audiences including women who may be too busy to participate, may all serve as impediments to their participation.
- Recognition of how disadvantaged and vulnerable persons normally get information about the community, project's activities.
- Identifying limitations about time of day or location for public consultation, and what can be done to address such limitations and enhance their participation.
- Identifying the additional support or resources that might be needed to enable disadvantaged and vulnerable people to participate in the consultation process. This might include providing translation into local languages, sign language, large print or braille information; choosing accessible venues for events; having small, focused meetings where vulnerable stakeholders are more comfortable asking questions or raising concerns.

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<sup>2</sup> Examples may include (i) **women**: ensure that community engagement teams are gender-balanced and promote women's leadership within these, design in-person surveys and other engagement activities so that women in unpaid care work can participate; consider provisions for childcare, transport, and safety for any in-person community engagement activities; (ii) **Elderly** and people with existing medical conditions: (a) develop information on specific needs and explain why they are at more risk & what measures to take to factor them during the Census exercise; (b) health status: target family members, health care providers and caregivers; (iii) **People with disabilities**: provide information in accessible formats, like braille, large print; offer multiple forms of communication, such as text captioning or signed videos, text captioning for hearing impaired; and (iv) **Children**: design information and communication materials in a child-friendly manner & provide parents with knowledge on the importance to protect their Children from Child Labour and VAC; and (v) **Widows**: develop safeguard measures against power influence which they are at risk of during Census exercise.

Table 6: Strategies for engaging with vulnerable project stakeholders

Stakeholder group	Key characteristics	Language needs	Preferred notification means	Specific needs
Persons with disabilities	<p>Persons with disability are usually excluded and may have a number of impairments including:</p> <ul style="list-style-type: none"> <li>• Mobility</li> <li>• Hearing</li> <li>• Vision</li> <li>• Speaking</li> <li>• Inability to read and write</li> <li>• Susceptible to SEA/SH</li> </ul>	English and Local languages	<ul style="list-style-type: none"> <li>• Written information</li> <li>• Radio</li> <li>• Letter</li> <li>• Word-of-mouth</li> <li>• Town/Village Crier</li> <li>• Religious leaders</li> <li>• Local leaders/Village Development Committees/Chiefs</li> </ul>	<ul style="list-style-type: none"> <li>• Accessibility to meeting venues</li> <li>• Interpreter(s)</li> <li>• Sign language interpreters</li> <li>• Braille</li> <li>• Use of pictorial/infographics</li> <li>• Daytime meetings</li> <li>• Large print</li> <li>• Extra lighting</li> </ul>
Elderly persons	<p>Elderly persons may have several factors impeding their participation including:</p> <ul style="list-style-type: none"> <li>• Mobility problems</li> <li>• Hearing impairment</li> <li>• Inability to read and write English</li> <li>• Vision impairment</li> <li>• Low literacy level</li> </ul>	English and Local languages	<ul style="list-style-type: none"> <li>• Written information</li> <li>• Radio</li> <li>• Word-of-mouth</li> <li>• Town/Village Crier/Chiefs/VDCs</li> <li>• Religious institutions</li> </ul>	<ul style="list-style-type: none"> <li>• Accessibility to meeting venues;</li> <li>• Interpreter(s)</li> <li>• Daytime meetings</li> <li>• Central meeting places in community</li> <li>• Use of graphics</li> <li>• Large print</li> </ul>
Women	<ul style="list-style-type: none"> <li>• Low literacy levels</li> <li>• Disempowered and voiceless</li> <li>• Housekeepers</li> <li>• Sex workers</li> <li>• Petty traders</li> <li>• Susceptible to SEA/SH</li> <li>• Linguistic minorities</li> <li>• Informal workers</li> </ul>	English and Local languages	<ul style="list-style-type: none"> <li>• Written information</li> <li>• Radio</li> <li>• Word-of-mouth</li> <li>• Town/Village Crier</li> <li>• VDC/Chiefs</li> <li>• Religious institutions</li> </ul>	<ul style="list-style-type: none"> <li>• Separate, but public meetings from men</li> <li>• Effective facilitation in joint meetings with men</li> <li>• Day time meetings(when they are notworking in the home or in outside work)</li> <li>• Organize meeting close to their businesses/homes/communities</li> <li>• Interpreter(s)</li> </ul>

Stakeholder group	Key characteristics	Language needs	Preferred notification means	Specific needs
	<ul style="list-style-type: none"> <li>Landless/lease farmland for livelihoods</li> <li>Lack access to information technology (including computers, mobile phones/lack of access to credit to use phones)</li> </ul>			
Youth (male and female)	<ul style="list-style-type: none"> <li>Mostly unemployed</li> <li>Disempowered and voiceless</li> <li>Susceptible to GBV/SEA/SH (especially female)</li> <li>Low literacy</li> <li>Sex workers and opportunistic tourist workers</li> </ul>	English and Local languages	<ul style="list-style-type: none"> <li>Written information</li> <li>Radio</li> <li>Word-of-mouth</li> <li>Town/Village Crier</li> </ul>	<ul style="list-style-type: none"> <li>Separate, but public meetings from male adults</li> <li>Effective facilitation in joint meetings with male adults</li> <li>Day time meetings</li> <li>Central meeting places in communities</li> <li>Interpreter(s)</li> </ul>
Illiterate persons	<ul style="list-style-type: none"> <li>Mostly unemployed</li> <li>Illiterate</li> <li>Disempowered and voiceless</li> </ul>	English and Local languages	<ul style="list-style-type: none"> <li>Radio</li> <li>Word-of-mouth</li> <li>Town/Village Crier</li> <li>Religious institutions</li> <li>VDCs/chiefs</li> </ul>	<ul style="list-style-type: none"> <li>Effective facilitation in joint meetings with the literate</li> <li>Day time meetings</li> <li>Central meeting places in communities</li> <li>Interpreter(s)</li> <li>Use of graphics/pictorial infographic</li> </ul>
Migrant laborers	<ul style="list-style-type: none"> <li>Unemployed</li> <li>Mostly illiterate</li> <li>Disempowered and voiceless</li> <li>May not be citizens</li> </ul>	English and Local languages	<ul style="list-style-type: none"> <li>Radio</li> <li>Word-of-mouth</li> <li>Town/Village Crier</li> </ul>	<ul style="list-style-type: none"> <li>Effective facilitation in joint meetings with the literate</li> <li>Day time meetings</li> <li>Central meeting places in communities</li> <li>Interpreter(s)</li> <li>Use of graphics</li> </ul>

Stakeholder group	Key characteristics	Language needs	Preferred notification means	Specific needs
Remote communities	<ul style="list-style-type: none"> <li>• Lack basic ICT infrastructure (including internet) and access to internet</li> <li>• Higher poverty levels</li> <li>• Lack access to mobile phones</li> <li>• Rough terrain</li> <li>• Mostly illiterate residents</li> </ul>	English and Local languages	<ul style="list-style-type: none"> <li>• Radio</li> <li>• Word-of-mouth</li> <li>• Town/Village Crier</li> <li>• Trusted community leaders</li> </ul>	<ul style="list-style-type: none"> <li>• Effective facilitation in joint meetings with the literate</li> <li>• Day time meetings</li> <li>• Central meeting places in communities</li> <li>• Interpreter(s)</li> <li>• Use of pictorial and infographics</li> </ul>
Internally Displaced persons/Refugees /Returnees	<ul style="list-style-type: none"> <li>• Unemployed</li> <li>• Mostly illiterate</li> <li>• Susceptible to SEA/SH (especially female)</li> <li>• Linguistic minorities</li> </ul>	English and Local languages	<ul style="list-style-type: none"> <li>• Radio</li> <li>• Word-of-mouth</li> <li>• Town/Village Crier</li> </ul>	<ul style="list-style-type: none"> <li>• Effective facilitation in joint meetings with the literate</li> <li>• Day time meetings</li> <li>• Central meeting places in communities</li> <li>• Interpreter(s)</li> <li>• Use of graphics</li> </ul>
Persons living with chronic diseases.	<p>Persons living with chronic diseases may usually have a number of impairments including:</p> <ul style="list-style-type: none"> <li>• Living with the physical effects of the disease</li> <li>• Dealing with the chronic treatments that could be expensive.</li> <li>• Living with negative image</li> <li>• Lack of confidence and a positive self-image</li> <li>• Unemployed</li> </ul>	English and Local languages	<ul style="list-style-type: none"> <li>• Written information</li> <li>• Radio</li> <li>• Letter</li> <li>• Word-of-mouth</li> <li>• Town/Village Crier</li> <li>• Religious leaders</li> <li>• Local leaders/Village Development Committees/Chiefs</li> </ul>	<ul style="list-style-type: none"> <li>• Effective facilitation in joint meetings with people living with chronic diseases</li> <li>• Accessibility to meeting venues</li> <li>• Interpreter(s)</li> <li>• Use of pictorial/infographics</li> <li>• Daytime meetings</li> <li>• Large print</li> </ul>
Persons living in fragile/conflict/insecure areas.	<ul style="list-style-type: none"> <li>• Development challenges through the displacement of populations, spread of disease, reduced trade, and increased organized crime and terrorism;</li> <li>• Lack of basic service delivery;</li> <li>• Lack of job opportunities for at risk-youth;</li> </ul>	English and Local languages	<ul style="list-style-type: none"> <li>• Radio</li> <li>• Word-of-mouth</li> <li>• Town/Village Crier</li> </ul>	<ul style="list-style-type: none"> <li>• Effective provision access and safe space to women to listen to unbiased political radio broadcasts in order to overcome informational asymmetries and collective action problems in rural areas</li> </ul>

Stakeholder group	Key characteristics	Language needs	Preferred notification means	Specific needs
	<ul style="list-style-type: none"> <li>• Exposure to poverty and vulnerability.</li> <li>• Information asymmetries between elites and masses,</li> <li>• Low levels of inter-personal coordination,</li> <li>• Social dislocations, and security and mobility constraints</li> </ul>			<ul style="list-style-type: none"> <li>• Effective facilitation in joint meetings with the displaced populations</li> <li>• Organize daytime meetings close to their living place where safety is ensured.</li> <li>• Central meeting places in communities</li> <li>• Interpreter(s)</li> <li>• Use of graphics</li> </ul>

## 5 RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT ACTIVITIES

### 5.1 Resources

The GBoS Project Implementation Unit will be in charge of stakeholder engagement activities.

The budget for the SEP is US\$162,000 as detailed below and is included in component 4, Project Management.

Table 7 Budget for the implementation of the SEP

Budget Category	Responsibility	Date of commencement	Times/Years	Cost (USD)
<b>1. Estimated staff salaries* and related expenses</b>				
1a. travel costs for staff to provinces for stakeholder engagement activities	PIU	Throughout project implementation	5 years	10,000
1b. Estimated salaries for Regional Community Liaison Officers	PIU	Throughout census exercise	2 months	6,000
<b>2. Events</b>				
2a. Information Dissemination of the SEP	PIU	After approval of IDA	Once	10,000
2b. Continuous Stakeholder Engagement (key stakeholders, Project staff, service providers, Population, Contractor, Census teams (enumerators, supervisors & drivers)	PIU	After approval of IDA	Throughout Project implementation	15,000
<b>3. Communication Campaign</b>				
3a. Enhancement of available platforms (interactive Facebook & Twitter handles )	PIU		5 years	10,000
3b. Website	PIU		5 years	10,000
3c. Radio programs		prior and during census exercise	10 times	10,000
3d. TV programs	PIU	prior and during census exercise	10 times	15,000

3e. Posters & Flyers	PIU	prior and during census exercise	Once	10,000
<b>Trainings</b>				
4a. Training on social/environmental issues for PIU, Census teams and contractor's staff	PIU Environmental & Social Specialists		3 times	20,000
4b. Training on gender-based violence (GBV) for Project Implementing Unit (PIU), Census teams and contractor's staff	PIU with support from GBV Specialist		3 times	20,000
<b>5. Grievance Mechanism</b>				
Training of GM Committees	PIU	Before the start of the Project	Once	5,000
GM communication materials	PIU	Before the start of the Project	Once	5,000
SEA/SH Prevention and Response Action Plan - Training and awareness; Case management and support for psycho-social victims	PIU with support from GBV Specialist	Before the start of the Project	Once	10,000
<b>6. Other Expenses</b>				
6b. External evaluation of the SEP	Consultant	Mid-term and final	Twice	6,000
<b>Total</b>				162,000

## 5.2 Management Functions and Responsibilities

Overall responsibility for the project will lie with the Gambia Bureau of Statistics (GBoS), which will host the Project Implementation Unit that will be responsible for the day-to-day management and coordination of project activities. GBoS and the PIU for this project (The PIU will be in place before Project Effective Date) have no experience with the implementation of World Bank funded projects and lack experience with environmental and social risk management requirements under the World Bank's Environmental and Social Framework. As the PIU is being established anew, environmental, social and GBV specialists will be recruited and in place within three months of the Project Effective Date. They will be responsible for carrying out stakeholder engagement activities. Once the project becomes effective, capacity building will be required to improve the PIU's ability to manage the environmental and social risks (including SEA/SH risks) of the project. The stakeholder engagement activities will be documented through reports which will reviewed during subsequent meetings.



The arrangement include:

- **Statistician-General (SG)/Deputy SG, GBoS:** To help in the implementation of the SEP and ensure that HISWACA activities are undertaken in adherence to this SEP
- **Directors/Technical Committees and Principal Statisticians:** These categories are to provide guidance for stakeholder mapping and to ensure that outreach preparation and activities are fruitful. They are also to ensure that project activities are within the confines of this SEP, participate in stakeholder consultations and Tier-1 of the GM.
- **The Ministry of Finance and Economic Affairs:** This is the supervisory Ministry of GBoS. To help coordinate with other line Ministries to ensure smooth implementation of the SEP. They are to also ensure adequate and timely disbursement and auditing of funds for SEP related activities.
- **Project Coordinator/Manager:** To provide adequate information to all stakeholders, ensure all HISWACA-SOP 1 activities are undertaken in accordance with this SEP, participate in all consultations, reporting to stakeholders and the implementation of Tier-2 of the GM.
- **Monitoring and Evaluation Specialist/Manager:** To participate in the preparation of the SEP, periodically review and objectively update this plan in accordance with the changes in stakeholders and their engagements in HISWACA-SOP 1 activities, to participate in public consultations, reporting and help ensure that all project activities adhere to this SEP.
- **Environmental and Social Specialists:** To make sure that all stakeholders are adequately informed, guide and participate in all SEP related activities and to ensure that HISWACA is implemented in accordance with this SEP and ESS10. A GBV Consultant will be hired to support the Environmental and Social Risk Management Specialists in implementation of the SEA/SH prevention and response measures.
- **Financial Management Specialist and Procurement Specialist:** To make sure that all financial and procurement matters related to this SEP are timely and adequately achieved.
- **HISWACA-SOP 1 Consultants and service providers:** To ensure that all their activities are in consonant with this SEP, help develop an outreach mechanism and conduct stakeholder engagements and public disclosures.
- **Legal Departments, CSOs, NGO and Police Gender Unit:** Help in the implementation of this plan are the Tier-2 and the legal stage of GM.
- **Admin Department and Assistant:** Ensure that all administrative matters related to this plan are adequately and timely undertaken and to participate in Teir-1 of the GM.

## 6 GRIEVANCE MECHANISM

The main objective of a GM is to assist to resolve complaints and grievances in a timely, effective, and efficient manner that satisfies all parties involved.

### 6.1 Description of GM

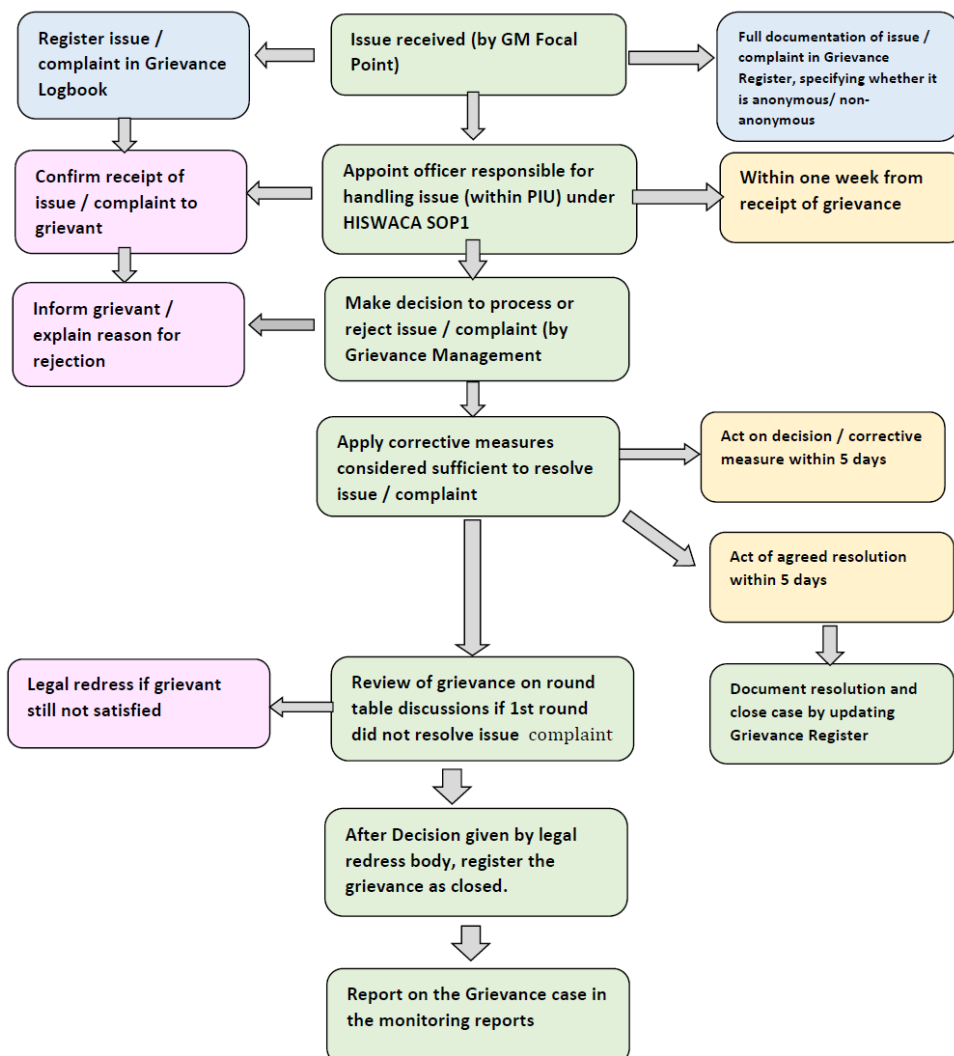
Table 8 GM Description

Step	Description of Process	Time Frame	Responsibility
GM implementation structure	<p>(i) <u>Community Level Grievance Mechanism</u> - Local communities have existing traditional and cultural grievance redress mechanisms. It is expected that some disputes at the community level may be resolved using these mechanisms, without the involvement of the Project and/or Government representatives at the local and national level.</p> <p>(ii) <u>Project Level Grievance Mechanism</u> - <i>The Grievance Redress Committee</i> will be responsible for receiving and resolving complaints in a fair, objective, accountable, effective, timely and accountable manner in all phases of the project lifecycle. It will deal with all grievances that have not been resolved at the local level.</p> <p>(iii) <u>National Level Grievance Mechanism</u> - If the GRC does not provide a satisfactory resolution for the Project Affected Person, he or she will be advised to either appeal to the Permanent Secretary, Ministry of Finance for a review of the decision of the Committee or seek resolution of grievances through the judicial system as provided for in the Constitution 1997 and other relevant laws.</p>		
Grievance uptake	<p>Grievances can be submitted via the following channels:</p> <ul style="list-style-type: none"> <li>• Toll-free telephone hotline</li> <li>• E-mail or social media handles</li> <li>• Verbally lodge grievance to Alkalo, chief or regional liaison officers at the Governors' offices.</li> <li>• Complaint form to be lodged via any of the above channels</li> <li>• Walk-ins may register a complaint at the GBoS Office.</li> </ul>	Anytime	

Step	Description of Process	Time Frame	Responsibility
Sorting, processing	Any complaint received is forwarded to the GM Focal Point, Logged in the GM Register, and categorized according to the following complaint types: sensitive (i.e., SEA/SH/VAC) and non-sensitive complaints.	Upon receipt of complaint	GBoS PIU Social Specialist
Acknowledgment and follow-up	Receipt of the grievance is acknowledged to the complainant by the GM Focal Point.	Within 2 days of receipt	GBoS PIU Social Specialist
Verification, investigation, action	Investigation of the complaint is led by the verification team to establish its authenticity and relation to the Project. A proposed resolution is formulated by the Grievance Committee and communicated to the complainant by the GM Focal Point.	Within 7 days	The Grievance Committee will include: (i) GBoS Statistician or his representative; (ii) The Project Manager, PIU or his representative; (iii) an NGO working in the sector; and if it is Census related, (iv) the Governor's office representative (closest to concerned community); a representative of PAP (Alkalo of Community concerned); (v) Representative of the National Environment Agency (if the grievance is related to environmental issues during the rehabilitation); (vi) the environmental and social specialists in the PIU, and; (vii) a representative from the Ministry of Gender, Children and Social Welfare.
Monitoring and evaluation	Data on complaints are collected in a database and reported to GBoS PIU Management and the Bank every quarter through reports.	10 working days after grievance resolution	GBoS PIU Social Specialist
Provision of feedback	Feedback from complainants regarding their satisfaction with complaint resolution is collected by the GM Focal Point.	Within 5 days	GBoS PIU Social Specialist
Training	<p>Training needs for staff/consultants in the PIU, Contractors, and Supervision Consultants are as follows:</p> <ul style="list-style-type: none"> <li>• Environmental and social assessment and risk management</li> <li>• Emergency preparedness and response</li> <li>• Community health and safety, including SEA/SH and security risk management</li> <li>• World Bank ESF and ESSs</li> <li>• OHS/ ESMP Training for Contractors</li> </ul>		

Step	Description of Process	Time Frame	Responsibility
	<ul style="list-style-type: none"> <li>• Security Awareness and preparation/implementation of Security Management Plan</li> <li>• Road Safety (including road safety in insecure areas)</li> <li>• SEA/SH risk mitigation and conducting consultations on SEA/SH</li> <li>• Cyber/Data Security and Data protection</li> <li>• Labor Management Procedures</li> <li>• Monitoring and implementing a GM (including SEA/SH GM process)</li> <li>• Addressing risks to vulnerable and disadvantaged groups in census activities/risks of exclusion</li> </ul>		

Figure 1 Grievance Mechanism Process



The GM will provide an appeals process if the complainant is not satisfied with the proposed resolution of the complaint. Once all possible means to resolve the complaint have been proposed and if the complainant is still not satisfied, then they should be advised of their right to legal recourse.

The project will have other measures in place to handle sensitive and confidential complaints, including those related to Sexual Exploitation and Abuse/Harassment (SEA/SH) in line with the World Bank ESF Good Practice Note on SEA/SH.

Labor Grievance Mechanism is included in the Labor Management Procedures. Workers can use it to channel all grievances related to labor.

### **Addressing Sensitive (SEA/SH & VAC) Complaints**

For complaints regarding SEA/SH and VAC, the procedure of receiving and treating the complaint will be different from the procedure for general complaints outlined above. At all times, the approach for such issues will follow a survivor-centered approach, will ensure confidentiality, safety, protection and act only with survivor's informed consent. The security of the involved parties will not be breached. Staff will be trained on how to report SEA/SH cases and how to use the channels of lodging a complaint, codes of conduct with clauses on sexual exploitation and abuse and sexual harassment will be developed and signed by all field and office staff, acknowledging the fact that SEA/SH is prohibited and how misconduct will be sanctioned. A sensitization campaign will be conducted for nationwide to inform them about content of codes of conduct, how to submit complaints and what services are available for survivors. A mechanism in the form of **SEA/SH Compliance Team** will be set up to manage cases of SEA/SH as well as issues related to violence against children (VAC).

The team will consist of 5 members including;

1. The *GBV Specialist*
2. The *Social Safeguards Specialist* (if she/he has a background in GBV related issues or trained by the GBV Specialist)
3. A *representative from Ministry of Gender, Children & Social Welfare*
4. A *representative from a local service provider with experience in GBV and VAC (the 'Service Provider')*.
5. A *representative from GBoS* who will be trained by the GBV Specialist.

These members will be specially trained on the management and review of SEA/SH complaints, the importance of a survivor-centered approach, as well as guiding principles for survivor care and management of SEA/SH data and claims. If permitted by the survivor, a representative from a service provider should participate in the management committee to provide advocacy on behalf of the survivor and ensure that survivor care principles are respected throughout the process. Below are the procedures for managing the grievance mechanism for SEA/SH-related incidents.

### Procedures for the Management of SEA/SH-Related Complaints

#### Step 1: Uptake

A complainant who wishes to lodge an SEA/SH-related grievance may use any trusted channel made available to her or him by the project to file a complaint with the project GM. The project should identify secure, confidential, and accessible entry points through which survivors will feel safe and comfortable making reports (e.g., an anonymous complaint box, grievance form, telephone, service provider, community-based structure, or focal point, etc.).

A complaint intake form should be completed by the appropriate actor after having obtained the survivor's written consent to proceed with the grievance. If the complainant has not yet been referred for services, the intake actor should confirm whether the survivor wishes to receive support, and if so, obtain the survivor's consent to be referred for appropriate care and connect the survivor with locally available providers or arrange for remote support where needed. Medical, psychosocial, and legal aid services should at least be made available, other services as well if possible (for example, socio-economic, security and legal.).

Where community-based uptake points are utilized, these actors must be trained on how to receive and refer SEA/SH cases in accordance with survivor care principles, how to apply active listening techniques, and how to complete and store intake forms safely and confidentially.

If the survivor chooses to be referred for services only and not to file a complaint, then the survivor's wishes must be respected; the service provider can then ask if the survivor consents to share basic case information in order to assist the project to track the cases that choose not to access the GM. The survivor always retains the right to be referred for services whether there is a link established between the project and the incident in question or not.

Any information collected about a survivor, or the alleged perpetrator must be recorded and maintained separately from other grievance documentation, in a secure and lockable space, with strictly limited access.

#### Step 2: Sort and process

Once the complaint has been formally received by the dedicated GM operator for processing sensitive complaints (position to be determined pending the PIU being set up), with informed survivor consent, the GM focal point (for the SEA/SH GM) should verify that the complainant has been offered the opportunity to receive services, and if not, ensure that the survivor is referred for necessary services upon obtaining the survivor's informed consent.

The complaint should then be triaged as a SEA/SH complaint and the coordinator for the verification structure notified that a SEA/SH complaint has been received and will need review. The GM focal point should also notify the appropriate PIU focal point (the GBV specialist), who in turn will inform the World Bank project lead, within a 24-hour period that a SEA/SH complaint has been received. The GM focal point need only share the nature of the case, the age and sex of the complainant (if known), whether there is a link with the project (if known), and whether the survivor has been referred for services. Absolutely no identifying information for the survivor or the alleged perpetrator may be shared with either the PIU or World Bank focal points.

#### Step 3: Acknowledge receipt

The GM focal point should ensure that the complainant receives a document acknowledging formal receipt of the SEA/SH grievance within three days of the complaint being filed. Delivery of the acknowledgement to the complainant will depend upon how the complaint was initially received; if, ideally through a service provider, then all communication with the survivor can be done through the service provider.

#### Step 4: Verification process

The verification process for a SEA/SH grievance will be handled by the SEA/SH Compliance Team (SSCT) as described above. Once convened by the SSCT coordinator, the SSCT SEA/SH Compliance Team will review available information about the SEA/SH claim in question, the nature of the claim, and whether there is a link with the project. The SSCT will also make its recommendations to the alleged perpetrator's employer or manager as to appropriate disciplinary sanctions per the code of conduct, type of incident, and the appropriate labor laws and regulations. Potential disciplinary sanctions for alleged perpetrators can include, but are not limited to, informal or formal warnings, loss of salary,

and suspension or termination of employment. The SSCT must complete the verification process and render its decision within 10 days of receipt of the complaint.

It should be noted that the objective of the verification process is to examine only whether there is a link between the project and the reported SEA/SH incident and to assure accountability in recommending appropriate disciplinary measures. The verification process establishes neither the innocence nor the guilt of the alleged perpetrator as only the judicial system has that capacity and responsibility. In addition, all final decisions regarding disciplinary actions will rest solely with the employer or manager of the alleged perpetrator; the SSCT can make only its recommendations.

#### Step 5: Monitor and evaluate

Monitoring of the SEA/SH complaints will be important to ensure that all complainants are offered appropriate service referrals, that informed consent is obtained in all cases for both filing of grievances and service referrals, and that all grievances are handled safely and confidentially, and in a timely manner. Any information shared by the GM operator with the PIU or World Bank will be limited as noted above under Step 2. The project GM operator should establish information-sharing protocols with service providers in order to ensure safe and confidential sharing of case data as well as appropriate closures of SEA/SH cases.

#### Step 6: Feedback to involved parties

Once the verification process has been concluded, the result of the process shall be communicated first to the survivor within fourteen days, ideally through the service provider, to allow the survivor and relevant advocates the appropriate amount of time to ensure adequate safety planning as needed. Once the survivor has been informed, the alleged perpetrator can be informed of the result as well.

If either party disagrees with the result, s/he can appeal the SSCT decision via the GM appeals process and must file an appeal within fourteen days of receipt of the verification result. This appeal will be filed to the Permanent Secretary, who will set up a committee composing Project Coordinator PIU.

The World Bank and the Borrower do not tolerate reprisals and retaliation against project stakeholders who share their views about Bank-financed projects.

## **7 MONITORING AND REPORTING**

### **7.1 Summary of how SEP Implementation will be monitored and reported**

The Environmental and Social Specialists in collaboration with the GBV Specialist will be responsible for monitoring the implementation of the SEP.

Several Key Performance Indicators (KPIs) will be monitored by the project on a regular basis, including the following parameters:

- Number of consultation meetings done in line with what is outlined in this SEP.
- Number of community sensitizations and training on GM handling activities.
- Number of community sensitizations and project worker meetings on Codes of Conduct and SEA/SH- reporting procedure.
- Number of consultations with women (in small groups facilitated by a woman) about the safety and accessibility of GM and effectiveness of SEA/SH mitigation measures.
- Number of people reached through the meetings mentioned above.
- Number of press releases published which are often broadcasted in local, regional, and national and social media channels.
- Number of information boards displayed in Communities.
- Number of training programs on GM management for main and project affected stakeholders.
- Number of training programs on OHS for Contractor and road safety for Census team drivers.
- Number of grievances from Project staff and communities.
- Number of grievances received from people within vulnerable groups.
- Number of grievances resolved within the prescribed timeline.
- Number of grievances received regarding SEA/SH and ones which have been referred for GBV services (medical, psychosocial and/or legal assistance) as all incidents received should be referred.

Monitoring activities will be included in the bi-annual report, highlighting the mobilization actions put in place specifically, any challenges encountered during consultation, and the steps taken to resolve them. These reports will be shared with other stakeholders including the World Bank.

The Project will make available grievance forms in every region's Governor's office and chiefs in all districts as accessible venues for filing grievances unrelated to SEA/SH. Every two weeks during the Census exercise, Community Liaison Officers of the project will collect forms filled out to submit them to the Social Specialist. The E&S team will also call CLOs every month to check if there are any grievances or concerns which may have been brought to them, as well as speak with a member of the women and elder councils. Regular consultations will be held with women and girls in order to establish and then to help monitor the effectiveness of the GM procedures, including those specifically designed to address SEA/SH risks, and whether the GM is in fact accessible, safe, and adequate to address the needs and risks of these stakeholders. These consultations should not seek out or discuss personal experiences of violence or abuse of individual survivors but ask for overall feedback from women and girls.

### **7.2 Reporting back to stakeholder groups**

The SEP will be periodically revised and updated as necessary in the course of project implementation. [insert Quarterly summaries and internal reports on public grievances, enquiries, and related incidents, together with the status of implementation of associated corrective/preventive actions, will be collated by responsible staff and referred to the senior management of the project. The [quarterly or other] summaries will provide a mechanism for assessing both the number and nature of complaints and requests for information, along with the Project's ability to address those in a timely



and effective manner. Information on public engagement activities undertaken by the Project during the year may be conveyed to the stakeholders in various ways, namely;

- i) Publication of a standalone annual report on project's interaction with the stakeholders.
- ii) Publication of reports on the project website, social media, TV, newspapers, PIU office etc.

## **ANNEXES**

**Annex 1: Record of Consultations with Key Project Stakeholders**

**Annex 2: Household Sampling Consultation Notes**

**Annex 3: Stakeholder Mapping**

**Annex 4: Gambia Legal and Policy Framework related to Stakeholder Engagement**

**Annex 5: Sample Grievance Registry**

**Annex 6: Sample Grievance Form**

**Annex 7: Grievance Registry Log (for non-sensitive complaints)**

## Annex 1: Record of Consultations with Key Project Stakeholders

Date	Stakeholders	Stakeholders' Views	Suggestions/Recommendations
20/01/2023	National Environment Agency – Head of Environmental Impact Assessment (Mr Lamin Samateh)	<ul style="list-style-type: none"> <li>- In the case of a new build, an environmental and social impact study needs to be conducted.</li> <li>- In the case of rehabilitation of the existing GBoS building, there will be a need to have an environmental and social management plan.</li> </ul>	<ul style="list-style-type: none"> <li>- Respect the scoping and screening procedure before starting an environmental impact study in the case of a new building.</li> <li>- Also, an environmental monitoring mechanism must be established, and the capacities of the monitoring stakeholders must be established.</li> <li>- The Agency should grant approval prior to rehabilitation or construction which will require a formal application.</li> <li>- The Safeguards instruments developed need to be validated by the Agency.</li> </ul>
11/01/2023	Gambia Bureau of Statistics (Whole Team)	<ul style="list-style-type: none"> <li>- Data collectors can be attacked to steal the tablets (which can be attractive) used to store data in the field.</li> <li>- Remote locations where staff charge them can be risky.</li> <li>- The population can be concerned on how secure their data can be. There is Communication gap at the community level.</li> <li>- In the event of fire, all data will be lost.</li> <li>- There is a tendency to miss mentally challenged members of households during surveys.</li> </ul>	<ul style="list-style-type: none"> <li>- Field workers are placed in groups and given guidelines on how to move as a team and locations to go to at a point. They should be provided with power banks, car or solar chargers to avoid theft.</li> <li>- Communities need to be informed on the findings of data collected to boost confidence to participate in subsequent surveys.</li> <li>- There is need to safeguard data so that third party cannot have access to it by physically assuring the Population prior to data collection.</li> <li>- Data should be harmonized with other countries for comparison purposes.</li> <li>- There is a need to back up data (data archiving system) and</li> </ul>

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		<ul style="list-style-type: none"> <li>- Some staff lose their jobs due to modernization.</li> <li>- Working in border villages is risky as field workers can be arrested for intrusion at any time as boundaries are not aligned clearly.</li> <li>- Field workers are sometimes sent out of their homes or harassed (in the case of the females) by the population during census or survey visits.</li> <li>- The field workers are sometimes attacked by snakes or other reptiles.</li> <li>- Family conflicts sometimes result from wives disclosing information in the absence of husbands.</li> <li>- Due to COVID regulations, the cost of project implementation doubles overnight.</li> <li>- There is sometimes Conflict when 2 villages are in a scuffle over boundaries of communities.</li> <li>- Data produced from NSS institutions is sometimes not of standard and there is no policy cohesion.</li> <li>- The tendency to lose staff at GBoS after training will be high after capacity building.</li> <li>- The sustainability of retaining the staff after</li> </ul>	<ul style="list-style-type: none"> <li>increase the internet bandwidth.</li> <li>- Increased advocacy at the community level is important as well as training of field workers.</li> <li>- There is a need to increase capacity building and staff need to be encouraged to build on their profession.</li> <li>- Local Government need to harmonize the boundaries of the border.</li> <li>- Field workers can usually seek well-known authorities in the area to guide them reach border villages safely.</li> <li>- Field workers should be oriented on how to dress modestly during work as the Bureau has to consider the culture of the people since they need data from them. Supervisors should continue to protect or guide female field workers during visits.</li> <li>- There is a need to provide boots for field workers especially during rainy seasons.</li> <li>- A Grievance Mechanism should address grievances which arise after data collection.</li> <li>- Costs impacted by COVID regulations should be covered by the Project.</li> <li>- Relevant authorities like the district chief and area councils are consulted to determine the boundary of communities which show people who live in the area.</li> <li>- There is a need to have statistical units in the selected</li> </ul>

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		<p>the project (payment of salary) with regards to Government Subvention is a cause for concern.</p> <ul style="list-style-type: none"> <li>- Most Ministries, Departments and Agencies do not use the Management Information Systems for statistics. Administrative data are always left lying and not keyed in.</li> <li>- At the internal level of the MDAs, internal bureaucracy and the absence of data dissemination policies and so are not willing to share information.</li> <li>- With Stakeholders, GBoS sometimes face challenges in coordination in terms of statistical production.</li> <li>- Sometimes businesses drive away field workers and refuse to give out information during surveys.</li> </ul>	<p>NSS institutions and increase or build their capacity.</p> <ul style="list-style-type: none"> <li>- Strengthening Management capacity and motivation through promotions and remuneration is required.</li> <li>- There should be a centralized system at GBoS which will be linked to systems at all MDAs.</li> <li>- The issue of data dissemination at the MDAs can be settled by strengthening the use of the dissemination tools.</li> <li>- There is a need to strengthen coordination between institutions by forming a steering committee.</li> <li>- Government needs to support GBoS in getting information from Businesses.</li> </ul>
19/01/2023	GBoS – National Accounts, Senior Statistic National Accountant (Mrs Fatou Jobarteh)	<ul style="list-style-type: none"> <li>- Getting Data on time is in the desired format from stakeholders difficult.</li> <li>- Estimating the Economic indicators is a difficult task as we do it manually.</li> <li>- Stakeholder commitment is limited.</li> <li>- Limited staff (3) available.</li> </ul>	<ul style="list-style-type: none"> <li>- Regular Stakeholder consultative meetings should be conducted.</li> <li>- Motivation for staff to stay is key in maintaining trained personnel.</li> <li>- Estimation of economic indicators need to be digitized.</li> <li>- More collaboration with stakeholders is required.</li> </ul>

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		<ul style="list-style-type: none"> <li>- Businesses and company may not be willing to give out their financial data</li> </ul>	
19/01/2023	GBoS Director of Coordination (Mr Kutub Hydara)	<ul style="list-style-type: none"> <li>- Commitment from NSS institutions may not be adequate to key in administrative data.</li> <li>- NSS institutions may lack technical capacity to operate the systems and retain sustainable management.</li> <li>- Frequent staff rotation within key Government institutions especially the Ministry of Interior hinders the efficiency and sustainable operation of data systems.</li> </ul>	<ul style="list-style-type: none"> <li>- Opportunities to motivate them should be explored.</li> <li>- Build/strengthen the capacity of the NSS focal points responsible for the operationalization of the system.</li> <li>- Government can strategize and motivate statistical focal points with permanent positions.</li> </ul>
19/01/2023	GBoS - Economic Statistics Directorate, CPI Unit (Mrs Awa Najib)	<ul style="list-style-type: none"> <li>- Low level of staff to handle any upgrade of systems with regards to CPI.</li> <li>- Experts will continue to be needed for rebasing.</li> </ul>	<ul style="list-style-type: none"> <li>- More people should be employed.</li> <li>- Capacity of staff need to be enhanced to deal with the rebasing in house and save cost for the institution.</li> </ul>
19/01/2023	GBoS - Social and Demographic Statistics , HH Unit (Ebrima Suso)	<ul style="list-style-type: none"> <li>- Lack of capacity or training to use the standards as there has not been any before.</li> <li>- Low capacity in data analysis and lack of staff might affect the project.</li> </ul>	<ul style="list-style-type: none"> <li>- Staff need to be capacitated to operationalize the standards.</li> <li>- More training and staffing required across the Directorate.</li> </ul>
19/01/2023	GBoS – Director Economic Statistics (Samba Barrow)	<ul style="list-style-type: none"> <li>- The rollout of IFMIS is not completed across all MDAs and as such available information is limited.</li> <li>- Lack of data harmonization between data providers.</li> </ul>	<ul style="list-style-type: none"> <li>- Rollout of IFMIS to all MDAs need to be completed as soon as possible.</li> <li>- There should be data harmonization with other data providers with regards to IFMIS by forming a steering committee with all</li> </ul>

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		<ul style="list-style-type: none"> <li>- Lack of access to the IFMIS.</li> <li>- Government Finance statistics doesn't for General Government only Central Government is available.</li> </ul>	<ul style="list-style-type: none"> <li>- stakeholders to push things forward.</li> <li>- Institutions should have access to all data for compilation purposes.</li> <li>- There should be coordination between Central and General Government Statistics. To obtain comprehensive statistics.</li> </ul>
19/01/2023	Network Against Gender Based Violence – National Coordinator (Mr Falou Sowe)	<ul style="list-style-type: none"> <li>- Lack of Surveys on rape and Sexual Violences.</li> <li>- Hospital based Intimate partner violence research conducted recently shows that it is on the rise.</li> <li>- Data on FGM obtained from surveys has stagnated over the years.</li> <li>- Data accessibility is a problem as GBoS don't have all data needed at times.</li> <li>- People might not give answers to sensitive questions asked during a survey related to sexual violence.</li> <li>- Some people won't give true count of their children or even answer the question as it is a cultural taboo.</li> <li>- The field workers might take advantage of the vulnerability of some of the people at community level especially when some field workers might stay in communities for long depending on how large the coverage is.</li> </ul>	<ul style="list-style-type: none"> <li>- It is necessary to have surveys constantly on sexual violence, especially on young boys and girls which is on the rise recently and a cause for national concern. This is required to address the situation.</li> <li>- The age range of coverage for FGM surveys should be increased to include younger children for clearer understanding.</li> <li>- As the national statistics unit, GBoS should make available data to people who need it.</li> <li>- During surveys , the enumerator should build total confidence and privacy with the people being interviewed through training on how to have GBV questioning techniques prior to going into the field.</li> <li>- Thorough sensitization and communication country-wide is required to educate the population on the importance of the data collected and what it will be used for will instill confidence in people to be truthful to field workers during data collection.</li> <li>- Fieldworkers need to be trained on issues which are</li> </ul>

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		<p>This can lead to Sexual exploitation, abuse, violence within the family or even rivalry between friends or neighbours.</p> <ul style="list-style-type: none"> <li>- Persons with disabilities or mental challenges tend to be left out by family members during surveys or census.</li> <li>- Some sex workers might be skipped or double counted because they probably live in motels where field workers might not want to go due to frown by society as a bad place or field workers might visit and count them after their family has already counted them.</li> <li>- Issues of Power relations within GBoS and Communities.</li> </ul>	<p>unethical and sign code of conduct prior to commencing work.</p> <ul style="list-style-type: none"> <li>- Talking to elders in the community can help in identifying households with persons with disabilities or mental challenges.</li> <li>- Questions by field workers can be followed up with information on family members not living with parents for the purpose of clarity.</li> <li>- Due to Power Dynamics, GBoS need to have a Safeguarding Policy which every staff or hired enumerator will sign and adhere to in order to avoid sexual abuse in the communities and within staff.</li> </ul>
19/01/2023	<p>Ministry of Gender, Children and Social Welfare – Deputy Permanent Secretary, Technical (Mr Kajally Sonko)</p>	<ul style="list-style-type: none"> <li>- Certain indicators (like Persons with Disabilities) are impossible to get from GBoS due to unavailability.</li> <li>- During administering questionnaires, some women are side-lined because they are busy with household chores etc or patriarchal issues.</li> <li>- Women structures are not really included to lead women mobilization during census.</li> </ul>	<ul style="list-style-type: none"> <li>- GBoS should include modules for Persons with Disabilities in the upcoming census.</li> <li>- The most appropriate time to meet women especially should be in the evenings when they are less busy so the exercise will be totally inclusive.</li> <li>- There should be wider sensitization to ensure male involvement in the empowerment of women.</li> <li>- There is need to involve women led organizations across the country to do social mobilization of women during census or surveys.</li> </ul>



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		<ul style="list-style-type: none"> <li>- Census data dissemination to the Public is not done after analysis.</li> </ul>	<ul style="list-style-type: none"> <li>- There should be a declaration of census results to the public after the results have been analysed.</li> </ul>
19/01/2023	Gambia Federation for the Disabled – Director (Mr Lamin K Fatty)	<ul style="list-style-type: none"> <li>- Disability issues are not featured in censuses.</li> <li>- Discrimination or stigma of Persons with disability during census.</li> <li>- People with disabilities might be kept in houses and not counted.</li> </ul>	<ul style="list-style-type: none"> <li>- Data should be dis-aggregated with various modules including socio-economic development. Census should reflect the following areas for people with disability; <ul style="list-style-type: none"> <li>○ Types of disabilities in The Gambia with the main categories being; <ul style="list-style-type: none"> <li>▪ Visual Impairment</li> <li>▪ Hard of hearing, mute or both</li> <li>▪ Physical disabilities</li> <li>▪ Mental Impairment (depression, personality disorder, autistic, epileptic etc.)</li> </ul> </li> <li>○ Sex distribution</li> <li>○ Occupation distribution</li> <li>○ Age distribution</li> <li>○ Level of access to healthcare, education and employment opportunities.</li> <li>○ Level of access to mobility aid/assistive device.</li> </ul> </li> <li>- Persons with disability should be involved more in census and survey activities.</li> </ul>

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			<ul style="list-style-type: none"> <li>- Awareness should be raised in communities to allow accessibility including information sharing before the census actually starts.</li> </ul>
20/01/2023	Central Bank – Principal Economist (Mrs Isatou Mendy)	<ul style="list-style-type: none"> <li>- No template or process to receive or collect data from each other just emails back and forth.</li> <li>- Low capacity of stakeholders working with data management might affect the project.</li> <li>- Without focal points present to send data to GBoS, it is almost impossible to send it since they are the only ones who have it.</li> <li>- Weak collaboration between stakeholders makes it difficult to share information.</li> </ul>	<ul style="list-style-type: none"> <li>- There should be a template to collect or send data since both CBG and GBoS always need data from each other all the time.</li> <li>- There should be capacity building of stakeholders alongside institutional reforms.</li> <li>- With the harmonization coming, it will be easier to have a software where data inserted in the system will be accessible to all.</li> <li>- There should be an enhancement on the collaboration between stakeholders to ensure that data is accessible to all who need it.</li> </ul>
20/01/2023	Gambia Revenue Authority – Tax Manager (Mr Maari Sarr)	<ul style="list-style-type: none"> <li>- Low capacity of staff might affect the project.</li> <li>- The system might be of low standard if GBoS is upgrading their standards.</li> <li>- GRA cannot ask business owners to get Business data clearance from GBoS before obtaining yearly tax obligation clearance because it's not legally binding.</li> <li>- IT equipment are not much.</li> <li>- A centralized working group might be</li> </ul>	<ul style="list-style-type: none"> <li>- Capacity Building of staff is required.</li> <li>- System enhancement might be required</li> <li>- The laws need to be amended to reflect such a clause on business owners.</li> <li>- There is a need to improve on IT equipment for efficiency on data management.</li> <li>- The project should plan to have an office space for such a committee as it is not ideal to have the members working independently in their offices.</li> <li>- GBoS can support GRA with staff training to conduct an</li> </ul>

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		<p>required during project implementation and mobility and office space might be an issue.</p> <ul style="list-style-type: none"> <li>- GBoS has been asking for an economic classification of businesses which has not been possible due to an upgrade of the data system.</li> </ul>	<p>Economic Activity classification of Businesses.</p>
20/01/2023	<p>Department of Fisheries – Deputy Director (Mr Momodou Sidibeh)</p> <p>Department of Fisheries – Head of Research and Development (Mr Momodou S. Jallow)</p>	<ul style="list-style-type: none"> <li>- Statistics unit is small compared to the country size.</li> <li>- Low capacity and traditional means of data collection might affect project implementation.</li> <li>- Labs where data is collected is small and underequipped.</li> <li>- Weak collaboration between GBoS and the department.</li> <li>- There is no data for certain indicators in the unit due to lack of funding and equipment.</li> </ul>	<ul style="list-style-type: none"> <li>- There is need to increase the size and human resource of the unit.</li> <li>- Data collection should be digitized and expanded nationally for artisanal and industrial fishing.</li> <li>- Specialist training is needed on fisheries economics and fisheries biology to obtain specific data.</li> <li>- The department can be supported with a standard laboratory with required equipment so data collected can be precise.</li> <li>- A fishery working group should be set up to discuss and manage fisheries data.</li> <li>- The department can be supported to provide data for all the indicators through provision of funds for purchase of fish samples and sampling equipment.</li> </ul>
23/01/2023	National Population Commission Secretariat – Principal Human Resource Economist (Mr	<ul style="list-style-type: none"> <li>- There is tendency not to have quality data in the upcoming census as there is no idea how enumerators will be selected.</li> </ul>	<ul style="list-style-type: none"> <li>- There is a need to use a population task force because they are government officials who work in the communities in the regions and can easily approach the population who</li> </ul>

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	Ismaila Jarjusey)	<ul style="list-style-type: none"> <li>- NPCS is a member of the GBoS Steering Committee but there has not been any preparatory meeting since its formation.</li> <li>- There is a tendency of not involving specific stakeholders in the generation of reports after data collection.</li> <li>- National data only stops at data analysis and dissemination at GBoS.</li> <li>- The platform where national data can be made available is not active.</li> <li>- The number of surveys conducted is not much.</li> </ul>	<ul style="list-style-type: none"> <li>- have confidence in them as they are already familiar.</li> <li>- Meetings should be held with the Steering Committee where ideas can be exchanged and key stakeholders for Census implementation can be up to date with preparatory plans.</li> <li>- Depending on the report being prepared, related departments should be invited to participate in the report writing after data analysis.</li> <li>- GBoS can look into partnering with NPCS to conduct further Research on national data which can be useful to inform policies and Government strategies on national plans.</li> <li>- There is a need to have an online platform specifically for national data set which will be easily accessible to all stakeholders.</li> <li>- Surveys can also be conducted on fertility, migration etc.</li> </ul>
23/01/2023	Ministry of Interior – Head of the Statistics Unit, (Mr Chokeh Jefang)	<ul style="list-style-type: none"> <li>- Data feedback is lacking between the Ministry and GBoS.</li> <li>- Lack of adequate internet facilities and IT equipment from line departments makes data sharing difficult within the Ministry and outside.</li> <li>- Low capacity of staff might affect project implementation.</li> <li>- Lack of field experience in statistical activities.</li> </ul>	<ul style="list-style-type: none"> <li>- There is need for results sharing after analysis.</li> <li>- The Ministry and line departments can be supported with good internet facility and right equipment needed for data collection, storage and sharing.</li> <li>- There is need to build capacity across line departments and at the Ministry.</li> <li>- GBoS can invite the line departments during census or surveys to take part in data collection so as to gain the primary knowledge involved in such activities.</li> </ul>

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23/01/2023	Ministry of Interior – Assistant Data Analyst of the Statistics Unit, (Mr Nuha Mendy)	<ul style="list-style-type: none"> <li>- Lack of specialized statistics training will affect project implementation.</li> </ul>	<ul style="list-style-type: none"> <li>- Individuals at the Statistics unit should get professional training on Statistics.</li> </ul>
23/01/2023	Department of Immigration, Assistant Data Analyst (Mr Abubacarr Manneh)	<ul style="list-style-type: none"> <li>- Lack of a platform to invite focal points at stakeholder institutions causes them to be skipped when invitations are sent out from GBoS.</li> </ul>	<ul style="list-style-type: none"> <li>- There is need for a platform for information sharing between GBoS and stakeholders.</li> </ul>
23/01/2023	Gambia Fire & Rescue Services – Head of Statistics & Planning Unit, ADO Edward Ndecky	<ul style="list-style-type: none"> <li>- Lack of a centralized database within the Ministry.</li> <li>- Infrastructure at the Statistics unit is unavailable as they are currently housed at the Planning Office.</li> </ul>	<ul style="list-style-type: none"> <li>- There should be a centralized database where information sharing between the Ministry and line departments can be more efficient.</li> <li>- There is need to provide a structure for Statistics Unit separately.</li> </ul>
23/01/2023	Gambia Police Force – Senior Accountant, DSP Idrissa Jawo	<ul style="list-style-type: none"> <li>- Lack of proper monitoring on project implementation will affect the overall success.</li> <li>- How will M &amp; E be implemented for this project?</li> </ul>	<ul style="list-style-type: none"> <li>- Proper monitoring of activities will enhance the efficacy of the project.</li> <li>- There should be indicators attached to activities prior to project commencement.</li> </ul>
23/01/2023	Gambia Police Force – Station Officer, Statistics Unit (Mr Yankuba Korita)	<ul style="list-style-type: none"> <li>- Lack of motivation causes staff to move from the Statistics unit and to other units.</li> </ul>	<ul style="list-style-type: none"> <li>- With the right remuneration, the statistics unit will be able to retain trained staff in the unit.</li> </ul>
23/01/2023	Gambia Tourism Board - Senior Officer, Research & Development	<ul style="list-style-type: none"> <li>- Immigration officers trained on tourism data collection at border post are usually re-posted from statistics to other units always</li> </ul>	<ul style="list-style-type: none"> <li>- Training can be provided to all officers posted at border posts.</li> <li>- Given limited access to enter data, immigration officers at the airport need to be trained adequately on how to use</li> </ul>

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	(Mr Ebrima A K Sanyang)	<p>thereby causing issues with quality of data.</p> <ul style="list-style-type: none"> <li>- Immigration officers at the airport are not familiar with the securiport database for data collection.</li> <li>- Data collection at the airport is paper based which can get lost.</li> <li>- Lack of understanding for hoteliers on how to obtain occupancy statistics from tourists.</li> <li>- Low capacity at the statistics unit might affect project implementation.</li> <li>- No data on domestic tourism.</li> </ul>	<p>securiport in order to obtain accurate data.</p> <ul style="list-style-type: none"> <li>- There is need to provide tablets for officers at the airport to make data collection easier.</li> <li>- Training needs to be conducted for hoteliers on data collection.</li> <li>- There is need to build capacity across the statistical unit.</li> <li>- GTB can be trained on domestic tourism data collection.</li> </ul>
23/01/2023	Ministry of Transport, Works & Infrastructure – Planner (Mrs Fatou Kah)	<ul style="list-style-type: none"> <li>- Always receiving conflicting data between Police and Immigration regarding road traffic victims, road accidents etc.</li> <li>- Lack of capacity at the Ministry, the Police and immigration will affect project implementation as they still use papers for data collection.</li> <li>- Statistics unit lack Management's support to carry out data collection activities.</li> <li>- Statistics unit is under the Planning unit which hampers on activities they are supposed to carry out.</li> </ul>	<ul style="list-style-type: none"> <li>- One entity (Police or Immigration) should be assigned to collect data on road accidents to avoid data conflict.</li> <li>- As stakeholders, GBoS should try to have close collaboration with MDAs and help to build their statistical capacity.</li> <li>- GBoS management can engage senior Management at the Ministry on providing required support to their statistical unit.</li> <li>- The Statistics unit need to stand alone and be able to carry out research activities independently.</li> </ul>

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23/01/2023	NAWEC – Economist / M & E Officer (Mr Samba Bah)	<ul style="list-style-type: none"> <li>- Timeliness submission of monthly data from data collectors in various units is a challenge.</li> <li>- Some bulk meters (especially water) from the point of production are faulty. This means there is data inaccuracy.</li> <li>- No data on water and electricity access rate.</li> <li>- No statistical software available at NAWEC. Excel is used for data analysis.</li> <li>- No professional training offered to statistics staff.</li> </ul>	<ul style="list-style-type: none"> <li>- A centralized database accessible to all will address the issue of late submission of data collected.</li> <li>- Faulty meters when discovered, need to be replaced and communicated to the statistics/planning unit.</li> <li>- There is need for support to conduct a survey on water and electricity access rate as it is an indicator required by a lot of people.</li> <li>- There is need to upgrade data collection systems with recent technology.</li> <li>- Staff can be provided with training on statistics to enhance their capacity.</li> </ul>
21/01/2023	<p>National Coordination Organization for Farmers Association, The Gambia.</p> <p>Consultation included;</p> <p>Mr Musa Sowe (President)</p> <p>Mr Alieu Sowe (National Coordinator)</p> <p>Mr Alkali MF Ceesay (Programme Officer)</p> <p>Mrs Sariba Cham (Gender and communication officer)</p>	<p>A membership Based organization which comprises of 16 Associations of crop, livestock, fisheries, forest and food processors.</p> <p>Membership totals to 16 Associations with 6 affiliates, all of which has national character.</p> <ul style="list-style-type: none"> <li>- Limited participation of the organization and local farmers in statistical policy formation</li> <li>- Inadequate information and awareness creation in terms of data collection and reporting.</li> <li>- Limited access to statistical data</li> </ul>	<ul style="list-style-type: none"> <li>- A process that includes farmers in the formation, implementation, monitoring evaluation and reporting.</li> <li>- Community sensitization and awareness creation.</li> <li>- Have pre-census at sectoral level.</li> <li>- Engage National Civic Education to collaborate with other stakeholders to organize a national caravan to inform the populace the important of census.</li> <li>- Have Sectoral led information sharing.</li> <li>- Introduce model technology.</li> <li>- Gambia should craft the own model to collect the sectorial needs.</li> <li>- Look at social workers who speak the most languages - at least of Three local languages.</li> </ul>

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	Mr Musa Gibba (Support Staff)	<ul style="list-style-type: none"> <li>- Limited participation of different stakeholders including farmers</li> <li>- Information gap</li> <li>- Limited knowledge of data collectors</li> <li>- Limited participation of women and girls at grass root level</li> <li>- Issues of social norms and values</li> <li>- Inadequate geographic location</li> <li>- Limited time</li> <li>- Political Problem</li> <li>- Started levelling household without the notice of the people.</li> <li>- Limited capacity of supervisors</li> <li>- Limited logistical support.</li> <li>- Most data providers are half educated and they think they know it all.</li> <li>- The community members sometimes they do not want to show you all the members of the household, especially (Disabled) people.</li> <li>- Livestock owners do not want to give out the total number of all the animals they have.</li> <li>- Is the model of the questionnaire consistent and cater for the needs of the indicator (Livestock, food processors)</li> </ul>	<ul style="list-style-type: none"> <li>- Encourage people who have their own cars and pay for the services of the car.</li> <li>- Capacity to do a pre analysis.</li> </ul>



Date	Stakeholders	Stakeholders' Views	Suggestions/Recommendations
		<ul style="list-style-type: none"> <li>- Language barrier (e.g., a Fula administering a questionnaire to a Mandinka).</li> <li>- Duplication-people might be counted twice.</li> <li>- The low response of people.</li> <li>- Data collection clarification and pre analysis of the data by team leaders.</li> <li>- Limited political will.</li> </ul>	
23/01/2023	<p>Ministry of Agriculture</p> <p>Principal Statistician (Mrs Sabina K Mendy)</p> <p>Head of the Agricultural markets (Mr Ebrima Cham)</p>	<ul style="list-style-type: none"> <li>- Data gap (cost of crop production, we do not have information on that because of funding and the technical know-how).</li> <li>- This should start from the beginning to the end and follow at the activities and cost them which require funding and capacity.</li> <li>- No information on horticultural production and productivity (fruits and vegetables) due to inadequate capacity.</li> <li>- No capacity in collecting climate data.</li> <li>- Inadequate funding for MIS (Market Information System).</li> <li>- Limited access to MIS information funding.</li> <li>- Weak collaboration: lack of information sharing from GBoS.</li> <li>- Lack of surveys parameters. The</li> </ul>	<ul style="list-style-type: none"> <li>- There should be a stand-alone budget for Agricultural statistic.</li> <li>- Provision of equipment (Tablets and drone Skills) and mobility for data collection is essential.</li> <li>- There should be a data sharing platform.</li> <li>- The Ministry's data entry clerks need to take part in the survey.</li> </ul>

Date	Stakeholders	Stakeholders' Views	Suggestions/Recommendations
		<p>Harmonize Framework (CH) is a tool to monitor food security situation of the nation, the survey is expensive, and it lacks funding.</p>	
23/01/2023	National Disaster Management Agency, Head of GIS, Data Management and IT (Mr Edriss ML Manneh)	<ul style="list-style-type: none"> <li>- Limited assessment for the different climate hazards such as the flash flood and river rime flood.</li> <li>- Limited capacity for data analysis.</li> <li>- Limited equipment to collect data.</li> <li>- Lack of funding to conduct agricultural production survey.</li> <li>- Inadequate instrument for Crop and livestock monitoring.</li> </ul>	<ul style="list-style-type: none"> <li>- Funding to conduct pre-requisite surveys for Climate Hazards.</li> <li>- Capacity development on data analysis training will enhance project implementation.</li> <li>- A license software that can be used for data analysis.</li> <li>- Funding is required to conduct proper agricultural production survey.</li> <li>- Provide Stateline to conduct survey</li> </ul>
23/01/2023	GAMPOST - Operation Supervisor (Mr Moses Jatta)	<ul style="list-style-type: none"> <li>- Limited equipment to handle revenue entry.</li> <li>- Low Capacity of staff might affect project implementation.</li> </ul>	<ul style="list-style-type: none"> <li>- Provision of equipment (tablets) and Capacity development for data collectors.</li> </ul>
23/01/2023	Department of Forestry - Head of M & E Unit (Mr Alieu Barry)	<ul style="list-style-type: none"> <li>- Forest issues are not featured in the data survey.</li> <li>- Obtaining Forest fires data is difficult to get as accuracy is a problem because it involves quantifying the areas affected in hectares.</li> <li>- Limited capacity to collect the total tons of carbon emissions.</li> <li>- No standard database to process information.</li> <li>- Weak collaboration with GBoS.</li> </ul>	<ul style="list-style-type: none"> <li>- Having a good statistical unit at the forest department will solve most of the current challenges.</li> <li>- Capacity building is required.</li> <li>- Model tool can be designed to collect the required data.</li> <li>- Strengthening collaboration with stakeholders.</li> </ul>

Date	Stakeholders	Stakeholders' Views	Suggestions/Recommendations
23/01/2023	Department of Water Resources - Chief Hydrologist (Mr Landing Bojang)	<ul style="list-style-type: none"> <li>- Limited capacity (Human resources) is a challenge.</li> <li>- Limited financial resources and a lot of bureaucracy to access the limited funds available for water statistics.</li> <li>- Limited equipment to collect and process data.</li> <li>- Weak institutional collaboration and partnership with GBoS.</li> </ul>	<ul style="list-style-type: none"> <li>- Strengthening institutional capacity will help project implementation.</li> <li>- Provide financial resources for data collection and analysis.</li> <li>- Facilitate timely access to the funds.</li> <li>- Provide adequate equipment for data collection and analysis.</li> <li>- Strengthen institutional collaboration.</li> </ul>
03/03/2023	General Transport Union – President (Mr Omar Ceesay) Secretary (Mr Malick Ngum)	<ul style="list-style-type: none"> <li>- There is a potential for duplication of information collected as drivers belong to homes and also ply on the roads and stay in various garages respectively.</li> <li>- Some drivers might not be captured as they might be on trips outside the country.</li> </ul>	<ul style="list-style-type: none"> <li>- Data Collectors should only collect correct data in homes as all drivers belong to homes.</li> </ul>
05/04/2023	Ministry of Basic and Secondary Education (MoBSE) – Planning Unit, Statistician (Mr Ousman Saine)	<ul style="list-style-type: none"> <li>- There is a lack of capacity in conducting population projection and modelling at both GBoS and MoBSE.</li> <li>- Low technique on reporting and lack of software for data analysis and reporting can affect project implementation.</li> <li>- GBoS has multiple platforms for individual donors which they don't even update regularly.</li> </ul>	<ul style="list-style-type: none"> <li>- Capacities should be built at both institutions in order to be able to conduct such activities in-house.</li> <li>- Up to date statistical packages and institutional capacity building of staff is required in order to obtain standard reporting.</li> <li>- GBoS should have a one-stop shop data platform which will be more cost-effective, reduce redundancies and increase efficiency.</li> </ul>

Date	Stakeholders	Stakeholders' Views	Suggestions/Recommendations
18/04/2023	Ministry of Finance and Economic Affairs – Director of Revenue and Tax Policy (Mr Alhagie Jallow)	<ul style="list-style-type: none"> <li>- The GDP price index is done annually which is not effective.</li> <li>- Data inconsistency with agricultural data between GBoS and Ministry of Agriculture makes analysis difficult.</li> <li>- The value addition for replanting of trees has greater impact than charcoal (which is derived from cutting of trees) and this is not captured in the data for Agriculture.</li> <li>- Horticulture is not captured in the Agricultural data as well as individual farmers. Data is derived from established agricultural companies and this is not disaggregated.</li> </ul>	<ul style="list-style-type: none"> <li>- There is need to do it quarterly in order to get accurate data especially when unforeseen circumstances arise.</li> <li>- Tourist sector index should be included in the GDP to enable accurate forecasting for the Industry by Government. Tourism data should be consistent across the sector.</li> <li>- Accurate survey of properties (sector specific) is required to close revenue gaps.</li> </ul>
<b>Consultation of Local Government Authorities in the upcoming Census</b>			
19/01/2023	Kanifing Municipal Council – Department of Services, Community Service Manager (Mr Bakary B Darboe)	<p><b><u>Concerns emerging from last Census</u></b></p> <ul style="list-style-type: none"> <li>- Inadequate training timeframe (5 days) for the field workers and instructors were not quite knowledgeable in their respective areas.</li> <li>- Improper coordination of the census implementation exercise.</li> <li>- No set standards or requirements for recruitment of enumerators and supervisors. There was too much favoritism and nepotism.</li> </ul>	<ul style="list-style-type: none"> <li>- Training time frame should be well coordinated and increased to at least 10 days for proper understanding and to obtain accurate data.</li> <li>- Supervisors and enumerators should be trained by instructors who are highly knowledgeable in their specific areas.</li> <li>- Payment to field workers should be more lucrative and linked to individual roles.</li> <li>- There should be set standards for recruitment of enumerators to get the right people for the job.</li> <li>- There should be adequate public sensitization prior to the</li> </ul>

Date	Stakeholders	Stakeholders' Views	Suggestions/Recommendations
		<ul style="list-style-type: none"> <li>- The questionnaire is usually so technical that some of the enumerators did not understand the questionnaires and field supervision might not be effectively carried out.</li> <li>- Prior to the last census, public sensitization was not adequate which led to reluctance to give out information in some households.</li> <li>- The payment of enumerators and supervisors was not attractive and that contributed to the low level of commitment.</li> <li>- The timeframe for the last census exercise was short and as a result some communities were done haphazardly just to finish the work on time.</li> <li>- The enumeration area was difficult to be identify by most of the enumerators as they were not familiar with the areas assigned to them.</li> <li>- GBoS should avoid carrying out the exercise during the rainy season as some areas will not be accessible.</li> <li>- The Questionnaire contained information on population and Housing including</li> </ul>	<ul style="list-style-type: none"> <li>- census in different local languages (community outreach approach, market approach, rallies etc. can be used).</li> <li>- Supervisors should be trained on how to quickly understand the enumeration areas so as to easily find their way around.</li> <li>- Timeframe should be linked to the content of the questionnaire as the more information required, the more time needed to obtain it.</li> <li>- Data collection teams should be sent to areas they are familiar with for effective execution of the work.</li> <li>- Census exercise should be done during the dry season when accessibility is not an issue as everywhere is dry.</li> <li>- Census questionnaire should be specific to population and housing.</li> </ul>

Date	Stakeholders	Stakeholders' Views	Suggestions/Recommendations
		Economic data which was cumbersome.	
20/01/2023	Governor - West Coast Region (Mr Ousman Bojang)	<ul style="list-style-type: none"> <li>- Communication barrier</li> <li>- Data collectors are not sensitive to peoples' needs.</li> <li>- There is a big disconnection between the data collectors and the PAPs.</li> <li>- Statistical data can determine our development agenda.</li> <li>- Lack of confirmation of number of villages with local authorities. GBOS have more villages listed than that of the local government.</li> </ul> <p>This is because they are calling kabilos villages when they are not. So GBOS statistic is taking Kabilos as villages and this can affect our social cohesion.</p>	<ul style="list-style-type: none"> <li>- The whole system needs to be reviewed as Stakeholders need to collaborate for effective implementation of the project.</li> <li>- They should involve local community in the planning stage not just in the implementation.</li> <li>- The data collectors need to be engaged from the planning stage</li> </ul>
20/01/2023	Brikama Area Council - PRO (Mr Lamin Singhateh)	<ul style="list-style-type: none"> <li>- Data collectors do not have the commitment to do their work.</li> <li>- The fact that they know the community, they can sit at one place drinking local tea (attaya) and record data and the task was to collect data from house to house. This can make the data to be inaccurate.</li> <li>- Women go to market to sell early in the morning so sometimes the enumerator might not meet them at home</li> </ul>	<ul style="list-style-type: none"> <li>- A constant and effective monitoring of the data collectors is needed.</li> <li>- Provision of the digital platforms which will supervise the monitoring of the data collectors on ground.</li> <li>- A massive sensitization on the importance of census is needed because we cannot have development as a nation without the correct data.</li> </ul>

Date	Stakeholders	Stakeholders' Views	Suggestions/Recommendations
		so they may not be counted.	
21/01/2023	Kombo South - District Chief, (Mr Falalo M Touray)	<ul style="list-style-type: none"> <li>- Supervision problem</li> <li>- Quality of the numerators is a cause of concern</li> <li>- Attitudinal problem of the enumerators.</li> <li>- Our place is a coastal area then we need to consider the migrant who get in and out of our community, these people can inflate our data.</li> <li>- inadequate material as a requirement to conduct the exercise</li> <li>- data collectors are not trained on what the needs are and paradox of the work.</li> <li>- Limited knowledge on social science and this is key as they deal with the population. data collectors need to know how to approach people and ask questions.</li> <li>- Sharing of information is inadequate and sometimes people may think it is related to tax.</li> <li>- Sometimes they call village names wrongly.</li> </ul>	<ul style="list-style-type: none"> <li>- Training level of enumerators is important</li> <li>- They need to be trained and vigilant</li> <li>- Social science needs to be put into consideration</li> <li>- Use community radios to sensitize the populace on what they expect.</li> <li>- They should contact men and well as women.</li> <li>- Contact more people in the household to get what you want.</li> <li>- Take into consideration different parameters for effective implementation.</li> <li>- Women and the youth participation is important so as to feature what they do.</li> </ul>
09/03/2023	Janjangbureh Governor's Office – Deputy Governor (Honourable Sainey Mbye)	<ul style="list-style-type: none"> <li>- Education and Poverty rate of People might not be captured.</li> <li>- There is a probability that there won't be separation between Gambians and</li> </ul>	<ul style="list-style-type: none"> <li>- CRR has the highest level of Poverty rate, and this should be captured during Census to help Government to plan for access to health, agriculture etc. Knowing the number of people who are educated</li> </ul>

Date	Stakeholders	Stakeholders' Views	Suggestions/Recommendations
		foreigners during the counting.	<p>overall will help in finding solution to increase the level of education in the Country.</p> <ul style="list-style-type: none"> <li>- It is important to know out of the overall number, who are Gambians and who are non-Gambians.</li> </ul>
09/03/2023	CRR South, Upper Fulladou West - District Chief (Ali Mod Touray)	<ul style="list-style-type: none"> <li>- Communities which are far away especially Wellingara Samba might not be captured again.</li> <li>- Some communities might be reluctant to give out accurate information on the number of people in the family due to lack of enough information as to why it is needed.</li> <li>- Some communities have 2 names and there is tendency to skip them because the name in the office might be different from the local name known in the area.</li> </ul>	<ul style="list-style-type: none"> <li>- All communities should be captured. Chiefs can be consulted to make sure all communities are captured.</li> <li>- Enumerators should explain into detail as to the reason and importance of the exercise before collection of the information.</li> <li>- Enumerators should ask village elders to confirm community names as the younger generation mostly don't know this kind of information.</li> </ul>
10/03/2023	CRR South, Lower Fulladou West – District Chief (Modou Lamin Baldeh)	<ul style="list-style-type: none"> <li>- People don't give out correct information at times.</li> <li>- Sometimes people are not met in their homes during Census visit.</li> </ul>	<ul style="list-style-type: none"> <li>- Sensitization of the Public about the importance of the Census prior to implementation is key to its success.</li> <li>- GBoS should communicate the schedule to Alkalos before time so they can make sure that their citizens are available during the exercise.</li> </ul>
11/03/2023	CRR South, Janjangbureh – District Chief (Bakary Jawo)	<ul style="list-style-type: none"> <li>- There is tendency that all compounds will not be covered as some people might not be home during the visit</li> </ul>	<ul style="list-style-type: none"> <li>- All homes should be visited, and data obtained as this will advise Government on development issues. Enumerators should liaise with chief when such instances are come across. GBoS should</li> </ul>



Date	Stakeholders	Stakeholders' Views	Suggestions/Recommendations
		<p>and enumerators won't return.</p> <ul style="list-style-type: none"> <li>- There is tendency to receive wrong information from compound heads who might believe there is aid coming and as a result they inflate the number of occupants.</li> </ul>	<ul style="list-style-type: none"> <li>- prepare a schedule beforehand and send to the Chief in advance so as to ensure the availability of citizens or the enumerators need to spend 3 or 4 days in the area so as to capture everybody.</li> <li>- The compound heads should be sensitized clearly on what the data will be used for so that they receive accurate information.</li> </ul>
11/03/2023	CRR South, Niamina West – District Chief (Ngai Dampha)	<ul style="list-style-type: none"> <li>- Some People migrate to the urban areas and later come back but others don't. The back and forth might result to some people being skipped.</li> <li>- Some people inflate their numbers thinking that aid is coming and as such the more people they present, the more aid they get. Some compound heads might even be shy to give the real number of their children based on how the question is asked.</li> <li>- Some compound heads might be missed as the farming season is also here and everyone might be at the farms.</li> </ul>	<ul style="list-style-type: none"> <li>- The Enumerators need to be specific on those who live in the compounds they visit and not those who are there temporary.</li> <li>- The Enumerators need to be clear on what the information collected will be used for before starting the exercise upon arrival in a compound. They can even ask the household heads how many wives they have and how many children each wife has. This can be followed with how many adopted children he has.</li> <li>- GBoS should send a schedule before the visit so that Alkalos can make their citizens available for the exercise.</li> </ul>
11/03/2023	CRR South, Niamina Dankunku – District Chief (Kebba Mbye)	<ul style="list-style-type: none"> <li>- Some people inflate their numbers thinking that aid is coming and as such the more people they present, the more aid they get. Others downplay numbers out of spite for other families in the compound simply</li> </ul>	<ul style="list-style-type: none"> <li>- People should be sensitized on the use and importance of the information collected prior to the exercise so as to build their confidence.</li> <li>- Enumerators should liaise with the Alkalo to confirm the size of the community and solve</li> </ul>

Date	Stakeholders	Stakeholders' Views	Suggestions/Recommendations
		<p>because they are not present during the counting.</p> <ul style="list-style-type: none"> <li>- There is a high tendency of missing some compounds in the community due to absence of occupants or lack of knowledge on geographical area.</li> </ul>	<p>cases of not meeting people at home.</p>
11/03/2023	CRR South, Niamina East – District Chief (Omar Touray)	<ul style="list-style-type: none"> <li>- There is usually no prior notice or sensitization on the Census exercise, and this results in unavailability.</li> <li>- During the rainy season, there is tendency not to get most compound heads as they will be at the farms.</li> </ul>	<ul style="list-style-type: none"> <li>- Sensitization of the Public on the importance and schedule of the Census exercise so as to get all the information required.</li> <li>- GBoS can think of having the census after the rainy season so as to avoid the extra issues of not meeting people at home.</li> </ul>
13/03/2023	Basse Governor's Office – Deputy Governor (Mamanding Ceesay)	<ul style="list-style-type: none"> <li>- Accommodation for enumerators and supervisors might be a challenge.</li> <li>- Communication barrier is a key challenge as most of the enumerators could not speak the different languages.</li> <li>- The people do not even know about the Exercise.</li> <li>- GBoS were using the Governor's office to interview applicants required to be enumerators and this caused distraction/chaos in the environment as work could not go on as usual.</li> </ul>	<ul style="list-style-type: none"> <li>- GBoS should think of having an office in the Region where interviews and other administrative functions can be carried out effectively. .</li> <li>- Communication is really important in order to get the right information, so it is important to get people who speak certain languages to visit communities who speak the same languages.</li> <li>- Awareness creation of the exercise through sensitization is required before implementation.</li> </ul>

Date	Stakeholders	Stakeholders' Views	Suggestions/Recommendations
14/03/2023	URR, Wuli West – District Chief (Momodou Bah)	<ul style="list-style-type: none"> <li>- There is tendency not to meet certain compound heads especially if the visit is unannounced.</li> </ul>	<ul style="list-style-type: none"> <li>- GBoS should send information beforehand in order to make sure that citizens are available.</li> </ul>
14/03/2023	URR, Wuli East – District Chief (Ebrima Sorrie Juwara)	<ul style="list-style-type: none"> <li>- There is tendency to inflate or downplay numbers due to lack of knowledge on the importance of the Census or what the data will be used for.</li> </ul>	<ul style="list-style-type: none"> <li>- Sensitization is really important before the exercise.</li> <li>- GBoS needs to send prior information on the schedule of the exercise so as to enable the Alkalos organize who will go round with them.</li> </ul>
14/03/2023	URR, Sandu – District Chief ( June Bah)	<ul style="list-style-type: none"> <li>- Due to the hot weather, some people are away and will need to be called to come back if the exercise was supposed to take place.</li> <li>- Some people might also not give accurate data in fear of being asked to pay tax or out of ignorance.</li> </ul>	<ul style="list-style-type: none"> <li>- The Census team should communicate to Alkalos well in advance on the schedule of the exercise so they can organize their villages on time.</li> <li>- Adequate sensitization of the population is essential to build confidence in the masses so they can give accurate information.</li> </ul>
15/03/2023	URR, Fulladou East– District Chief (Saibeh Krubally)	<ul style="list-style-type: none"> <li>- Some of the villages are actively involved in farming and as such there is tendency to find empty homes.</li> <li>- Communication of the Census activities if not done properly might yield a challenge of obtaining accurate data.</li> </ul>	<ul style="list-style-type: none"> <li>- Information on schedule of the exercise should be sent to Alkalos prior to the beginning of the Census so they can make their community members available.</li> </ul>
15/03/2023	URR, Jimara – District Chief (Karimang Sanneh)	<ul style="list-style-type: none"> <li>- Lack of guidance from Alkalos can yield to inaccurate data.</li> </ul>	<ul style="list-style-type: none"> <li>- Alkalos should be contacted in the first place and worked with during the upcoming Census so as to get the right data required at community level.</li> </ul>
16/03/2023	URR, Kantora – District Chief	<ul style="list-style-type: none"> <li>- Due to poverty and aid which has been coming to communities since COVID19, there is</li> </ul>	<ul style="list-style-type: none"> <li>- Adequate sensitization on the Census activities is required so as to ensure that people understand the reason for the</li> </ul>

Date	Stakeholders	Stakeholders' Views	Suggestions/Recommendations
	(Alh. Bacho Ceesay)	<p>tendency for compound heads to inflate number of household occupants as a result of ignorance or belief that they will receive food supplies.</p> <ul style="list-style-type: none"> <li>- Language barrier might be a challenge.</li> <li>- There is tendency to miss some compounds as in some communities, there are multiple households in a compound and no fence in between compounds.</li> </ul>	<p>exercise and its importance with regards to giving accurate information to enumerators.</p> <ul style="list-style-type: none"> <li>- It is necessary to post teams with people who speak same languages with communities that they visit.</li> <li>- It is important to liaise with Alkalos who will ask a representative to go round the community with the Census team and ensure that they go into every household in the village.</li> </ul>
18/03/2023	LRR, Jarra West – District Chief (Yaya Jarjusey)	<ul style="list-style-type: none"> <li>- Some compounds heads might not be found home.</li> <li>- Some enumerators might estimate data for certain households and not visit the communities out of laziness.</li> </ul>	<ul style="list-style-type: none"> <li>- Enumerators should visit homes early in the morning or late in the evening as most compound heads are occupied during the day.</li> <li>- There should be measures to ensure that enumerators visit all communities.</li> </ul>
18/03/2023	LRR, Kiang East – District Chief (Ansumana Sanneh)	<ul style="list-style-type: none"> <li>- Lack of awareness on the Census and its importance can lead to inaccurate data (inflation of numbers) as some people might believe they are being counted to be given aid of some sort.</li> </ul>	<ul style="list-style-type: none"> <li>- It is important to start sensitization from the level of chiefs who coordinate all Alkalos under their various districts. It will then be easier to filter the information down to the communities.</li> </ul>
18/03/2023	LRR, Kiang Central – District Chief (Demba Sanyang)	<ul style="list-style-type: none"> <li>- Lack of awareness and coordination can lead to inaccurate information being given.</li> <li>- Some enumerators can be impatient dealing with household heads.</li> </ul>	<ul style="list-style-type: none"> <li>- Alkalos should be contacted prior to the exercise who will work with their village committees to coordinate such exercises.</li> </ul>

## Annex 2: Household Sampling Consultation Notes

District/Community	Stakeholder Group	Key Characteristics	Language Needs	Preferred Notification needs	Specific Needs (accessibility evening time meetings)
<p>District; Greater Banjul Area</p> <p>Communities: Banjul, Kanifing, Kololi, Bakau, Latrikunda Sabiji</p>	<p>Fishing Household, Poor Household, Youths, Household with a travelling member, Households with a special needs member</p>	<p>Most of the fishermen are always at the beach and do not even know of Census activities talk less of being included.</p> <p>There is a tendency to not receive accurate data due to lack of adequate sensitization of the general population on the importance and use of the Census.</p> <p>If the exercise is conducted during workdays, some compounds might be found empty as adult occupants would have gone to work whilst the children will be at school.</p> <p>The enumerators should be trained adequately on how to ask</p>	<p><b>Wollof, Mandinka, Jola, Serahule, Serer and Fula</b></p>	<p>Phone Radio TV Mosque announcement</p>	<p>Late afternoon meetings during the week or weekend meetings</p>

District/Community	Stakeholder Group	Key Characteristics	Language Needs	Preferred Notification needs	Specific Needs (accessibility evening time meetings)
		questions thoroughly without offending those asked. This way, even those with special needs will be included.			
District ; Foni Brefet  Communities: Somita, Jala koto.	Chief, Alkalo, Youth and Women's' Group, Single parents. Head of Households and physically challenged group.	-Legacy issues with negative experiences with previous projects dealing with population counting and household surveys (non-World Bank-funded) for statistical data.	<b>Jola and Mandinka</b>	Phone Radio TV Mosque announcement	Late afternoon meetings during the week or weekend meetings
District: Foni Bintang Karanai  Communities: Bintang, Buniadou, Batabut Kantora	Chief, Alkalos of villages, Head of Households and physically challenged group.	Inadequate information about population counting	<b>Mandinka Wolof</b>	Phone Radio TV Mosque announcement	Late afternoon meeting during the week or weekend meeting
District: Foni Kansala  Communities; Arangallen, Bwiam, Barrow Kunda, Bullock, Mandina, ,Kanilai and Sangajor	Chief, Alkalo, Oustas (Arabic teacher) Youth and Women Group	-Lack of information prior to census. - Communication Breakdown. -Because of the way questions are asked, people might	<b>Jola and Mandinka</b>	Phone Radio TV Mosque announcement	Late afternoon meeting during the week or weekend meeting

District/Community	Stakeholder Group	Key Characteristics	Language Needs	Preferred Notification needs	Specific Needs (accessibility evening time meetings)
		<p>not be able to give the correct data of their family.</p> <p>- Legacy of Political conflict</p>			
District; Foni Bondali Communities: Nyantempo, Bondali Jola, and Kanfenda	Chief, Alkalo, Youth and Women Group	Indistinct identification of ethnic due to certain tribes have different dialects. So, if further questions are not asked a participant might identify to the wrong ethnic group.	<b>Jola and Mandinka</b>	Phone Radio TV Bantabas Mosque announcement	Late afternoon meeting during the week or weekend meeting
District: Foni Jarrol Communities: Kalagi, Jarrol, Kambaleiba, Jorem	Chief, Alkalo, Youth and Women Group	-Misconception of what the purpose of the data is about. Some people think that their information can be taken to social media,  Political problems	<b>Jola and Mandinka</b>	Phone Radio TV Mosque announcement	Late afternoon meeting during the week or weekend meeting
District; Nianija Communities: Buduck ,Sareh Janko, Sinchu Tamsir, Sareh Seedy	Chief, Alkalo, Single parents, Youth and Women Group	- No proper sensitization for the general public. This needs to be done from the planning, implementation	<b>Fula and Mandinka</b>	Phone Radio TV Bantabas Mosque announcement	Late afternoon meeting during the week or weekend meeting

District/Community	Stakeholder Group	Key Characteristics	Language Needs	Preferred Notification needs	Specific Needs (accessibility evening time meetings)
		to the final stage.  Disconformity, people need to know what the data is collected for so that they would be ready to give accurate data.			
District; Sami  Communities: Jala koto, Kalen jawbeh, Changai Wollof, Jarumeh Koto	Chief, Alkalo, Single parents, Youth and Women Group	Absent of prior information before implementation of the project start.	<b>Fula, wollof and Mandinka</b>	Phone Radio TV Bantabas Mosque announcement	Late afternoon meeting during the week or weekend meeting
District; Niani  Communities: Nyakoi Tukulor, Jokul Ndowen, Amdallai ,Pallol Fula, Gingory, Jamagen, Nema Fula, Bakadaji Mandinka, Wassu,Sareh Nyanga, Jamwelly Galajo	Chief, Alkalo, Single parents, Youth and Women Group	-Misconception: people think that if they give the accurate data, they will pay more tax.  -Cultural Norms: Due to traditional norms and taboos, people are scared to count all the children and materials they have.	<b>Fula and Mandinka</b>	Phone Radio TV Bantabas Mosque announcement	Late afternoon meeting during the week or weekend meeting
District; Upper Saloum  Communities: Njau, Kerr Mod Hale, Taiba,	Chief, Alkalo, Single parents, Youth and	- Limited awareness about socio-economic indicators so it is difficult to	<b>Wollof and fula</b>	Phone Radio TV Bantabas	Late afternoon meeting during the week or



District/Community	Stakeholder Group	Key Characteristics	Language Needs	Preferred Notification needs	Specific Needs (accessibility evening time meetings)
Sareh Gibbie, Jareng Passi	Women Group	give information in relation to such variables.		Mosque announcement	weekend meeting
District: Lower Saloum Communities, Misira ,Jarreng Kerr Mamut, Kaur	Chief, Alkalo, Single parents, Youth and Women Group	- Suspicion: Afraid to give the true information because they think that the government need the information to reduce the population of the country.	<b>Wollof and fula</b>	Phone Radio TV Bantabas Mosque announcement	Late afternoon meeting during the week or weekend meeting
District; Jokadou Communities, Talen, Kuntaya, Kerewan, Kerr Amadou, Torro Alasan.	Chief, Alkalo, Single parents, Youth and Women Group	- Disconformity; people need to know what the data is collected for so that they would be ready to give accurate data.	<b>Mandinka, Fula, and Wollof</b>	Phone Radio TV Bantabas Mosque announcement	Late afternoon meeting during the week or weekend meeting
District: Central Baddibu Communities: Njaba Kunda, Nawleru	Chief, Alkalo, Single parents, Youth and Women Group	-Limited education: Due to the level of education, people do not want to answer too many questions as they do have time for that.	<b>Mandinka, Fula, and Wollof</b>	Phone Radio TV Bantabas Mosque announcement	Late afternoon meeting during the week or weekend meeting
District: Upper Badibu Communities: Illiasa, Soma Kunda and Barrow kunda	Chief, Alkalo, Single parents, Youth and	- Political issue; Due to political legacy, few communities do not want to give data to the	<b>Mandinka and Fula,</b>	Phone Radio TV Bantabas	Late afternoon meeting during the week or

District/Community	Stakeholder Group	Key Characteristics	Language Needs	Preferred Notification needs	Specific Needs (accessibility evening time meetings)
	Women Group	current government.		Mosque announcement	weekend meeting
District: Lower Baddibou Communities: Kinteh Kunda Janneya Pallen, Gunjur.	Chief, Alkalo, Single parents, Youth and Women Group	-Limited information; Enumerators do not take time to give accurate information to the people they meet.	<b>Wollof and Mandinka</b>	Phone Radio TV Bantabas Mosque announcement	Late afternoon meeting during the week or weekend meeting
District: Lower Saloum Communities: Sarreh Saboye, Balakharr	Chief, Alkalo, Single parents, Youth and Women Group	- Lack of social inclusion; communities are not given prior information so sometimes individual's participants do not have time to response to the questions ask by the enumerators.	<b>Fula and wollof</b>	Phone Radio TV Bantabas Mosque announcement	Late afternoon meeting during the week or weekend meeting
District: Sabach Sanjal Communities: Gayen, Bahen, Kerr Bamba, Nyangen	Chief, Alkalo, Single parents, Youth and Women Group	- In proper planning; No proper planning prior to census and people tend to have less interest to response to questions from the enumerators.	<b>Wollof Fula and Mandinka</b>	Phone Radio TV Bantabas Mosque announcement	Late afternoon meeting during the week or weekend meeting

District/Community	Stakeholder Group	Key Characteristics	Language Needs	Preferred Notification needs	Specific Needs (accessibility evening time meetings)
District: Lower Nuimi Communities: Berending, Essau, Amdaillai and Barra	Chief, Alkalo, Single parents, Youth and Women Group	- Limited social inclusion; No proper planning prior to census and people tend to have less interest to response to questions from the enumerators.	<b>Mandinka, Wollof, Serer and Fula</b>	Phone Radio TV Bantabas Mosque announcement	Late afternoon meeting during the week or weekend meeting
District: Upper Nuimi Communities, Kabakoto, Jurunku, Pakou Jogou Chilla and Kerr Cherno Baba	Chief, Alkalo, Single parents, Youth and Women Group	-Lack of involvement of the local community	<b>Mandinka fula and wollof</b>	Phone Radio TV Bantabas Mosque announcement	Late afternoon meeting during the week or weekend meeting
District: Kombo North Communities: Sukuta, Sanchaba, Lamin, Old Yundum	Chief, Alkalo, Single parents, Youth and Women Group	- Mismatch of information; There is discrepancy of information because some enumerators do not read the questions clearly for people to understand.	<b>Mandinka and wollof</b>	Phone Radio TV Bantabas Mosque announcement	Late afternoon meeting during the week or weekend meeting
District: Kombo Central Communities: Brikama Jidda Kabafita, Wellingara Brikama Persebianres , Jalambang and Marakissa	Chief, Alkalo, Single parents, Youth and Women Group	- Inadequate information -Perception of people	<b>Mandinka, Jola and fula</b>	Phone Radio TV Bantabas Mosque announcement	Late afternoon meeting during the week or weekend meeting

District/Community	Stakeholder Group	Key Characteristics	Language Needs	Preferred Notification needs	Specific Needs (accessibility evening time meetings)
District: Kombo South Communities: Jabangjelly, Jalambang Gunjur, Tanji and Ruma	Chief, Alkalo, fisher men, fish sellers, Youth and Women Group	- Communication barrier, it is always important for communication to flow before the activity start so that people will be happy to give accurate information.	<b>Mandinka (Wuyeiko, a mandinka dialect) and fula</b>	Phone Radio TV Bantabas Mosque announcement	Late afternoon meeting during the week or weekend meeting
District: Kombo East Communities: Faraba Bantang, Faraba, Sotokoi, Tanene and Gida Sukuta	Chief, Alkalo, Special needs and minority group.	-Limited social inclusion. In most cases Alkalos are not aware about census so it would be difficult for them to settle issues when are arises.	<b>Jola, Mandinka and Manjago</b>	Phone Radio TV Bantabas Mosque announcement	Late afternoon meeting during the week or weekend meeting
District: Jarra East Community: Sutukung	Chief, Alkalo, Elderly (70 yrs upwards), Household with travelling member, Widow-headed Household, Farming Household and Poor Household	-Language-barrier and lack of understanding of questions posed might be a challenge. Lack of orientation of the household head on the use of the information supplied might yield to inaccurate data. Some people	<b>Mandinka</b>	Phone Radio TV Bantabas Mosque announcement	Late afternoon meetings during the week or weekend meetings

District/Community	Stakeholder Group	Key Characteristics	Language Needs	Preferred Notification needs	Specific Needs (accessibility evening time meetings)
		might inflate their number of occupants.			
District: Jarra Central Community: Jappineh	Chief, Alkalo, Elderly (70 yrs upwards), Household with travelling member, Widow-headed Household, Farming Household, Poor Household and Family with Special Needs Person	-Inadequate Planning; Enumerators might not meet some household heads in the case of farming time. Those compounds might be missed. Communication Barrier; for families with Special Needs as one individual attested that he is a cripple and has amnesia.	<b>Mandinka</b>	Phone Radio TV Bantabas Mosque announcement	Late afternoon meetings during the week or weekend meetings
District: Jarra West Communities: Soma and Jiffin	Chief, Alkalo, Elderly (70 yrs upwards), Widow-headed Household, Household with travelling son, Farming	-Inaccurate data; getting accurate data from Widow-headed Household is difficult.  -Some homes might be found empty for days or weeks as families might travel.	<b>Mandinka</b>	Phone Radio TV Bantabas Mosque announcement	Late afternoon meetings during the week or weekend meetings

District/Community	Stakeholder Group	Key Characteristics	Language Needs	Preferred Notification needs	Specific Needs (accessibility evening time meetings)
	Household and Poor Household	-Some homes might be skipped as census teams will not know the true coverage of the communities. .			
District: Kiang West Communities: Tankular	Chief, Alkalo, Elderly (70 yrs upwards), Widow-headed Household, Fishing Household, Household with travelling son, Farming Household, Terminal Community and Poor Household	-Inaccurate information due to challenges of receiving accurate information from people as some are involved in all year gardening, it might be a challenge to receive accurate data during the exercise.	<b>Mandinka</b>	Phone Radio TV Bantabas Mosque announcement	Late afternoon meetings during the week or weekend meetings
District: Kiang East Community: Kaiaf	Chief, Alkalo, Travelling Father, Farming Household, Poor Household and Elderly (70 yrs upwards)	-Discrepancy of data because of enumerators sometimes only meet old age people during the exercise and some might not remember to give accurate number on the occupants in	<b>Mandinka</b>	Phone Radio TV Bantabas Mosque announcement	Late afternoon meetings during the week or weekend meetings

District/Community	Stakeholder Group	Key Characteristics	Language Needs	Preferred Notification needs	Specific Needs (accessibility evening time meetings)
		their respective household.			
District: Kiang Central Community: Kwinella	Chief, Alkalo, Elderly (70 yrs. upwards), Household with travelling member, Widow-headed Household, Farming Household, Poor Household and Family with Special Needs Person	-Lack of awareness; there is tendency for some household heads to inflate their household occupants due to lack of awareness on the importance of giving the right information. Others can downplay their numbers as well.	<b>Mandinka</b>	Phone Radio TV Bantabas Mosque announcement	Late afternoon meetings during the week or weekend meetings
District: Upper Fulladu West  Communities: Bansang, Allah Tentu, Sukurr Kunda, Sofa Nyama/Futayel, Madina Tunjang, Galleh Manda, Boraba, Kesser Kunda, Banjulinding, Toubanding, Bantato, Dobong Kunda, Sinchu Chedoyel, Sare Mansong, Sare, kabal, Sare Yero Golory, Daru, Tandj Sanka Bari, Njoren	Chief, Alkalo, Elderly (70 yrs. upwards), Widow-headed Household, Farming Household, Poor Household, Household with travelling member, Fishing	Inadequate sensitization prior to census. Prior information needed in order for certain people to consider the time of the exercise.  Lack of social inclusion There is fear that some compounds might be	<b>Mandinka , Wollof and Fula</b>	Phone Radio TV Bantabas Mosque announcement and community consultations	Late afternoon meetings during the week or weekend meetings

District/Community	Stakeholder Group	Key Characteristics	Language Needs	Preferred Notification needs	Specific Needs (accessibility evening time meetings)
Medina Tamsir, Njoren Karim, Jahanka, Sare Jabel and Kataba Samuya.	Household, Border Community, Household with special needs person and Community with Caste System	missed if the team doesn't work with the Alkalo to factor out households that are not counted due to few reasons such as the ones listed in the previous column.			
District: Niamina West  Communities: Jamara, Dalama, Pinyai – Wollof, Pinyai – Jaiteh Kunda, Kumbaney and Sare Katim	Chief, Alkalo, Elderly (70 yrs. upwards), Widow-headed Household, Farming Household, Poor Household, Household with travelling Spouse, Fishing Household and Household with special needs person	In patience; Some enumerators lack patience when dealing with an elderly person as it takes time to think through answers. This might make them leave without obtaining the right information.  - The Enumerators don't count children who were born here but enrolled in an Islamic boarding school in Senegal for short time.  - Sometimes enumerators visit houses under	<b>Mandinka , Wollof and Fula</b>	Phone Radio TV Bantabas Mosque announcement	Late afternoon meetings during the week or weekend meetings



District/Community	Stakeholder Group	Key Characteristics	Language Needs	Preferred Notification needs	Specific Needs (accessibility evening time meetings)
		construction and label them as empty homes.			
District: Niamina Dankunku Communities: Sey Kunda, Touba Mourit, Sinchu Alhagie, Babou Jobe, Sare Yero and Niani Kunda	Chief, Alkalo, Elderly (70 yrs. upwards), Widow-headed Household, Farming Household, Poor Household, Household with travelling Spouse, and Household with special needs person	In consistency of data information. Enumerators don't count children who go away with cattle to graze in the bush for some months and those attending Arabic School elsewhere.  -Families of widows (who are ill and away in other communities undergoing treatment) might be skipped if there is no adult at home during the census exercise.	<b>Mandinka , Wollof and Fula</b>	Phone Radio TV Bantabas Mosque announcement and community consultations	Late afternoon meetings during the week or weekend meetings
District: Niamina East Communities: Kaolong, Jafai, Kudang, Kudang Tenda and Kerewan Demba	Chief, Alkalo, Elderly (70 yrs. upwards), Widow-headed Household, Farming	Misconception; Sometimes compound heads think that they will be asked to pay tax so they downplay the number of occupants	<b>Mandinka , Wollof and Fula</b>	Phone Radio TV Bantabas Mosque announcement	Late afternoon meetings during the week or weekend meetings

District/Community	Stakeholder Group	Key Characteristics	Language Needs	Preferred Notification needs	Specific Needs (accessibility evening time meetings)
	Household, Poor Household, Household with travelling member, Fishing Household, Border Community, Household with special needs person and Community with Caste System	whilst others think that they will receive aid and so they inflate the numbers, so they get more stuff.  - Enumerators always skip some homes as they do not know of the size of the community. some community members are always complaining.			
District: Lower Fulladu West  Communities: Jahally, Medina Umfally, Brikamaba, Waliu Kunda Sinchu yorro Wuta, Pacharr, Janjanbureh, Sankulay Kunda and Sinchu Yerro	Chief, Alkalo, Elderly (70 yrs. upwards), Widow-headed Household, Farming Household, Poor Household, Household with travelling member, Fishing Household, Household with special needs person and	Inadequate sensitization prior to census. Prior communication is needed in order for certain people to consider the time of the exercise.  - With the assistance of the Alkalo, the whole community will be counted including the nomads who have gone to the bush with their cattle for	<b>Mandinka and Fula</b>	Phone Radio TV Bantabas Mosque announcement and community consultations	Late afternoon meetings during the week or weekend meetings

District/Community	Stakeholder Group	Key Characteristics	Language Needs	Preferred Notification needs	Specific Needs (accessibility evening time meetings)
	Community with Caste System.	<p>months. Without this, some people will definitely be missed as some homes will be empty.</p> <p>- Some youths who work in the urban areas but always return home from time to time are not counted both at home and in the urban areas as they are normally at work during the counting.</p>			
District: Tumana Community: Sabu Sireh and Kundam	Chief, Alkalo, Elderly (70 yrs. upwards), Widow-headed Household, Farming Household, Poor Household, Household with travelling member, Fishing Household and Household with special	<p>Limited Education; Understanding the questions might be a challenge. Some enumerators find it difficult to figure out the information they need from you.</p> <p>- Some households might be missed as there is no separation between houses and this might confuse</p>	<b>Mandinka and Fula</b>	Phone Radio TV Bantabas Mosque announcement	Late afternoon meetings during the week or weekend meetings

District/Community	Stakeholder Group	Key Characteristics	Language Needs	Preferred Notification needs	Specific Needs (accessibility evening time meetings)
	needs person.	<p>the enumerators.</p> <ul style="list-style-type: none"> <li>- There will be compounds which will be empty or have only the elderly who cannot give out the information required most of the time.</li> <li>- There is tendency to forget the mentally challenged family member who is not always home.</li> </ul> <p>The youths who work in other communities and come home in between to check on family are usually not counted.</p> <ul style="list-style-type: none"> <li>- Some compounds might be missed as people who are at the farms might not be counted.</li> </ul>			

District/Community	Stakeholder Group	Key Characteristics	Language Needs	Preferred Notification needs	Specific Needs (accessibility evening time meetings)
District: Wuli West: Communities: Manokoto Keiteh, Gunjur Kuta and Jeka	Chief, Alkalo, Elderly (70 yrs. upwards), Widow-headed Household, Farming Household, Poor Household, Household with travelling member, Fishing Household, Border community and Household with special needs person.	Inadequate planning; Some of the youths who work temporarily in other regions are usually not captured by the enumerators even though they always come home in between jobs so they might not be counted where they work for the last 3 months.  - In the absence of the compound heads who have gone to the bush, children will be left behind so the alkalo is the one who should help if consulted.	<b>Mandinka and Fula</b>	Phone Radio TV Bantabas Mosque announcement	Late afternoon meetings during the week or weekend meetings
District: Wuli East Communities: Borro Kande Kasseh and Foday Kunda	Chief, Alkalo, Elderly (70 yrs. upwards) Community with Caste System, Widow-headed Household,	Lack of prior communication;  The enumerator might not have patient to work from one household to another, so there is tendency to	<b>Mandinka</b>	Phone Radio TV Bantabas Mosque announcement	Late afternoon meetings during the week or weekend meetings

District/Community	Stakeholder Group	Key Characteristics	Language Needs	Preferred Notification needs	Specific Needs (accessibility evening time meetings)
	Farming Household, travelling son, Boarder Community, Fishing Household, Family with Specialist Needs and Migrant Community (Nomads).	<p>skip some compounds due to lack of notice. As sometimes, enumerators visit the community and do not even meet the Alkalo.</p> <p>- In the absence of fishermen in the community, getting accurate data from their households might be a challenge depending on who is found at the compound.</p>			
District: Sandu Communities: Sare Demba Torro and Kuwunku	Chief, Alkalo, Elderly (70 yrs upwards), Community with Caste System, Widow-headed household, Farming Household, Travelling son, Border Community, Fishing Household, Family with Specialist	<p>Social exclusion; Special need cases where children with epileptic are hidden in homes and do not go out at all. Hence some of them are not counted by their parents during census.</p> <p>- Most communities are actively involved in farming and as such there</p>	<b>Mandinka and Fula</b>	Phone Radio TV Bantabas Mosque announcement	Late afternoon meetings during the week or weekend meetings

District/Community	Stakeholder Group	Key Characteristics	Language Needs	Preferred Notification needs	Specific Needs (accessibility evening time meetings)
	Needs, Migrant Community (Normads) and poor Household.	<p>might be some empty homes during the Census visit especially if the community is taken unaware and not informed in advance.</p> <p>-For the elderly, communication might be an issue and they mostly seek for assistance from their children, so enumerators need to be tolerant and patient to get the data they need.</p>			
<p>District: Basse Fulladu East</p> <p>Communities: Sabi, Allunhari and Kanubeh</p>	<p>Chief, Alkalo, Community with Caste System, Farming Household, Travelling son, Fishing Household, Family with Special Needs member, Migrant Community (Nomads), Border Community</p>	<p>Disconformity of information; there is tendency to give false information due to lack of knowledge on what the data will be used for. Due to poverty, the compound head might inflate the number of occupants in the household thinking the higher the</p>	<p><b>Mandinka and Serahule</b></p>	<p>Phone Radio TV Bantabas Mosque announcement and community consultations</p>	<p>Late afternoon meetings during the week or weekend meetings</p>

District/Community	Stakeholder Group	Key Characteristics	Language Needs	Preferred Notification needs	Specific Needs (accessibility evening time meetings)
	and poor Household.	<p>number of people, the more aid they will receive.</p> <p>- There is tendency to not get accurate data due to lack of coordination with the Alkalo. Most of the time, fishermen who are not found home are not captured during Census. There are homes that might even be skipped if the team visits the village, and the fishermen are at sea as their wives might be at the garden.</p>			
<p>District: Jimara</p> <p>Communities: Kosemar, Sare Mansali and Sandy Kunda</p>	<p>Chief, Alkalo, Elderly (70 yrs. upwards) Farming Household, Travelling son, Fishing Household, Family with Special Needs member, Migrant Community</p>	<p>Lack of awareness;</p> <p>People might be double counted in some households. For example, If the husband is absent, the wife will insist to count him and at the same time, he might be counted</p>	<p><b>Mandinka and Fula</b></p>	<p>Phone Radio TV Bantabas Mosque announcement and community consultations</p>	<p>Late afternoon meetings during the week or weekend meetings</p>



District/Community	Stakeholder Group	Key Characteristics	Language Needs	Preferred Notification needs	Specific Needs (accessibility evening time meetings)
	(Nomads) and poor Household.	<p>where he is presently.</p> <ul style="list-style-type: none"> <li>- Lack of sensitization might yield inaccurate information from some compound heads.</li> <li>- Some households might be skipped as only elders or children might be left in the compounds. Communication might be a challenge.</li> <li>-Some household heads have mental health issues and if they are the only ones found at home, they will not be able to give any data.</li> </ul>			
District: Kantora Communities: Nyamanarr and Suduwol	Chief, Alkalo, Elderly (70 yrs. upwards) Community with Caste System, Farming	Social exclusion; people with mental health issues might be excluded from the counting if their parents are not present	<b>Sarehule and Fula</b>	Phone Radio TV Bantabas Mosque announcement and	Late afternoon meetings during the week or weekend meetings

District/Community	Stakeholder Group	Key Characteristics	Language Needs	Preferred Notification needs	Specific Needs (accessibility evening time meetings)
	Household, Travelling son, Border Community, Fishing Household, Family with Specialist Needs, Migrant Community (Nomads) and poor Household.	<p>when the enumerators visit their homes.</p> <ul style="list-style-type: none"> <li>- There is tendency to miss some people who might be working in the neighboring Country during the visit.</li> <li>- There might be issues getting information in some compounds in some communities who still practice the caste system as they might be seen as slaves and looked down upon.</li> <li>- For widows, Understanding the questions might be a challenge.</li> </ul>		community consultations	

### Annex 3: Stakeholder Mapping

Stakeholder mapping is a process of examining the relative influence that different individuals and groups have over a project as well as the influence of the project over them. The purpose of a stakeholder mapping is to:

- Study the profile of the identified stakeholders and the nature of their interest and/or influence in the project;
- Understand each group’s specific issues, concerns as well as expectations from the project that each group retains; and
- Gauge their influence on the project.

Based on this understanding, the stakeholders are categorized as **High Influence/Priority**, **Medium Influence/ Priority** and **Low Influence/Priority**. The stakeholders who are categorized as high influence are those who are expected to have a high influence over the Project or are likely to be heavily impacted by the Project activities: they are high up on the Project’s priority list for engagement and consultation.

Similarly, the stakeholders categorized as medium influence are those who are expected to have a moderate influence over the Project or even though they are to be impacted by the Project, such impact is deemed unlikely to be substantial: these stakeholders are neither high nor low on the Project’s engagement list. Lastly, stakeholders deemed with low influence are those who are expected to have a minimal influence on the decision-making process or are to be minimally impacted by the Project: they are low on the Project’s engagement list.

#### Stakeholder Mapping

Stakeholder Group(s)	Role/interest in project	Level of Interest	Level of Influence
<b>Data Collection Commissioners</b>			
Gambia Government	Sponsors data collection	High	High
Development Partners (WB, IDA, EU etc.)	Sponsor data collection	High	High
Intergovernmental Bodies ( UN Agencies, UNHCR, IFAD, FAO, IOM etc.)	Sponsor data collection	High	High
<b>Data Collectors</b>			
GBoS PIU	Organize data collection	High	High
GBoS	Organize data collection	High	High
GBoS Enumerators	Collect field data	Medium	Medium
<b>Data Providers</b>			
Gambian Households and Communities	Provide information / data for project	Medium	Medium

<b>Stakeholder Group(s)</b>	<b>Role/interest in project</b>	<b>Level of Interest</b>	<b>Level of Influence</b>
Vulnerable Groups in The Gambia	Provide information / data for project	Medium	Medium
Gambian Businesses	Provide information / data for project	Medium	Medium
Gambia Bureau of Statistics	Provide information / data for project	High	Medium
Gambia Public and Private Administration	Provide information / data for project	Medium	Medium
<b>Data users</b>			
University of The Gambia	Use data for multiple purposes	Medium	Low
National and international Research Bodies (MRC, USAID etc.)	Use data for multiple purposes	Medium	Low
International Institutions (WB, Global Fund, EU etc.)	Use data for development programs of project	Medium	Low
NGO and Civil Society Organizations (Network Against GBV, Action Aid, ACDHRS etc.)	Use data for multiple purposes	Medium	Medium
Intergovernmental Bodies (IFAD, UN Agencies, WFP etc.)	Use data for multiple purposes	High	High
Gambia Government	Use data for multiple purposes	High	High

## Annex 4: Gambia Legal and Policy Framework related to Stakeholder Engagement

The Table below indicates the relevant national policies and laws that encourage stakeholder engagement in the Gambia.

National Policy and law	General considerations
National Policy for the Advancement of Gambian Women and Girls (1999-2009)	Policy provides a legitimate point of reference for addressing gender inequalities at all levels of government and all stakeholders; Consultation of affected stakeholders is relevant for this Project since it must benefit both men and women equitably.
The Gambia National Gender and Women Empowerment Policy (2010–2020)	To mainstream gender in national and sectoral planning and programming to ensure equity and equality. Women will be consulted widely and will be involved in the local monitoring and evaluation process during project implementation
National Youth Policy (2019–2028)	Policy aims to empower the Gambian youth for employability and enterprise for optimal contribution to national growth and development. Successful project implementation will encourage youth engagement in skills to reduce youth underemployment where applicable.
Environmental Impact Assessment Regulations, 2014	The EIA Regulations elaborate on the requirements for EIA procedure, environmental impact statements, approval, environmental monitoring, etc. The Regulations provide more details for the stakeholder engagement during EIA process and implementation of its ESMP.
Sexual Offences Act, 2013	Updates the law and procedures regarding the trial of rape, sexual offences, and related matters; This Act is relevant to the Project due to the need for engagement and protection of vulnerable persons within the Project sites against sexual offences, which is defined in the Act.

## Annex 5: Sample Grievance Registry

### SECTION 1: Details of the GM Focal Person

1. Name of the staff recording the complaint
  
2. Level complaint is registered.
  - a. Community Level GM
  - b. Project Level GM
  - c. National Level GM
  - d. Others (specify)
  
3. Designation of staff
  - a. Technical staff
  - b. ESS staff
  - c. Project management staff
  - d. Other (specify)
  
4. Telephone number Contact/Focal GM person \_\_\_\_\_
  
5. Date complaint is received
  
6. Does the complainant consent to have personal information shared with the Borrower(s) and relevant third parties (e.g., contractor or project implementing agency)  Yes  No
  
7. If you selected **No**, proceed to section III, if YES complete section II

### SECTION II: Details of Complainant

8. Name of Complainant (optional) \_\_\_\_\_
  
9. Address: \_\_\_\_\_
  
10. Gender (Please select your gender)
  - a. Male
  - b. Female
  - c. Other (Specify)

11. Mobile Number (optional) \_\_\_\_\_

12. Email address if any (optional): \_\_\_\_\_

13. Location (here we specify the district, town, province, chiefdom etc.)

### SECTION III: Details of Complaint

14. Short description of the complaint

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15. Attach a copy of the letter / complaint and evidence

16. Location / area where the complaint is lodged

17. The complaint is towards who? please select from the choices below

- MDA (Please specify \_\_\_\_\_)
- Implementing Agency (Please specify \_\_\_\_\_)
- Individual (Please specify \_\_\_\_\_)
- Process/Procedure (Please specify \_\_\_\_\_)
- Others (Please specify \_\_\_\_\_)

18. Is the complaint emanating from the implementation of HISWACA activities?

- a. Yes
- b. No

19. If **yes**, specify the specific which activity

20. If **No**, please state where/ or to which agency the complaint should be forwarded and proceed to closure (section iv)

21. Do you have evidence of your claims? (Please select one)

- Yes
- No

22. Are there adverse impacts associated with this complaint/grievance?

- Yes
- No

23. Identify nature of the complaint or grievance

- a. Economic displacement
- b. Physical displacement
- c. Destruction of property
- d. Census/Survey related
- e. Other (specify)

How many people have been affected?

#### **Section IV: GBV related complaints**

24. Is the complaint GBV related? (Yes/No)

25. If Yes, what is the nature of each complaint

- i. Employment/Labour Dispute;
- ii. Gender bias;
- iii. corruption
- iv. Sexual harassment

26. provide a short description of the GBV related component

27. How many people have been affected?

#### **SECTION V: Complaint Resolution**

28. Date for correspondence to the complainant that the complaint has been resolved.

29. Attach the following reports as evidence of investigation into the complaint:

- a. Preliminary safeguards report (identifies the steps to be undertaken towards resolution of the complaint)
- b. Site visit report (optional)
- c. Final safeguards report

30. Attach photographs of the complaint site. (from the field visits)



31. What actions have been undertaken towards resolution of the complaint? (attach an action plan of activities )

32. Date when the complaint is resolved. \_\_\_\_\_

Sign (RTP): \_\_\_\_\_

Sign (or RTP): \_\_\_\_\_

**Complainant**

**Community Representative (as applicable)**

(By signing, I take responsibility for the accuracy of the information I have provided above)

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Sign: \_\_\_\_\_

**GRC Focal Person or member recording grievance**

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

## Annex 6: Sample Grievance Form

**Grievance number:**

**LOCATION:**

**NAME OF COMPLAINANT:**

**ADDRESS:**

**DATE RECEIVED:**

**HISWACA-SOP 1 categories of grievance:**

**Delay in payment for enumerators, data collectors, cartographers etc.**

**Interrupted traffic**

**Environmental health related issues**

**Delay in salaries of labourer**

**Grievances raised by contractor**

**Disruption of daily activity and livelihood**

**Construction works related issues (quality of work or delay in work)**

**Financial management**

**Recruitment**

**Procurement**

**SEA/SH**

**GBV**

**OTHER (specify).....**

**Brief description of the grievance:**

**Suggested action (by complainant) to address grievance:**

