



THE PUBLIC PRIVATE PARTNERSHIP COMMISSION

**DIGITAL MALAWI ACCELERATION PROJECT
(P505095)**

DISCLOSED STAKEHOLDER ENGAGEMENT PLAN

SEPTEMBER 2024

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Acronyms & Abbreviations

ADCs	Area Development Committees
AECs	Area Executives Committees
AfDB	African Development Bank

COMESA	Common Market for Eastern and Southern Africa
DC	District Council
DEC	District Executive Committee
DGRMC	District Grievance Redress and Management Committee
DMAP	Digital Malawi Acceleration Project
DMEC	District Monitoring and Evaluation Committee
DODMA	Department Of Disaster Management Affairs
DPA	Data Protection Authority
DRC	Democratic Republic of Congo
EAC	Eastern Africa Community
EARDIP	Eastern Africa Regional Digital Integration Project
ECAM	Employers' Consultative Association of Malawi
EGENCO	Electricity Generation Company
ES	Environmental Standards
ESCOM	Electricity Supply Corporation of Malawi
ESCP	Environmental And Social Commitment Plan
ESF	Environmental And Social Framework
ESIRT	Environmental and Social Incident Reporting Toolkit
ESMP	Environmental and Social Management Plan
ESS	Environmental And Social Standards
ESSO	Environmental And Social Safeguards Officer
EU	European Union
E-WMP	E-Waste Management Plan
GBV	Gender Based Violence
GRM	Grievance Redress Mechanism
HEIs	Higher Educational Institutions
ICGRMC	Institutional And Community Grievance Redress and Management Committee
ICT	Information, Communication and Technology
ICTAM	Information Communication Technology Association of Malawi
ISAMA	Independent Schools Association of Malawi
ITU	International Telecommunication Union
LMP	Labour Management Procedures
M&E	Monitoring And Evaluation
MACRA	Malawi Communications Regulatory Authority
MAREN	Malawi Research and Education Network
MDAs	Ministries, Departments and Agencies
MEC	MALAWI Electoral Commission
MEPA	Malawi Environment Protection Agency
MERA	Malawi Energy Regulatory Authority
MISO	Management Information Systems Officer
MITA	Malawi Information Technology Authority
MNOs	Mobile Network Operators
MoA	Ministry of Agriculture
MoE	Ministry of Education
MoF	Ministry of Finance

MoGCDSW	Ministry Of Gender, Community Development and Social Welfare
MoICT	Ministry Of Information, Communication and Technology
MoL	Ministry of Labour
MoNUCE	Ministry Of National Unity and Civic Education
MoT	Ministry of Tourism
MoYSC	Ministry of Youth Sports and Culture
MPA	Master of Public Administration
NCHE	National Council for Higher Education
NCIC	National Construction Industry Council
NGOs	Non-Governmental Organisations
NLGRMC	National Level Grievance Redress and Management Committee
NRB	National Registration Board
NRENs	National Research and Education Networks
OPC	Office of President and Cabinet
PAPs	Project Affected Persons
PDO	Project Development Objective
PDU	Presidential Delivery Unit
PIU	Project Implementation Unit
PKI	Public Key Infrastructure
PPDA	Public Procurement and Disposal of Assets
PPPC	Public Private Partnership Commission
PSIP	Public Sector Investment Programme
RAP	Resettlement Action Plan
SADC	Southern Africa Development Community
SEA	Sexual Exploitation and Abuse
SEP	Stakeholders Engagement Plan
STEMs	Science, Technology, Engineering and Mathematics
TA	Tradition Authority
TEVET	Technical, Entrepreneurial and Vocational Education and Training
UNCEF	United Nations International Children's Emergency Fund
UNDP	United Nations Development Programme
UNIMA	University Of Malawi
VDCs	Village Development Committees
WB	World Bank
WGRC	Workers Grievance Redressal Committee

1.0 Introduction

1.1 Background

Digitalization can be a powerful tool for development in Malawi, transforming entire sectors and delivery of services as well as creating employment. Given the importance of the digital economy to increased productivity and efficiency, its potential benefits are amplified in the context of addressing and dealing with natural disasters and health pandemics as the world faced the COVID-19 pandemic. Malawi will need to rely increasingly on digital technologies to ensure that public services, businesses, and individuals are able to withstand current and future events and to develop a set of resilience measures, to ensure business continuity of government, and to avoid interruptions in service delivery. A combination of widespread access to broadband, digitally enabled services and payments can offer a powerful platform to remove barriers of distance, to lower cost in the delivery of services, and to improve human development while also contributing to economic growth and reduced poverty.

Digitalization can also play a critical role in tackling challenges such as climate vulnerability, health emergencies, fragility, conflict, and violence (FCV). Digital technologies have the potential to reduce greenhouse gas (GHG) emissions in high-emitting sectors by up to 20 percent by 2050¹. Digital technologies (mobile transfers, emergency communication facilities, stable internet connectivity at government offices, free public Wi-Fi zones) can also expand access to emergency response and aid delivery in fragile contexts, to climate-vulnerable communities in remote and rural areas, as well as enable the use of telehealth services during health pandemics like COVID-19. For example, under the *Digital Malawi Foundation Project (P160533)*, an emergency program of over 100 public Wi-Fi hotspots was rolled out in schools, post offices, markets, community centers and airports, which was key during cyclone Freddy. It helped people to get access to critical services and to help with business continuity. The recent wave of natural disasters in Malawi only highlights the need to develop a resilient digital infrastructure designed to withstand impacts from climate events. Digital Malawi also supported internet connectivity to over 80 higher education institutions, which allowed continued learning during the pandemic when on-site access and tuition was limited.

The disruption caused by today's multiple and overlapping crises is creating a need for governments to do things differently and to prioritize investments in re-usable digital public infrastructure. By offering foundational services, such as digital ID, digital payments and data sharing, and getting them right, countries are putting in place the highways for inclusive and dynamic digital economies, societies, and governments. The benefits can be enormous: empowered people, improved access to services and economic opportunities, reduced transaction costs, more efficient delivery of social assistance and subsidies, and innovation unlocked.

The Government of Malawi through the Ministry of Information and Digitalization and involvement of the Public Private Partnership Commission intends to implement the Digital Malawi Acceleration Project (DMAP) with support from the World Bank. DMAP is expected to run for a period of eight years from 2025 to 2033. The Project Development Objective (PDO) is to Increase access to and inclusive use of the internet and improve the government's capacity to deliver digitally enabled services. The Digital Malawi Acceleration Project is being implemented under the World Bank's Environment and Social Framework (ESF). The project will be implemented throughout the country for some components, while other component locations will be identified at a later stage.

¹ World Economic Forum, 2022

In consideration of the potential risks and impacts of the project on the environment and the communities around the project areas, and to ensure inclusive development and smooth implementation of the Project, different stakeholders will be engaged, hence the need for a Stakeholders Engagement Plan (SEP). The SEP has been prepared as part of the Environmental and Social Framework (ESF) requirements for the DMAP project. The Environmental and Social Commitment Plan (ESCP) which is one of the ESF requirements, stipulates that the Government of Malawi, through the Public Private Partnership Commission (PPPC), is responsible for the implementation of this SEP. The SEP will continuously be implemented and updated as relevant during project implementation.

1.2 Project Description

The Digital Malawi Acceleration Project (DMAP) is structured around four components that are aligned with the Inclusive Digitalization in Eastern and Southern Africa (IDEA) program, as follows:

Component 1: Affordable broadband and secure data hosting.

1.1 Rural connectivity

- a) **Expanded broadband coverage in rural areas** with the aim of achieving universal coverage of mobile broadband. This will be achieved through private sector investment leveraged through matching investments from project funds and the national Universal Access Fund. This investment will be used to roll out mobile broadband coverage (4G/5G cellular and Low-Earth Orbit satellite) in uncommercial rural areas and to upgrade 2G cell sites to more energy efficient 4G/5G cellular technologies.
- b) **Closing last-mile connectivity gaps for government institutions.** Building upon connectivity which was provided to 530 government institutions under the Phase 1 of the Digital Malawi Project, additional Government Wide Area connectivity will be extended to offices, hospitals, and post offices in rural areas.

1.2 Education sector connectivity:

- a) **Universal school connectivity** – building upon Phase 1, which connected 80+ higher educational institutions (HEIs), the next phase will start upon the task of connecting Malawi's 11,000+ schools, beginning with some 2,000 schools under DMAP. It is proposed to work again with MAREN (the Malawi Research and Education Network), which proved an able partner under Phase 1, and to use the existing connected Higher Education Institutions (HEIs) under a hub-and-spoke model to reach surrounding schools.
- b) Sponsoring Malawi's participation in the **EU Africa Connect 4 program**, in partnership with the UbuntuNet Alliance. This will enable the program to leverage additional EU funding. The pre-purchase of internet capacity for Malawi's schools and HEIs will be coordinated at the regional level, drawing upon the resources of the planned regional financing facility to leverage cost savings through economies of scale.

1.3 Regional connectivity:

- a) **Addressing gaps in missing cross-border broadband links**, drawing upon a regional financing facility. To this end, a survey of missing broadband links has been commissioned. Investment will be coordinated with the EU, which has a similar program, and with IDEA programs in neighbouring countries (e.g., DRC and Zambia), to ensure that there is end-to-end connectivity and efficient route planning.
- b) Integrated infrastructure planning of **"Digital Corridors"** for Southern Africa. At the 2023 edition of the Transform Africa Summit, hosted at Victoria Falls, April 2023, Heads of State from four countries – Botswana, Malawi, Zambia, and Zimbabwe – came together to commit to building

“digital corridors” that would facilitate the growth of trade in the region. The project can support this initiative through further integrated regional planning of investments.

- c) **Demand aggregation** at the regional level for educational, health and government connectivity. The planned regional financing facility under IDEA can play a role in administering a framework contract for bandwidth suppliers to bid for competitively awarded connectivity contract to serve the regions’ educational, health and government users.
- d) **Climate resilience TA**, including development of regionally harmonized standards for climate resilient infrastructure.

1.4. Enhancing data hosting capacity and transition to cloud computing

- a) Providing support to the **national data center** and enabling cloud services at national and regional levels. Under the late stages of phase 1 of Digital Malawi, project funds were used to establish a national data center in Lilongwe. But additional TA will be required to oversee the development of a sustainability plan, including leasing co-location space to the private sector, and handling the transition to a cloud first national data strategy.
- b) Supporting **migration of data** from existing server rooms to the new data center, the disaster recover site in Blantyre, and cloud computing resources.

1.5 Enhancing policy and regulatory frameworks, and operationalization of the Data Protection Authority

- a) **Regional policy and regulatory harmonization** to support digital integration, cross-border digital services and data flows, with the goal of increasing digital trade. Under EARDIP, regulatory harmonization work is underway at the Eastern Africa Community (EAC). Extending this work also to COMESA will greatly increase the number of countries that will benefit.
- b) **Operationalization of the Data Protection Authority (DPA)**, which was approved by Parliament in November 2023, and support to MACRA, the regulatory authority, which hosts the DPA. TA for the DPA will include provision of expert consultant services, study tours, capacity building and development of data classification guidelines.

Component 2: Interoperable and safe data platforms.

2.1 Next Generation Digital ID

The roll-out of first-generation digital ID in Malawi was implemented by the National Registration Board (NRB) and supported by UNDP. However, the limitations of the system, which was based on physical ID cards, with a smart chip, are now apparent as those cards expire, and are too expensive to replace. Furthermore, the initial system was developed with a particular function in mind (supporting voter ID during national elections) rather than providing a foundational ID system. Project funds will support the government to transition to the next generation cost-effective Digital ID with streamlined identity verification services such as enabling secure digital authentication services, e-signature capability, scaling mobile ID and cross border mutual recognition of ID in Southern Africa Development Community (SADC).

2.2 Extending the *Bomalathu* data exchange platform for Government and Financial Institutions

- a) The Digital Malawi project supported the development of a government data exchange platforms, called ***Bomalathu*** (“my Government”) which has connected some 11 Government agencies by the end of the project. However, much more needs to be done to extend the data exchange platform and to automate e-services offerings in key sectors. This will require additional consultancy services and capacity building among Government institutions.
- b) To become truly transformational, it will be necessary to **extend the functionality of *Bomalathu* to private sector**, notably the financial institutions that have a requirement for eKYC and identity verification. It is expected that this extension will be largely self-financing from contributions

private sector firms which have an urgent need to provide this. But the eGovernment department, which runs *Bomalathu*, will require additional TA to develop a competitive price structure for these services.

- c) They may also be a need to develop a government **public key infrastructure (PKI) capability** and e-Signature capability for e-services that require higher level of assurance than can be provided by private, or cloud-based, PKI services.

Component 3: High impact digital services and productive digital use.

3.1 Support to Tech Hubs and Matching Grants for Digital Start-ups

- a) The Digital Malawi project provided seed funding to ten **tech hubs** across the country and provided training to over 19,000 youth in digital literacy, advanced digital skills (such as AI, drones) and digital entrepreneurship. Under DMAP, it is planned to expand support to the tech hubs through a further round of competitively awarded grants, disbursed in tranches, with agreed targets for service delivery.
- b) DMAP will initiate a **matching grants program for digital entrepreneurs** of up to US\$100,000 for around 20 awards to digitally enabled start-ups and high growth firms. Using matching grants will leverage private investment while the focus on the digital sector will ensure continuity with other aspects of the DMAP program. Those firms receiving grants will be tracked over time to identify what factors contribute to their success, so that these learning can be built into future phases, and the number of jobs created will be closely monitored.

3.2 Participation in regional program on device affordability

- a) Malawi, one of the world's poorest markets, is too small to attract major device manufacturers to invest yet the excise duty on some imported ICT devices is close to 35 percent. Thus, **device affordability** is a major barrier to further market development, particularly for higher end devices like smartphones and laptops. Malawi may wish to participate in the planned regional device affordability program that offers financial guarantees to organisations (such as mobile operators, banks, micro-lenders etc) providing pay as you go lending for devices.
- b) The device affordability program will be complemented by an **e-Waste initiative** for recycling and resale or safe disposal of laptops and phones. This will be carried out in conjunction with the tech hubs, with a focus on skills development and jobs creation for young people and persons with disabilities. This activity will also include development of a national e-waste strategy, capacity building and TA to support drafting of the necessary regulations.

3.3. Sectoral deep dives: social protection, disaster and emergency response, and financial inclusion.

In line with national priorities, and in coordination with other projects in the WB portfolio in Malawi, key sectors will be selected for deep dives in digitalization and automation, on an end-to-end basis. Seed funding provided under DMAP will provide cross support to other WB program, which will provide much of the funding needed.

Component 4: Project management and capacity building.

- a) Coordination and program management, including procurement, financial management and environmental and social safeguards. Other standard project management functions will include communications, monitoring and evaluation, security, and gender awareness.
- b) DMAP will provide funding for the operationalization of the newly created Malawi National IT Authority (MITA), including support to selected consultants embedded in MITA. It is expected that some of the staff of the existing eGovernment department will transition into MITA, on a competitive selection basis.

- c) A targeted program of capacity building for all DMAP beneficiaries will also be provided under this component.

Implementation for the DMAP project is anticipated to have positive and negative environmental and social impacts for various stakeholders. The main environmental and social risks are expected to arise from components 1 and 3 of the project. Component 1 will involve construction of cellular network towers in rural areas as well as building optic fiber network for connecting secondary schools and universities and colleges. This work may impact students in secondary schools, the rural communities including the vulnerable people through child safety, labour management issues, involuntary land acquisition, community health and safety and loss of agricultural land. Component 3 will involve recruitment of the youth for advanced digital skills training, provision of matching grants for startups, the device affordability programs and programs for social protection, disaster and response as well as financial inclusion. These programs pose social risks in which the vulnerable could potentially be marginalised from the benefits due to gender inequalities, technology gaps and lack of disability friendly programs. Thus, the project should ensure to effectively engage these groups to ensure they benefit from the various programs under these specific components.

2.0 Stakeholder Engagement Plan

2.1 Description of SEP

The Stakeholder Engagement Plan (SEP) seeks to define a structured, purposeful, and culturally appropriate approach to stakeholder engagement and disclosure of information throughout the entire project cycle, in accordance with ESS10. The SEP outlines the ways in which the PPPC will communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, or make complaints about the project and any activities related to the project. The SEP specifically emphasizes methods to engage groups considered most vulnerable and that are at risk of being left out of project benefits. It recognizes the diverse and varied interests and expectations of project stakeholders and seeks to develop an approach for reaching each of the stakeholders in the different capacities in which they interface with the project. The aim is to create an atmosphere of understanding that actively involves project-affected people and other stakeholders, leading to improved decision-making. Having a robust SEP will ensure that right information including updates, changes, challenges, or risks related to the project is provided at the right time to stakeholders. The SEP will also require thorough engagement of stakeholders during preparation of the project's Environmental and Social Management Plan (ESMP). The SEP will be disclosed publicly and will be updated as and when necessary.

Specifically, this SEP serves the following purposes: stakeholder identification and analysis; outlining engagement methods for effective communication and consultation; defining roles and responsibilities for implementing the SEP; defining monitoring and reporting requirements to ensure the effectiveness of the SEP; elaborating on the role of grievance redress mechanism (GRM) and outlining strategies for disclosure or relevant instruments and reports. Thus, the SEP will provide a platform for influencing decisions at different stages of the project.

2.2 Objectives of the Stakeholder Engagement Plan

The objective of the SEP is to establish a systematic approach for stakeholder engagement and to maintain a constructive relationship with stakeholders. The SEP will ensure that appropriate project information is disclosed to stakeholders in a timely, accessible and appropriate manner.

The specific objectives of the SEP are:

- a) To identify all relevant stakeholders for the various components under the DMAP
- b) To establish a systematic approach to stakeholder engagements that will help DMAP build and maintain a constructive relationship with stakeholders, more specifically the project-affected parties (PAPs).
- c) To assess the level of stakeholder interest and support for the project and incorporate stakeholders' views in project design and implementation.
- d) To ensure that appropriate project information on environmental and social risks is disclosed in a format accessible to disadvantaged or vulnerable groups.
- e) To provide PAPs with accessible and inclusive means to raise issues and grievances and allow relevant authorities to respond to and manage such grievances.
- f) To devise a plan of action that clearly identifies the means and frequency of engagement with each stakeholder.
- g) To outline the means for public disclosure of project information including outcomes of consultations, project documentation and environmental and social safeguards instruments.
- h) To allocate budgetary and other resources in the project design, project implementation, and Monitoring for stakeholder engagement.

3.0 Stakeholder Identification and Analysis

3.1 Methodology

During the development of this SEP, DMAP stakeholders were identified and analysed to determine their interest and needs with reference to the project. Thus, the project has stakeholders who are affected parties and those who are interested parties. The matrix of stakeholder interest and influence is presented in Table 2 below. DMAP being a follow up project to the Digital Foundations Project, most Institutions which were key in the initial project remain stakeholders under the various components of the DMAP. However, the new DMAP has new components which affect new stakeholders. For instance, component 3 has programs for social protection, disaster response management and financial inclusion which will affect the local communities including the elderly, women, the youth, the disabled and financial institutions that would want to be part of these programs. Stakeholder analysis was done to tailor specific engagement methods to different types of stakeholders including conducting outreach meetings within the communities, having sign language interpreters and using translation of relevant documents. As part of this process, it was particularly important to identify individuals and groups under the interested and affected parties who may find it more difficult to participate in the project and those who may be differentially or disproportionately affected by the project because of their marginalized or vulnerable status.

The success of DMAP project is dependent upon the engagement of various key stakeholders including Ministry of Information and Digitalization (MOID), Malawi Research and Education Network (MAREN), Malawi Communication Regulatory Authority (MACRA), Ministry of Local Government, Ministry of Education, Mobile Network Operators and contractors. The design and delivery of each of the result areas (***number of people using broadband internet, number of public institutions provided with new or improved broadband internet, number of people enrolled in digital skills trainings and citizen engagement indicators including number of grievances received and resolved***) will involve several supporting partners led and coordinated by the government of Malawi through relevant ministries, departments, and agencies. Stakeholders for the DMAP Project will be continuously identified due to project design changes and availability of new legislation and policies, among other factors.

Within the DMAP Project, therefore, engagement is directly proportional to impact and influence. As the extent of impact of a project on a stakeholder group increases, or the extent of influence of a particular stakeholder on a project increases, engagement with that stakeholder group should intensify and deepen in terms of the frequency and the intensity of the engagement. Appropriate methods that are culturally acceptable will be used for each targeted stakeholder group.

3.2 Affected Parties.

The proposed DMAP project is likely to affect various groups or individuals differently due to potential or actual risks to their physical environment, cultural practices, health and safety, socio-economic livelihoods, loss of land, disturbances, and security lapses. These include beneficiary institutions, workers with the targeted institutions, the public, students in higher learning institutions and secondary schools, local communities and community members and other parties which are expected to be directly impacted by the project interventions, politicians, and community leaders.

3.3 Other Interested Parties

Interested parties include various individuals, institutions, and organisations with an interest in the project or direct involvement in the delivery of the project at national, district and community levels. The interest may be derived from the nature of the project, its location, level of ES risks and public interest. At national level the Public Private Partnership Commission and Ministries of Information and

Digitalization fall under this category as coordinating institutions. All beneficiary institutions under various Government Ministries, Departments and Agencies (MDAs) that will benefit and those that have a stake in the ICT sector will be part of this group. At district level, the District Commissioners of the targeted districts and relevant Non-Governmental Organisations working in such districts also fall under this category. In addition, the Development Partners at international and national levels, Politicians including members of parliament and ward councillors, representatives of NGOs at district and community level, religious groups and their leaders and the general community are some of the interested parties.

3.4 Disadvantaged and Vulnerable Individuals or Groups

Much as the project is largely expected to have positive impacts among beneficiary members of the target institutions, there is still a possibility of individuals, families and institutions that might be negatively affected by activities of the program. These may come from among the beneficiaries or non-beneficiary members of the target communities. The women and children, elderly, disabled and chronically ill are often the most vulnerable because of their limited access to information due to education, language, physical, social, cultural, and structural barriers.

These categories of people will be particularly targeted with adequate information to understand the nature of project activities and the anticipated positive and potential negative impacts of the project. They will also be provided with information on how to access the grievance redress mechanism of the project whenever the need arises. Vulnerable groups within the communities affected by the project will be further confirmed and consulted through dedicated means, as appropriate. Description of the methods of engagement that will be undertaken by the project is provided in the sections 4.3 below.

For the Digital Malawi Acceleration Project, the following stakeholders have been identified and analysed per project component. These stakeholders include affected parties, other interested parties, and disadvantaged/vulnerable individuals or groups. Table 1 organises these stakeholders by project component at National, District and Community Level.

Table 1: List of DMAP Project Stakeholders at National, District and Institutional Level according to Project Components.

Project Components	Stakeholders at National, District and Institutional Level		
	National level	District level	Institutional level
Component 1: Affordable broadband and secure data hosting			
1.1. Rural Connectivity	<ul style="list-style-type: none"> - Ministry of Information & Digitalisation - MITA - DPA - Ministry of Local Government - Ministry of Health - Ministry of Energy - Ministry of labour - Ministry of Education - Department of Climate Change and Metrological services - DODMA - MEPA - EAD - MERA - MACRA - ESCOM - EGENCO - MDA's - E-government - NGO's 	<ul style="list-style-type: none"> - District Council - DEC - TA'S - Chiefs - VDC's - Police - Rural ISP's - Women - Elderly - Disabled 	<ul style="list-style-type: none"> -Targeted beneficiary institutions -Beneficiaries
1.2. Education Sector Connectivity	<ul style="list-style-type: none"> -Ministry of Education -Ministry of labour -MAREN -Ministry of Youths Sports and Culture 	<ul style="list-style-type: none"> -District Council -DEM -Women -Disabled -Children 	<ul style="list-style-type: none"> - Universities and Colleges - Secondary and Primary Schools -Students
1.3. Regional Connectivity	<ul style="list-style-type: none"> -Ministry of Homeland Security and Foreign Affairs -Ministry of Health - Ministry of Education 		

Project Components	Stakeholders at National, District and Institutional Level		
	National level	District level	Institutional level
	<ul style="list-style-type: none"> -NRB -MACRA -EU -Other African groups with similar infrastructure 		
1.4. Enhancing data hosting capacity and transition to cloud computing	<ul style="list-style-type: none"> -Ministry of Information & Digitalisation -Department of E-Government -Malawi Confederation of Chambers of Commerce Beneficiary Government MDAs 		
1.5. Enhancing policy and regulatory frameworks, and operationalization of the data protection Authority	<ul style="list-style-type: none"> Ministry of Information -Department of E-Government -Ministry of Justice -MACRA -COMESA 		
Component 2: Interoperable and safe data platforms			
2.1. Next Generation Digital ID	<ul style="list-style-type: none"> -NRB -MEC Ministry of Information & Digitalisation -Ministry of Local Government -Ministry of Homeland Security and Foreign Affairs -Department of E-government -Department of Immigration -Private Sector (Banks, TNM, Airtel, Insurance companies) 	<ul style="list-style-type: none"> -District Councils -Women -Elderly -Disabled -The Sick 	

Project Components	Stakeholders at National, District and Institutional Level		
	National level	District level	Institutional level
2.2. Extending the Bomalathu data exchange platform for Government and Financial Institutions	<ul style="list-style-type: none"> -Ministry of Information -Ministry of Finance -MACRA -Immigration -E-Commerce -Banks -Road traffic -Immigration -NEPA -MITA Police service -Reserve Bank of Malawi 		<ul style="list-style-type: none"> -Micro-finance companies -Insurance companies Private Sector
Component 3. High impact digital services and productive digital use			
3.1. Support to tech-hubs and matching grants for Digital start-ups.	<ul style="list-style-type: none"> -Ministry of trade -Ministry of information & Digitalisation -Ministry of Gender & Social Welfare -Ministry of Finance -Ministry of Local government -Ministry of Youth Sports and Culture -ICTAM -MACRA 	<ul style="list-style-type: none"> - District Councils -Chiefs -TA's -Youth coordinators, -Youth led organisation 	<ul style="list-style-type: none"> - Tech hubs -Innovation Start-up companies -Beneficiaries (Young entrepreneurs)
3.2. Participation in regional program on device affordability	<ul style="list-style-type: none"> -Ministry of Information & Digitalisation -Ministry of Finance -MRA -MACRA -Mobile Network Operators (TNM, Airtel, Access -Micro lenders (Finca, sycamore) 	<ul style="list-style-type: none"> -Women -The youth -The elderly -District Social Welfare Office 	
3.3. Sectoral deep dive: Various Sectors	<ul style="list-style-type: none"> -Ministry of local government 	<ul style="list-style-type: none"> -Local Councils 	

Project Components	Stakeholders at National, District and Institutional Level		
	National level	District level	Institutional level
including social protection, disaster and emergency response, and financial inclusion	<ul style="list-style-type: none"> -Department of E- government -Ministry of Natural Resources and Climate Change -Ministry of Agriculture -DODMA -Banks -MRA -MEPA -EAD -Department of Climate Change and Metrological Services -Environment and Climate Change Tec hub start-ups. -Innovators -World Bank projects on social cash transfer 	<ul style="list-style-type: none"> -The youth -Women -Elderly -The sick -CSOs -NGOs -District Social Welfare Office 	

Table 2: Description of Stakeholders and their roles, interests, and needs

	DESCRIPTION OF STAKEHOLDER	EXPECTED ROLE	INFORMATION NEEDS & INTERESTS
A.	NATIONAL LEVEL (MINISTRIES, DEPARTMENTS & AGENCIES)		
1	Ministry of Information (Dept. of E-govt)	Overall implementation of the project and provision of technical expertise Disseminate project information and raise awareness of the project	Progress updates regarding procurements, disbursements and work plans
2	Ministry of Finance	Updates on national economic policies, fiscal measures, and budget allocations to guide financial planning and decision-making	Disbursement reports from the project Project implementation work plans and progress reports
3	Ministry of Local Government	Help in facilitating community engagement	Project updates, Site beneficiary selection and allocation reports Reports on activities involving local government institutions
4	Ministry of Energy	Ensuring available and reliable power supply for the project's infrastructure and providing guidance on energy requirements	Project progress reports

5	Ministry of Labour	Provide guidance on labour and OHS related issues.	Project implementation work plans and progress reports, Monitoring reports on status of OHS and labour management compliance
6	Ministry of Education	Help in the implementation of education policies and coordinate schools for the connectivity component	Project progress reports, Beneficiary schools selection reports
7	Ministry of Gender & Social Welfare	Networking opportunities with NGOs and civil society organizations.	Project implementation work plans and progress reports in relation to gender management
8	Environmental Affairs Department	Providing guidance on environmental management aspects of the project Support planning, implementation and monitoring of environmental and social safeguards in the project	Safeguards compliance monitoring reports
9	-Department of Climate Change and Meteorological Services -Department of Disaster Management	Provide guidance on climate change mitigation requirements related to the project Provide guidance on disaster response and management programs under the project	Safeguards progress reports including climate change mitigation reporting. Project progress reports
10	Department of Immigration	Helping foreign expertise entry into the country	Details of international experts recruited
B.	<i>DISTRICT LEVEL</i>		
1	District Council	Facilitate infrastructure development, coordinate with stakeholders, support community engagement. Provide local insights for effective implementation. Ensure project alignment with national priorities	Project implementation work plans and progress reports
2	TAs, Chiefs, VDCs	Mobilize communities, collaborate with councils, provide local leadership, represent community interests, support project implementation Engage youth in initiatives, promote digital literacy and skills development	Information about project activities and employment availability
3	Police	Ensure security for infrastructure development, collaborate with local authorities.	Project security requirements
4	Rural ISP's	Extend internet coverage to rural areas, offer affordable and reliable services, offer digital literacy to communities	Project opportunities for them
5	Youth-led organisation	Support youth-led projects, advocate for digital inclusion.	Project opportunities for the youth
6	Innovators	Collaborating with local communities, government agencies, and private sector partners to identify connectivity challenges and co-create sustainable solutions that address specific needs and constraints	Project documents and requirements
C.	<i>INSTITUTIONAL LEVEL</i>		
1	Targeted beneficiary government institutions	Participate in the project activities Provide feedback on project progress	Information on how to benefit from the project
2	Universities and Colleges	Provide expertise and research support for connectivity projects, collaborate with government and industry partners on technology development and deployment, offer training and educational programs on digital literacy and ICT skills.	Contact details of project focal persons Cybersecurity details under the project
3	Secondary and Primary Schools and students	Integrate connectivity into curriculum and teaching methods, Provide feedback on connectivity needs and	

		challenges, Support teacher training and capacity building in ICT integration, Act as ambassadors for digital literacy and connectivity initiatives in schools, Provide feedback on usability and effectiveness of connectivity services	Procurement and safeguards requirements Information on universal subsidy provisions available for ISPs
4	Insurance companies	Collaborate with connectivity providers to offer bundled services or discounts for policyholders, invest in connectivity infrastructure in underserved areas, develop innovative insurance products tailored to the needs of connected communities.	Project requirements for digital skills training
5	Private Sector	Invest in connectivity infrastructure and technology solutions, provide support and funding for community-based connectivity projects, leverage connectivity for business growth and expansion into new markets.	
6	Tec hubs	Serve as incubators for connectivity startups and innovation projects, offer mentorship and support for entrepreneurs working on connectivity solutions, provide networking opportunities with industry experts and potential investors.	
7	MACRA	Overseeing internet provision and universal access to the project's internet Overseeing cyber security issues Regulate mobile network operators involvement in the project	Information on DMAP project Project progress reports
8	MAREN	Take part in the project under the schools connectivity and other programs in the project, improve ICT infrastructure in schools and innovations to enhance research and educational capabilities across universities and colleges	
9	NRB	Take part in the project under the digital ID programs	
10	ISP's	Taking part in the project activities such as the rural connectivity, providing technical support to new users to improve their understanding mobile network operations	Information on DMAP project
11	MRA	Implementing tax incentives and policies to encourage investment in telecommunications infrastructure for project partners.	
12	Commercial Banks	Take part in project activities including social cash transfers. Providing loans to project contractors Utilise the national data centre for EKYC	
13	Reserve Bank of Malawi	Updates on monetary policies, interest rates, inflation targets, and money supply to regulate economic stability and promote sustainable growth	Financial expenditure reports Project progress reports
14	ICTAM	Advocacy efforts to promote favourable ICT policies, regulations, and infrastructure development to support the growth of the tech industry in Malawi.	Information on DMAP project Project progress reports
15	MITA	Overseeing activities of the DMAP during construction works and operation Support research and development initiatives.	
16	MERA	Overseeing implementation of electricity standards on projects infrastructure and providing guidance on climate smart energy options and granting of permits for project's energy requirements	

D.	DEVELOPMENT PARTNERS		
1	World Bank	Provide technical and financial support for the DMAP project	Project implementation updates
2	COMESA	Provide regional support for the various programs under the project, including E-waste management, climate change mitigation and regional connectivity.	Climate change mitigation programs and E-waste strategies implementation reports
3	EU	Provide technical guidance under MAREN's university connectivity and broadband capacity programs.	Project progress reports
4	NGO's	Advocacy on environmental and social issues including providing guidance on inclusion of marginalised communities and ensuring equal project benefit sharing	Project reports on environmental and social management

4.0 Stakeholder Engagement Program

4.1 Summary of Stakeholder Engagement during Project Preparation

Several consultations were conducted for the development process of this SEP. Over the past one and half years, it has been anticipated that the opening months of Phase II of Digital Malawi (which has now become known as Digital Malawi Acceleration project) will overlap with the closing months of Phase I. Consequently, stakeholder engagements for different activities within Phase 1 were also used as platforms to get feedback from stakeholders on lessons learned and their aspirations for future projects and initiatives that started in Phase 1. Government members from various MDAs including the National Planning Commission, representatives from participating institutions including local communities, community members, and other parties who may be subject to direct impacts from the Project, and the ICT Association of Malawi, were consulted on the issues listed below. Particular attention was paid to vulnerable groups that may be at risk of being left out of the benefits of the project, such as people with disabilities, particularly for audio and visual disabilities, groups with lower digital literacy such as women, the elderly and the youth, rural and peri-urban communities characterised by low broadband coverage and access. The cultural sensitivities of diverse ethnic groups were taken into consideration. The consultations provided insights on what went on well in the first phase and areas that needs to be taken into consideration in the second phase project, including grey areas and pitfalls. They initiated and sustained a constructive external relationship that has provided a “social licence to operate” the project with public sector.

- a. Are the activities and outputs of the project consistent with the overall goal and the accomplishment of national Digitalization Strategy.
- b. To what extent are the chosen implementing partners appropriate/relevant to achieving the project’s objectives.
- c. To what extent is the project going to address challenges and gaps related to the overall National Digitalization Strategy
- d. To what extent the new project is designed to address societal needs and interests of the target group and communities (e.g., men, women, youth, disabled under all categories)?
- e. Are the activities and outputs of the project consistent with the Malawi developmental agenda 2063.
- f. Are the activities dropped in this phase of the project still relevant and shall be considered for inclusion in the next project?
- g. To what extent is the SEP likely to be achieved.

Intense stakeholder engagement and discussion on a potential follow-up operation to the Digital Malawi Foundations Program, including the proposed design, regional focus, and possible areas of support, were included in the Implementation Support Missions of February 4-9, 2024, August 28 – September 1, 2023, and February 6-10, 2023. Participating stakeholders included the Ministry of Information, eGovernment Departments - MoID, MACRA, PPC, PPDA, NRB, Rydberg Hub, Computer Clinic, NextGen Lab, TakenoLab, Green Impact, Kwathu Innovation and Creative Centre, Ministry of Finance - Debt & Aid and others.

Over the last year, various other stakeholder engagements took place to discuss follow up projects with government leadership team comprising the Presidential Delivery Unit (PDU), Office of the President and cabinet through the Department of Innovation, Ministry of Information, Department of eGovernment and the PPP Commission. To ensure proper coordination within government entities, in February and July 2023 further engagements were done with joint Supervision team comprising OPC,

PSIP Department of Economic Planning and Development and Debt and Aid Divisions of Ministry of Finance and Economic Affairs.

Development partners have been consulted throughout project preparation to ensure coordination. Consultations included technical discussions with development finance institutions, notably the Horn of Africa Initiative Secretariat, AfDB on its Horn of Africa Digital Integration Project, the EU on its Initiative for Digital Government and Cybersecurity and missing broadband links initiative, the International Telecommunication Union (ITU) on its support for affordable access to broadband, Smart Africa's proposed internet bulk internet capacity purchase program, the GIGA initiative (ITU and UNCEF) on infrastructure mapping for the education sector, the EU Africa Connect program for NRENs and private sector consultations held, inter alia, during the Mobile World Congress event in Barcelona, February 2024. Additional consultations to seek partners for co-financing in future phases are planned over the preparation period and during the outset of the first phase of the MPA, to ensure that regional digital needs can be covered in a comprehensive manner and at scale. Consequently, proposed stakeholders that are relevant to the project were included in this SEP.

Given that DMAP project is likely to have environmental and social impacts, consultation will not be a single conversation but a series of opportunities to create understanding about the project among those it will likely affect or interest, and to learn how these external parties view the project and its attendant risks, impacts, opportunities, and mitigation measures. Thus, in the preparation of the new project, various stakeholder engagements took place as an integral part of Digital Malawi closing sensitisation and awareness workshops in 2023, and consultations were carried out with Districts authorities, local leaders, communities and mostly leaders of youth associations and movements, female entrepreneurship, community support and members of public institutes.

During final year of DigMap, the stakeholder engagements were extended to the ICT Association of Malawi (ICTAM), an umbrella body of ICT professionals, seeking views on areas that need future intervention. The engagement also identified concerns and overall feedback that formed the basis for future collaboration and partnerships. Full list of stakeholders consulted, and dates of the meetings is presented in Annex 8.

In addition to the consultations undertaken as above and prior to appraisal of the proposed DMAP project, consultation meetings have been conducted with the stakeholders identified herein to present to them details of DMAP project components and where they fit in as well as elicit their views, requests and concerns regarding the project. The stakeholder engagement meetings were undertaken in the months of May, June and July 2024. The PIU undertook comprehensive consultations at different multistakeholder levels including with the proposed project implementation partners and the national, district, and community levels players with representation from project interested parties, affected parties, and disadvantaged and vulnerable people. The stakeholder engagement meetings shared relevant project information, identified additional stakeholders, built relationships that DMAP implementation will benefit from, and empowered the stakeholders by including them in the processes that will be undertaken to implement the project including site selection and environmental and social assessments.

The first consultative meeting was conducted on 3rd May 2024 at Ku Chawe Inn in Zomba City and involved the project implementation partners. This meeting aimed at presenting the project components related to each implementing partner and sought their input on the project design and how best the sub-components could be implemented. The meeting also fostered some partnerships and collaborations that will be required amongst the group to leverage economies of scale as well as ensuring effectiveness of the respective programs delivery. The implementing partners included:

1. Ministry of Information and Digitalization (Department of E-government)

2. National Registration Bureau (NRB)
3. Malawi Research and Education Network (MAREN)
4. Malawi Communications Regulatory Authority (MACRA)
5. Ministry of Lands, Housing and Urban Development.

The second consultative meeting was conducted on 10th May 2024 at ku Chawe Inn in Zomba City, and it involved the national level stakeholders who are to benefit from the project as well those who provide policy guidance in areas of environmental and social management, legal matters as well as financial management for effective implementation of the various subcomponents. Other MDAs were consulted in order to foster collaborations in the provision of electricity and road access to sites that may require these provisions in order to benefit from the project. The national stakeholders that were consulted included the following ministries, departments and agencies (MDAs):

1. Ministry of Education
2. Ministry of Justice
3. Ministry of Finance & Economic Affairs
4. Department of Disaster Management Affairs (DODMA)
5. Department of Registrar General
6. Ministry of Health
7. Ministry of Agriculture
8. Ministry of Energy
9. Ministry of Transport & Public Works
10. Ministry of Homeland Security
11. Ministry of Natural Resources & Climate Change
12. Ministry of Gender, Community Development & Social Welfare
13. Department of Climate Change and Meteorological Services (DCCMS)
14. Malawi Environmental Protection Agency (MEPA)

The third consultative meetings were conducted at regional level and included Local Councils and Education Divisions. Four regional meetings were held in the four regions of the country namely, northern, central, eastern and southern regions. The meetings were held from the 20th to 26th June 2024 in Mangochi Municipality, Mzuzu City, Lilongwe City and Zomba City respectively. All the 35 district, municipality and city councils (including Likoma District) were consulted through the participation of selected executive committee members namely the Chief Executive Officers, District Commissioners, Directors of Planning and Development, Directors of Administration, Management Information Systems Officers and the Environmental District Officers. Similarly, all the six (6) Education Divisions that manage secondary education in the country including South West Education Division (SWED), South East Education Division (SEED), Northern Education Division (NED), Central East Education Division (CEED), Central West Education Division (CWED) and the Shire Highlands Education Division (SHED) were part of the consultations. These meetings aimed at presenting the upcoming DMAP project to the councils under whose jurisdiction all the project components will be implemented. The discussions centred on how beneficiary site selections will be undertaken ensuring empowerment of the decentralised governance institutions. The meetings also discussed challenges from the just Digital Foundations Project and how the new project will ensure the implementation challenges are managed. In terms of environmental and social management, the councils requested their full involvement in environmental and social studies to ensure their ownership of the mitigation measures that are to be implemented by the project.

The fourth consultative meetings were held at the Local Council level where community representatives were engaged on the project. Stakeholder engagements targeted the local councillors, village and traditional leaders, representatives of interest groups from the youth, women, disabled, businesses, religious and the elderly. Non-governmental organizations and Civil Society Organizations were also part of these meetings. These meetings were scheduled in 8 councils, 2 of which were from

each of the 4 regions of the country. The meetings were conducted from the 10th to 16th July 2024. The councils that were engaged at the local level included M'mbelwa District Council, Lilongwe City Council, Mchinji District Council, Mangochi Municipal Council, Mulanje District Council, and Mwanza District Council. Meetings failed to take place at Salima District Council and Nsanje District Council due to unavailability of requested participants. The meetings with the local communities in these councils aimed at presenting the project components and soliciting views from the communities on issues they would require to be handled better by the project. Issues that came up from these groups focussed mainly on job opportunities and labour management practices, resettlement and compensations, spread of communicable diseases, involvement of the youth and women in the project and how the project will cater to the needs of the visually and hearing-impaired communities.

In summary, during the meeting agenda covered the following issues:

- A revision of the current Digital Foundation Project and its achievements. How it builds on the upcoming successor project.
- The overview of the DMAP including the project components, nature of funding, expected duration of the project and the implementation partners who will take charge of specific components and sub-components.
- Presentation on the environmental and social requirements under the new World Bank Environmental and Social Framework including the preparation of the environment and social instruments that have been undertaken for project appraisal and those required for project effectiveness and implementation including the Environmental and Social Commitment Plan (ESCP), the Stakeholder Engagement Plan (SEP), Resettlement Policy Framework (RPF), Environmental and Social Management Framework (ESMF) and Labor Management Procedures (LMP).
- Presentation on the requirement for continuous engagement and public disclosure of project documents.

In turn, the stakeholders provided their views and concerns regarding the project, as well as providing guidance on how the project support processes would be supported. Among other issues discussed during the consultation process include the following:

- Sustainability of the DMAP project after the 6 years elapse.
- Capacity building of the E-government and local councils in terms of funding and ensuring adequate presence of ICT human resources to deal with ICT issues under the project.
- Requirements to source labour force from surrounding communities.
- Involvement of Local Councils and Education Division in the selection of beneficiary institutions i.e. schools, hospital and other government institutions.
- Management of negative impacts of project activities on the environment.
- Management of project funds at the central level vs empowering councils to manage the funds.
- How processes of compensation will be undertaken for individuals whose livelihoods will likely be affected and land required by the project activities.

All stakeholder comments were noted and responded to by the Ministry of Information and Digitalization, Department of E-government and the PIU to the best of their ability and are presented in Annexes 1 to 5. These comments will be considered by the project to address concerns raised by stakeholder and to ensure that their involvement is valued. In ensuring continuous stakeholder engagement, further engagements will be undertaken at different stages of the project life cycle as well as during the preparation of the environmental and social management documentation such as the RPF, ESMF, LMP and the ESMPs for the various sub-components.

A total of 507 people took part in the stakeholder consultations enabling the project to obtain diverse views related to the project components, previous challenges and suggested solutions from a wide

array of professional disciplines as well as the local community groups. The whole list of stakeholders engaged during the four meetings mentioned above are presented in Annex 6. Photographs capturing some of the meetings in progress are presented in Annex 13.

4.2 Summary of Project Stakeholders and the Methods and Techniques for Engagement.

The Stakeholder Engagement Plan in Table 3 below outlines the engagement process, methods including sequencing, topics of consultations and target stakeholders. The World Bank and the Borrower do not tolerate reprisals and retaliation against project stakeholders who share their views about Bank-financed projects. Thus, stakeholders will be encouraged to express their views freely without fear of reprisal. In addition, the project will ensure confidentiality for stakeholders who request it.

Table 3: Stakeholder Engagement Plan

No.	Project Phase	Targeted Stakeholders	Topic of consultation/ message	Method Used	Responsible Personnel	Frequency/ Timeline	Engagement Activity
1	Project Preparation Phase	Development Partners Ministry of Information Ministry of Labour Ministry of Education Ministry of Home Affairs and Internal Security Ministry of Health Ministry of Energy Department of Climate Change MAREN Department of E-Government MEC, NRB, Commercial Banks, EAD Immigration Department Road Traffic, MEPA, ICTAM MACRA, Youth-led organizations Mobile Network Operators DODMA, MITA, NCIC.	Collect views on the design of the project. Present the project and receive feedback on project. ESMP development (ES risks & mitigation measures, GRMs, and SEP	Formal meetings Focus group discussions. One-on-one interviews Formal meetings Focus group discussions. One-on-one interviews	ICT Department Safeguards Department	April 2024 September 2024	National stakeholder consultations
		Members of the District Executive Committees and its Sub-committees, Beneficiary Institutions Persons with disabilities.	Collect views on the design of the project, ESMP development (ES risks & mitigation	Formal meetings Focus Group Discussions Formal meetings Site visits	ICT Department Safeguards Department	September - October 2024	District level Stakeholder consultations

No.	Project Phase	Targeted Stakeholders	Topic of consultation/ message	Method Used	Responsible Personnel	Frequency/ Timeline	Engagement Activity
			measures), GRM and SEP				
		Members of ADCs, VDCs, Traditional and Religious Leaders, Ordinary members of the community including women, youths, the elderly, and the disabled.	Collect views on the design of the project, ESMP development (ES risks & mitigation measures), GRM, and SEP	Community meetings, Electronic Media Fliers and Posters	ICT Department Safeguards department	October - November 2024 December 2024	Community level Stakeholders (Those around construction sites)
2	Project Implementation Phase	Members of the District Executive Committees and Subcommittees, Beneficiary Institutions.	Provide feedback on approved project design and orient district-level stakeholders on their roles Give information on GRM.	Formal Meetings Media (Print & Electronic), Emails, Project Website Community meetings Site visits	ICT department	March 2025 Bi-annually	Project meetings with District Councils
		Members of target communities, ADCs, VDCs,	Sensitize communities on upcoming project interventions and how	Community Meetings,	Safeguards Department	April 2025	Community Sensitization

No.	Project Phase	Targeted Stakeholders	Topic of consultation/ message	Method Used	Responsible Personnel	Frequency/ Timeline	Engagement Activity
		Traditional, Religious and Political leaders, Persons with disabilities. General Public.	to minimise Project negative impacts. Inform on project progress.	Media Electronic Fliers and Posters			
		National, District & Community level stakeholders	Provide and obtain ongoing information and support on project performance	Meetings Site visits Direct communication with affected parties	Safeguards Department	Ongoing at least on quarterly basis throughout the project.	Project implementation monitoring and supervision missions
		National, District & Community level stakeholders	Provide and get periodic feedback on project implementation progress and any emerging issues	Formal Meetings Emails Focus Group Discussions Community meetings	Safeguards Department	Twice a year from March 2025 to February 2030	Project review meetings with selected stakeholders from National, District, and Community level
3	Project Close Out Phase	Beneficiary institutions National & District stakeholders	Engage stakeholders on the project exit strategy	Formal Meetings FGDs Site visits	Safeguards Department	2033	Project close out meetings

4.3. Proposed Strategy to Incorporate the Views of Vulnerable Groups.

The project will seek the views of vulnerable or disadvantaged groups identified in this SEP through the following methods: meetings using sign language, messages printed in braille, using a speaker to enhance sound, having meetings close to those with movement challenges etc. The Malawi Council for the Handicapped (MACOHA) and the Ministry of Gender, Community Development and Social Welfare will be consulted to identify personnel with the sign language skills and printing of messages in braille. These service providers will be procured on a consultancy basis for provision of these services. The Digital Malawi Project has in past procured services of language translators for ESMP and GRM public disclosure purposes. The following measures will be taken in order to remove obstacles and ensure full and enabling participation / access to information:

- (i) **Women:** The project will promote gender-segregated consultations to allow free and enabling participation of women and girls. The project will ensure that community engagement teams include women to ensure that female facilitators are available for gender segregated consultations. The project will also use online and in-person surveys so that women can participate from their homes. The project will consider provisions for transport for any in-person community engagement activities to be conducted at neutral venues. The project will consult with women's organizations, to gain more insights on hindrances that women and girls may face under the project.
- (ii) **Elderly and people with existing medical conditions:** The project will develop information on specific needs for the elderly who face risk of exclusion from social protection and financial inclusion programs & what measures are needed to ensure they benefit from the project. The project will consider outreach meetings in order to reach the elderly with mobility issues. The project will work with NGOs who work with the elderly, to identify them and their vulnerabilities as well as measures that the project can take to ensure they are not marginalized under the project.
- (iii) **Persons with disabilities:** The project will provide information in accessible formats like braille and large print. It will also offer multiple forms of communication, including text captioning for hearing impaired and online materials for people who use assistive technology. The project will also use accessible venues for its meetings.
- (iv) **The youth:** The youth will be engaged through their schools and youth-based organizations. The District Youth Office will be engaged to guide the project further on best practices to follow in engaging the youth. For example, football matches will be organized for dissemination of information on programs under the project that the youth can take part in as well as identify the capacity challenges that would prevent them from taking part.

The Project will procure services of technical experts to assist with guidance and measures to be implemented for safe consultations with vulnerable groups, and/or on sensitive topics, as and when needed. These experts will be procured from relevant departments that deal with the various groups of vulnerable and disadvantaged people.

4.4 Stakeholder Engagement Methods

4.4.1 Meetings

At the start of the project, DMAP will organize the project launch. The project will hire an Environmental and Social Specialist (ESS) who will support the update and implementation of the SEP. This will help to ensure that meetings are organized and held throughout the project implementation phase. Further, consultation reports will be shared with the project leads and relevant stakeholders on

a quarterly basis. Contractors will be required to have ES safeguard personnel who will be required to ensure implementation of meetings with stakeholders at their level.

4.4.2 Mass/Social Media Communication

The DMAP will have a Communication Specialist that will be engaged in the project. Their role will be to provide project information, updates and post information on the dedicated project social media pages and the PPC websites, and to communicate with the local population via social media campaigns or tools like WhatsApp throughout the project's lifecycle. Social media channels including Facebook will be used as much as possible to disseminate information as rates of social media use appear to be high across users of different age and backgrounds.

4.4.3 Communication Materials

Written information will be disclosed to the public via brochures, flyers, posters, etc. A communication strategy to be financed under the project will prepare and design and distribute materials both in print and online form. PPC will also update its website regularly (at least on a quarterly basis) with key project updates and reports on the project's environmental and social performance both in English and Chichewa. The website will also provide information about the grievance mechanism for the project.

4.4.4 Project Tours for Media and Local Representatives

At appropriate points during the construction phase, site visits will be organized for selected stakeholders from media organizations or local government. On average, it is planned under the Communication section tours will occur annually with the first one undertaken halfway into the project and thereafter once a year until the end of the project. The Communication Specialist will organize these tours in collaboration with the ICT Department of the project.

4.4.5 Information Desks

Information desks will provide local communities with information on stakeholder engagement activities, construction progress updates, job opportunities, contact details of the GRM focal point and Community Development Officers. The information desks will be set up every quarter in all the village locations where the sub-components are implemented. The villages in question include those that will be identified for the rural broadband connectivity under component 1 of the project. The beneficiary villages are not expected to be more than 20 villages. The Community GRM Committees in these villages will be the focal point for dissemination of project information including fliers and posters which will be duly provided by the project. These focal points will be points of contact for contractors who will be advertising for job openings.

4.5 Proposed Stakeholder Engagement Strategy

Stakeholder consultations are an integral component of the Bank environmental and social instruments. Requirements and guidelines for both Malawi Government and the World Bank will be followed in conducting stakeholder consultations. Various methods will be used to get inputs from stakeholders about the project at all levels as highlighted in this plan. These consultations will help in identifying key issues and determine how the concerns of all parties will be addressed.

The strategy proposed is a combination of methods and tools that allowed for a two-way and permanent dialogue, either through workshops or through different types of approaches, and events such as outreach meetings, visits to rural and peri-urban communities, consultation with experts of the target vulnerable groups, awareness-raising and information about the Programme, targeted meetings with MDAs and civil society institutions, both national and regional/international.

Where possible and necessary, separate consultations will be done with selected interest groups. The stakeholder meetings will be facilitated using pre-designed discussion guides which will carry specific questions targeting specific stakeholders including vulnerable groups. Experienced moderators will be used to conduct stakeholders' meetings to ensure equitable participation, and the contribution of all stakeholders identified.

The facilitating teams will have skilled note takers who will record issues raised by specific stakeholders during deliberations. Further to this, the consultation output will clearly depict the key issues raised, who raised the issues, project responses and how the issues could be addressed in the project design or documentation. After completion of the consultations, the field notes and transcriptions will be consolidated, analysed and key issues identified will be incorporated into stakeholder engagement reports by the Monitoring and Evaluation Specialist as outlined under section 7 below. Relevant departments will be required to capture stakeholder views and concerns under their area of jurisdiction and provide responses or action plans for addressing them. Progress will be captured in the same Stakeholder engagement reports to show how views are being incorporated by the project. The stakeholder consultation outcomes will also be communicated to potentially affected persons and relevant stakeholders. Furthermore, the Project shall make it a point to brief decision makers on the outcomes of consultations with affected persons. This is important as these outcomes may lead to changes in Project design as well as policy adjustments.

4.6 Future Phases of Project

This stakeholder engagement plan describes a continuous stakeholder engagement program, presented in Table 1 above, for the project to ensure that stakeholders are kept informed throughout the project phases. The stakeholder engagement program includes project review meetings, community interface meetings, and regular project monitoring and supervision visits. These platforms will provide avenues for exchange of information between project implementers and other stakeholders regarding the progress of the project and issues related to management of environmental and social risks including the grievance redress mechanism.

4.7 Public Disclosure of Information

Appropriate information will be disclosed to stakeholders depending on the stage of the project and stakeholders' information needs. This information will be disclosed through the following documents: the Environmental and Social Management Framework, Sub-component specific ESMPs, Grievance Redress Mechanism Manuals, Resettlement Action Plans (RAPs), Labour Management Procedure (LMP), E-Waste Management Plan (E-WMP), the ESCP, SEP and project progress reports.

The project will use a combination of methods to disclose information pertaining to the project in manner that is commensurate with the nature of the stakeholders. For communities, information will mostly be disclosed through community meetings. Deliberate efforts such as translation of information materials, provision of information in braille will be made to ensure that information is accessible to vulnerable groups of people such as women and children, the elderly and disabled. At National and District level, disclosure of information will be done through formal meetings. In addition, printed and electronic copies of the above-mentioned project documents will be made available to stakeholders through platforms such as the PPC website and project social media pages, newspapers and radios as well as physically at the project and District Council offices. Table 4 summarizes the key methods that will be used to disclose project information at different stages of the project. The responsibility for disclosure of safeguards documents as well as project progress reports will be under the Environmental and Social Safeguards Specialist.

Table 4: Methods for disclosure of project information

Project stage	List of information to be disclosed	Target stakeholders	Methods proposed	Timelines/ Dates	Responsibilities
Project Preparation	Project Appraisal Document Environmental and Social Commitment Plan Stakeholder Engagement Plan Labour Management Procedures Environmental & Social Management Framework Resettlement Policy Framework Grievance Redress Mechanism Manual Environmental & Social Management Plans E-Waste Management Plan Resettlement Action Plan (RAP)	Ministry of Information & Digitalization Government MDAs, Development Partners and NGOs The general Public Contractors & Contractor workers Local Authorities Civil Society Organization Community – PAPs and vulnerable groups	Formal meetings Public meetings Print & Electronic media (Newspaper, Radio (Community and National Radio stations) & TV) Website publications Social Media	September 2024 PAD Upon approval and revision of E&S documents	PPPC
Project implementation	Project Progress Reports Environmental and Social Commitment Plan Stakeholder Engagement Plan	Ministry of Information & Digitalization Relevant MDAs who are project beneficiaries Local Authorities	Website publications In-person meetings Virtual meetings	Quarterly throughout the project for the progress reports	PPPC

Project stage	List of information to be disclosed	Target stakeholders	Methods proposed	Timelines/ Dates	Responsibilities
	Labour Management Procedures Grievance Redress Mechanism Manual Environmental & Social Management Plans E-Waste Management Plan	Community – PAPs and vulnerable groups Contractors Civil Society Organizations (CSO)s		Upon approval and revision of E&S documents throughout the project	
Project Closure	Project Completion Report	Ministry of Information Government MDAs Project beneficiaries Local Authorities Community – PAPs and vulnerable groups Contractors	Website publications In-person meetings Virtual meetings	At end of Project	PPPC

5.0 Resources and Responsibilities for Implementing Stakeholder Engagement

5.1 Implementation Arrangements

The overall responsibility for SEP implementation lies with the Project Manager at the PIU while the Environmental and Social Specialist will coordinate stakeholder engagement activities by PIU departments. The entities that will be key implementation of stakeholder engagement are the Ministry of Information and Digitalization, PPPC, District Councils and other relevant beneficiary ministries. The implementation arrangement for the project will partly use the existing decentralized government structures at District level as well as using structures at the community level.

At national level, the Implementation of the SEP will be coordinated by the Public Private Partnership Commission in collaboration with Ministry of Information and Digitalization and members of the project team. The project team will comprise qualified and experienced Specialists including the Digital Technology Specialist, Communication Specialist and Monitoring and Evaluation Specialist. This team will be responsible for:

- Implementing the Stakeholder Engagement Program (Table 3)
- Providing guidance for strategic engagement at all institutional levels.
- Ensuring inclusion of the vulnerable and disadvantaged groups in engagement activities.
- Monitoring implementation of the SEP.
- Ensuring disclosure of project and ESS documents
- Providing feedback to various affected and interested parties on their concerns and recommendations.

At District level, the implementation of this SEP will include District Council officers including Management Information System Officer (MISOs) and Community Development Officers. The District GRM Committee and Councillors will also be involved in the SEP activities. These entities will be required to:

- Identify SEP interventions.
- Organizing communities for public meetings, setting up of information desks for project communication and disclosure of information.
- Identifying the disadvantaged and vulnerable members of the community that required to be included in stakeholder engagements.
- Providing guidance on engagement methods for including the disadvantaged and vulnerable members of the public.
- Monitoring SEP implementation.
- Coordinating monitoring and evaluation activities e.g. joint monitoring with CSOs, and NGOs.
- Providing guidance for addressing views on the project from members of the public.

At community level, the Community GRM Committees will be part of the SEP implementation apart from their role in GRM and will be responsible for:

- Being focal points for provision of project information desks in communities surrounding project sites
- Safe keeping and distribution of project information in terms of fliers and posters for project communications.
- Custodians of GRM boxes for receiving project related grievances.
- Receiving and record all grievances as submitted to them by the PAPs.
- Investigating and facilitating grievance resolution process.
- Refers non-resolved grievances to DGRC for action.
- Provides feedback on grievance to PAPs.

The roles and responsibilities of officers and community members mentioned above in the SEP are provided in the Table 5 below.

Table 5: Roles and responsibilities of officers and community members within the DMAP SEP

Roles	Responsibility
<p>Project Implementation Unit: Project Manager</p> <p>Digital Technology Specialist</p> <p>Environmental and Social Safeguards Specialists</p> <p>Monitoring and Evaluation Specialist</p> <p>Communication Specialist</p>	<ul style="list-style-type: none"> -Overall coordination of the SEP -Manage and implement the SEP -To ensure adequate and timely resources for the implementation of the SEP. -To ensure stakeholder engagements are conducted during all project stages thus, preparation, implementation and closure. -To provide technical information about the project to all stakeholders -To coordinate the SEP implementation within the PIU -To facilitate disclosure of environmental and social safeguards documentation. -Develop and ensure effective implementation of Grievance Redress Mechanism (GRM) -Liaise with relevant institutions on environmental and social issues -Ensure provisions for disability and gender inclusion and GRM under the SEP are implemented effectively -Interface with stakeholders and respond to comments or questions about the project or consultation process. -Provide contact information if stakeholders have questions or comments about the project or consultation process. -Document any interactions with external stakeholders. -Maintain database, records for SEP and the grievances. -Coordinating public meetings, workshops, focus groups etc. -Makes sure the SEP is being adhered to and followed correctly. -awareness of the SEP among project implementation unit, employees contracted firms and other stakeholders -To monitor and evaluate the implementation of the SEP and determine areas of improvement. -Preparing SEP implementation progress and monitoring reports and disseminating to relevant stakeholder -To spearhead all communication requirements under the SEP including devising means of ensuring accessibility of the SEP to the vulnerable and marginalized
<p>Ministry of Information and Digitalization</p>	<ul style="list-style-type: none"> -Overall responsibility for the implementation of the project -To provide technical information on the government functions that are related to the project objectives
<p>District Councils</p> <p>Community Development Officers</p>	<ul style="list-style-type: none"> -Facilitating stakeholder engagement activities with local communities in collaboration with the project. -To take part in organising stakeholder engagements with local communities -Working with local leaders to identify the vulnerable and disadvantaged persons

Monitoring and Evaluation Officers	-Collaborating with PIU M&E Specialists in collecting data and providing input into SEP quarterly reports
Community GRM Committee members	-Act as focal points in the communities for disclosure of project and safeguards documents. -Perform their GRM roles as required by the Project GRM.

5.2. Resources

The project will allocate funds to facilitate implementation of activities stated in this SEP. The estimated budget amounting to **US\$ 344,700.00.00** will be required to adequately engage stakeholders identified in this Plan for the duration of the project. Annex 7 provides estimated budget for key stake holder engagement activities.

6.0 Grievance Mechanism (GM)

The DMAP project is a multifaceted project having multiple interventions which are expected to have positive impacts in the target communities and the country at large. While considerable effort and forethought has been made to include safeguards in the design and implementation of the project in order to minimize and prevent potential adverse impacts, there is always a possibility that the interests of some individuals, groups and institutions may still be negatively affected by the activities of the project. It is therefore expected that such instances may generate complaints from individuals, groups and institutions that may be affected by the project. As such, provision of a mechanism for receiving, recording, and resolving potential concerns and complaints that may arise from project affected persons is necessary. Such a mechanism would assist to provide remedies to grievances early enough to avoid unnecessary project implementation delays and obstructions.

The implementation of the DMAP is expected to receive grievances from different institutional levels i.e. from members of the community, targeted institutions, beneficiary District councils and bidders of various works among others. Some of the grievances that may be lodged include procurement related grievances, payments to service providers, contractors and contractor workers, compensation issues, gender-based violence, child labour issues, safety incidents and accidents, pollution, theft and corruption among others.

The project will set up a project-specific Grievance Redress and Feedback Mechanism for people to report concerns or complaints if they feel unfairly treated or are affected by any of the sub-components. Accessibility, Predictability, Fairness, Appeal, Transparency and Consensus and negotiations, Accountability, Gender equality, Equity and Justice are the key principles that will underpin the grievance redress mechanism for the Project.

6.1 Description of Grievance Mechanism

A Grievance Mechanism is a system that allows not only grievances, but also queries, suggestions, positive feedback, and concerns of project-affected parties related to the environmental and social performance of a project to be submitted and responded to in a timely manner. The project will update the existing Grievance Redress Mechanism, which will be a platform for addressing concerns related to the DMAP project. The updates are described in Table 7 below. The project will ensure that Grievance Redress and Management Committees are established at Institutional level and District Level. These institutions will be adequately capacitated and will be required to have representation of the youth and women to ensure accessibility. Women should be included in the committee, with at least 30% representation.

The following Grievance Redressal Committees will be established and/or revived at four levels, namely, Community, Contractor workers, Local authorities (District, Municipal & City Councils) and at the PIU. The GRCs are already established under the Digital Malawi Project at all the levels. However, the existing GR committees at the district and community levels will have to be sensitised and oriented on the new DMAP project requirements. New community level and contractor workers GR committees will have to be established for new DMAP sites and contractors respectively. Grievances will be lodged by PAPs and interested parties at any of these institutions depending on proximity of the complainant to the GRC location, the type of grievance being lodged and the mandate of the institutions. The project has set up a three tier Grievance Redressal Mechanism in which unresolved grievances will be referred to successive GRM institutions until a satisfactory outcome is achieved. The other institutions involved in the management of Digital Malawi Acceleration Project related grievances will include the

Malawi Police Service and the Courts of Law. These institutions will handle criminal cases which cannot be heard by the GRCs. Cases of GBV and SEA and SH, theft, corruption, and child labour will require the attention of these institutions. The courts of Law will in addition be involved in cases that are not satisfactorily resolved at the high level GRC under the project. The roles of the four GRC are described below.

6.3 Grievance Redressal Committees

6.3.1 Roles and Responsibilities of Community Grievance Redressal Committee

The committee shall consist of bona fide members of the community including: a Government extension worker working within the area, Four (4) representatives of Village Development Committees (VDC), youth representative, women's representative, representative from Community Policing and a Community Land Tribunal representative.

The community GR committee shall have the following duties:

- Receives and record all grievances as submitted to them by the PAPs.
- Reviews and screens all received grievances.
- Investigating and facilitating grievance resolution process.
- Documenting status of the complaint and its resolution.
- Refers non-resolved grievances to DGRC for action.
- Refers Gender-based Violence (GBV), Sexual Exploitation and Abuse (SEA), Sexual Harassment (SH) and other serious cases to relevant institutions for action.
- Provides feedback on grievance to PAP.
- Submits monthly reports to PIU and updates the local chiefs.

6.3.2 Roles and Responsibilities of Contractor Workers Grievance Redressal Committee

The Workers Grievance Redressal Committee (WGRC) shall be established by the contractors who shall undertake any sub-component of the DMAP Project. This committee will be established for contractor workers to have a platform for raising their grievances during the time they will be working with the project. The WGRC is an entry point for worker-related grievances. This may include but not limited to labour related concerns, theft, SEA and SH incidents and safety concerns regarding the works. Employee representatives shall be selected by fellow workers to serve in the committee which will ensure female representation. The WGRC shall have the following duties:

- Conducts grievance redress sensitisation or awareness meetings for workers.
- Ensures that the grievance box is accessible to all workers in a secure manner.
- Opens grievance boxes every week.
- Records all grievances as submitted to them by the complainant.
- Vets, reviews and assesses the grievance to filter those not related to the project.
- Ensures that there is transparency and accountability in handling the cases.
- Investigates and facilitates grievance resolution process.
- Hears and determines all cases reported by workers or PAPs.
- Document's status of the complaint and its resolution.
- Refers GBV/SEA/SH and other criminal cases to relevant institutions for action.
- Refers non-resolved grievances and other grievances beyond their capacity to relevant DGRC or CGRC.
- Provides feedback on grievance to the PAPS.
- Prepares grievance progress reports and presents them to DGRC during monthly meetings.

6.3.3 Roles and Responsibilities of District Grievance Redressal Committee

The District Grievance Redressal Committee were established at the District Council level. The DGRC handles cases submitted to it by PAPs and cases referred to it by the CGRC and WGRC. Thus, the DGRC acts as entry or appeal point for grievances arising from Digital Malawi Project activities. If PAPs are not satisfied with the resolution made by the DGRC, the case is referred to the Project Grievances Redressal Committee (PGRC). The following is the membership of DGRC: Director of Planning and Development- Chairperson, Environmental District Officer-Secretary, Management Information Systems Officer (MISO), District Lands Officer, District Community Development Officer, District Gender Officer, District Labour Officer, District Information Officer, Police representative- victim support unit and NGO representative. The following shall be duties of DGRC:

- Facilitates establishment of CGRCs and WGRCs.
- Facilitates GRM training and awareness meetings at community level where applicable.
- Records all grievances as submitted to them by the complainant.
- Reviews all grievances referred by the CGRC and WGRC.
- Investigates and facilitates grievance resolution process.
- Determines cases and provides feedback to the CGRC, WGRC and the aggrieved persons.
- Ensures that there is transparency and accountability in the implementation of Digital Foundation Project interventions.
- Ensures that safety standards, labour requirements, human rights, economic empowerment, gender, disability, environment and community health standards are adhered to during and after Digital Foundation Project implementation.
- Periodically reviews (monthly) all grievances in the district.
- Refers unresolved grievances to Project GRC for action.
- Referring GBV/SEA/SH and other serious cases to relevant authorities for action.

6.3.4 Roles and Responsibilities of Project Grievances Redressal Committee

The Project Grievances Redressal Committee (PGRC) shall be at the Project Implementation Unit (PIU) level. It shall hear cases submitted to it by PAPs and cases referred to it by the lower committees. If the PAP is satisfied with the resolution of the PGRC, the case is closed. If the PAP is not satisfied and the case is not closed at PGRC, the PAP shall be directed to seek justice from any court of law and the court shall make the final decision. The committee will be valid as long as the Digital Foundation Project is being implemented. The following is the membership of the PGRC: Project Manager- Chairperson, Digital Technical Specialist, Senior Project Procurement Specialist, Assistant Finance Management Specialist, Assistant Environmental and Social Safeguard Specialist, Environmental and Social Safeguard Assistant, Director of Legal and Compliance and Contracting, Representative from Department of e-Government, Representative from Malawi Communication Regulatory Authority (MACRA), Representative from Malawi Environment Protection Authority (MEPA), Representative from Malawi Research and Education Network (MAREN). The following shall be roles and responsibilities of PGRC:

- Facilitates establishment of CGRCs, DGRCs and WGRCs.
- Ensures that there is transparency and accountability in the implementation of Digital Foundation Project.
- Records all grievances submitted to them by the PAPs.
- Reviews unresolved grievances referred by DGRCs.
- Investigates and facilitates grievance resolution process.
- Refers unresolved grievances to court.
- Refers GBV/SEA/SH and other criminal cases to relevant authorities for action.
- Provides feedback to DGRCs on referred cases.
- Carries out quarterly reviews of all grievances from the districts and provides appropriate policy guidance to the Councils and other stakeholders.

- Prepares periodic national level grievance handling progress reports and presents them to the relevant agencies and stakeholders.
- Supports the capacity building of DGRCs.
- Supervises, monitors and evaluates the effectiveness of GRCs.

The Digital Malawi Acceleration Project will be the custodian of the whole Grievance Redress Mechanism and the Grievance Redress Committees. The project will be responsible for coordinating the functions of the GRCs, provision of required resources and technical assistance to ensure effective grievance management. The focal point for the Digital Malawi Project GRM will be the Environmental and Social Safeguards Specialist. The Environmental and Social Safeguards Specialist will among other things work as the secretary in the Project GRC, undertake monitoring activities to verify functionality of the GRM.

The grievance redressal committees will conduct meetings as and when required by the GRM processes. The chairperson of the committee shall preside over and maintain due and proper conduct of meetings and ensure that the rules and regulations of the committee sets for its operation are properly administered at all times. The secretary of the committee will be responsible for calling meetings, taking minutes, circulating the duly signed copy of the minutes, and filing the minutes. The quorum at any meeting of the committee shall be 50% of the members of the committee eligible to attend the meeting. The committee shall always enforce transparency and accountability in the conduct of its affairs.

6.4 Management of GVB and Labour Grievances

With regards to GBV grievances, the GRM will primarily serve to: (i) refer complainants to the GBV Services Provider; and (ii) record resolution of the complaint. GBV survivors will be referred to the available GBV Service Providers immediately after a complaint is lodged directly by the survivor to the project GRM. The decision on the course of action to be taken lies in the hands of the survivor, thus consent has to be sought whether the case can be referred to a GBV Service Provider or not. The PIU will have to identify GBV Service Provider in all the project localities where cases of GBV can be referred to. Where these services are not available, the PIU will have to engage private GBV Service Providers.

The GBV Service Providers will provide support to GBV survivors in terms of health, psycho-social and legal support according to relevant standards. The information related to GBV complainants must be treated with confidentiality. This information includes the identity of the complainant. The GRM responses to GBV cases should follow a survivor-centered approach that prioritizes survivors' dignity, confidentiality, and safety. The survivor of GBV, particularly SEA and SH, who has the courage to come forward must always be treated with dignity and respect. Every effort should be made to protect the safety and wellbeing of the survivor and any action should always be taken with the survivor's informed consent. To facilitate reporting, the Project will immediately notify the World Bank of any GBV complaints with the consent of the survivor through the World Bank's Environmental and Social Incident Response Toolkit (ESIRT). The costs of addressing the GBV grievances by GBV Service Providers will be financed by the project as part of the general project management costs.

The existing Project GRM for Digital Malawi makes provisions for responding to work related grievances from direct and contracted workers. However, due to the nature and scale of E&S impacts of the DMAP Project, a separate Labour grievance mechanism will be required and will be included in the stand-alone Labour Management Procedure (LMP).

6.5 GRM Processes

There are five main steps that are supposed to be undertaken in grievance redressal processes. These stages include: (i) The grievance uptake (ii) complaint handling and assessment (iii) Case resolution and closure (iv) Registry update (v) GRM monitoring and evaluation. These processes are outlined in through the Table 6 below.

Table 6: Illustrative Table on the GM Steps

Step	Description of process	Timeframe	Responsibility
GM implementation structure	Project Implementation Unit (PGRC) District Council (DCGRC) Contractor Workers (CWGRC) Community (CGRC)		
Grievance uptake	Grievances can be submitted via the following channels: <ul style="list-style-type: none"> • Toll-free telephone hotline: 3108 operated by TNM & Access • Short Message Service (SMS) or WhatsApp to: +265(0)999988870 • E-mail to digitalmalawigram@pppc.mw • Letter to: Public Private Partnership commission, P.O. Box 937, Blantyre • In-person at a physical facility: Digital Malawi Acceleration Project Offices, Plantation House, 2nd Floor, District, Municipal and City Council Offices, • Grievance or suggestion boxes located at District, Municipal and City Council offices, All active project sites, All communities hosting project sites (TBD) • Social media: Facebook: @Digital Malawi X: @Digital Malawi • Tablet/smartphone application [specify] • Online form on the following website: www.pppc.mw 		Environmental and Social Safeguards Department Local council GRCs Community GRCs Contractor worker GRCs
Acknowledgement and follow-up	All received complaints or grievances will be recorded in a GRM Logbook which contains Grievance Reporting Forms. The GRM Reporting Form is attached in Annex 8. The GRM Logbooks will be available at all the GRC locations.	Within 2 days of receipt	Grievance focal points under all GRCs

Step	Description of process	Timeframe	Responsibility
	<p>The grievance recipient should ensure to collect all the relevant information including, name, contact details and description of the complaint. Preference of confidentiality should be established.</p> <p>Once a grievance is received and recorded, the secretary of the GRM committee shall provide an acknowledgement of receipt of the grievance to the complainant.</p> <p>The acknowledgement will be in form of an email, phone call or WhatsApp text. A template of acknowledgement is provided in annex 9.</p> <p>The acknowledgement indicates that the grievance will be assessed for eligibility before the complainant can be called for a dialogue with the respondent.</p> <p>A GRM tracking number for the grievance and the timeline for resolution and closure is included in the acknowledgement.</p> <p>The complainant will be advised on the contact numbers/ emails to be used in following up on the grievance as well as contact person.</p>		
Sorting, processing	<p>The reported grievances should be screened to ensure that they are relevant or related to the Digital Malawi Acceleration Project.</p> <p>The relevant GRC shall meet within 3 to 5 working days to assess whether the complaint or grievance is related to Digital Acceleration Project activities or not. In case complaints are not related to the projects, PAPs shall be advised to channel their complaints to the right institutions.</p> <p>The committee shall use a GRM screening checklist to ascertain how the complaint relates to the project. The Grievance Eligibility Assessment Checklist is provided in Annex 10.</p>	3-5 days of grievance receipt	Grievance focal points under all GRCs

Step	Description of process	Timeframe	Responsibility
Verification, investigation, action	<p>After the committee has verified the eligibility of the grievance, the appropriate respondent (individual, group, contractor, or institution) should be identified and notified of the grievance.</p> <p>The respondent should be appraised on the grievance and the GRM procedures that will be followed to resolve the complaint.</p> <p>An investigation of the grievance will be undertaken by the GRCs for them to fully understand the complaint and make an informed decision for an effective settlement of the grievance.</p> <p>The investigation will gather all the facts and collect evidence related to the grievance investigation and will involve both respondent and complainant to crosscheck the information provided.</p> <p>The GRCs should establish the respondents stand on the grievance as well as the outcome that the complainant is looking for through the GRM process.</p> <p>The GRC will then make a recommendation on the resolution to address the grievance, and this will be communicated to both grievance parties.</p> <p>The respondent should commit to a timeline for completion of the required action. The GRCs as well as the PIU must verify the that the proposed response or action by the respondent has been completed to warrant closure of the grievance.</p>	Within 10 working days	Complaint Committee composed of Chairman, Secretary, and committee members
Monitoring and evaluation	Data on complaints and status of resolution implementation are collected in the Grievance Register and reported to the Project Manager every month through Monthly progress reports.	Monthly	Environmental and Social Safeguards department
Provision of feedback	Feedback from complainants regarding their satisfaction with complaint resolution is collected through the Grievance resolution form in Annex 11.	14 working days	PAPs

Step	Description of process	Timeframe	Responsibility
Training	Training needs for staff/consultants in the PIU, Contractors and Supervision Consultants are: <ul style="list-style-type: none"> i. Recording of grievances. ii. Complaint investigation techniques. iii. GBV (SEA/ SH) case management. 		PIU Contractors
If relevant, payment of reparations following complaint resolution	Grievance respondents will be required to remit payments to complainants. Where this fails, respondents will be requested to write and approval the PIU to pay the aggrieved party from their contract sum.		
Appeals process	With the project having three levels or points of GRM resolution, unresolved grievances will be referred to higher level GRM committees for another attempt at resolution. When all GRC levels are exhausted, the complainant is advised of other referral paths including the courts of law and the police.		GRCs at all levels

Table 7: GRM updates required for the DMAP Project

	GRM Aspect	Required updates.
1	GRM Manual	The GRM Manual will be revised to capture the changes that will be brought in by the upcoming DMAP project.
2	GRM Reporting and resolution forms	The GRM reporting and resolution forms will be revised according to the new project. New Logbooks will be printed and circulated to all the GRM committees.
3	GRM Committees	Existing committees at the District Council, local community and PIU will require re-orientation of the GRM based on the new project requirements. The make-up of the PIU GRM committee will be revised to ensure effective participation of committee members. The District GRC will be renamed to Local Authority GRC to cover committees at Municipality and City Council levels as some project sites fall under these Authorities jurisdiction. New GRM committees will be established in newly identified project sites.
5	Publicity	New GRM posters and fliers will be required to capture new project information and changes in the GRM structure.
6	Disclosure	New GRM Manual and reporting forms will be re-disclosed once they are duly updated.
7	Communication	The GRM Toll-free number contract will be renewed to ensure continued operations.

7.0 Monitoring and Reporting

7.1. Summary of How SEP Will Be Monitored and Reported Upon

Monitoring of the SEP will be done by the Monitoring and Evaluation Specialist in conjunction with the District Monitoring and Evaluation Officers. The SEP will be monitored based on both qualitative reporting (progress reports) and quantitative reporting linked to indicators on stakeholder engagement and grievance performance. An illustrative set of indicators for monitoring and reporting is included in Annex 12. SEP reporting will include the following:

- (i) Progress reporting on the ESS10-Stakeholder Engagement commitments under the Environmental and Social Commitment Plan (ESCP)
- (ii) Cumulative qualitative reporting on the feedback received during SEP activities, in particular (a) issues that have been raised that can be addressed through changes in project scope and design, and reflected in the basic documentation such as the Project Appraisal Document, Environmental and Social Assessment, Resettlement Plan, or SEA/SH Action Plan, if needed; (b) issues that have been raised and can be addressed during project implementation; (c) issues that have been raised that are beyond the scope of the project and are better addressed through alternative projects, programs or initiatives; and (d) issues that cannot be addressed by the project due to technical, jurisdictional or excessive cost-associated reasons. Minutes of meetings summarizing the views of the attendees can also be annexed to the monitoring reports.
- (iii) Quantitative reporting based on the indicators included in the SEP.

7.2. Reporting Back to Stakeholder Groups

Stakeholder Engagement activities are reported in ESCP implementation progress reports. Extracts will be shared with stakeholders. Through monitoring, stakeholder engagement activities and outcomes will be identified, reviewed and documented in quarterly monitoring reports that will be shared with stakeholders through the various project disclosure platforms. Further feedback on issues raised during stakeholder engagement will be provided through the bi-annual and annual progress review meetings.

SEP reporting will focus on key engagement elements including relevance of stakeholders, effectiveness of methodology, awareness of the project by beneficiaries and communities, and access to project information. The SEP will be revised and updated as necessary during project implementation. Quarterly summaries and internal reports on public grievances, enquiries, and related incidents, together with the status of implementation of associated corrective/preventative actions identified during stakeholder engagement will be collated and shared with project management.

8.0 Annex

Annex 1: Minutes of Stakeholder Engagement Meeting with Project Implementation Partners

STAKEHOLDER (GROUP OR INDIVIDUAL)	ISSUES AND RESOLUTIONS FOR THE IMPROVEMENT OF DMAP	RESPONSIBLE PERSON(S)
<p>MACRA, MAREN, NRB, Ministry of Lands, and Ministry of Information and Digitalization</p> <p>3 May 2024</p>	<p>Rural Connectivity</p> <ul style="list-style-type: none"> • The PIU after presenting the various components of the DMAP, identified that there is a need for synergy among the PPPC, E-GOV, MACRA, Ministry of Energy, Ministry of Education, Ministry of Transport, Ministry of Lands, and MEPA in implementing the DMAP Project. • This would help solve road accessibility and electricity problems when connecting rural schools. • This could also bring about Economies of Scale and Savings where other partners can ride on the project to progress with their initiatives that are similar to the DMAP sub-components. • PIU submitted that there is need to start selecting the 500 sites to be connected under Rural Connectivity. The pre-requisites for site selection should be outlined and shared to relevant stakeholders including councils. • MACRA observed that IP Transit will be cheaper if purchased from its source. The project can leverage on MACRA’s IP Transit purchased from source to the borders of Malawi through their Diplomatic Data Corridor Agreement with Tanzania. <p>Connecting schools and Higher Education Institutions</p> <ul style="list-style-type: none"> • This subcomponent also requires synergy among PPPC, E-GOV, MACRA, Ministry of Energy, Ministry of Education, Ministry of Transport, Ministry of Lands, and MEPA. 	<p>All Relevant Stakeholders</p> <p>All implementing partners PM (PPPC)</p> <p>DTS (PPPC), HEAD (MACRA-USF), SDD (E-GOV)</p> <p>All Relevant Stakeholders</p>

STAKEHOLDER (GROUP OR INDIVIDUAL)	ISSUES AND RESOLUTIONS FOR THE IMPROVEMENT OF DMAP	RESPONSIBLE PERSON(S)
	<ul style="list-style-type: none"> • To avoid duplication of activities, Prof. Chomola Mikeka should be engaged either offline or be invited to the next meeting to identify the sites that are already having connectivity under different initiatives. • E-Gov to do a ICT stakeholder Mapping before the meeting with Mikeka is convened. • There is also need to partner with the Projects distributing Tablets to Rural Schools. • MAREN should gather information with regards to schools that require construction of Technology Labs • There is need for capacity building of authorities in rural schools. • Discussions to be convened yearly to ensure lower costs of the connectivity Infrastructure requirements 	<p>PM & DTS</p> <p>SDD (E-GOV)</p> <p>PPPC, MAREN</p> <p>MAREN,</p> <p>DTS (PPPC), SDD (E-GOV)</p> <p>DTS (PPPC), MAREN, MACRA</p>
	<p>Regional Connectivity (Cross-border Broadband links & Demand Aggregation) Climate Resilience</p> <p>Demand Aggregation</p> <ul style="list-style-type: none"> • Different countries in the regional basket should collaborate and buy bandwidth together (from a single contractor) to ensure economies of scale. • SmartAfrica should be engaged on the possibility for regional collaboration <p>Climate Resilience</p> <ul style="list-style-type: none"> • E-Waste Management Policy which was developed by MACRA and MEPA should be adopted under DMAP • We must deploy technologies that have a low carbon footprint 	<p>DTS (PPPC) SDD (E-GOV)</p> <p>PM (PPPC), MACRA</p> <p>AESSS (PPPC)</p> <p>AESSS (PPPC)</p>

STAKEHOLDER (GROUP OR INDIVIDUAL)	ISSUES AND RESOLUTIONS FOR THE IMPROVEMENT OF DMAP	RESPONSIBLE PERSON(S)
	<p>Enhancing Data Hosting Capacity and Transition to Cloud Computing</p> <ul style="list-style-type: none"> Point (b) in the PAD Should be amended to read as “Data Governance Strategy.” MACRA should be provided with Training and Technical Advisors to support the initiatives under DMAP which include developing Manuals, etc. 	<p>PM (PPPC)</p> <p>PM, DTS (PPPC), HEAD (MACRA-USF), SDD (E-GOV)</p>
	<p>Enhancing policy and regulatory frameworks Operationalization of Data Protection Authority</p> <ul style="list-style-type: none"> There is need for harmonization of policies among the Regional Counterparts. Start-up Act which was done under MACRA in the name of Digital Innovation and Entrepreneurship Act should be operationalized MACRA to engage World Bank on the issue on how to fund the operations of the Data Protection Authority Government CERT and National CERT activities need to be included under the PAD. 	<p>PM (PPPC), DLS (MACRA)</p> <p>PM (PPPC), DLS (MACRA)</p> <p>DLS (MACRA)</p> <p>DTS, PM (PPPC), SDD (E-GOV)</p>
	<p>Next Generation Digital ID and Verification Capability</p> <ul style="list-style-type: none"> To avoid duplicating activities, NRB should develop and share the matrix on how different funders (e.g. World Bank, UNDP etc) are/will be working with them. NRB should list down all activities that need to be implemented by 10th May 2024. NRB requires Technical Advisors to support the deliverables. The PKI Framework should be revised and be implemented under the DMAP. There is need to find ways in which the e-KYC systems can be subsidized. 	<p>PS (NRB)</p> <p>PS, DD (NRB)</p> <p>DTS, PS (NRB), SDD</p> <p>DTS, SDD</p> <p>DTS, PS (NRB), SDD</p>

STAKEHOLDER (GROUP OR INDIVIDUAL)	ISSUES AND RESOLUTIONS FOR THE IMPROVEMENT OF DMAP	RESPONSIBLE PERSON(S)
	<ul style="list-style-type: none"> All e-KYC activities to be implemented under DMAP should be well stated. 	PS (NRB)
	<p>Extending the Bomalathu Enterprise Service Bus (ESB) for Government and Financial Institutions</p> <ul style="list-style-type: none"> All activities required under the extension initiative should be well outlined. Institutions refusing to share APIs should be engaged immediately. PDU and E-Government to discuss offline how to prevent MDAs from implementing silos of system without E-Government's knowledge. MITA Legislation which was reported to be at Ministry of Justice needs to be expedited. Government CERT and National CERT of activities need to be included under the PAD. There is need to source funds to support the Data Officer at MACRA for the period until DMAP commences. 	<p>CDSA (PPPC) DTS, CDSA, SDD PDU, SDD (E-GOV) SDD DTS, PM, SDD PM, MACRA</p>

Annex 2: Minutes of Stakeholder Engagement Meetings with Ministries, Department and Agencies

STAKEHOLDER (GROUP OR INDIVIDUAL)	ISSUES AND RESOLUTIONS FOR THE IMPROVEMENT OF DMAP	RESPONSIBLE PERSON(S)
<p>Ministries, Departments and Agencies</p> <p>10 May 2024</p>	<p>Rural Connectivity</p> <ul style="list-style-type: none"> The PIU submitted to the meeting after presenting the DMAP project components that all relevant stakeholders will have to be proactive and make necessary preparations to avoid unnecessary delays and thus ensure that project implementation starts in good time. 	<p>All Relevant Stakeholders</p>
	<p>Connecting schools and Higher Education Institutions</p> <ul style="list-style-type: none"> Ministry of Education reiterated that the need for collaboration could not be more emphasized to avoid duplication of activities. The Ministry submitted that it is already in the process of hiring a Consultant to perform Digital Mapping of all schools in order to come up with the clear figures of the total number of schools connected with internet and those not connected to date. This will ensure that DMAP focuses on the schools without connectivity. The Ministry indicated that they aim to ensuring a total of 6 million learners are connected and lessons made available online by 2030. The Ministry also requested that there should be an element of intranet to enable peer sharing of education resources among schools and libraries. To this the PIU indicated that this would be done through the Nzika SSID. A request was made to set up a committee overseeing school connectivity, made up of Ministry of Education, PPPC, MAREN, MACRA, School Authorities, etc. 	<p>DTS (PPPC), Director (MoE)</p> <p>DTS (PPPC), Director (MoE)</p> <p>Relevant Stakeholders</p>
	<p>Climate Resilience</p> <ul style="list-style-type: none"> DMAP was requested to work together with MACRA and MEPA to update the outdated E-Waste Management Policy. MEPA indicated that the Policy has already been finalised and that DMAP will need to tailor its E-Waste activities based on the policy. DMAP was requested to work in collaboration with DODMA and Ministry of Environment and Climate Change to identify areas where the project can be engaged in to manage climate change impacts. The project was requested to ensure it deploys technologies that have a low carbon foot print. 	<p>AESSS (PPPC), MEPA, MACRA</p> <p>AESSS (PPPC), DODMA, MoENRCC</p>

STAKEHOLDER (GROUP OR INDIVIDUAL)	ISSUES AND RESOLUTIONS FOR THE IMPROVEMENT OF DMAP	RESPONSIBLE PERSON(S)
	<p>Enhancing Data Hosting Capacity and Transition to Cloud Computing</p> <ul style="list-style-type: none"> With regards to how the MDAs will be brought in to host their data at the Data Centre, PIU indicated that there shall be stakeholder engagements with regards to the migration of MDAs from the ESCOM Data Center in Blantyre to the E-Govt Data Center in Lilongwe once the migration exercise commences. 	DTS (PPPC), SDD (E-GOV)
	<p>Extending the Bomalathu Enterprise Service Bus (ESB) for Government and Financial Institutions</p> <ul style="list-style-type: none"> With regards to processes for onboarding more MDAs on the Bomalathu Platform, the PIU requested the participants to have their institutions share their APIs in good time to smoothen the integration exercise. The PIU also indicated that a Letter will have to be provided by OPC obligating all Government MDAs to involve Department of E-Government whenever they decide to develop their Digital Systems to avoid silos of systems. The Department of E-Government should organize a Forum for brainstorming on which MDA Systems should be prioritized in the digitalization exercise. 	E-GOV, MDAs OPC, SDD(E-GOV) SDD(E-GOV)
	<p>Support To Tech-Hubs and Matching Grants for Digital start-ups</p> <ul style="list-style-type: none"> MACRA to come up with a list of digital skills items they require funding under the DMAP. 	MACRA
	<p>Participation in regional program on device affordability</p> <ul style="list-style-type: none"> There is need to fast-track conceptualization of developing a mobile device assembling plant. 	MACRA, DTS, OPC, SDD (E-GOV)
	<p>Sectoral deep dives (Social protection, disaster and emergency response, financial inclusion</p> <ul style="list-style-type: none"> Participant from Department of Disaster Management requested that DMAP should support DODMA with the provision of drones and monetary assistance for disaster recovery. PPC and DODMA to discuss more about this support offline. 	PM (PPPC), DODMA

STAKEHOLDER (GROUP OR INDIVIDUAL)	ISSUES AND RESOLUTIONS FOR THE IMPROVEMENT OF DMAP	RESPONSIBLE PERSON(S)
	<ul style="list-style-type: none"> The Project was requested to consider connectivity of sites in remote areas. The PIU indicated that this will be done under the rural and schools connectivity components of the project. The project was requested to support with early warning systems some of which are needed in schools for early preparedness and response. Ministry of Transport representative , representative requested that it need support from E-Government and DMAP to collaborate and leverage on DMAP expertise in implementing their conceptualized Motor Vehicle Tracking System. The PIU also requested the Ministry of Transport through Roads Authority to facilitate and enforce the Dig-Once Policy developed under the Digital Foundations Project. 	<p>DTS, SDD</p> <p>DTS, SDD, DODMA</p> <p>SDD</p>
	<p>Capacity Building</p> <ul style="list-style-type: none"> There is need to digitize the security MDAs (police) under Ministry of Homeland Security, a component which is evidently lagging behind. There is also a need for capacity building for personnel in these Security MDAs. The structure of ICT Departments in the relevant MDAs should be reviewed to ensure specialized experts are available to effectively support the DMAP investments and deliverables. ICT Personnel also need to be empowered to perform their work without disruptions. 	<p>DTS, SDD, MoHS</p> <p>DTS, SDD, MoHS</p> <p>DD (MoID), ALL OTHER MDAs</p> <p>DD (MoID), SDD</p>
	<p>DMAP Stakeholder Engagement Plan (SEP)</p> <p>The PIU made presentations on the environmental and social management requirements for DMAP project. Wit regard stakeholder engagement the PIU submitted that:</p> <ul style="list-style-type: none"> All relevant stakeholders will be engaged on the DMAP projec and in issues relating to environmental and social safeguards to allow for further DMAP negotiations and approval as well as continuously to provide information on the project at its various stages. 	<p>AESSS, Relevant Stakeholders</p>

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	<ul style="list-style-type: none"> The PIU indicated that a draft Stakeholder Engagement Plan can be accessed on the PPPC Website and that the SEP will be updated after finalising all stakeholder engagements for project preparation. 	
	<p>Disclosure Requirements under the DMAP Project information disclosure shall be done through the following channels:</p> <ul style="list-style-type: none"> PPPC Website Facebook and other social media platforms E-mails to CEO etc Formal Meetings and other platforms mentioned in the SEP. 	AESSS, Relevant Stakeholders
	<p>Environmental and Social Management Documentation</p> <ul style="list-style-type: none"> The PIU has been working on the pre-requisite ES documentation for the project approval and effectiveness. The documents including the Environmental and Social Commitment Plan (ESCP), Labour Management Plan (LMP), Environmental and Social Management Framework (ESMF) and GRM Manual are developed to ensure ES standards are followed by all project implementers 	AESSS, Relevant Stakeholders
	<p>Project Appraisal Document</p> <ul style="list-style-type: none"> All MDAs available approved and affirmed to all issues outlined in the PAD. Further propositions to be included later where necessary. 	All
	<ul style="list-style-type: none"> The Chair thanked all participants for their fruitful engagement and input in the meeting. She further thanked all parties to collaborate in implementing different deliverables under DMAP to avoid duplication of efforts. 	Chair (DD, MoID)

Annex 3: Minutes of Stakeholder Engagement Meetings with District Councils and Education Divisions

STAKEHOLDER (GROUP OR INDIVIDUAL)	SUMMARY OF FEEDBACK	RESPONSE OF PROJECT IMPLEMENTATION TEAM
<p>District Councils & Education Divisions</p> <p>20 June 2024</p> <p>Mangochi</p>	<ul style="list-style-type: none"> The participants appreciated the name of acceleration as a well-thought name as this is what Malawi needs. Apart from acceleration, they observed that the project needs to be thinking of other aspects like electricity as some institutions mainly schools have no electricity access and may be left out from benefitting from the project. How do we ensure the affordability of devices? Malawi can't manage to produce affordable devices. Policies for device subsidy are required to guide this affordability. Human resources and capacity building should be improved. One officer was trained in the previous DigMap, but that is not adequate if we are indeed to achieve digital acceleration. How are you going to generate revenue for the project's sustainability? 	<ul style="list-style-type: none"> The project focuses on digitalization. Previous project experience has shown that some sites were missed due to lack of electricity and access roads. The Digital Malawi Acceleration Project (DMAP) will be working with a new WB project targeted at electrification. DMAP will work with the Ministry of Transport to ensure road access as well which may have compensation risks. A study will be undertaken to identify ways in which device affordability can be achieved. DMAP will also work with regional counterparts to ensure the availability of affordable devices. The Ministry of Information has already engaged Parliament, MRA, and MACRA to identify why devices are not affordable in the country. There are new requirements to register gadgets to prevent the inflow of fake gadgets. The budget was limited, which is why not all officers were trained. However, DMAP will ensure that capacity building is undertaken for technical people as well as general officers in the councils so that they can use the systems being developed by the project, for instance E-GP which is a system for procurement. As new features are introduced, DMAP will be providing targeted training. There will be a focus on revenue generation such as systems that councils can develop to solve issues in their

STAKEHOLDER (GROUP OR INDIVIDUAL)	SUMMARY OF FEEDBACK	RESPONSE OF PROJECT IMPLEMENTATION TEAM
	<ul style="list-style-type: none"> • The predecessor project had issues with connectivity as people failed to access the internet, how are you planning to solve this problem? • On capacity building, not many ICT officers were trained. • Management of ICT issues is being done centrally by GWAN which is not ideal for a devolved economy. 	<p>councils. The councils can charge a fee for some of the service delivery that would be done online.</p> <ul style="list-style-type: none"> • The footprint for GWAN has increased from attending IFMIS to having connectivity in the whole country. Thus, their small team is not efficient in addressing the ICT issues. A system has been procured to assist in identifying and managing all ICT issues throughout the country. • Some mandates must be followed by the project. Despite the project involvement, they are not imposing who does what but follow what is already there. For example, MISOs have their mandates that they must continue like that. • The Ministry of Information is working on ensuring the devolution of councils and fostering horizontal coordination. • The Dashboard from GWAN will be shared with MISOs for them to be able to monitor the performance of the network.
	<ul style="list-style-type: none"> • What do we expect from councils as we are engaging them in this project? What will be the role of councils? 	<ul style="list-style-type: none"> • Councils should be part of the journey for DMAP. They can be involved in committees that will be set up for various sub-components.
	<ul style="list-style-type: none"> • Has there been an inventory of ICT personnel in the country? Acceleration to be achieved also rests on the availability of ICT personnel. There is also a need to include ICT courses in primary curricula. 	<ul style="list-style-type: none"> • This will be taken into consideration.

STAKEHOLDER (GROUP OR INDIVIDUAL)	SUMMARY OF FEEDBACK	RESPONSE OF PROJECT IMPLEMENTATION TEAM
	<ul style="list-style-type: none"> Is the project covered under the ICT policy? 	<ul style="list-style-type: none"> Yes, the project follows the national ICT policy in the development of its components and programs.
	<ul style="list-style-type: none"> The element of monitoring and evaluation has been missing in the predecessor project hence there is a need to improve under the DMAP project. 	<ul style="list-style-type: none"> Monitoring and evaluation functions have been introduced into the DMAP project which will solve the issues on lack of data for the project implementation results.
	<ul style="list-style-type: none"> There is a need to take on board the issues of the Grievance Redress Mechanism. Need to continue with the same structures in rural areas as we are planning to connect these sites. 	<ul style="list-style-type: none"> The existing GRM committees will be utilized. Local communities GRC's will also be established in new project sites. However, existing local structures will be maintained but must be oriented on the new project requirements.
	<ul style="list-style-type: none"> Appealing for continued engagement with councils as digitalization removes revenue generation when other services are introduced... i.e. immigration online services. 	<ul style="list-style-type: none"> The project will continuously engage with the councils to address any upcoming issues and concerns regarding the impact of digitalization and how the councils can benefit from it.
	<ul style="list-style-type: none"> Need to enhance cyber security as we are increasing the number of people in the country who will be using the internet. An example was given of how information challenges during the Vice president's death 	<ul style="list-style-type: none"> The project has a sub-component on strengthening of the cyber security. A law is already available but the project together with the E-Government will ensure it is implemented.
	<ul style="list-style-type: none"> The project needs to focus on the local issues more than the regional sphere. As we are going to the regional space, we should be okay locally and just be enhanced by the regional 	<ul style="list-style-type: none"> This is well noted. The project will endeavor to focus on the local ICT needs while leveraging the regional partnerships.

STAKEHOLDER (GROUP OR INDIVIDUAL)	SUMMARY OF FEEDBACK	RESPONSE OF PROJECT IMPLEMENTATION TEAM
	<ul style="list-style-type: none"> As we accelerate, how do we communicate and motivate the public about the availability of the digitalization efforts that have been undertaken by the government? 	<ul style="list-style-type: none"> The project will engage in communication campaigns to showcase what the government had done on digitalization through the current project which will enhance interest from the public and private sector to utilize the available initiatives.
	<ul style="list-style-type: none"> ICT Offices do not have room for promotions as their positions are only at a lower level. 	<ul style="list-style-type: none"> The Ministry is working on ensuring the employment levels at the devolution level for ICT personnel. The Ministry has proposed to Human Resources so that ICT Officers have a good career progression.
	<ul style="list-style-type: none"> Bandwidth issues are being experienced in some offices 	<ul style="list-style-type: none"> GWAN is sorting out the connectivity issues.
District Councils & Education Divisions 24 June 2024 Mzuzu Hotel, Mzuzu	<ul style="list-style-type: none"> The need for monitoring and evaluation to identify the progress of the internet 	<ul style="list-style-type: none"> Monitoring and evaluation will be undertaken in the DMAP project. Provisions have been made to have an M&E section in the project.
	<ul style="list-style-type: none"> Likoma District was left out in the last project and was forgotten in this preparatory stakeholder engagement, how assured should Likoma be that they will indeed benefit from the DMAP project? 	<ul style="list-style-type: none"> New technologies will be used to ensure all sites are connected. Likoma was assured that it is on the list of districts to benefit from the project. The omission was just an oversight.
	<ul style="list-style-type: none"> E-ticketing should be considered under the Bomalathu initiative. 	<ul style="list-style-type: none"> This will be done.
	<ul style="list-style-type: none"> Wanted to hear from the project the challenges that Digital Foundations met in its implementation. Would also have appreciated engagement on the progress of connectivity for them to appreciate how 	<ul style="list-style-type: none"> Challenges were there due to site topology for fiber connectivity.

STAKEHOLDER (GROUP OR INDIVIDUAL)	SUMMARY OF FEEDBACK	RESPONSE OF PROJECT IMPLEMENTATION TEAM
	<p>the project has been progressing since they were approached to provide a list of institutions.</p>	
	<ul style="list-style-type: none"> MAREP electrification of sites without electricity access. 	<ul style="list-style-type: none"> Coordinate with other electrification projects to ensure sites are connected with power and subsequently with the internet.
	<ul style="list-style-type: none"> Does the project have the capacity to do all the programs that have been presented in the PAD? 	<ul style="list-style-type: none"> The project has 6 years to undertake all the activities under the PAD.
	<ul style="list-style-type: none"> Rural connectivity and site mapping conducted? MISOs are already overwhelmed, what will the project do to ensure adequate human resources are available to manage the infrastructure and systems made available in the districts? 	<ul style="list-style-type: none"> The project will support human resources with interns to the district councils as a quick response to this issue. Proper arrangements will be made with the Department of Human Resources Management and Development. District councils to also take a leading role in identifying sites before even the project comes.
	<ul style="list-style-type: none"> Sites not working from the first project and lack of response from the project is an issue. 	<ul style="list-style-type: none"> Manpower issues affecting the resolution of issues from the beneficiary institutions. Some sites now require govt email to access the internet or government ID. Most people do not know their official emails thus encouraged to start using their email addresses.
	<ul style="list-style-type: none"> The project should not only be limited to schools and government institutions. We should look at urbanization and thus consider markets or private businesses and areas of tourism attraction thus promoting tourism and business. In the establishment of Hubs, they should be strategically positioned close to institutions. Should 	<ul style="list-style-type: none"> The project has already connected such institutions under the Foundations project. Possible to continue with this initiative. Connectivity contracts will be encouraged to provide open-access Internet to the public through the targeted institutions. The idea is welcome to have Hubs localized in District councils.

STAKEHOLDER (GROUP OR INDIVIDUAL)	SUMMARY OF FEEDBACK	RESPONSE OF PROJECT IMPLEMENTATION TEAM
	<p>also work with the establishment of new Hubs. For example, M'Mbelwa District can be requested to establish a Hub that can be capacitated to provide digital skills training</p> <ul style="list-style-type: none"> • Need subsidized ICT equipment to make available gadgets to various institutions. <p>Lilongwe District Council:</p> <ul style="list-style-type: none"> • E-waste management issues from the project should be considered by using the national E-waste Policy. • How will the project handle the loss of jobs and institutions due to digitalization? • Sustainability of the project is an issue that most projects are facing, what measures are in place to ensure sustainability once the project ends • Use of Starlink to come to Malawi to provide direct connection to citizens so that we reduce the use of ICT infrastructure and generation of E-Waste 	<ul style="list-style-type: none"> • The project is already including this aspect. • The Digital Foundations was part of the development of the National E-waste Policy through funding the processes that were required. • A strategy will be developed to identify ways of managing E-waste under the project and at the National level. Regulations will also be developed by the project • Digitalization can also create jobs through Skills development while ensuring effectiveness. • On sustainability, the plans are there. The project has made huge investments and thus knows there is a need to ensure sustainability. The E-government has done visits to other countries to see how best others are sustaining their projects. Other options are the use of PPPs to include the private sector to generate income and continue running some of the services. Some of the services being provided will generate income that will help the E-government continue with the service provisions. • Reviewing the 2016 Communications Act to facilitate the coming in of other ICT players such as Starlink. The Act

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		requires 20% local holding which may prevent Starlink to come in.
	<ul style="list-style-type: none"> • Duplication of efforts in similar projects. For example, rural connectivity vs connecting a constituency project are similar. 	<ul style="list-style-type: none"> • The scope is different from the mentioned project
	<ul style="list-style-type: none"> • Consider commercialization of digital provisions to improve people's lives 	<ul style="list-style-type: none"> • The initiative will be taken into consideration.
	<ul style="list-style-type: none"> • Will the GRM use existing structures or establish new structures considering that there are projects that already have structures? 	<ul style="list-style-type: none"> • We are using the existing GRM structures on the ground to look at all the grievances. However, for new sites where there are no structures, new structures will be set up. The project will support the capacitation of the current structures and new ones to be set up.
	<ul style="list-style-type: none"> • Is there a component of capacity building and training under the project? For institutions such as schools to ensure that people know how to use the infrastructure and not have the project as a white elephant project? • How will the project limit access to unwanted sites for children 	<ul style="list-style-type: none"> • There is a training needs assessment that is being conducted by the Ministry of Education to identify what ICT training is required for teachers and students. • Child protection policy is there to ensure child protection to restrict unwanted access to students.
	<ul style="list-style-type: none"> • How possible is that the project will be able to reach out to 2000 schools when the previous project only connected 150 schools • With regards to emergencies such as cyclones and COVID, there is a need to have digitalization to ensure the continuity of studies when they are disrupted due to these national emergencies. 	<ul style="list-style-type: none"> • The funds are there, and this will be possible within 6 years of the project

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	<ul style="list-style-type: none"> Connectivity to rural schools such as Community Day Secondary Schools is needed 	<ul style="list-style-type: none"> Selection of schools will be undertaken in coordination with councils and Education Division who will advise the project on their priority schools.
	<ul style="list-style-type: none"> How will this digitalization ease service provision in some departments including the Road Traffic and Police to improve revenue collection? 	<ul style="list-style-type: none"> It has been difficult to access Road Traffic applications as it was supplied by an external supplier and thus there was no access for the project to include them. The project is working on that with other departments including Immigration. The current project is also working with FINES project on the E-Payment Gateway to facilitate revenue collections.
	<ul style="list-style-type: none"> During ES screening, your consultants did the screening on their own and were asking the EDOs to sign off the forms. The project should not replicate this but ensure proper coordination and involve the councils in these activities. Consultants should be instructed to observe the normal processes required. 	<ul style="list-style-type: none"> The DMAP project will ensure proper coordination from site selection to ES assessments and document preparations.
District Councils & Education Divisions 25 June 2024	<ul style="list-style-type: none"> Looking for progress on the current project to know how the project has benefited councils. Dowa is yet to be connected under the current project. 	<ul style="list-style-type: none"> The progress report for Digital Foundations will be shared with Dowa through the Ministry of Information and Digitalization.
	<ul style="list-style-type: none"> There hasn't been provision for desk officers in district councils to ensure the visibility of the project and a focal point to link. 	<ul style="list-style-type: none"> Communication will be improved to ensure tight coordination with councils. The need for Desk Officers has been taken note of and councils will be consulted to nominate who to be the Desk Officer and on their Terms of Reference.

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BICC Lilongwe		<ul style="list-style-type: none"> The Ministry as a policy holder will provide guidance and recommendations on who at the council should be a Desk Officer.
	<ul style="list-style-type: none"> Which category of schools is the project connecting among the primary, tertiary, and higher education? 	<ul style="list-style-type: none"> The project focuses on secondary schools under the education component. However, there is room to connect primary schools as well under rural connectivity. The preference of sites to be selected will however be guided by the councils in conjunction with divisions and the project.
	<ul style="list-style-type: none"> What necessitated the creation of the MITA? There are views that the creation of new institutions is stifling the significance and relevance of existing institutions. 	<ul style="list-style-type: none"> This is an institution that will have the authority unlike the E-Government which does not have the mandate to enforce ICT issues in the country.
	<ul style="list-style-type: none"> There hasn't been a mention of how the project will work with the councils. For example, the Ministry of Land as a beneficiary has done well in digitizing the land registry. The ministry had devolved its functions to councils 	<ul style="list-style-type: none"> The councils are going to be part of the project as the systems to be developed will be used by the land structures at the councils.
	<ul style="list-style-type: none"> The councils will need to have digitalization in E-Ticketing and vetting of passport applications at the council level. 	
	<ul style="list-style-type: none"> The more you go public with digitalization, the more prone our systems will be. How will the project make sure hackers are stopped from performing their evil practices on the country's systems including impersonation and sabotage by ill-willed officers? 	<ul style="list-style-type: none"> There is a need for change management to ensure the absorption of digitalization in institutions that are resistant to this development. This is why MITA will have the authority to enforce the usage of Digitalization and to ensure the protection of the systems.

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	<ul style="list-style-type: none"> Looking at the state of Malawi we can benefit from digitalization in the achieving of agenda 2063. There has however been a congestion of the internet under the current project 	<ul style="list-style-type: none"> Congestion has been noted by the project through its monitoring platforms. The problem is coming in due to limited bandwidth which the project is looking into having it increased. The other reason is that the internet is open thus people are using it for non-work applications. There will be a barring of some of the sites to ensure the internet is solely used for work functions.
	<p>Mzuzu City:</p> <ul style="list-style-type: none"> As we are trying to assist the youth, we need to ensure adequate infrastructure. For example, the National Library lacks computers that can support this development. Patenting of innovations made by the youth will be required to protect the intellectual properties. 	<ul style="list-style-type: none"> The Digital Malawi Foundations provided computers to the regional Libraries and provided connectivity. There are more efforts to provide ICT gadgets. The Project has also been providing RACHEL gadgets with educational content for both teachers and students in Secondary Schools. This initiative will be scaled up in the new project.
	<ul style="list-style-type: none"> The participants indicated that they are failing to use government emails because of the government systems including the movement of officers to different positions. There is no security on gadgets that are provided to government officers. There is a need for behavioral change as well to ensure officers use the approved platforms. 	<ul style="list-style-type: none"> There is a big problem with using official emails. The government has tried to sensitize people on how to use them. This is because there is no enforcement of this requirement. To motivate the usage of these emails, the Boma network requires authentication using government email addresses or employment numbers. The MITA would be of assistance in this case as they will have the mandate to enforce the ICT policies

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	<ul style="list-style-type: none"> Will Councils be part of the Bomalathu to collect property rates and taxes in addition to the provision of E-ticketing services? 	<ul style="list-style-type: none"> Come forward to Ministry of Information to work out the system of engineering for dealing with the property tax collections. The Bomalathu will connect with NRB, Immigration and so on. EKYC will come to connect with Banks and thus there will not be an escape from the systems. The councils that have good ideas on how to improve service delivery will benefit from this platform. There is a need to be innovative to benefit from this platform. You can map plots of land and connect with IDs
	<ul style="list-style-type: none"> There were issues with government emails in Dedza district council, but E-government has promised to provide the council with govt emails by 1st July 2024. 	
	<ul style="list-style-type: none"> There is no funding to facilitate some of the developments including the set-up of emails. This is why some of these things are failing. The ICT office does not get funding to buy bundles or some small gadgets to enable the functionality of ICT works. The centralization of activities is crippling the councils from performing. There is a notion that councils cannot perform. The grading system by government where the same positions at the council level are lower than those at the central government. 	<ul style="list-style-type: none"> The Ministry of Information is not considered well under the government structures. This is an issue that can well be handled by DHRMD.

STAKEHOLDER (GROUP OR INDIVIDUAL)	SUMMARY OF FEEDBACK	RESPONSE OF PROJECT IMPLEMENTATION TEAM
	<ul style="list-style-type: none"> • Can the project offer solutions for waste management? Digital solutions for identification of waste generation sites and management of waste? 	<ul style="list-style-type: none"> • Component 3 of the project is planning to manage e-waste from the project footprint including recycling. Reuse etc. The project will be working with Tech. Hubs
	<ul style="list-style-type: none"> • MACRA's Muuni project is providing seed money to innovators. How different is it with the Tech-hubs 	<ul style="list-style-type: none"> • This is not a duplication, there is a difference in what the project is doing.
	<ul style="list-style-type: none"> • Extend connectivity to desktops as gadgets are not supported by the Wi-Fi 6 being provided. 	<ul style="list-style-type: none"> • The project bought Wi-Fi adapters to enable the desktops to receive Wi-Fi 6. The councils should contact E-Government. The MISO should also request from the E-government if there is a need for ethernet cables and these will be provided.
	<ul style="list-style-type: none"> • Limit of file attachments under the Boma network. Failing to receive some applications, for example links. • When connecting to Boma there is a warning of a risk of being hacked. Now that there are passwords, there shouldn't be such warnings where officers are logging in with passwords. There is a need to improve the security of the Boma internet • Consider Increasing the bandwidth, Kasungu has 5MB which is inadequate. 	<ul style="list-style-type: none"> • E-Government will be requested to respond on why they limit the attachment sizes to 50MB. • The user acceptance on the Boma Network is required to inform users of the dangers of accessing the internet. This is just a standard message and not a risk that the internet is not safe. • E-government can increase the bandwidth depending on the council's needs. The council should request the E-government.
	<ul style="list-style-type: none"> • Area of consideration, shorten time for accessing information on their websites. 	<ul style="list-style-type: none"> • This request should be made to the E-government.
District Councils & Education Divisions	<ul style="list-style-type: none"> • The need to recognize the decentralization and include councils when working with line ministries. 	<ul style="list-style-type: none"> • Ministry discussions are at a higher level; however, councils are consulted to get their views and marry the ministry's needs.

STAKEHOLDER (GROUP OR INDIVIDUAL)	SUMMARY OF FEEDBACK	RESPONSE OF PROJECT IMPLEMENTATION TEAM
<p>26 June 2024</p> <p>Ku Chawe Inn Zomba</p>	<ul style="list-style-type: none"> • Commended the Ministry for including Education Divisions • Schools enjoying free Wi-Fi under the Shire Highland Education Division • The Ministry’s policy does not allow students to use phones but with free Wi-Fi, the students are being allowed phones against the policy. The division is in support of digitalization and thus the need to review the policies to allow students to utilize the digitalization efforts. • Criteria used to select schools and provide initiatives to ensure buy-in and custodianship. 	<ul style="list-style-type: none"> • The use of devices in schools results in a reduction of bandwidth to leave for students. Agree to work on policies in conjunction with the Ministry to see if it needs changing. Also, a study tour can be done to learn how other countries are managing digitalization in secondary schools. • Need to work with the Ministry to provide content
	<ul style="list-style-type: none"> • The Ministry introduced the Telecentres which are not functional currently. What has the Ministry done including measures to advance the Telecentres 	<ul style="list-style-type: none"> • This was a MACRA project, and the Project could come in to see how to revive them.
	<ul style="list-style-type: none"> • How support to Tech Hubs will be provided. Is it through adverts? 	<ul style="list-style-type: none"> • The grants to Tech-Hubs will be advertised through a Grants Manual
	<ul style="list-style-type: none"> • Distribution of schools among districts 	<ul style="list-style-type: none"> • Criteria will be identified together with the councils and Education Divisions and issues to do with roads, electricity access, and land issues will also determine the site to be connected. The distribution of sites will be done later. • Coordination is paramount in this project to ensure that the councils have ownership of the project.

STAKEHOLDER (GROUP OR INDIVIDUAL)	SUMMARY OF FEEDBACK	RESPONSE OF PROJECT IMPLEMENTATION TEAM
	<ul style="list-style-type: none"> How are the funds going to be disbursed? Centrally or through the Ministry. 	<ul style="list-style-type: none"> The funds will be disbursed centrally by the PPP Commission. PIU is responsible for all fiduciaries regarding the project.
	<ul style="list-style-type: none"> Device affordability, how is it going to be done, is it through enforcement of merchants? 	<ul style="list-style-type: none"> There is a study that the project will undertake to ensure that we identify what needs to be done to ensure device affordability in the country. One option would be to manufacture in the country; however, the Malawi market is small for such device manufacturing. Thus, the project will work with regional partners to achieve device affordability.
	<ul style="list-style-type: none"> How are planning to ensure ES issues are taken into consideration? 	<ul style="list-style-type: none"> ESF and EIA guideline requirements will be followed under the new project.
	<p>Mulanje:</p> <ul style="list-style-type: none"> Bomalathu plans and sustainability of the councils getting on board. There are already issues with the govt emails. How will digital content be monetized to ensure developers earn something from their innovations? 	<ul style="list-style-type: none"> The councils can monetize some of the services they provide through online applications, for example, verification of certificates, etc. Bomalathu management will be done by the Ministry of Information
	<ul style="list-style-type: none"> Councils are dissatisfied with the bandwidth that is provided and it is intermittent. 	<ul style="list-style-type: none"> Existing contractors will continue providing internet. With regards to bandwidth, the core router to different districts will be replaced by next week because the one available has reached its capacity. Also assessing bandwidth management to identify different council needs. Using a system, they will be

STAKEHOLDER (GROUP OR INDIVIDUAL)	SUMMARY OF FEEDBACK	RESPONSE OF PROJECT IMPLEMENTATION TEAM
		monitoring internet usage and presence and be able to manage the issues accordingly.

Annex 4: Minutes of Stakeholder Engagement Meetings with Local Communities in Northern and Central Regions

STAKEHOLDER (GROUP OR INDIVIDUAL)	SUMMARY OF FEEDBACK	RESPONSE OF PROJECT IMPLEMENTATION TEAM
<p>M'mbelwa District Council</p> <p>DEC Members</p> <p>Youth representative</p> <p>11 July 2024</p>	<ul style="list-style-type: none"> How will the mentioned number of sites to benefit from the project be identified in the district and how many sites are for Mzimba (on the grants) If we are to look at the current internet that the Digital Malawi Project provided to the councils, there are so many challenges faced by the users, what are the actual technicalities that have been put in place to make sure that the internet coming is not as bad as the current one which is very slow and not reliable? What type of schools are to benefit from the project (secondary, primary or tertiary?) Who chooses the schools to be connected to the internet? 	<ul style="list-style-type: none"> For the secondary schools, all secondary schools in the district will be connected to the internet but the primary schools will be identified by the help of district education management by prioritizing those that are feasible. On digital skills, there is going to be an advert requesting people to apply by meeting certain requirements for them to be successful The respondent indeed agreed that the current internet is not as good as it is supposed to be, but a lot of lessons have been drawn from the current experience and there will be a proper way of not repeating the same in the future. An emphasis was also made that there should be a coordination between the MISOs and government to avoid other challenges that we experience today. 2000 secondary schools are to benefit from the project and the division education management and councils are the ones to come up with the schools that are to benefit from connectivity.
	<ul style="list-style-type: none"> What security measures have been put in place to make sure that there is no cyber intrusion by the users of the internet in the local communities? How can the cyber security be achieved seeing that the more people will be using ICT? 	<ul style="list-style-type: none"> The first phase already laid a foundation by establishing the Cyber Security Act, and what is going to be done forward is seeing how best it can be implemented.
	<ul style="list-style-type: none"> Will there be empowerment of stakeholders for their grievances to be easily heard? 	<ul style="list-style-type: none"> ICT personnels will be trained on how best to handle grievances related to the infrastructure.

STAKEHOLDER (GROUP OR INDIVIDUAL)	SUMMARY OF FEEDBACK	RESPONSE OF PROJECT IMPLEMENTATION TEAM
<p>Mchinji District Council</p> <p>12 July 2024</p> <p>DEC Members</p> <p>Council Members</p> <p>Village Heads</p> <p>Interest Groups</p>	<ul style="list-style-type: none"> • What ways have been put in place to make sure that the environment is safe? • Where will the trees be planted? 	<ul style="list-style-type: none"> • Ways of managing the environment have been put in place by the bank and the Malawi govt and will always be followed by the contractors e.g. if a tree is cut, 10 trees must be planted to replace the 1. • The trees are planted as guided by the owner of the tree that was cut
	<ul style="list-style-type: none"> • How will the 2000 schools be identified 	<ul style="list-style-type: none"> • According to the education statistics, there are 1700 secondary school, and all the secondary schools are to be connected but the 300 will be the primary schools which will be identified by the education division by prioritizing the needs.
	<ul style="list-style-type: none"> • How will the internet be friendly to especially elders who are not conversant with English language 	<ul style="list-style-type: none"> • From the previous project, there has been ICT mass literacy trainings that were provided, and this will be the same approach to help the elderly.
	<ul style="list-style-type: none"> • The stakeholder engagement meeting keeps on mentioning that its focus is mainly on women, youth, elderly etc. what about men? are men not important? 	<ul style="list-style-type: none"> • The mentioned groups of people are the vulnerable (they are mostly not included in the community hence the emphasis) but men are also important and will be part of the beneficiaries of the development.
	<ul style="list-style-type: none"> • The network is a big problem in some local areas. How will these areas have access to the mentioned internet. • In case you have used the private land to plant network towers, will there be compensations for the land? 	<ul style="list-style-type: none"> • Component 1 talks about the rural broadband network of which will construct network towers that will be planted in rural areas thereby eliminating the network problems. • Compensations will be made with guidance from the Department of Lands
	<ul style="list-style-type: none"> • Most women do not have smart phones because they are expensive, and when they have, their 	<ul style="list-style-type: none"> • This will be looked at by the project on how best these questions can be resolved.

STAKEHOLDER (GROUP OR INDIVIDUAL)	SUMMARY OF FEEDBACK	RESPONSE OF PROJECT IMPLEMENTATION TEAM
	<p>husbands take it away from them, will there be a chance for women to access cheaper smart phones?</p>	
	<ul style="list-style-type: none"> Looking at other projects, most contractors come to the site with their workers who are permanent employees to do the works, how will you ensure that the community is also benefiting from the project by creating jobs for the youths and women? 	<ul style="list-style-type: none"> Contractors are requested and enforced to engage with the community members except if the nature of the job requires expertise.
	<ul style="list-style-type: none"> In the local communities there are rumors that people are being used by putting a chip in their bodies such that once they are scanned all the information about them is accessed. Is this DMAP project about that? 	<ul style="list-style-type: none"> The DMAP is not about that, the project is about promoting E-Systems and providing access to the cheaper internet
	<ul style="list-style-type: none"> What ways have been put in place to ensure one's privacy and security about their information? For example, with the subsidy project people have been robbed by accessing their privacy once they submit their national ID cards 	<ul style="list-style-type: none"> There is a Cyber Security Act which was established to ensure that issues of intrusion are well handled.
	<ul style="list-style-type: none"> What is the guideline for a contractor to plant a pole in one's land? Don't they consult first? Also, the contractor sometimes comes to the locations without informing the village leaders making them look like nothing. How will such issues be managed? 	<ul style="list-style-type: none"> Contractors are well advised and trained on how to address the leaders, they must do the consultations first before the work, leaders have got all the freedom to give their grievances to the project if they are infringed in any way.
<p>Lilongwe City Council 16 July 2024</p>	<ul style="list-style-type: none"> It was mentioned that the primary schools that will be connected to the internet must have electricity, what about those that do not have, haven't you put any measures to help them have electricity? 	<ul style="list-style-type: none"> The Ministry of Education has confirmed that there is a World Bank initiative focused on providing electricity to primary schools. Therefore, DMAP will collaborate with this project to ensure that the primary schools also receive internet connectivity.

STAKEHOLDER (GROUP OR INDIVIDUAL)	SUMMARY OF FEEDBACK	RESPONSE OF PROJECT IMPLEMENTATION TEAM
DEC Members Council Members	<ul style="list-style-type: none"> • And can't you work hand in hand with the Ngwengwengwe project to help such institutions have electricity and internet at the same time? 	
Village Heads Interest Groups	<ul style="list-style-type: none"> • How will the project be sustained after closure? 	<ul style="list-style-type: none"> • The community is encouraged to take care of the infrastructure to be installed and have the sense of ownership. The technical team will continue to support the infrastructures
	<ul style="list-style-type: none"> • What is the duration of the project? What is the starting and the finishing date? 	<ul style="list-style-type: none"> • 6 years from November 1, 2024, to November 30, 2030
	<ul style="list-style-type: none"> • a comment was made that this project must emphasize on the security of one's information 	<ul style="list-style-type: none"> • MACRA will be involved from the start and laws will be followed
	<ul style="list-style-type: none"> • What ways have been put in place on technical assistance. Don't you train the users at the institution? 	<ul style="list-style-type: none"> • MISOs were trained in the first phase of the project but in the future, they will be involved also.
	<ul style="list-style-type: none"> • Why do people not use government emails? It is assumed that the ones (e-government personnel) who were assigned to help with this transition are not being able to help everyone to use the emails. Why is it so? 	<ul style="list-style-type: none"> • The transition has not been smooth indeed, but going forward everyone will need to have the emails used for government business.
	<ul style="list-style-type: none"> • What systems of digitalization have been established to ensure that the disabled are not discriminated? • Is there a meaningful inclusion of the disabled in the digitalization systems? 	<ul style="list-style-type: none"> • The acceleration project will be able to address the needs of the disabled in any way possible.
	<ul style="list-style-type: none"> • Do the feedback (grievances) from across the country give you a go ahead to accelerate the previous project? 	<ul style="list-style-type: none"> • The feedback we've received has been positive so far; institutions are pleased with the internet service and have urged the PIU to expedite the previous project and enhance the bandwidth.

STAKEHOLDER (GROUP OR INDIVIDUAL)	SUMMARY OF FEEDBACK	RESPONSE OF PROJECT IMPLEMENTATION TEAM
	<ul style="list-style-type: none"> • Why doesn't the technical team from the e-govt support the local councils when required? Issues to do with government emails, they requested MISOs to provide details of employees at LCC long time ago, but nothing has been done. • When you look at the project, the intended fruits are not being seen, how did things go wrong? 	<ul style="list-style-type: none"> • The e-government faces a shortage of technical personnel, which hampers its ability to support all 35 local councils promptly. The DMAP aims to address this issue by recruiting additional technical staff to aid e-government efforts and by empowering MISOs from each of the 35 local councils to contribute to the project's implementation.
	<ul style="list-style-type: none"> • When will the other stakeholder engagement be done? 	<ul style="list-style-type: none"> • Stakeholders will be communicated with and will be engaged now and then since this is just the beginning.

Annex 5: Minutes of Stakeholder Engagement Meetings with Local Communities in Eastern and Southern Regions

STAKEHOLDER (GROUP OR INDIVIDUAL)	SUMMARY OF FEEDBACK	RESPONSE OF PROJECT IMPLEMENTATION TEAM
<p>Mangochi Municipal Council 10 July 2024 DEC Members Council Members Village Heads Interest Groups (Youths, Women, Elderly, Disabled)</p>	<ul style="list-style-type: none"> One of the Councilors requested that CBOs be included on the list of the sites to be connected, as these are areas where most people commute to carry out various activities. 	<ul style="list-style-type: none"> Another meeting will be arranged that will involve you in site selection.
	<ul style="list-style-type: none"> Malawi is better at documentation than implementation, what procedures are in place to implement the recycling of gadgets? 	<ul style="list-style-type: none"> The project will support gadget recycling by establishing companies to handle that and liaising with organizations that are also recycling waste on how best the gadgets can be recycled.
	<ul style="list-style-type: none"> Who is going to access the information kept at the data center? 	<ul style="list-style-type: none"> The data owners will have access to their information, the data center will store data for various MDAs.
	<ul style="list-style-type: none"> Will the Mangochi municipal council have its data center? 	<ul style="list-style-type: none"> Mangochi will not have its own data center, but its information will be stored at the national data center.
	<ul style="list-style-type: none"> What plans are in place to sustain this project once World Bank funding ends? 	<ul style="list-style-type: none"> The project has a 10-year agreement with contractors to provide and maintain the service. The project will collaborate with countries like Botswana and Tanzania to offer affordable and effective internet. The Bomalathu platform will also generate revenue through co-location to sustain the project. The government through E-government will also help sustain the project by including it in the government's budget.
	<ul style="list-style-type: none"> How do you intend to manage internet traffic efficiently? 	<ul style="list-style-type: none"> The E-government will provide sufficient bandwidth for the institutions depending on each institution's needs. The internet access will be controlled via passwords.

STAKEHOLDER (GROUP OR INDIVIDUAL)	SUMMARY OF FEEDBACK	RESPONSE OF PROJECT IMPLEMENTATION TEAM
<p>Mulanje District Council 11 July 2024</p> <p>DEC Members Council Members Village Heads Interest Groups (Youths, Women, Elderly, Disabled)</p>	<ul style="list-style-type: none"> • Will the project connect the village heads' offices to the internet? 	<ul style="list-style-type: none"> • We are connecting government offices, and you will help us identify those offices.
	<ul style="list-style-type: none"> • What measures have been implemented to ensure that students are not negatively affected by internet access? 	<ul style="list-style-type: none"> • The use of the internet by students will be controlled, and they will only use the internet for educational purposes.
	<ul style="list-style-type: none"> • Will the project help negotiate with mobile operators like TNM and Airtel to lower their internet bundle fees? 	<ul style="list-style-type: none"> • The project will coordinate with other countries to find solutions that will subsidize the internet bundle fees.
	<ul style="list-style-type: none"> • Is it possible to connect two offices that are close to each other? 	<ul style="list-style-type: none"> • Yes, provided the offices are government offices and meet all the requirements to be connected to the Internet.
	<ul style="list-style-type: none"> • Will there be any initiatives to teach youths how to recycle gadgets, potentially employing youths in recycling companies? 	<ul style="list-style-type: none"> • That suggestion will be taken into consideration.
	<ul style="list-style-type: none"> • What strategies will be employed to sustain the project long-term? 	<ul style="list-style-type: none"> • The project has a 10-year agreement with contractors to provide and maintain the service. • The project will also collaborate with countries like Botswana and Tanzania to offer cheap and effective internet. • The Bomalathu platform will generate revenue to sustain the project. • The government through E-government will also help sustain the project by including the project in the government's budget.
	<ul style="list-style-type: none"> • What criteria will be used to select contractors for this project? 	<ul style="list-style-type: none"> • The contractors will be selected following the country's and World Bank procurement and safeguards requirements.
	<ul style="list-style-type: none"> • Will the internet be restricted to some sites? bearing in mind that some sites on the internet contain adult content that is 	<ul style="list-style-type: none"> • Yes, it will be restricted to serve its best purpose.

STAKEHOLDER (GROUP OR INDIVIDUAL)	SUMMARY OF FEEDBACK	RESPONSE OF PROJECT IMPLEMENTATION TEAM
	<p>not suitable for secondary school students.</p> <ul style="list-style-type: none"> • What will be the strength of the internet? • Have the potential negative impacts of the project been assessed? 	<ul style="list-style-type: none"> • It will depend on the needs of the office, and the E-government will manage this. • Yes, environmental and social reviews and assessments will be conducted. The negative impacts will be identified, and mitigation measures put in place to protect the environment and communities.
<p>Mwanza District Council 15 July 2024 DEC Members Council Members Village Heads Interest Groups (Youths, Women, Elderly, Disabled)</p>	<ul style="list-style-type: none"> • There are a lot of community members who can only access phone networks and the internet when they come to town councils. What assurance is there that this project will enhance connectivity in the rural areas? • There is an issue of lack of electrification in some areas and there has been promise of electrification in these areas. How far is the government with the MAREP 8 project 	<ul style="list-style-type: none"> • The project will use different means of connectivity to ensure even the most remote sites get connected. The means would include optic fiber and wireless connectivity as well connectivity through satellites. • In terms of internet connectivity, there is a rural broadband connectivity sub-component that will enhance connectivity in rural areas. • Several players will be involved in the project, including the Ministry of Transport, Energy, etc. to ensure its success. However, regarding MAREP, it is a different project, and we cannot provide an update on its progress. • Once we receive a list of sites to be connected from the local councils, for those without electricity, the project will liaise with the Ministry of Energy to see if they can be powered to facilitate internet connectivity through liaison with the World Bank which is funding MAREP • Ministry of Transport will be engaged to ensure the identified sites have better road access.

STAKEHOLDER (GROUP OR INDIVIDUAL)	SUMMARY OF FEEDBACK	RESPONSE OF PROJECT IMPLEMENTATION TEAM
	<p>Representative for the Disabled</p> <ul style="list-style-type: none"> • What measures have been put in place to include the visually impaired? • Is there a component under the project that is considering the visually impaired by including sound in the gadgets that will be provided? 	<ul style="list-style-type: none"> • Most projects exclude the disabled. The current Digital Malawi Project had an inclusion for the visually impaired students through the provision of braille and other assistive devices. • This project did not include these provisions, but the money is there, and the project can get requirements from the concerned groups to see what can be included under the project. • Most current computers have sound functions. The project can include this under RFB requirements that gadgets should be disability friendly. • The project would need the populations that may need this assistance and what kind of assistance they would require. • This feedback will be taken into consideration.
	<ul style="list-style-type: none"> • Mwanza Police Station was among the beneficiary institutions under the Digital Malawi Project, but it is not yet connected. 	<ul style="list-style-type: none"> • The Mwanza Police was a beneficiary site and there is a need to check the project records to determine why it still hasn't been connected. The contractors will also be checked as to why there is no connectivity at this site.
	<ul style="list-style-type: none"> • Connectivity issues in some sites have been noted in sites under the Digital Malawi Project. How does the project handle these issues? 	<ul style="list-style-type: none"> • When there are connectivity issues, the users are encouraged to contact the E-Government to provide the nature of the issues and get assistance. The meeting was provided with contact details as follows: • gwanasupport@boma.gov.mw.
	<ul style="list-style-type: none"> • There are schools in Mwanza that are piloting the assistance of disabled children. 	<ul style="list-style-type: none"> • The project will take further engagements with the Ministry of Education and MACOHA on the requirements for including disabled people and students.

STAKEHOLDER (GROUP OR INDIVIDUAL)	SUMMARY OF FEEDBACK	RESPONSE OF PROJECT IMPLEMENTATION TEAM
	<ul style="list-style-type: none"> Inclusive education hasn't progressed for some time thus there is a need for consideration of the marginalized students. The project should consider inclusive digitalization. 	
	<ul style="list-style-type: none"> Most people do not have smartphones, how are these people going to benefit from the internet? 	<ul style="list-style-type: none"> The WB identified that there is less penetration of internet usage from the rural masses. Thus, the Device affordability sub-component will enhance internet usage penetration by providing affordable smart devices to the local masses.
	<ul style="list-style-type: none"> Will labor be sourced from local communities, or not? What measures are put in place to protect the local communities from communicable diseases through labour influx 	<ul style="list-style-type: none"> Contractors are required to source manual laborers from the local communities. ESMPs and Codes of conduct outline behaviors that should be avoided by contractor workers to prevent the spread of diseases and other ill practices.
	<ul style="list-style-type: none"> How will compensation be paid and or addressed to ensure the satisfaction of PAPs? 	<ul style="list-style-type: none"> The compensation process will follow the government laws on land acquisitions. However, compensation is the responsibility of the government and not the WB thus if the government does not have funds, then, the site can be dropped or consent to use the land will be sought from the land owner.
	<ul style="list-style-type: none"> Device affordability should consider providing proper smartphones phones rather than the cheap and non-durable phones which will be supplied at a loan with collateral to the local masses 	<ul style="list-style-type: none"> There will be a study by an expert to identify better means of ensuring device affordability.

Annex 6: List of Stakeholders Consulted during Project Preparation

PROJECT PARTNERS STAKEHOLDER ENGAGEMENT MEETING AT KU CHAWE INN, ZOMBA			
NO	NAME	POSITION	ORGANIZATION
1	MAK Sambo	Principal Secretary	National registration Bureau
2	Bessie Msusa	Deputy Director	Ministry of Information and Digitalization
3	Leah Gomani	Deputy Director (Land Information Management System)	Ministry of Lands
4	Caroline Kumwenda	Deputy Director (ICT)	Ministry of Lands
5	Godfrey Zulu	Deputy Director	National registration Bureau
6	Samuel Kaomba	Chief IT Officer	National registration Bureau
7	Alexious Chipalamwazani	Network and Infrastructure Manager	Malawi Research Education Network
8	Walusungu Gondwe	Chief Digital Solutions Architech	Public Private partnership Commission
9	Ronald Tembo	Head (Universal service Fund)	Malawi Communications Regulatory Authority
10	Thokozani Chimbe	Director of Legal Services	Malawi Communications Regulatory Authority
11	Ackim Sanuka	Senior Deputy Director	Department of e-Government
12	Khama Ntelela	Economist	Department of e-Government
13	Linda Kambale	Economic Regulation Manager	Malawi Communications Regulatory Authority
14	Christopher Banda	Head of CERT	Malawi Communications Regulatory Authority
15	Chimwemwe Matemba	Project Manager	Public Private partnership Commission
16	Victor Funsani	Digital technology SpecialistS	Public Private partnership Commission
17	Eddah Lijoni	Assistant environmental and Social Safeguards Specialist	Public Private partnership Commission
18	Tadala Msapato	Assistant Finance Management Specialist	Public Private partnership Commission
19	Benjamin Chitundu	Admin & Procurement Officer	Public Private partnership Commission

MINISTRIES, DEPARTMENTS AND AGENCIES ENGAGEMENT MEETING AT KU CHAWE INN, ZOMBA

NO	NAME	POSITION	ORGANIZATION
1	Bessie Msusa	Deputy Director	Ministry of Information and Digitalization
2	Chomora Mikeka	Director of ScienceTechnology & Innovation	Ministry of Education
3	Maganiza Chipula	Director (e-Government)	Ministry of Gender
4	Noel Chikhungu	Director	National Registration Bureau
5	Pirirani Pete Masanjala	Chief State Advocate	Ministry of Justice
6	Francis Gavin Kachule	Assistant Director	Ministry of Finance &Economic Affairs
7	Wezi Grace Ndhlovu	Chief Systems Analyst	Department of Disaster Management Affairs
8	Chifwayi MK Chirambo	Deputy Registrar General	Registrar General
9	Wanagwa Gondwe	Chief ICT Officer	Ministry of Health
10	Rodney Mkweza	Senior State Advocate	Ministry of Justice
11	Chrissie Mtonga	Deputy Director – ICT	Ministry of Education
12	Brian T Chaima	Chief Economist	Ministry of Agriculture
13	Chrissy Nantikwa	Principal Systems Analyst	Ministry of Health
14	Enock Palapandu	Energy Officer	Ministry of energy
15	Mariana Chifundo Jumbe-Ngwira	Principal Economist	Ministry of Transport & Public Works
16	Kayunga Munyenembe	Deputy Director	Ministry Of Homeland Security
17	Jairos Nyirenda	ICT Officer	Ministry of Natural resources & Climate Change
18	Ackim Sanuka	Senior Deputy Director	Department of e-Government
19	Khama Ntelela	Economist	Department of e-Government
20	Gift W Kalilangwe	Ministry of Agriculture	Chief ICT Officer
21	Goodson Jumbe	Principal Gender & Development Officer	Ministry of Gender, Community Development & Social Welfare
22	Ronald Laws Likomwa	Aviation Meteorologist	Department of Climate Climate Change and Meteorological Services
23	Hastings J Banda	Environmental Officer	Malawi Environmental Protection Agency
24	Kondwani Alexander	Principal ICT Officer	Ministry of Energy
25	Elliot Officer	Chief ICT Officer	Ministry of TRansport
26	Brenda Mdzagada-Soko	Meteorologist	Department of Climate Climate Change and Meteorological Services

MINISTRIES, DEPARTMENTS AND AGENCIES ENGAGEMENT MEETING AT KU CHAWE INN, ZOMBA

NO	NAME	POSITION	ORGANIZATION
27	Chipo Fundi Fatch	ICT Officer	Department of Registrar General
28	Chimwemwe Matemba	Project Manager	Public Private partnership Commission
29	Victor Funsani	Digital technology SpecialistS	Public Private partnership Commission
30	Eddah Lijoni	Assistant environmental and Social Safeguards Specialist	Public Private partnership Commission
31	Ann Liabunya	Project Liaison Officer	Public Private partnership Commission
32	Lonjezo Kachingwe	Legal Officer	Public Private partnership Commission
33	Trevor Lakeli	Environmental and Social Safeguards Officer	Public Private partnership Commission
34	Benjamin Chitundu	Admin & Procurement Officer	Public Private partnership Commission

REGIONAL MEETING WITH DISTRICT/MUNICIPAL/CITY COUNCILS AND EDUCATION DIVISIONS AT BICC, LILONGWE

NO	NAME	POSITION	INSTITUTION	NO	NAME	POSITION	INSTITUTION
1.	Blessings Nyasulu	Environmental Urban Officer	Kasungu Municipal Council	14	Peter Kamzati		Kasungu Municipal Council
2.	Francis Kamphinda	Director of Planning and Development	Kasungu Municipal Council	15	Gerald Mchacha	ADOPLE	Mzuzu City Council
3.	Lawrence Kalinga	Director of Administration	Kasungu Municipal Council	16.	Judith Mbwana	Director of Administration	Mchinji District Council
4.	Isaac Mkandawire	Chief Executive Officer	Kasungu Municipal Council	17.	Hastings Mlambuzi	District Commissioner	Mchinji District Council
5.	McPherson Mwakhwawa	Director of Planning and Development	Dedza District Council	18.	Chimwemwe Yonasi		Ntchisi District Council
6.	Jennings Kayira	Education Division Manager	North Education Division	19.	Thomas Chigwenembe	District Commissioner	Dedza District Council
7.	Charles Muthothe	Acting Education Division Manager	Central East Education Division	20.	Gomezghani Botha	EDO	Kasungu District Council
8.	Noel Banda	Management Information Systems Officer (MISO)	Dowa District Council	21.	Wellington Mmora	PSA	Kasungu District Council
9.	Thokozire Kalendo	MISO	Mchinji District Council	22.	Lusizi Nhlane	District Commissioner	Ntchisi District Council
10.	Fortune Mwafulirwa		Mchinji District Council	23.	Stanley Chibambo	MISO	Mzuzu City Council
11.	Dr. Lilian Chirwa	DHSS	Mzuzu City Council	24.	Chris Salaniponi	Director of Administration	Dedza District Council
12.	Monica Malota	M&E officer	Mzuzu City Council	25	Agness Kachingwe	MISO	Ntchisi District Council
13.	Elias Kilembe	HRMO	Mzuzu City Council	26.	Carolyn Chidzungu	Ag Environmental Officer	Dedza District Council

REGIONAL MEETING WITH DISTRICT/MUNICIPAL/CITY COUNCILS AND EDUCATION DIVISIONS AT BICC, LILONGWE

NO	NAME	POSITION	INSTITUTION	NO	NAME	POSITION	INSTITUTION
27.	Gloria Mwale	MISO	Dedza District Council	35.	Luka David	Director of Administration	Ntchisi District Council
28.	Harry Wizzley		Salima District Council	36.	Etakho Massah	Economist	Ministry of Information and Digitalization
29.	Chimwemwe Kumwenda		Salima District Council	37.	James Mwenda	District Commissioner	Salima District council
30.	Martin Pindamkono		Mchinji District Council	38.	Lonia Mwayeniwa	Chief Planning Officer	Salima District Council
31.	Yusuf Laki		Dowa District Council	39.	Annie Zimba	Director of Planning	Kasungu District Council
32.	Violet Kamasumbi		Ntchisi District Council	40.	Davie Chigwenwmbe	Director of Public Works	Kasungu District council
33.	Mathias Blugama	Director of Human Resource and Administration	Kasungu District Council	41.	Grace Kamtande	Director Human Resource and Administration	Salima District Council
34.	Thomas Mwatongo	DOHRA	Dowa District Council	42.	Eddah Lijoni	AESSS	PPPC

REGIONAL MEETING WITH DISTRICT/MUNICIPAL/CITY COUNCILS AND EDUCATION DIVISIONS AT CLUB MAKOKOLA, MANGOCHI

NO	NAME	POSITION	INSTITUTION	NO	NAME	POSITION	INSTITUTION
1	Ackim Sanuka	Senior Deputy Director	Ministry of Information and Digitalization	14	Kelvin Phiri	Principal Systems Analyst	Machinga District Council
2	Eddah Lijoni	AESSS	PPPC	15	Emmanuel Kankumbira	Environmental Affairs Officer	Machinga District Council
3	Khama Ntelela	Economist	Ministry of Information and Digitalization	16	Willy Katimba	MISO	Chikwawa District Council
4	Paul Phiri		Zomba City Council	17	Dumisani Maona	DPD	Chikwawa District Council
5	Davie Mlosa		Zomba City Council	18	Levious Mafuta	EDO	Chikwawa District Council
6	Busta Chiona		Zomba City Council	19	Thandiwe Ngalande	DOA	Chikwawa District Council
7	Eluby Masauli	AO	Zomba District Council	20	Yassin Mbewe	EDO	Phalombe District Council
8	Obed Mwalughali	Director of Planning and Development	Ntcheu District Council	21	Naomi Kachifumbu	EDO	Zomba District Council
9	Taurai Manyamba	MISO	Balaka District Council	22	Bakali Maulidi	Director of Administration	Phalombe District Council
10	Priscilla Gwazanga	DOA	Balaka District Council	23	Philip Mbale	MISO	Zomba District Council
11	Bengula Mhone	Principal Systems Analyst	Blantyre District Council	24	Shamim Ayub	MISO	Phalombe District Council
12	Patience Mwangala	Environmental Officer (Intern)	Blantyre District Council	25	Jabes Mponela	Economist	Phalombe District Council
13	Chikondi Kagwam'minga	Administrative Officer	Blantyre District Council	26	Tamanya Harawa	District Commissioner	Balaka District Council

REGIONAL MEETING WITH DISTRICT/MUNICIPAL/CITY COUNCILS AND EDUCATION DIVISIONS AT CLUB MAKOKOLA, MANGOCHI

NO	NAME	POSITION	INSTITUTION	NO	NAME	POSITION	INSTITUTION
27	Bessie Msusa	Deputy Director Planning	Ministry of Information and Digitalization	37	Ellen Basikolo	Director of Administration	Machinga District Council
28	Osman Bwanali	Chief Administration Officer	Zomba District Council	38	John Baluti	Director of Administration	Ntcheu District Council
29.	Chris Naweta	DPD	Balaka District Council	39	Idriss Gausi	Principal Systems Analyst	Ntcheu District Council
30	Dennis Chinseu	CEO	Blantyre City Council	40	Donnex Mtambo	Environmental District Officer	Ntcheu District Council
31	Mary Mmangitsa	Education Division Manager	Southwest Education Division	41	Precious Kantsitsi	DPD	Zomba District Council
32	Douglas Moffat	District Commissioner	Phalombe District Council	42	Amos Kadyalunda	Civil Engineer	Blantyre City Council
33	Alex Mdooka	District Commissioner	Blantyre District Council	43	Humprey Banda	Environmental Management Officer	Blantyre City Council
34	Nardin Kamba	District Commissioner	Chikwawa District Council	44	Vincent Chinangwa	MISO	Blantyre City Council
35	Noel Dakamali	DPD	Machinga District Council	45	Robert Grevulo	Deputy Director of Administration	Blantyre City Council
36	Anthony Mapungwe	PAO	Machinga District Council	46	Innocent Semakweri	DPD	Blantyre City Council

REGIONAL MEETING WITH DISTRICT/MUNICIPAL/CITY COUNCILS AND EDUCATION DIVISIONS AT KU CHAWE INN ZOMBA

NO	NAME	POSITION	INSTITUTION	NO	NAME	POSITION	INSTITUTION
1	Blessings Mahala	EDO	Mangochi District Council	15	Smith Mnenula	DPD	Nsanje District Council
2	Chikumbutso Mafuta	MISO	Mangochi District Council	16	Rotina Mlombwa	Chief Admin Officer	Nsanje District Council
3	Henderson Kaumi	DPD	Chiradzulu District Council	17	Elestina Mmame	DOA	Thyolo District Council
4	Luke Stovu	M&E officer	Mangochi District Council	18	Bissah Mtayamanja	DOA	Mangochi District Council
5	Fortunate Msukwa	DPD	Mangochi Municipal Council	19	Mercy Chigoneka	Programmer	Chiradzulu District Council
6	Veronica Kalilangwe	DOA	Mangochi Municipal Council	20	Felix Magodi	EDO	Chiradzulu District Council
7	Wesley Kathumba	Environmental officer	Mangochi Municipal Council	21	Alexander Mwale	Chief Admin Officer	Mulanje District Council
8	Martin Kuyere	MISO	Mangochi Municipal Council	22	Dominic Mwandira	District Commissioner	Nsanje District Council
9	Grey Mkwanda		Chiradzulu District Council	23	Dr. Martha Magreta	District Commissioner	Mwanza District Council
10	Miriam Yona	Environmental Officer	Thyolo District Council	24	John Maneya	DPD	Luchenza Municipal Council
11	Israel Chirwa	ICT Officer	Thyolo District Council	25	Pilo Mponda	Asst Environment Officer	Luchenza Municipal Council
12	Yvonne Chisambo	DPD representative	Thyolo District Council	26	Mike Namijingo	MISO	Luchenza Municipal Council
13	Maxwell Hezekia	Chief Quality Assurance Officer	Southeast Education Division	27	Fatsireni Brown	DOA	Luchenza Municipal Council
14	Gift Kandiwo	Desk Officer for secondary schools	Southeast Education Division	28	Emily Mitambo	CEO Representative	Luchenza Municipal Council

REGIONAL MEETING WITH DISTRICT/MUNICIPAL/CITY COUNCILS AND EDUCATION DIVISIONS AT KU CHAWE INN ZOMBA

NO	NAME	POSITION	INSTITUTION	NO	NAME	POSITION	INSTITUTION
29	Hurdson Kuphanga	DC	Thyolo District Council	41	Peter Chirambo		Nsanje District Council
30	Ernest Kadzokoya	CEO	Mangochi Municipal Council	42	John Banda		Nsanje District Council
31	Dr. Smart Gwedemula		Mangochi District Council	43	Felicious Sibale		Mwanza District Council
32	Salome Gangire		Neno District Council	44	Steven Siliya	DOA	Mwanza District Council
33	Fredrick Chunga	MISO	Neno District Council	45	Nelson Kadzakummanja	EDO	Mwanza District Council
34	Samuel Tanaka	DC representative	Neno District Council	46	Emmanuel Sohaya	DPD	Mwanza District Council
35	Wilson Msowoya	Lands officer	Neno District Council	47	Bessie Msusa	Deputy Director Planning	Ministry of Information
36	Denis Zingeni	DC representative	Chiradzulu District Council	48	Ackim Sanuka	Deputy Senior Director	Department of E-government
37	Evelyn Mjima	Education Division Manager	Shire Highlands Education Division	49	Peter Kandiwo		Mulanje District Council
38	Auzibert Kandodo		Shire Highlands Education Division	50	Eddah Lijoni	AESSS	PPPC
39	Ina Makocha		Mulanje District Council	51	Baldwin Chiyamwaka	PS	E-Government
40	Khama Ntelela	Economist	E-Government	52	Elitah Kananji		Ministry of Information

REGIONAL MEETING WITH DISTRICT/MUNICIPAL/CITY COUNCILS AND EDUCATION DIVISIONS AT MZUZU HOTEL, MZUZU

NO	NAME	POSITION	INSTITUTION	NO	NAME	POSITION	INSTITUTION
1	Macmillan Magomero	District Commissioner	Chitipa District Council	15	Francis Puleni		Rumphi District Council
2	Abubakar Nkhoma	District Commissioner	Likoma District Council	16	Mphatso Tinola		Lilongwe District Council
3	Ben Tonho	District Commissioner	Nkhotakota District Council	17	Elizabeth Ching'oma	DOA	Lilongwe District Council
4	Frank Mkandawire	District Commissioner	Karonga District Council	18	Boniface Chimwaza	Chief Environment Officer	Lilongwe District Council
5	Gift Kaliza	Systems Analyst	Nkhatabay District Council	19	Walter Chikuni	DPD	M'mbelwa District Council
6	McFallen Gondwe	MISO	Chitipa District Council	20	Joseph Nkhata	Education Division Manager	Central West Education Division
7	Kamunkhwala Tembo	EDO	Chitipa District Council	21	Mercy Chiwaya	Principal Education Officer	Ministry of Education
8	Enalla Mataka	Senior Systems Analyst	Nkhotakota District Council	22	Steve Chima	Director of Administration	Karonga District Council
9	Jossen Tembo	DPD	Chitipa District Council	23	Moses Jere	DOA	Nkhatabay District Council
10	Edgar Chihana	DPD	Nkhatabay District Council	24	Davis Kavalo	Chief Planning Officer	Nkhotakota District Council
11	Khumbo Mkandawire	Acting DPD	Karonga District Council	25	Vitu Chithabwa		Nkhotakota District Council
12	Khumbo Mbeye	Environmental Officer	Karonga District Council	26	Clement Gonthi		Chitipa District Council
13	Julius Malipa		Karonga District Council	27	Never Mulungu		Nkhotakota District Council
14	Raymond Nkhonya	DOA	Rumphi District Council	28	Stephen Munthali		Likoma District Council

REGIONAL MEETING WITH DISTRICT/MUNICIPAL/CITY COUNCILS AND EDUCATION DIVISIONS AT MZUZU HOTEL, MZUZU

NO	NAME	POSITION	INSTITUTION	NO	NAME	POSITION	INSTITUTION
29	Stephen Munthali		Likoma District Council	37	Gift Nyirenda	EDO	Rumphi District Council
30	Felix Mpondandowe		Likoma District Council	38	Frank Mfune	DPD	Rumphi District Council
31	Aisha Msukwa		M'mbelwa District Council	39	Lawford Palani	DC	Lilongwe District Council
32	James Pelani		M'mbelwa District Council	41	Rodgers Newa	DC	Nkhata Bay District council
33	Chawa Munthali		Likoma District Council	42	Etakho Massah	Economist	Ministry of Information and Digitalization
34	Yohane Bilesi	Director of HR and Admin	Likoma District Council	43	Bessie Msusa		Ministry of Information and Digitalization
35	Jennifer Kalonga	EDO	Nkhotakota District Council	44	Willard Chima	DPD	Lilongwe District Council
36	Viston Mulungu	DOA	M'mbelwa District Council	45	Eddah Lijoni	AESSS	PPPC

LOCAL COMMUNITY STAKEHOLDER ENGAGEMENT MEETING AT MWANZA DISTRICT COUNCIL

NO	NAME	POSITION	INSTITUTION	NO	NAME	POSITION	INSTITUTION
1	Victor Funsani	DTS	PPPC	15	James Gowero	District Disability Forum	Mwanza District Council
2	Snr. Chief Nthaghe	Chief	Mwanza District Council	16	Pilirani Katsache	Ag DSO	Mwanza District Council
3	Damiano Banda	Snr. Chief Govati	Mwanza District Council	17	Mary Msindwa	DSWO	Mwanza District Council
4	Emmanuel Kapawe		Mwanza District Council	18	Ivy Cham'mudzi		Mwanza District Council
5	Steve Kasambwe		Mwanza District Council	19	If Masango		Mwanza District Council
6	Kaisi Chimbalanga		Mwanza District Council	20	Sibongile Phakati		Mwanza District Council
7	Bandiel Frezah		Mwanza District Council	21	Martin Kadaona		Mwanza District Council
8	Emmanuel Sohaya		Mwanza District Council	22	Denis Ngaiyaye		Mwanza District Council
9	Ackim Sanuka	Deputy Senior Director	E-government	23	Enock Matemba	Lands Officer	Mwanza District Council
10	Emmanuel Mbwandira	Council Business Representative	Mwanza District Council	24	Rex Namwala	Forestry Officer	Mwanza District Council
11	Maureen Kamalizeni	M&E officer	Rumphi District Council	25	Precious Chikwatula	ELDS	
12	Morris Mtimaularanji	Youth Representative	Mwanza District Council	26	Gradys Mzimu	Women Representative	Mwanza District Council
13	Joseph Matiki	HIV Representative	Mwanza District Council	27	Chisomo Shabani	DIO	Mwanza District Council
14	Gedion Chikasamba	District Disability Forum	Mwanza District Council	28	Laston Chagunda	Acting DWDO	Mwanza District Council

LOCAL COMMUNITY STAKEHOLDER ENGAGEMENT MEETING AT MWANZA DISTRICT COUNCIL

NO	NAME	POSITION	INSTITUTION	NO	NAME	POSITION	INSTITUTION
29	Fellious Sibale	MISO	Mwanza District Council	38	Benadeta Mwicha	SP	Mwanza District Council
30	Nelson Kadzakumanja	EDO	Mwanza District Council	39	Samuel Witness	SP	Mwanza District Council
31	Victoria Wane		Mwanza District Council	40	Inkosi Kanduku		Mwanza District Council
32	Idruce Kanyenda		Mwanza District Council	41	Wesley Saidi	DCDO	Mwanza District Council
33	Kelvin Maigwa	O/C	Mwanza Police Station	42	Eric Nyekanyeka	Director of lands.	Mwanza District Council
34	Charles Nyangu	O/C	Mwanza Prison	43	Khama Ntelela	Economist	Department of E-Government
35	Sydney Kananji		Mwanza District Council	44	Brian Wasili	DIO	Mwanza District Council
36	Samson Kamsale	Planning (Intern)	Mwanza District Council	45	Blessings Mwasikakata	Assistant Administrative Officer	PPPC
37	Wilson Kapanga	DLO	Mwanza District Council	46	Kazembe Juma		Mwanza District Council
				47	Eddah Lijoni	AESSS	PPPC

LOCAL COMMUNITY STAKEHOLDER ENGAGEMENT MEETING AT LILONGWE CITY COUNCIL

NO	NAME	POSITION	INSTITUTION	NO	NAME	POSITION	INSTITUTION
1	Etakho Mitinda Massah	Economist	Ministry of Information and Digitalization	13	Mc Joe Mwazani	Councillor	Lilongwe City Council
2	Sara Nyasulu	Economist	Ministry of Information and Digitalization	14	Bishati Chiombe	Councillor	Lilongwe City Council
3	Dickens Mwenda	Economist	Ministry of Information and Digitalization	15	Rose Antonio	Councillor	Lilongwe City Council
4	Emmanuel Mwanga	Economist	Ministry of Information and Digitalization	16	Arthur Chirombo	Councillor	Lilongwe City Council
5	Patricia Ngwira	Councillor	Lilongwe City Council	17	Heston Zybion	Councillor	Lilongwe City Council
6	Ruth Chingwaru	Councillor	Lilongwe City Council	18	Trevor Lakeli	EES Officer	PPPC
7	Ganizani Thawani	Councillor	Lilongwe City Council	19	Triza Silu	Councillor	Lilongwe City Council
8	Yuman Chidzanja Nkhoma	Councillor	Lilongwe City Council	20	Patrick Makumba	Councillor	Lilongwe City Council
9	Gift Dzaona Tanganyika	Councillor	Lilongwe City Council	21	Trouble Kamanga	Councillor	Lilongwe City Council
10	Mtemwanenge Mhango	Councillor	Lilongwe City Council	22	Chakakala Chaziya	Councillor	Lilongwe City Council
11	McFonick Phiri	Councillor	Lilongwe City Council	23	Ben Chafungatira	Councillor	Lilongwe City Council
12	Maloni Chatema	Councillor	Lilongwe City Council	24	Richard Banda	Councillor	Lilongwe City Council

LOCAL COMMUNITY STAKEHOLDER ENGAGEMENT MEETING AT LILONGWE CITY COUNCIL

NO	NAME	POSITION	INSTITUTION	NO	NAME	POSITION	INSTITUTION
25	Richard Banda	Councillor	Lilongwe City Council	32	Fabiano Masauko		Lilongwe City Council
26	Chipiliro Mphawala	Councillor	Lilongwe City Council	33	Merriam Manyozo		Lilongwe City Council
27	Juma Mkandawire		FEDOMA	34	Robert Banda		Lilongwe City Council
28	Ireen Misomali		Lilongwe City Council	35	Wisdom Kasauka		Lilongwe City Council
29	Collings Chimaliro		Lilongwe City Council	36	Felix Tsokombwe	Councillor	Lilongwe City Council
30	Clive Chandidya		Lilongwe City Council	37	George Chikapa	Interest Group	Lilongwe City Council
31	Simeone Mbilizi		Lilongwe City Council				

LOCAL COMMUNITY STAKEHOLDER ENGAGEMENT MEETING AT MANGOCHI MUNICIPAL COUNCIL

NO	NAME	POSITION	INSTITUTION	NO	NAME	POSITION	INSTITUTION
1	Victor Funsani	DTS	PPPC	15	Jiny Masamba	Secretary	Mangochi Municipal Council
2	Ackim Sanuka	Senior Deputy Director	E-government	16	Jonathan Nankhira	Youth representative	Mangochi Municipal Council
3	Wesley Kathumba	EHO	Mangochi Municipal Council	17	Wellington Mangulenje	Councillor	Mangochi Municipal Council
4	Veronica Kalilangwe	Director of Administration	Mangochi Municipal Council	18	Gideon Maseko	Councillor	Mangochi Municipal Council
5	Matola Mposa		Mangochi Municipal Council	19	Mary John	Disability	Mangochi Municipal Council
6	Adimi Lain		Mangochi Municipal Council	20	Linesi Paulo	HIV and AIDS representative	Mangochi Municipal Council
7	Hawa wassie Daudi		Mangochi Municipal Council	21	Rashida J Kapichira	councillor	Mangochi Municipal Council
8	Kondwani Zalimba		Mangochi Municipal Council	22	Bickson James	Land officer	Mangochi Municipal Council
9	Kenneth		Mangochi Municipal Council	23	Fortunate Lameck Msukwa	DPD	Mangochi Municipal Council
10	Savior Chimombo		Mangochi Municipal Council	24	Enerst Kadzokoya	Chief Executive Officer	Mangochi Municipal Council
11	Ndekhantani Kainja	DPW	Mangochi Municipal Council	25	Khama Ntelera	Economist	E-government
12	Gift Nyondo	APO	Mangochi Municipal Council	26	Prince Tung'ande	ESSO	PPPC
13	Martin Kayere	MISO	Mangochi Municipal Council	27	Blessing Mwasikakata	Administration Officer	Digital Malawi project
14	Gloria Kamanga	I.O	Mangochi Municipal Council				

LOCAL COMMUNITY STAKEHOLDER ENGAGEMENT MEETING AT MCHINJI DISTRICT COUNCIL

NO	NAME	POSITION	INSTITUTION	NO	NAME	POSITION	INSTITUTION
1	Henry Banda		Mchinji district council	14	Thokozile B Kalado		Mchinji district council
2	Judion Mbona	HRDO	Mchinji district council	15	Frackson kafausiyani		Mchinji district council
3	Hastings Mlambuzi		Mchinji district council	16	Spesha Fungulani		Mchinji district council
4	Wilfred Gambatula		Mchinji district council	17	Kennedy Chipanga		Mchinji district council
5	Mercy Doviko		Mchinji district council	18	Kennedy Chipanga		Mchinji district council
6	Styveria Thauzeni		Mchinji district council	19	Yoha Mtanga		Mchinji district council
7	Chifundo Nkhoma		Mchinji district council	20	Henry Nyamaulo		Mchinji district council
8	Kelvin Kaweche		Mchinji district council	21	Joyce Mliule		Mchinji district council
9	Annie Pofera		Mchinji district council	22	Garry Chirwa		Mchinji district council
10	Nelson Chamba		Mchinji district council	23	Brenda C Nampuntha		Mchinji district council
11	Solijala Khumbulai		Mchinji district council	24	Abraham Mhlanga		Mchinji district council
12	Robert Nowa		Mchinji district council	25	Yvonne Sambiri		Mchinji district council
13	Chisomo Kachepa		Mchinji district council	26	White Musha		Mchinji district council

LOCAL COMMUNITY STAKEHOLDER ENGAGEMENT MEETING AT MCHINJI DISTRICT COUNCIL

NO	NAME	POSITION	INSTITUTION	NO	NAME	POSITION	INSTITUTION
27	Adrian Kathengo		Mchinji district council	37	Martha Dzafya	Councillor	
28	Koma Gondwe	Women Representative	Mchinji district council	38	Chikondi Silaji	T/A kapondo	
29	Dennis Lazaro	Councillor	Mchinji district council	39	Marha Banda	T/A Mkando	
30	Harris Chikoti	Councillor	Mchinji district council	40	Ellen Solomon	T/A Nyoka	
31	Josphat Phiri		T.A nilonyeni	41	William moyenda	Senior chief Mduwa	
32	Etakho Mitinda Massah		MoID	42	Maxwell Kadauma	Mchinji district council	
33	Helen Makukule	WHFC		43	Sammuel Mbanda	T/A Simphasi	
34	Kalepa Walasi	T/A Kavere		44	Jofrey Chiyesa	Senior Chief Dambe	
35	Samson Zimba	T/A Kazyozyo		45	Magret kantheza	T/A Pitala	
36	Laureen Kunsida		Mchinji district council	46	Bettina Mayaya		Mchinji district council

LOCAL COMMUNITY STAKEHOLDER ENGAGEMENT MEETING AT M'MBELWA DISTRICT COUNCIL

NO	NAME	POSITION	INSTITUTION	NO	NAME	POSITION	INSTITUTION
1	James Pelani	EDO	M'mbelwa District Council	15	Walter Chilwa	Director of Planning	M'mbelwa District Council
2	Edward Shafi	DLO	M'mbelwa District Council	16	Tereza Elias	Reporter	M'mbelwa District Council
3	Laston C. Phiri	Journalist	Mzimba Community Radio	17	Gerald Chirwa	DLO	M'mbelwa District Council
4	Thomson C. Majawa	Executive Director	Mustard Seed	18	Jean Chisale	Intern	M'mbelwa District Council
5	Martin Mazinda	DPO	Mzimba court	19	Thomson Maseko	CSO	Mzimba Magistrate Court
6	Alefa Kwenda	Estates Management Officer	M'mbelwa District Council	20	Chimwemwe Sichinga	TO	M'mbelwa District Council
7	Edwin Mwafurirwa	Physical Planning Officer	M'mbelwa District Council	21	Mercy Mayuni	DES-MZN	Education Office
8	Samson Chadza	National Intelligence Officer	M'mbelwa District Council	22	Patrick Mwale	ED	COIDA
9	Mtisunge Luhanga	Internal Auditor	M'mbelwa District Council	23	Daina Nkosi	Support Staff	Macoda Office
10	Ruth Kasambala	Lands Officer	M'mbelwa District Council	24	Lovemore Yawa		Legal Aid Bureau
11	Daveson Matoza	DOF	M'mbelwa District Council	25	Faith Chitsathi	Community Developmt Officer	M'mbelwa District Council
12	Shadreck Ngwira		Mzimba North DHO	26	Louis Moyo	PHSA	Mzimba South DHO
13	Berlngs K. Mhango	Nutritionist	Mzimba North DHO	27	Godfrey Mutawa	RE	M'mbelwa District Council
14	Mlinda Mudzi Kalua	Town Range	Physical Planning	28	Lommah Jelome	Public Relations Officer	M'mbelwa District Council

LOCAL COMMUNITY STAKEHOLDER ENGAGEMENT MEETING AT M'MBELWA DISTRICT COUNCIL

NO	NAME	POSITION	INSTITUTION	NO	NAME	POSITION	INSTITUTION
29	Edson Levison	Information Intern	M'mbelwa District Council	34	Thandiwe Simwaka	Planning	M'mbelwa District Council
30	Anthony Botha	Youth Representative	Mzimba Youth Organisation	35	Jack Zim		
31	Moses Nkhana		M'mbelwa District Council	36	John Mwambughi	Economist	
32	Fiddes Msouya		M'mbelwa District Council	37	Kennedy Kumwenda	District SCO	NGO Regulatory Authority
33	Wongani Nyasulu	Planning	M'mbelwa District Council	38	Etakho Mitinda Massah		MoID

LOCAL COMMUNITY STAKEHOLDER ENGAGEMENT MEETING AT MULANJE DISTRICT COUNCIL

NO	NAME	POSITION	INSTITUTION	NO	NAME	POSITION	INSTITUTION
1	Gloria Tsana Makuwira		Mulanje District Council	15	Dickson Kamowa		Mulanje District Council
2	Agness Maganga		Mulanje District Council	16	Stanford Mawila		Mulanje District Council
3	Ackim Sanuka	Deputy Senior Director	Department of E-Government	17	Daniel Chauluka	Councillor	Mulanje District Council
4	Victor Funsani	DTS	PPPC	18	Jali Kadangwe	Councillor	Mulanje District Council
5	Isaac Blazio	Chisitu Ward Councillor	Mulanje District Council	19	Lottie R.G. Chitekwe	Councillor	Mulanje District Council
6	Fabrics Lipenga		Mulanje District Council	20	Grey Pasani		Mulanje District Council
7	Richard Chikhwakhwa		Mulanje District Council	21	Kondwani Mkezalamba		Mulanje District Council
8	Alex Lufaneti		Mulanje District Council	22	Sungani Mtonya	CO	Mulanje District Council
9	Humphreys Mchenga			23	Apatasa Nguluwe	G/C	Mulanje District Council
10	Innocent Kahati		Mulanje District Council	24	Demal Mangalosa		Mulanje District Council
11	Thokozani K. Namoto		Mulanje District Council	25	Francis Mapeto		Mulanje District Council
12	David Gondwe		Mulanje District Council	26	Robert A. Zingoni		Mulanje District Council
13	Richard Mulingano		Mulanje District Council	27	Ellen Nguluwe	Physical Planning Assistant	Mulanje District Council
14	Nyepwa Namoyo		Mulanje District Council	28	Mary Trivelio	Senior Labour Assistant	Mulanje District Council

LOCAL COMMUNITY STAKEHOLDER ENGAGEMENT MEETING AT MULANJE DISTRICT COUNCIL

NO	NAME	POSITION	INSTITUTION	NO	NAME	POSITION	INSTITUTION
29	Beatrice Mlatho		Mulanje District Council	43	Clara Morande		Mulanje District Council
30	Mike Skinner		Mulanje District Council	44	Desmond M. Kamphoni	SCO MJ-ADMIN	Mulanje District Council
31	Chrissy Magombo		Mulanje District Council	45	Khama Ntelela	Economist	E. Government
32	Ethel Lihoma		Mulanje District Council	46	Chief Juma	Chief	Nambilange Village
33	Vanessa Malata		Mulanje District Council	47	S. Chief Mabuka		Milonde HQR
34	Alinane Walani		Mulanje District Council	48	Ganizani Malikebu	Snr Chief Mthiramanja	Chikuli HQR
35	Patrick Salanje		Mulanje District Council	49	Teleza Khancha	Snr Chief Nkanda	Chambe HQR
36	Newton Sodeli		Mulanje District Council	50	Randafu Thugo	Chief	Nkumbiza HQR
37	Edwin Mchirokozo	District Water & Sanitation Officer	Mulanje District Council	51	Charles S. Njema	Chief	Muloza HQR
38	Denis Banda	District Lands Officer	Mulanje District Council	52	Paul Khuvolo		Mulanje District Council
39	Richard Juwawo		Mulanje District Council	53	Fred Mphalo		Mulanje District Council
40	Williams Chindeme		Treasury Cashier	54	Enock Chumachao		Mulanje District Education Office
41	Miracle Donnex		Mulanje District Council	55	George Maheka	T/A Sungani Nzeru	Mimosa HQR
42	Chrissie Lemani		Mulanje District Council	56	Jonathane M. Mbewe	T/A Ndanga	Nangoma HQR

LOCAL COMMUNITY STAKEHOLDER ENGAGEMENT MEETING AT MULANJE DISTRICT COUNCIL

NO	NAME	POSITION	INSTITUTION	NO	NAME	POSITION	INSTITUTION
57	Feston Giason	Youth Rep	Nkanda	66	Finias Nazombe		Mulanje District Council
58	Chrissy Chimwaza	Women Rep	Mabuka	67	Hartey Kalua	Principal Education Officer	Mulanje DEM
59	Kingsley Chitseko	Disability Rep	Mabuka	68	Christopher Makondetsa		Mulanje District Council
60	Abishy Ng'ambi		Mulanje District Council	69	Emmanuel Chimuyama		Mulanje District Council
61	Sharif Malunga	DSO	Mulanje District Council	70	Arnold Chopi	MSSG	Mulanje District Council
62	Bishop Preston Kasito	Faith Rep	Special Interested Group	71	Patrick Mawila	Driver	Mulanje District Council
63	Christopher Makondesa		Mulanje District Council	72	Alexander Mwale		Mulanje District Council
64	Happy Chinangwa		Mulanje District Council	73	Happy Chinangwa		Mulanje District Council
65	Patrick Mawira		Mulanje District Council	74	Eddah Lijoni	AESSS	PPPC

STAKEHOLDER ENGAGEMENT MEETINGS DURING CONCEPTION OF DMAP	
STAKEHOLDER	DATE OF MEETING
National Planning Commission	2023
ICT Association of Malawi	2023
Presidential Delivery Unit (PDU)	2023
Office of the President and Cabinet (OPC)	2023
Ministry of Information and Digitalization	2023
Department of E-government	2023
OPC	February 2023
PSIP	February 2023
Department of Economic Planning and Development	February 2023
Department of Debt and Aid	February 2023
The Horn of Africa Initiative Secretariat	February 2024
Africa Development Bank	February 2024
International Telecommunication Union	February 2024
GIGA Initiative	February 2024
UNICEF	February 2024
European Union (Africa Connect Program)	February 2024
District Councils	March 2023
Local communities	March 2023

Annex 7: Stakeholder Engagement Budget

Budget categories		Quantity	Unit costs (US\$)	Times / Years	Total costs (US\$)	Remarks
1. Estimated Staff salaries* and related expenses						
1a. Travel costs for staff		1	10,000	6	60,000	Accommodation and allowances
1b. Estimated allowances and reimbursements for Community Development Officers		34	4,000	1	136,000	Allowances for community Development Officers
2. Consultations/ Participatory Planning, Decision-Making Meetings						
2a. Project launch meetings		7	5,000	1	35,000	Launch of completed activities under various project components in all country's regions
2b. Organization of focus groups		4	2,000	3	24,000	To be held at regional level
3. Communication campaigns						
3a. Posters, flyers		1	5,000	2	10,000	10,000 posters and fliers
3b. Social media campaign		3	100	4	1,200	3 campaigns every other year
3c. Radio adverts		3	1,500	3	13,500	3 adverts at least every other year
3d. Television adverts		3	3,000	3	27,000	3 adverts at least every other year
3e. Newspapers		2	1,000	3	6,000	3 adverts at least every other year
4. Trainings						

Budget categories		Quantity	Unit costs (US\$)	Times / Years	Total costs (US\$)	Remarks
4a. Training on social/environmental issues for PIU and contractor staff		1	3,000	3	9,000	One training once every 3 years
4b. Training on Gender-Based Violence (GBV) for PIU and contractor staff		1	3,000	2	6,000	One training once every 3 years
5. Beneficiary surveys						
5a. Mid-project perception survey		1	5,000	1	5,000	One survey conducted at mid-year
5b. End-of-project perception survey		1	7,000	1	7,000	
6. Other expenses						
7a. Project inception meetings		1	5,000	1	5,000	
7b.						
TOTAL STAKEHOLDER ENGAGEMENT BUDGET:					344,700.00	



DIGITAL MALAWI ACCELERATION PROJECT

SUB-COMPONENT NAME:
PROJECT SITE (Location of grievance):

Grievance Tracking Number: DMP/ _____ / BT / _____ / GR _____

1. RECEIVING DETAILS				2. COMPLAINANT'S DETAILS	
Received on (Date):				Full Name:	
Receiving time:				Gender: Male <input type="checkbox"/> Female <input type="checkbox"/>	
Means used to log a complaint (tick against options provided)				ID Number:	
Email	Verbally	Phone	Others (specify)	Contact Address:	
Type of grievance (tick against options provided)				Phone Number:	
				Email:	
Damage	Theft	GBV/ SEA/ SH		Request for Confidentiality? Yes <input type="checkbox"/> No <input type="checkbox"/>	
Project progress	Work quality	Other (specify) _____		Category of complainant:	Beneficiary <input type="checkbox"/> Contractor <input type="checkbox"/> Implementer <input type="checkbox"/> Other _____
3. DESCRIPTION OF THE GRIEVANCE					
(Provide the nature of the complaint including; what happened, when it happened, where it happened, who was involved, and the problem that occurred etc.)					
Received by				Complainant	
Signature				Signature	
Date				Date	

Annex 9. Grievance Receipt Acknowledgement

[Insert the name and address of the Grievance Redressal Committee]

[Insert the Date]

Dear **[Insert complainant name]**

CONFIRMATION OF RECEIPT OF THE GRIEVANCE

I write to acknowledge receipt of the grievance that you logged with this committee on **[date of receipt]**. In your grievance, you raised the following issue(s) **[Insert brief description of the complaint]**.

Be advised that the committee met on **[Insert date]** and assessed the eligibility of your grievance in relation to the Digital Foundation Project activities. Your grievance has been recorded in the GRM register and is assigned a Grievance Tracking Number **[Insert the unique code]**.

The committee would like to invite you to the hearing session of your case scheduled as follows:

Date	
Venue	
Time	

The alleged offender will also be present during the hearing to accord him fair trial.

Yours Faithfully,

Grievance Redress Committee Chairperson.

Annex 10. Grievance Eligibility Assessment Checklist

This checklist is prepared to guide the Grievance Redressal Committee at any level when determining the eligibility of the grievances submitted by PAP

Question(s)	Answer(s)	
Describe the grievance logged as recorded in the grievance registration form		
(a) What harm did the Digital Foundation Project caused or is likely to cause?		
(b) Is the alleged problem resulting from the Digital Foundation Project activities?	No <input type="checkbox"/> Yes <input type="checkbox"/>	
	If yes, please explain	
(c) Are there any other supporting documents that have been shared as proof of the alleged problem?		
(d) Is the complaint raised with any other authorities?	No <input type="checkbox"/> Yes <input type="checkbox"/>	
If Yes (Please, provide the following details):		
(i) When?		
(ii) How and with whom the issues were raised?		
(iii) What response were received from and/or any actions taken?		
(iv) Why the response or actions taken were not satisfactory?		
If No		
(i) Why?		
(ii) How should the complaint be resolved?		
5. Name of the person who completed this form	Signature	Date



DIGITAL MALAWI ACCELERATION PROJECT

Grievance Tracking Number: DMP/____ / BT / ____ / GR____

Grievance Resolution updated by:

1. GENERAL INFORMATION		2. RESPONDENT'S DETAILS	
Name of Complainant:		Full name:	
Project Site:		Name of Organization:	
Type of Grievance:		Designation:	
Date of Grievance Registration:		Phone number:	
Date of Grievance Resolution:		Email:	
3. SUMMARY OF GRIEVANCE RESOLUTION PROCESS			
(a) Brief description of complaint			
(b) Brief description of the Resolution/Recommendations from GRC			
4. GRIEVANCE RESOLUTION AGREEMENT			
Level of redress: Institutional <input type="checkbox"/> Community <input type="checkbox"/> District Council <input type="checkbox"/> Project Level <input type="checkbox"/>			
Was the Grievance Resolution satisfactory: Yes <input type="checkbox"/> No <input type="checkbox"/>			
If No, Grievance to be escalated to:			
Agreement and Consent of the Complainant to the above Decision			
I _____ Agree /Disagree with the resolution.			
Signature _____ Date _____			
Grievance Redress Committee Members (At least three members to sign)			
Name	Position	Signature	

Annex 12. Sample Monitoring and Reporting on the SEP

Key evaluation questions	Specific Evaluation questions	Potential Indicators	Data Collection Methods
<p>GM. To what extent have project-affected parties been provided with accessible and inclusive means to raise issues and grievances? Has the implementing agency responded to and managed such grievances?</p>	<ul style="list-style-type: none"> • Are project affected parties raising issues and grievances? • How quickly/effectively are the grievances resolved? 	<ul style="list-style-type: none"> • Usage of GM and/or feedback mechanisms • Requests for information from relevant agencies. • Use of suggestion boxes placed in the villages/project communities. • Number of grievances raised by workers, disaggregated by gender of workers and worksite, resolved within a specified time frame. • Number of Sexual Exploitation, and Abuse/Sexual Harassment (SEA/SH) cases reported in the project areas, which were referred for health, social, legal and security support according to the referral process in place. (if applicable) • Number of grievances that have been (i) opened, (ii) opened for more than 30 days, (iii) resolved, (iv) closed, and (v) number of responses that satisfied the complainants, during the reporting period disaggregated by category of grievance, gender, age, and location of complainant. 	<p>Records from the implementing agency and other relevant agencies</p>
<p>Stakeholder engagement impact on project design and implementation.</p> <p>How have engagement activities made a difference in project design and implementation?</p>	<ul style="list-style-type: none"> • Was there interest and support for the project? • Were there any adjustments made during project design and implementation based on the feedback received? 	<ul style="list-style-type: none"> • Active participation of stakeholders in activities • Number of actions taken in a timely manner in response to feedback received during consultation sessions with project affected parties. • Number of consultation meetings and public discussions where the feedback and recommendation received is reflected in project design and implementation. 	<p>Stakeholder Consultation Attendance Sheets/Minutes</p> <p>Evaluation forms</p> <p>Structured surveys</p> <p>Social media/traditional</p>

	<ul style="list-style-type: none"> • Was priority information disclosed to relevant parties throughout the project cycle? 	<ul style="list-style-type: none"> • Number of disaggregated engagement sessions held, focused on at-risk groups in the project. • Number and location of formal and informal meetings with PAPs. • Number and nature of engagement activities with other stakeholders. • Number and nature of Project documents publicly disclosed. • Number and location of community awareness meetings. • Number of men, women and vulnerable groups that attended meetings. • Number and nature of comments received, actions agreed during these meetings, status of those actions, and how the comments were included in the Project design and/or instruments. • Number of grievances received. 	<p>media entries on the project results</p>
<p>Implementation effectiveness. Were stakeholder engagement activities effective in implementation?</p>	<ul style="list-style-type: none"> • Were the activities implemented as planned? Why or why not? • Was the stakeholder engagement approach inclusive of disaggregated groups? Why or why not? 	<ul style="list-style-type: none"> • Percentage of SEP activities implemented. • Key barriers to participation identified with stakeholder representatives. • Number of adjustments made in the stakeholder engagement approach to improve projects' outreach, inclusion and effectiveness. 	<p>Communication Strategy (Consultation Schedule)</p> <p>Periodic Focus Group Discussions</p> <p>Face-to-face meetings and/or Focus Group discussions with Vulnerable Groups or their representatives</p>

Annex 13. Stakeholder Engagement Meeting Photographs



Regional Stakeholder Meeting for District Councils and Education Division – Ku Chawe, Zomba



Secretary for Ministry of Information and Digitalization Mr Baldwin Chiyamwaka Making Opening Remarks at a Regional Stakeholder Meeting at Ku Chawe Zomba



Digital Technology Specialist (PPPC) – Presenting DMAP Project at Ku Chawe, Zomba



Deputy Director – MOID Facilitating Plenary for Regional Stakeholder Meeting at Ku Chawe



Stakeholders from Local Communities in Mangochi Municipal Council listening to presentations



Women Representatives from Mangochi Municipal Council attending the Stakeholder Meeting



The District Commissioner and Council Chairman in the middle, leading the Stakeholder Meeting with Local Communities in Mulanje District Council



Local Community Stakeholders including chiefs, religious leaders and youth representatives attentively listening to DMAP presentations at Mulanje District Council Chambers



Digital Technology Specialist Making Opening Remarks at Mwanza District Council Chamber



The Environmental and Social Specialist from PPPC Presenting on ES Requirements for the DMAP Project



A Representative of People with Disability Mr. Gedion Chikasamba (District disability Forum) Listening to the DMAP presentations in Mwanza



Ministry of Information and Digitalization Personnel Making a Presentation on the DMAP Project in Mwanza District Council