

**Papua New Guinea National Energy Access Transformation Project  
(P173194)**

**STAKEHOLDER ENGAGEMENT PLAN**

February 2024

**Papua New Guinea Power Limited  
National Energy Authority**

Papua New Guinea National Energy Access Transformation Project  
Stakeholder Engagement Plan

## ACRONYMS AND ABBREVIATIONS

CCF	Community Consultation Framework
C-ESMP	Contractor Environmental and Social Management Plan
E&S	Environmental and Social
EPM	Employers' Project Manager
ESCP	Environmental and Social Commitment Plan
ESF	Environmental and Social Framework
ESMF	Environmental and Social Management Framework
ESMP	Environmental and Social Management Plan
ESS	Environmental and Social Standard
EUPRIP	Energy Utility Performance and Reliability Improvement Project
FPIC	free, prior and informed consent
GBV	Gender-based Violence
GoPNG	Government of Papua New Guinea
GRM	Grievance Redress Mechanism
HPP	Hydro Power Plant
IFC	International Finance Corporation
IP	Indigenous Peoples
IPPF	Indigenous Peoples Policy Framework
LARF	Land Access and Resettlement Framework
NEA	National Energy Authority
NEAT	National Energy Access Transformation Project ("the Project")
NEROP	National Electrification Roll-out Plan
NGO	Non-Government Organisation
OE	Owner's Engineer
OHS	Occupational Health and Safety
PIU	Project Implementation Unit
PNG	Papua New Guinea
PPL	PNG Power Limited
PT	Project Team
RBF	results-based financing
RP	Resettlement Plan
SEP	Stakeholder Engagement Plan
SEA	Sexual Exploitation and Abuse
SH	Sexual Harassment
SHS	Solar Home System
TA	Technical Assistance
TORs	Terms of Reference
URP	Urgent Rehabilitation Plan
EUPRIP	Energy Utility Performance and Reliability Improvement Project
VAC	Violence Against Children
WB	World Bank

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## 1. INTRODUCTION

The Government of Papua New Guinea (GoPNG) has requested support from the World Bank (WB) for the Papua New Guinea (PNG) National Energy Access Transformation Project (NEAT or the 'Project'). The Project will be implemented by the National Energy Authority (NEA) and PNG Power Limited (PPL).

This Stakeholder Engagement Plan (SEP) has been prepared to provide direction to the Project on effective stakeholder engagement across the Project's lifecycle. The SEP follows the guidance in the WB's Environmental and Social Standard (ESS) 10 (Stakeholder Engagement and Information Disclosure), the World Bank Groups Performance Standard 1 (Assessment and Management of Environmental and Social Risks and Impacts), and the meets the requirements of the GoPNG.

The objectives of the SEP are to:

- Identify and analyse key Project stakeholders, including affected parties (including indigenous peoples), interested parties and vulnerable groups.
- Outline an inclusive and culturally sensitive stakeholder engagement process that begins early in the planning process, providing stakeholders with an opportunity to influence Project planning and design, and continues during construction and operation & maintenance phases.
- Identify the most effective methods and structures through which to a) disseminate Project information and for the Project to respond to feedback and b) to ensure regular, accessible, transparent and appropriate consultation.
- Outline the Project Grievance Redress Mechanism (GRM) for the Project which can address stakeholder concerns and provide feedback to issues raised.
- Outline implementing arrangements including roles and responsibilities and budget.
- Describe means of reporting and disclosure of key information and instruments in a manner that can be readily understood by all key stakeholders.

The SEP also includes a framework (Annex 2) for community consultation and engagement during identification, design, construction and operation of the renewable energy micro-grids to be established under subcomponent 2.1 of the Project and will be adopted in the Operations Manual.

The SEP is supported by the following documents:

- Environmental and Social Commitment Plan (ESCP).
- Environmental and Social Management Framework (ESMF)
- Land Access and Resettlement Framework (LARF)
- Labour Management Procedure (LMP) – refer ESMF Annex.
- Indigenous Peoples' Policy Framework (IPPF) – refer ESMF Annex.

All E&S instruments were discussed with stakeholders as part of consultation undertaken in February, March and May 2023; and the draft and final E&S instruments will be disclosed on the websites of NEA, PPL and the WB.

## 2. PROJECT DESCRIPTION

The objective of the Project is to increase access to renewable energy and enhance reliability of electric supply. The National Energy Policy for 2018-2028 outlines an ambitious target of 70 percent electrification by 2030. In 2019, the GoPNG adopted the National Electrification Roll-out Plan (NEROP) and prepared a detailed NEROP implementation strategy and investment plan to prioritize a project-by-project roll-out plan covering the entire country based on a geospatial and least-cost planning tool. The proposed Project will directly support the implementation of several priority investments identified in NEROP and is expected to commence in early 2024 and run for a period of seven years.

The Project is expected to consist of four components.

### **Component 1: Rehabilitation, resiliency enhancement of PPL infrastructure, and on-grid electrification**

This component aims to support PPL restore and improve the reliability and resilience of power supply in the existing grid, expand and densify its medium voltage and low voltage distribution networks, and support households with connection financing. Subcomponents include:

- **1.1: Grid rehabilitation, resilience improvement, and modernization** - Continued implementation of the Urgent Rehabilitation Plan (URP) currently also supported through the current Energy Utility Performance and Reliability Improvement Project (EUPRIP).
- **1.2: Grid densification and expansion for new household connections** - Densification of the existing distribution grid and expansion of the grid to serve unelectrified residential clusters, and subsidy scheme to improve the affordability of initial connection fees and house wiring.
- **1.3: Public-Private Partnerships (PPP) in PPL mini-grids clean energy modernization** - Capital grant to facilitate private investment in PPL mini-grids and buy-down tariff. This will transform a status quo ante of 100 percent diesel mini-grid to a hybrid mini-grid by installing solar Photo Voltaic (PV) plus Battery Energy Storage System (BESS) as a clean energy source. The International Finance Corporation (IFC) is also supporting this subcomponent by undertaking feasibility and other studies to assist with project planning.

### **Component 2: Renewable energy micro-grids and rural energy market development**

This component aims to expand energy access in remote communities that are not served by PPL. Subcomponents include:

- **2.1: Micro-grid systems** - This component aims to support the NEA to establish sustainable micro-grids in isolated population centres through grants to communities to subsidize the capital cost of establishing the grids, which would be partially funded and then operated by third parties which are referred to as 'developers' in this document. The selected micro-grids will aim to maximize the utilization of locally available renewable energy sources, such as solar and small hydro, combined with battery storage technologies. Investigations as part of the NEROP development identified 57 potential sites for solar micro-grids, and some of these will be selected for further investigation and development. Additional sites, including sites for potential hydropower, may also be investigated, although funding for the construction of hydropower projects is not anticipated. Pre-feasibility studies will be conducted during project preparation on approximately five potential micro-grid sites). The first five sites will be developed under a pilot phase to test the viability of the model, ability to pay of households, community-developer consultation approach on tariff and land identification, among others. Sites for Phase 2 will be determined through additional site studies to be conducted and funded under the proposed project.

- **2.2: Rural energy market development** - This component aims to support the growth off-grid solar markets through a joint solar-cooking fund to support companies expand their offer of quality products and services, prioritizing underserved and rural populations. This will be done through catalytic and results-based framework grants.

### **Component 3: Energy sector institutional development**

This component aims to strengthen PPL and NEA the capabilities to plan, survey, design, coordinate, and implement NEROP to achieve the GoPNG national energy access targets and to support the two entities conduct strategic studies for the energy sector. Subcomponents include:

- **3.1: NEA Institutional Development** - will fund key studies for project implementation and sector development, and policy development to be conducted by NEA, including Technical Assistance (TA) for the preparation and adoption of key policy and regulatory instruments, such as service and technical design standards, tariff and subsidy design, and monitoring and evaluation arrangements.
- **3.2: PPL Institutional Development and TA** - will provide renewable energy pre-feasibility studies, and selected institutional strengthening initiatives to support management and technical capacity development of PPL, including conducting the detailed environmental, social, and engineering preparation and design aspects for potential small Hydro Power Plants (HPPs).

### **Component 4: Project management**

This component aims to support management of the project by NEA and PPL by funding Project Implementation Units (PIUs). Subcomponents include:

- **4.1: NEA project management** - will help establish a Project Team (PT) within the NEA that will be fully equipped with qualified staff to manage the NEROP investment program. As part of project design, it will also finance Owner's Engineer (OE), Grant Administrator, and an Independent Verification Agency, and related capacity building and incremental operating expenses.
- **4.2: PPL project management** - will help PPL establish an Employer's Project Manager (EPM) under PPL's project director. EPM's key personal will include specialists from various disciplines. At the early project implementation stage, the project may finance individual consultants (technical, environmental, and social/gender) to help PPL recruit an EPM. As part of project design, it will also finance an Independent Verification Agency to verify new connections under subcomponent 1.2, as well as related capacity building and incremental operating expenses.

## **3. LEGAL AND OTHER REQUIREMENTS**

### **3.1. Key Papua New Guinea laws, regulation and policy**

Outlined below is a summary description of current GoPNG legislation regarding citizens' access to information and participation:

- The National Goal 2 (6) of the *Constitution of the Independent State of Papua New Guinea 1975* requires the "maximisation of the number of citizens participating in every aspect of development." Further, under Section 51, citizens have the right to access information.
- Under the *Environment Act 2000* – where a permit is issued, this permit includes conditions regarding engagement. For example, identification of issues that may arise within the

Project and surrounding area that are direct or indirect outcomes of the physical, biological or socio-economic effects of the proposed development activity.

- The *National Cultural Property (Preservation) Act 1965* and associated regulations are prescriptive with respect to engagement and notification with respect to notifications of discoveries of cultural properties and artefacts.

### 3.2. Implementing Entities

PPL have recently updated their Environmental and Social Management System (ESMS) in collaboration with support from the Australian Infrastructure Financing Facility for the Pacific and are in the process of rolling out the new system. Their ESMS includes a 'Stakeholder Engagement and Complaints Policy' and systems to support the implementation of the policy.

The NEA are in the process of finalising the PNG Off-Grid Regulation for Small Power Systems, which applies to small power systems with a combined generation capacity up to 1 MW and will be used to regulate the micro-grids proposed under subcomponent 2.1. The draft regulation (version 7) includes specific requirements for engagement with communities.

### 3.3. World Bank

The WB's ESS10 (Stakeholder Engagement and Information Disclosure) recognises 'the importance of open and transparent engagement between the Borrower and project stakeholders as an essential element of good international practice'. The objectives of the ESS10 are:

- To establish a systematic approach to stakeholder engagement that will help a project identify stakeholders and build and maintain a constructive relationship with them, in particular with project affected parties.
- To assess the level of stakeholder interest and support for the project and to enable stakeholders' views to be considered in project design and environmental and social performance.
- To promote and provide means for effective and inclusive engagement with project-affected parties throughout the project life cycle on issues that could potentially affect them.
- To ensure that appropriate project information on environmental and social risks and impacts is disclosed to stakeholders in a timely, understandable, accessible, meaningful, and appropriate manner and format.
- To provide project-affected parties with accessible and inclusive means to raise issues and grievances, including serious and sensitive matters, and ensure projects respond to and manage such grievances in a timely and appropriate manner.

ESS10 requires the borrower to:

- Conduct meaningful consultation throughout the project life cycle that: begins as early as possible in the project development process, that encourages and considers feedback to inform project design and management of E&S risks; provides stakeholders with timely, relevant and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination and intimidation.
- Maintain and disclose a documented record of stakeholder engagement, including a description of the stakeholders consulted, a summary of the feedback received and a brief explanation of how the feedback was considered, or the reasons why it was not.
- Develop a SEP proportionate to the nature and scale of the project and its potential risks and impacts. It must be disclosed as early as possible, and before project appraisal, and the Borrower needs to seek the views of stakeholders on the SEP, including on the identification



of stakeholders and the proposals for future engagement. If significant changes are made to the SEP, the Borrower must disclose the updated SEP.

- To establish and implement a grievance mechanism to receive and facilitate resolution of concerns and grievances of project affected parties related to E&S performance of the project in a timely manner.

In this Project, indigenous peoples (IPs) are expected to be the sole or the overwhelming majority of project affected people. The WB’s ESS7 (Indigenous Peoples) outlines additional requirements for engagement with IPs throughout the project cycle:

- Ensure that the development process fosters full respect for the human rights, dignity, aspirations, culture and natural resource-based livelihoods of IPs.
- Avoid adverse impacts of projects on IPs and where avoidance is not possible, to minimise, mitigate and/or compensate for such impacts.
- Promote sustainable development benefits and opportunities for IPs.
- Improve project design and promote local support through meaningful consultation with IP representative bodies and organisations throughout the project’s life cycle.
- Obtain free, prior and informed consent (FPIC) of IPs regarding impacts to land, residences or livelihoods.

#### 4. STAKEHOLDER IDENTIFICATION AND ANALYSIS

Stakeholder analysis determines the likely relationship between stakeholders and a project and assists to identify the appropriate consultation methods for each stakeholder group during the life of the project. Stakeholders of projects can typically be divided into the following categories:

- **Affected Parties** – people, groups and entities who will be impacted or will likely to be impacted – directly or indirectly, positively or adversely – by the Project.
- **Vulnerable Groups** – affected parties who may be disproportionately impacted or further disadvantaged by the Project as compared with any other groups due to their vulnerable status, and that may require special engagement efforts to ensure their equal representation in the consultation and decision-making process associated with the Project. The vulnerability may stem from a person’s origin, gender, age, health condition, economic and social status, access to land, natural resources, level of voice and influence in decision-making processes etc.
- **Other Interested Parties** – individuals/groups/entities that may not experience direct impacts from the Project but who consider or perceive their interests as being affected by the Project and/or who could affect the Project and the process of its implementation in some way. This also includes stakeholders that contribute to the execution and implementation of a project.

Stakeholders identified for the Project and their interest in the project are provided in Table 1. Additional stakeholders may be identified during the implementation of the Project and this plan updated accordingly.

*Table 1: Stakeholders and their Interest in the Project*

Group	Organisation	Interest in the Project
<b>Affected parties</b>		
People in the project area of influence	Individuals and community groups/organizations/businesses that will directly benefit from the Project	These people/groups have the potential to be Project beneficiaries and those near the location of physical works may be potentially affected by the social impacts associated with construction works.

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Group	Organisation	Interest in the Project
	Individuals affected by land access	Potential for their land to be acquired for the project
	Existing workforce at site to be rehabilitated/upgraded as part of Subcomponent 1.1	Potential disruption to work environment, potential OHS risks, potential change in operational practices.
Project workers (as defined by LMP)	Direct workers	Project progress, OHS, employment terms and conditions
	Various contractors to be contracted or subcontracted to undertake construction works associated with grid expansion, household connections, mini-grids, micro-grids, etc.	
	Various consultants contracted or subcontracted to undertake studies for the Project.	
	Primary supply workers / supply chain workers (e.g., workers involved in solar panel supply chain).	
	Community workers that may be involved in construction of micro-grids associated with subcomponent 2.1.	
Vulnerable or disadvantaged groups	<p>Including, but not limited to:</p> <ul style="list-style-type: none"> <li>• elderly</li> <li>• children</li> <li>• youth</li> <li>• poor households</li> <li>• single-parent households</li> <li>• residents in remote areas</li> <li>• people with disabilities</li> <li>• survivors of, and those vulnerable to GBV, SEA/SH and VAC</li> </ul>	These people/groups have potential to be Project beneficiaries, however, there is potential for project benefits to not reach such groups. They may also be disproportionately potentially affected by the social impacts associated with the works and it is important to ensure such people/groups are included in the project planning process through mainstreaming or targeted activities.
<b>Other interested parties</b>		
World Bank	International Development Association	Financing agency
	Energy Utility Performance and Reliability Improvement Project (EUPRIP) team	Project involves support of existing EUPRIP as part of Component 1
	International Finance Corporation	Undertaking feasibility and other studies for the mini-grid subprojects
National-level Government departments and organizations	PNG Power Limited	Project Proponent (Implementing Entity)
	National Energy Authority	
	Department of Treasury	Borrower
	Kumul Consolidated Holdings	Delegated owner of PPL, interest in commerciality of initiatives implemented by PPL as part of the Project.
	National Executive Committee Central Agencies Coordination Committee ----- Department of Finance and National Planning Department of Petroleum and Energy Department of State Enterprises Department of Provincial and Local-level	Part of the energy sector government structure

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	Government Affairs Climate Change and Development Authority Department of Works and Highways Independent Consumer & Competition Commission National Institute of Standards & Industrial Technology Consultative Implementation & Monitoring Council	
	Conservation and Environment Protection Authority Department of Physical Lands and Planning	Environmental permitting and land access for select investments (if required)
Subnational-level Governments	Provincial Governments District Development Authorities Local-Level Governments Ward Development Authorities	Interested in Project planning, site selection, project benefits, potential risks/impacts, etc. as they pertain to their geographical area of governance
Private sector	Business Council of PNG – Energy Working Group PNG Chamber of Commerce Australia-PNG Business Council Solar Energy Association of PNG	Interested in the benefits and potential impacts/risk associated with the Project
Development agencies	Australian Department of Foreign Affairs and Trade, including the Australian Infrastructure Financing Facility for the Pacific Export–Import Bank of China Asian Development Bank Japan International Cooperation Agency New Zealand Ministry of Foreign Affairs and Trade United Nations Development Programme United States Agency for International Development United States Trade and Development Agency	These development partners are engaged in the energy sector in PNG and may be interested in the outcomes and benefits of the Project. Potentially interested in collaboration with activities. Potentially interested co-financing the grid access expansion to be undertaken as part of Component 1
Non-Government Organizations (NGOs)	South Pacific Region Environment Programme Eco Custodian Advocate PNG National Research Institute Individual Community Rights and Advocacy Forum PNG Eco-forestry Forum Foundation for People and Community Development Habitat for Humanity PNG Young Women's Christian Association Pacific Women Nature Conservancy Conservation International UPNG Centre for Renewable Energy Consultative Implementation and Monitoring Council Kokoda Track Foundation / Village Connect Wildlife Conservation Society PNG Council of Churches Adventist Development and Relief Agency	Interested in the benefits and potential impacts/risks associated with the Project
Educational institutions	University of PNG	Interested in the solar

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Group	Organisation	Interest in the Project
	PNG University of Technology	technologies and the energy sector in PNG
Independent Power Producers	Zenith Energy Ltd NiuPower Limited PNG Biomass PNG Hydro Development Limited PNG Forest Products Hydro POSCO International New Britain Palm Oil Shenzhen Energy Hydro- power Development Co Ltd	Part of the energy sector in PNG Potential concessionaires for the mini-grid subprojects
Existing micro-grid developers	To be determined	Potential to invest in or provide services as part of the sustainable micro-grids. May be able to provide advice and/or lessons learned from their experiences developing micro-grids.
Existing distributors of off-grid solar products	To be determined	Potential grant recipients as part of subcomponent 2.2

## 5. STAKEHOLDER ENGAGEMENT PROGRAM

### 5.1. Stakeholder Engagement Principles

To ensure a best practice approach in stakeholder engagement is delivered, the Project will apply the following principles for stakeholder engagement:

- Openness and life-cycle approach: Public consultations for the Project(s) will be arranged during the whole life cycle, carried out in an open manner, free of external manipulation, interference, coercion, or intimidation.
- Informed participation and feedback: Information will be provided to and widely distributed among all stakeholders in an appropriate format; opportunities will be provided for communicating stakeholders' feedback, for analysing and addressing their comments and concerns.
- Inclusiveness and sensitivity: Stakeholder identification will be undertaken to support inclusive communications and build effective relationships. Equal access to information will be provided to all stakeholders with all impacted stakeholders to be encouraged at all times to be involved in consultation processes. Sensitivity to stakeholders' needs will be the key principle underlying the selection of engagement methods with special attention given to vulnerable groups (people living in poverty, in settlements or outside their traditional communities, remote or inaccessible areas, women, youth, elderly, people with disabilities, those with underlying health issues and culturally diverse ethnic groups).

### 5.2. Stakeholder Engagement during Project Preparation

#### 5.2.1. Consultation undertaken

Consultation undertaken during Project preparation builds on from the extensive engagement that was undertaken during the development of the NEROP implementation strategy and investment plan and by PPL through implementation of EUPRIP.

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Consultation sessions were undertaken in February, March and May 2023. The objectives of these sessions were to:

- Provide information and seek feedback on the preliminary design of the project.
- Provide information and seek feedback on the environmental and social risks associated with the project and how these will be managed, and to discuss the E&S instruments.
- Provide information on the project preparation timeframe further consultation and information disclosure and opportunities to provide feedback during this period.

A total of 15 external parties (i.e., from outside PPL, NEA, and the WB) attended the consultation sessions (refer to Annex 1). During the consultations, presentations were provided by NEA, PPL and the WB on the overall objective of the Project, details of the design for the PPL-led components, details of the design for the NEA-led components, and an overview of the environment and social risk and impacts, and how these are proposed to be managed. A summary of the break-out discussions, questions, and feedback received during the consultation is provided in Table 2.

Additional consultation was undertaken by IFC and their consultants regarding the proposed mini-grid subprojects<sup>1</sup>. This consultation focussed on establishing the landownership and land usage of the proposed sites for the mini-grid subprojects, along with collection of demographic information on the communities where the mini-grids upgrades are proposed.

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<sup>1</sup> GHD Limited. 2023. Screening Assessment Draft – PNG Small Grids. Report prepared for International Finance Corporation. August 2023.

*Table 2: Consultation feedback*

<b>Break-out discussions, questions, and feedback received during the consultation</b>
<ul style="list-style-type: none"> <li>• Request for further information on results of a household survey relating to electricity connections.</li> <li>• Reiteration of the importance of reliability of services as part of the on-grid expansion and densification work.</li> <li>• Request for more co-ordination between the various development partners supporting the energy sector in PNG.</li> <li>• Importance of ensuring quality products (e.g., solar panels and batteries) are used to expand electricity reach in the country.</li> <li>• Importance of waste management (e.g., solar panels and batteries) as part of the SHS and solar micro-grid projects.</li> <li>• Query around carbon credit schemes related to clean cooking (which are not currently proposed as part of the Project).</li> <li>• Importance of community awareness and consultation, and importance of being transparent as perceived secrecy leads to issues.</li> <li>• Reiteration of the need for ILGs to be in place for micro-grid subprojects under Component 2.</li> <li>• Importance of implementing micro-grid subprojects quickly after agreement is signed with community and developer to limit community angst.</li> <li>• Importance of focusing on quality projects as part of Component 3 and clear communication with community about the limitation of SHS, and house roof design needed to support SHS.</li> <li>• Need alignment with Connect PNG and 22 Special Economic Zones the GoPNG is developing - Energy committee will be set up at the top level which will ensure alignment with GoPNG strategy, including how NEAT fits in the overall GoPNG strategy/program.</li> <li>• Suggestion for PPL to engage with DoWH and Department of Lands with respect to road corridors.</li> <li>• What's going to happen at the subnational level? Where are investments going to occur? - Will be done at sub-national level during early project preparation once decisions are made on locations of investments.</li> <li>• How will compensation work? - Compensation will be done as per GoPNG law, PPL procedures and WB standards. Grid expansion is expected to primarily follow existing road alignments. PPL already has its own land access policy which is aligned with the Bank. PPL to collaborate with DoWH on the road construction. Micro-grids, land availability will be criteria; negotiated settlement.</li> <li>• Need for a coordinated approach on electrification efforts, and effective consultation between government and communities. Some of the efforts are supported by multilateral development banks, although some loans are not making good progress.</li> <li>• How will site-specific environmental impacts be managed? - Site-specific E&amp;S assessment and its management will be developed for each project location.</li> <li>• How will climate impact on infrastructure? - Climate change and temperature rises will be considered in design parameters and siting.</li> <li>• Climate change / temperature rises - will be considered in design parameters and siting.</li> <li>• Schools and health are sectors that need power.</li> <li>• Need more women in project workforce, Pacific Women in Power initiative could also benefit this project.</li> </ul>

### **5.2.2. Additional consultation planned**

The additional consultation to be undertaken during preparation primarily relates to subcomponent 2.1.

During preparation, NEA will pre-select about five promising sites for micro-grid development under the pilot phase. A consultant will prepare pre-feasibility studies for these pre-selected sites. As part of this preparation work, stakeholder consultation will be undertaken with communities at the short-listed sites to build awareness of the project and gather information to support the pre-feasibility studies (e.g., willingness to pay, E&S assessment, land availability, potential of utilizing electricity for income generating activities and potential of utilizing electricity for social development, etc.).

### 5.3. Stakeholder Engagement during Project Implementation

The proposed stakeholder engagement during Project Implementation is detailed for each Component in the following sections. A framework for community consultation and engagement during identification, design, construction and operation of the renewable energy micro-grids to be established under subcomponent 2.1 of the Project is provided as Annex 2. This framework will be adopted in the Project Implementation Manual (PIM) to be prepared early in Project implementation.

#### 5.3.1. Subcomponents 1.1 and 1.2: Rehabilitation, resiliency enhancement of PPL infrastructure, and on-grid electrification

This subcomponent includes grid rehabilitation and modernization; grid access expansion; and a subsidy scheme to improve the affordability of initial connection fees and house wiring. Engagement required will be managed by PPL.

The engagement will need to include:

- Coordination with internal PPL stakeholders (e.g., current workforce at sites to be upgraded) regarding the grid rehabilitation and modernization works.
- Awareness to and coordination with the workers at the sites to be rehabilitated/modernized (e.g., Port Moresby, Ramu and Gazelle grids).
- Consultation with communities, households and businesses likely to be served as part of the grid access expansion. Discussions to include Project awareness, access to the Project GRM, how to access the grid (including reference to subsidy scheme), project timing, potential E&S risks/impacts and mitigation measures, electrical safety, etc.
- Consultation with communities, households and businesses that may be impacted by the works. Discussions to include Project awareness, access to the Project GRM, project timing, potential E&S risks/impacts and mitigation measures, community safety, etc.
- Public awareness campaign for household connection subsidy scheme. Campaign to include Project awareness, access to the Project GRM, eligibility for scheme, application process, physical process for connection, cost for connection, ongoing costs for supply, electrical safety, etc.
- Additional consultation may be required if the subproject involves land access (as described in the LARF) and/or requires an environment permit under the PNG *Environment Act 2000*.

#### 5.3.2. Subcomponent 1.3: Mini-grids

This subcomponent includes upgrade of selected existing mini-grids to partially displace the current use of diesel-powered generation and increase generation capacity to improve reliability and expand distribution. Scope includes installation of solar PVs and battery storage, and refurbishment of existing diesel generation system. PPL will provide long-term rights to a private organisation (concessionaire) to develop, finance, operate, and maintain the mini-grid.

The engagement will need to include:

- Information gathering to support preparation of the additional studies, such as E&S scoping study, labour risk assessment, ESIA, and various engineering and design studies.
- Awareness campaign to potential concessionaires about the Project and bidding process.
- Workforce requirements, restructuring activities, worker entitlements, etc., relating to potential restructuring of the existing workforce at the sites selected for handover to concessionaires.

- Consultation relating to land access (as described in the LARF).
- Consultation relating to application for (or amendment to) an environment permit under the PNG *Environment Act 2000*.
- Communication prior to and throughout construction with communities around selected mini-grid sites on access to the Project GRM, Project timing, potential E&S risks/impacts and mitigation measures, electrical safety, etc.

### **5.3.3. Subcomponent 2.1: Renewable energy micro-grids**

This subcomponent includes selection and installation of sustainable micro-grids to provide reliable electricity to isolated population centres and will be managed by NEA. The planning and selection process for the micro-grids will require extensive consultation with target communities. A framework for the community consultation for this component is provided as Annex 2.

The engagement will need to include:

- Information gathering to support preparation of the pre-feasibility study, E&S screening, detailed design and E&S instruments.
- Project update to communities at all sites assessed (i.e., update on selection process and outcomes).
- Communication prior to and throughout construction with communities around selected micro-grid sites on access to the Project GRM, Project timing, potential E&S risks/impacts and mitigation measures, electrical safety, etc.
- Additional consultation may be required if the subproject involves land access (as described in the LARF) and/or requires an environment permit under the PNG Environment Act 2000.
- Sessions to capture lessons learned from the pilot phase for consideration in Phase 2.
- Awareness campaign to potential developers about the Project and bidding process.
- Communication prior to and throughout construction with communities around selected micro-grid sites on access to the Project GRM, Project timing, potential E&S risks/impacts and mitigation measures, electrical safety, etc.
- Additional consultation may be required if the subproject involves land access (as described in the LARF) and/or requires an environment permit under the PNG *Environment Act 2000*.

### **5.3.4. Subcomponent 2.2: Rural energy market development**

This component is a scheme to incentivize off-grid solar expansion in PNG. It will include payments to partially offset the initial costs and risks associated with off-grid solar companies expanding their operations and/or setting up their sales and service infrastructure in new regions (particularly rural and underserved areas). Engagement required as part of subcomponent 2.2 will be managed by NEA.

The engagement will include awareness to potential providers of off-grid solar products. This may be done by contacting companies directly and through providing information about the Project and through media and existing grant application systems.

The successful grant applicants will need to provide awareness campaigns to communities in their target area about the off-grid solar systems (e.g., upfront costs, ongoing costs, uses, product limitations, product life, etc.). Details of the expected community engagement will be included in the grant application process and need to be included in grant applications.

### **5.3.5. Component 3: Energy sector institutional development**

This component is centred around institutional development. TA scopes under this component include preparation and adoption of key policy and regulatory instruments; and detailed environmental, social, and engineering preparation and design aspects for potential small HPPs. Engagement required as part of Component 3 will be managed by NEA and PPL.



The engagement will need to include:

- Consultation with energy-sector stakeholders throughout the preparation of policy and regulatory instruments regarding the appropriateness of the draft documents and to seek feedback/suggestions.
- Consultation with communities, business and other stakeholders as part of the investigations into potential small HPPS, including consultation as part of environmental and social assessments to be undertaken.

#### **5.3.6. Component 4: Project management**

This component is for project management, and includes the funding of PIUs under NEA and PPL. Engagement required as part of Component 4 will be managed by NEA and PPL.

- The engagement will need to include regular updates by the PIUs on the progress of each subproject.

### **5.4. Stakeholder Engagement Methods and Tools**

This section describes the engagement methods, materials, language, and record keeping that will be used by the Project. Information on considerations for vulnerable people is also provided.

#### **5.4.1. Engagement methods**

A variety of methods will be used by the Project to ensure meaningful engagement with stakeholders including:

- Virtual meetings – such meetings will be undertaken with individuals or small groups where face-to-face meetings are not required (and to save costs). Such meetings will also help to reduce transmission of COVID-19.
- Face-to face meetings – these will mainly be meetings with targeted individuals and small groups.
- Focus group discussions – such meetings will mainly be with community-based groups including consultations with women, youth, and other stakeholders to ensure their views are heard.
- Newspaper – for providing broad information to wider stakeholders.
- Radio - for providing broad information to wider stakeholders.
- Community noticeboards - for providing broad information to community groups and individuals.
- Website – for disclosure of project documents, studies and updates on project progress and outcomes.

Engagement with communities will be done face-to-face wherever possible. The consultations will be arranged via phone/radio (if possible) to ensure maximum participation and efficiency, and then carried out face-to-face.

#### **5.4.2. Communication materials**

Various communication materials will be used to engage with stakeholders, depending on the type and stakeholder purpose of the engagement. Literarily levels of target stakeholders will be considered when using written materials. Materials include:

- Presentations (printed and electronic) – for virtual and face-to-face meetings.
- Brochures – for handouts to community.
- Posters / notices - for displaying on community noticeboards.

- Reports – for providing detailed information about the project and its progress.

#### **5.4.3. Language**

Meetings will be carried out in English, Tok Pisin, Motu and/or Tok Ples, depending on the situation and stakeholder's preference. Translators will be used where required, noting that other community members are generally happy to assist in translating into Tok Ples during community discussions for the benefit of other community members.

Detailed reports will be prepared in English. Materials that target community stakeholders (e.g., summary reports, brochures and posters/notices) will be culturally appropriate and prepared in Tok Pisin and/or Motu, depending on the target audience.

#### **5.4.4. Record keeping**

Each engagement will be recorded by the facilitator (or delegate) and include the following information:

- Topic/s of discussion.
- Information provided.
- Views expressed and concerns raised.
- Next steps.
- Attendee list (disaggregated by age and gender).

These records will be maintained in a secure and confidential manner by the PIU or Contractor (and then shared with the PIU when requested).

#### **5.4.5. Engagement with Women, Youth, People with Disabilities and other Vulnerable Groups**

The Project will take into consideration the needs of vulnerable people and undertake engagement in ways that reduce barriers to participation and will employ targeted methods and arrangements to ensure that they are reached in the planning and implementation of relevant subproject (e.g., household connection subsidy scheme; micro-grids; off-grid solar systems). Such arrangements could include hiring female staff for engagement; conducting women and youth only consultations, scheduling community meetings at locations and times that are convenient for women, youth and people with disabilities; providing breaks during community meetings; using low literacy friendly communication methods; liaising with women/youth/disability organizations and working through their networks; and incorporating messaging encouraging vulnerable groups to take part in community outreach events. Distance should not be a barrier to consultation, and communities in remote areas will be engaged, and engagements should occur face-to-face wherever possible.

#### **5.4.6. Engagement with Indigenous Peoples**

PNG is one of the most culturally diverse countries in the world with over 800 languages and over 1,000 distinct ethnic groups. Indigenous peoples (IPs) are expected to be the sole or the overwhelming majority of project affected people.

Despite this cultural diversity, common elements exist between groups and navigating differences in language, culture and custom is part of everyday life in PNG and national programs are adept at dealing with this. The Project will ensure that stakeholder engagement and information disclosure activities are designed and implemented using culturally appropriate approaches that recognises both this diversity and common traditions.

The Project has an Indigenous Peoples Policy Framework (IPPF) that provides direction to the Project to enhance opportunities for IPs to participate in, and benefit from, the development process in ways that do not threaten their unique cultural identities and well-being. The IPPF includes requirements for consultation with IPs.

The Project will:

- proactively engage with the relevant IPs to ensure their ownership and participation in project design, implementation, monitoring and evaluation.
- identify issues relating to the particular IP community via a social assessment process.
- undertake free, prior and informed consultations and reviewing outcomes to determine broad community support (where this is required).
- ensure equitable access to culturally-appropriate benefits for the IP community.
- take actions to avoid, minimize or otherwise mitigate any adverse impacts affecting the IP community.
- provide accessible and culturally appropriate means to address grievances; and monitoring and information disclosure arrangements.

#### **5.4.7. Strategies for Information Disclosure**

The contents of the draft E&S Instruments (SEP, ESMF, LARF) were presented at consultation sessions undertaken in February, March and May 2023 and the draft and final E&S instruments will be disclosed on the NEA, PPL and WB websites. Key subproject specific documents and contractor-prepared documents (such as ESIA, ESMPs, RPs, C-ESMPs, O-ESMPs) to be disclosed on the NEA and/or PPL websites prior to commencement of works. Other key documents (e.g., GRM) will also be disclosed in person to potentially affected parties (e.g., communities near construction works) through face-to-face meetings and on community noticeboards.

#### **5.5. Stakeholder Engagement Plan**

An indicative stakeholder engagement and disclosure plan is outlined in Table 3 and will be further refined during Project implementation. Detailed requirements for stakeholder engagement will be included in sub-project-specific documents that will be prepared during implementation. For activities that require significant consultation with affected persons (e.g., micro-grids) this will details such as include timelines, responsibilities for facilitating engagements and processes for recording of engagement data.

Papua New Guinea National Energy Access Transformation Project  
Stakeholder Engagement Plan

**Table 3: Indicative stakeholder engagement and disclosure plan**

Project stage	Topic of consultation / message	Method used	Target stakeholders	Responsibilities
<b>Subcomponents 1.1 and 1.2: On-grid electrification and network resilience</b>				
Planning / design	Coordination of grid rehabilitation and modernization works	Meetings, emails	EUPRIP team and other internal PPL stakeholders	PPL
Planning / design	Land access process and requirements (refer to LARF for detail)	Face-to-face meetings	Individuals who own land or occupy land that may need to be acquired for the project	PPL
Planning / design  Prior to and during construction works	Project awareness Access to the Project GRM How to access the grid (including reference to subsidy scheme) Project timing Potential E&S risks/impacts and mitigation measures Community safety Electrical safety	Face-to-face meetings, posters, brochures	Households and businesses likely to be served as part of the grid access expansion  Communities, households and businesses that may be impacted by the works	PPL Contractors
Prior to and during construction works	Awareness of the Project Coordination of works OHS	Focus group discussions	Workers at the sites to be rehabilitated/modernized	PPL Contractors
Operation	Project awareness, Access to the Project GRM Eligibility for scheme Application process Physical process for connection Connection and supply costs Electrical safety	Face-to-face meetings, posters, brochures	Households that may be able to access the household connection subsidy scheme.	PPL
<b>Subcomponent 1.3: Mini-grids</b>				
Planning / design	Information gathering to support preparation of the additional studies, such as E&S scoping study, labour risk assessment, ESIA, and	Meetings, emails	Communities, households and businesses that may be impacted by the works	IFC Consultants PPL

Papua New Guinea National Energy Access Transformation Project  
Stakeholder Engagement Plan

Project stage	Topic of consultation / message	Method used	Target stakeholders	Responsibilities
	various engineering and design studies		Existing workers at mini-grids	Concessionaires
Planning / design	Land access process and requirements (refer to LARF for detail)	Face-to-face meetings	Individuals who lease or occupy land that may need to be leased or otherwise used for the project	PPL Concessionaires
Planning / design	Confirmation of permitting requirements under <i>Environment Act 2000</i> <sup>2</sup>	Face-to-face meetings, emails	CEPA	PPL Concessionaires
Planning / design  Prior to and during construction works	Project awareness Access to the Project GRM How to access the grid (including reference to subsidy scheme) Project timing Potential E&S risks/impacts and mitigation measures Community safety Electrical safety Potential service interruptions during works Changes to billing arrangements (if applicable)	Face-to-face meetings, posters, brochures	Households and businesses likely to be served as part of the mini-grid expansion  Communities, households and businesses that may be impacted by the works	Concessionaires Contractors
Prior to construction works	Workforce requirements, restructuring activities, worker entitlements, etc., relating to potential restructure of existing workforce.	Face-to-face meetings, emails	Existing workforce	PPL Concessionaires
Prior to and during construction works	Awareness of the Project Coordination of works OHS	Focus group discussions	Workers at the sites to be upgraded	Concessionaires Contractors
<b>Subcomponent 2.1: Renewable energy micro-grids<sup>3</sup></b>				

<sup>2</sup> additional consultation may be necessary to meet the requirements under the *Environment Act 2000* if an Environment Permit is required for the subproject

<sup>3</sup> see also Annex 2 for details of community engagement related to subcomponent 2.1.

Papua New Guinea National Energy Access Transformation Project  
Stakeholder Engagement Plan

Project stage	Topic of consultation / message	Method used	Target stakeholders	Responsibilities
Planning	Awareness of project	Meetings, emails, media	Potential micro-grid developers (i.e., private and/or community investors)	NEA
Planning / design	Project awareness Information gathering to support pre-feasibility study and E&S screening	Face-to-face meetings, focus group discussions	Communities at potential micro-grid sites	Pre-feasibility consultant
Planning / design	Project awareness Information gathering to support detailed design and E&S instruments	Face-to-face meetings, focus group discussions	Communities at potential micro-grid sites	Proposed developer
Planning / design	Land access process and requirements (refer to LARF for detail)	Face-to-face meetings	Individuals who own land or occupy land that may need to be acquired for the project	Proposed developer
Planning / design	Project updates (i.e., update on selection process and outcomes)	Face-to-face meetings	Communities at potential micro-grid sites	Proposed developer
Prior to and during construction	Project GRM Project timing Potential E&S risks/impacts and mitigation measures Electrical safety	Face-to-face meetings, posters, brochures	Communities around selected micro-grid sites	Proposed developer Contractors
Operation	Electrical safety Operational support Maintenance and troubleshooting	Phone, face-to-face meetings, posters, brochures	Communities around selected micro-grid sites	Proposed developer
<b>Subcomponent 2.2: Rural energy market development</b>				
Planning / design	Awareness of project and application process	Meetings, emails, website, newspaper	Providers of off-grid solar products	NEA

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Project stage	Topic of consultation / message	Method used	Target stakeholders	Responsibilities
Planning / design	Project awareness Business feasibility (e.g., potential market assessment) E&S assessment	Face-to-face meetings, posters, brochures	Communities in the target areas	Providers of off-grid solar products who apply to access the Project grant
Implementation phase	Project awareness Upfront costs Ongoing costs Product uses and limitations Product life	Face-to-face meetings, posters, brochures, newspaper	Communities in the target areas	Providers of off-grid solar products who access the Project grant
<b>Component 3: Energy sector institutional development</b>				
Implementation	Input to and feedback on preparation of policy and regulatory instruments	Meetings, emails, website	Energy-sector stakeholders	NEA and consultants
Implementation	Demand for power generated by small HPPs Environment/social baseline data collection	Face-to-face meetings	Communities, businesses and other stakeholders	PPL and consultants
<b>Component 4: Project management</b>				
Annually throughout the implementation phase	Key project updates and reports on the subprojects	Websites (PPL and NEA)	All stakeholders	PIUs
<b>Disclosure</b>				
Prior to implementation	Disclosure of final E&S Instruments (SEP, ESMF, LAPF )	Websites (WB, PPL and NEA)	All stakeholders	WB, PPL and NEA
Planning / design	Disclosure of subproject specific E&S tools (e.g., ESMPs, ESIA, RPs)	Websites (WB, PPL and NEA)	All stakeholders	WB, PPL and NEA
Prior to commencement of construction works	Disclosure of C-EMPs and GRM	Face-to-face meetings and on community noticeboards.	Communities and businesses near construction works	PPL and/or NEA Contractors

## 6. PROJECT GRIEVANCE REDRESS MECHANISM

A grievance redress mechanism (GRM) will be established for the Project. A summary of this mechanism, including objectives, procedures as well as recording keeping, reporting and evaluation requirements are summarised below. The GRMs for the project/components will be detailed in the Project Operations Manual and relevant Component Manuals.

### 6.1. Objectives

The purpose of the Project GRM is to receive, assess, and facilitate resolution of project related concerns and grievances, at no cost and without retribution. The grievance mechanism will be proportionate to the potential risks and impacts of the project and will be accessible and inclusive. The mechanism is also used to improve the social performance of the Project. In particular, it will take into account the traditional mechanisms of Indigenous Peoples for raising and resolving issues.

The Project GRM aims to:

- Provide affected people with avenues for making a complaint or resolving any dispute that may arise during the implementation of the Project.
- Ensure that mutually acceptable redress actions are identified and implemented promptly, in a culturally appropriate manner, to the satisfaction of complainants.
- Avoid the need to resort to judicial proceedings.

Participation in the grievance process does not negate an individual's right to pursue other remedies as provided under PNG law.

The Project's GRM will also outline a process for handling cases of SEA/SH. A GBV response protocol is provided in the SEA/SH Action Plan (which is an annex to the ESMF). This protocol will ensure a survivor-centric approach to the management of grievances, including a focus on referring survivors to GBV services.

### 6.2. Grievance Redress Procedure

The GRM is designed in accordance with the risks and adverse impacts anticipated for the Project. If addressed in a timely manner, using an understandable and transparent process, the concerns and complaints of potentially affected people will usually be resolved.

The GRM for the Project follows a tiered approach, where issues and complaints are initially managed at the local level. Grievances that are complicated or cannot be 'resolved' are escalated. The key stages of the process for the Project are outlined in Figure 1 and described below. This GRM will be further refined and operationalised by NEA and PPL during project implementation to integrate it with their own systems (e.g., PPL ESMS; and the PNG Off-Grid Regulation for Small Power Systems).



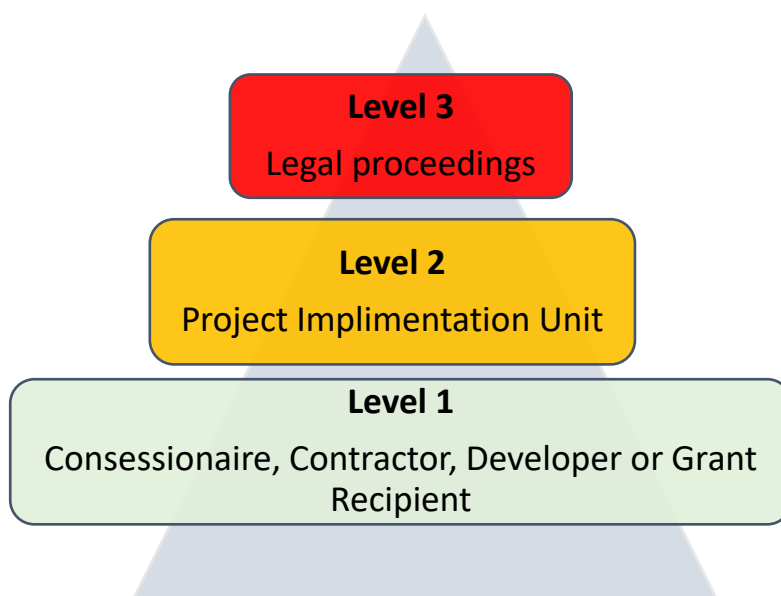


Figure 1: Project GRM process

The Project GRM process operates through the following levels:

- **Level 1:** At the local level, complaints will be managed by the concessionaire, contractor developer or grant recipient. Upon receipt, the delegated person within these organisations will formally **acknowledge**<sup>4</sup> receipt of the grievance and ensure the complaint is appropriately assessed, documented, and registered. The delegate will ensure that the grievance is investigated, and a proposed resolution is provided within 15 days of receipt. If the complaint is not **resolved**<sup>5</sup> within the allocated time, the complaint will be referred to Level 2. Any serious or sensitive grievances<sup>6</sup> will be elevated to the relevant PIU immediately. If preferred by the aggrieved person, the grievance can also be lodged directly with the relevant PIU and contact details for this avenue will be provided.
- **Level 2:** Complaints will be handled centrally by the relevant PIU. The PIU will formally acknowledge receipt of the grievance and ensure that the complaint has been assessed, documented, and registered, using the project's GRM form. This includes i) classifying the grievance based on the type of complaint and ii) providing the initial **response**<sup>7</sup> as quickly as possible. The PIU will ensure that the grievance is investigated, and a proposed resolution is provided within 15 days, from when the grievance is registered. If the complaint is not able to be resolved within the allocated time, it will be referred to Level 3.
- **Level 3:** If the aggrieved person is still dissatisfied, the case may be referred to legal proceedings in accordance with national laws and procedures. This will be at the aggrieved person's cost unless otherwise determined by the PNG legal court decision. Specific provisions dealing with grievances and complaints concerning customary land are outlined in the Project's LARF.

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<sup>4</sup> Acknowledged - the complaint is formally acknowledged and registered.

<sup>5</sup> Resolved - complainant accepts proposed resolution and grievances is closed.

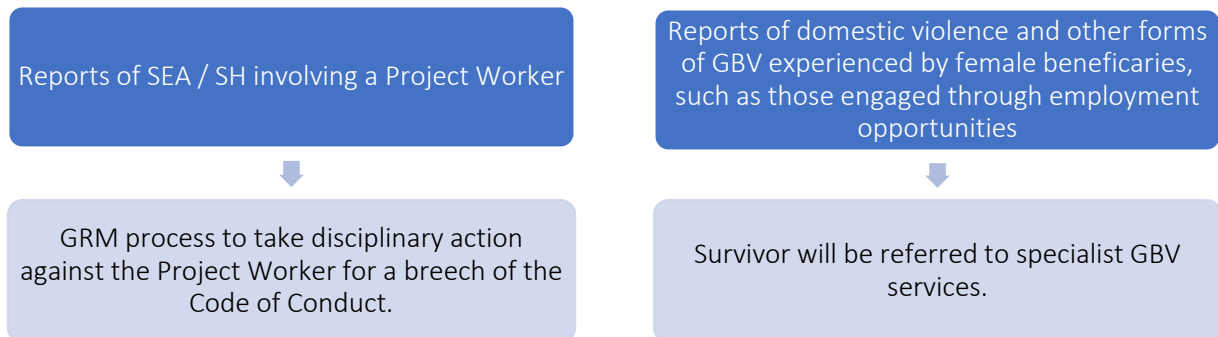
<sup>6</sup> Complaints relating to SEA/SH issues or other issues that have caused or may cause significant harm to people or the environment; or where complainants feel that the relevant institutions cannot assist in the resolution of grievances because they include an individual or individuals who have themselves abused the process.

<sup>7</sup> Response - steps are taken to investigate and a proposed resolution is presented to the complainant.

### 6.2.1. Gender Based Violence

The Project GRM will be updated during early project implementation to include details of how reports of Gender-based Violence (GBV), including Sexual Exploitation and Abuse (SEA) / Sexual Harassment (SH), will be received, resolved, and documented.

As per the project's GBV-SEA/SH Action Plan (which is provided as an annex to the ESMF) the following elements will be integrated into the GM to respond to cases of GBV, including SEA / SH:



The process to receive and respond to complaints of GBV, including SEA / SH, will apply a survivor-centered approach to ensure that the rights of the survivor are upheld.

Anyone receiving or handling complaints of GBV must receive training so that they do not revictimize and retraumatize survivors or unintentionally cause them harm.

### 6.2.2. Modes of receiving grievances

Complainants can submit grievances either orally or in writing. A variety of channels will be established including community representatives, on-ground contractor/PPL staff/NEA staff, suggestion/complaint box, telephone, SMS, or email. Complaints may be made anonymously, and confidentiality will be ensured in all instances, including when the person making the complaint is known.

Language barriers and insufficient literacy levels shall also not prevent any persons from lodging a complaint.

### 6.2.3. Awareness/Disclosure of Grievance Redress Mechanism

The Project GRM will be publicly available on the NEA and PPL websites and in affected communities.

In the early stages of engagement, project stakeholders and affected communities must be made aware: (i) of how they can access the GRM; (ii) who to lodge a formal complaint to; (iii) timeframes for response; (iv) that the process must be confidential, responsive, and transparent; and (v) alternative avenues where conflicts of interest occur.

All stakeholders, including local authorities and community members in the vicinity of the identified works, will need to be informed of the Project's GRM process. Disclosure methods will include community flyers, community, and Project notice boards, translated to Tok Pisin. Disclosure will be required for the duration of the Project, including construction and non-construction components, and prior to the commencement of any construction works.

The GRM process is to be introduced during all stakeholder engagement activities and publicly disclosed on relevant websites, to ensure that all relevant stakeholders are aware of this procedure and the specific steps to be taken for lodging a complaint.

### **6.3. Monitoring, Tracking and Reporting**

#### **6.3.1. Grievance Record Keeping**

All complaints or grievances submitted will require the completion of a Grievance Claim Form. Matters relating to construction activities will be addressed by contractors while land/ compensation issues will be addressed through the PIU.

The Grievance Claim Form shall be written in English and Tok Pisin and disclosed during consultation. Forms will be completed by the Concessionaire/Contractor/Developer/Grant Recipient or PIU and reviewed by the complainant. Grievances forms can also be submitted electronically through the PPL or NEA website or email. Personal details can remain anonymous.

Complaints or grievances are to be recorded in a Grievances Register held by each PIU. The register is to clearly indicate whether an issue has been resolved or is still outstanding. The following records generated by this procedure will be stored in hard copy by the PIUs and in electronic format:

- Grievance Claim Forms
- Letters of request
- Memorandums of field investigations, consultations and meetings
- Photographs, maps, drawings
- If an issue has been resolved, the register will include the following information:
  - Completed Grievance Resolution Form
  - Action taken (including evidence of action taken, i.e., photographs, receipts, etc.)
  - Date of resolution
  - Signature of complainant and person responsible for issue resolution.

#### **6.3.2. Reporting**

The 6-monthly reports prepared by PIUs will provide summaries of complaints, types, actions taken, and progress made in terms of resolving pending issues, and drawing on information from the GRM register and information from monthly contractor reports.

Reports on the GRM will inform the ongoing revision of the SEP and help to identify the need for change in Project focus, strategies, and implementation.

## **7. RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING SEP**

The NEA and PPL will jointly be responsible for implementing the SEP under the Project. Resources and responsibilities across various roles are summarized below.

### **7.1. Implementing Entities**

PIUs will be established within NEA and PPL to oversee their respective Project components – a EPM within PPL and a PT (and OE) within NEA. They will have responsibility for implementing the Project in accordance with the requirements of the SEP lies with the lead of the respective PIUs. There will be one or more E&S Specialists in each of the PIU/EPMs who will provide support to achieve this.

### **7.2. Construction Contractors**

Contractors involved in construction works (e.g., construction-related sub-projects under Component 1 and subcomponent 2.1) will be responsible for undertaking stakeholder engagement related to site preparation and construction of the specific physical works. The scope of stakeholder engagement will be documented in the C-ESMP.

Social interaction, gender awareness and social awareness and employment requirements will also be incorporated into the C-ESMP. Regular meetings with community representatives are required during

construction to discuss the works and its effect on the community. To ensure local benefits are retained, the contractor should employ local people, including women, where possible. The contractor should also consider the use of local community and women's groups for sub-contracts whenever possible on the works.

### **7.3. Mini-grid Concessionaires**

The mini-grid concessionaires will play a critical role in engaging with communities throughout the process of planning, constructing, and operating the mini-grids. The concessionaires (along with PPL) will also need to carefully consider the engagement required around management of existing employees at the mini-grid sites.

### **7.4. Micro-grid Developers**

The micro-grid developers will play a critical role in engaging with communities throughout the process of planning, constructing, and operating the micro-grids. As part of the proposal or feasibility study for the micro-grids, the developer will include the following:

- Identification and prioritisation key stakeholder groups.
- Identification of the engagement required as part of the works.
- A strategy, activities, and timetable for sharing information and consulting with each of these groups.
- Description of resources and responsibilities for implementing stakeholder engagement activities.

### **7.5. Grant Recipients**

Grant recipients (e.g., suppliers of off-grid solar products under subcomponent 2.2) will be responsible for including proposed consultation strategies of their grant application. This shall include:

- Identification and prioritisation key stakeholder groups.
- Identification of the engagement required as part of the works.
- A strategy, activities, and timetable for sharing information and consulting with each of these groups.
- Description of resources and responsibilities for implementing stakeholder engagement activities.

### **7.6. Consultants**

Consultants (e.g., those involved in the subprojects under Component 3) will be responsible for addressing the stakeholder-related aspects of their ToR, and working with the PIU to ensure right stakeholders are identified and involved in their work program.

## **8. MONITORING AND REPORTING**

The SEP will be periodically revised and updated as necessary during Project implementation. This will be undertaken to ensure the following:

- information is consistent and is reflective of evolving information requirements at different stages of the Project.
- methods of engagement remain appropriate and effective for the Project.

Any major changes to Project-related activities or schedule will be reflected in the SEP.

Project stakeholder engagement activities will be documented through 6-monthly progress reports, to be shared with the WB. Summaries and internal reports on public grievances, enquiries, and related incidents, together with the status of implementation of associated corrective/preventative actions

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will be collated by the E&S Specialist within the PIU and included in the 6-monthly reports. The summaries will provide a mechanism for assessing both the number and the nature of complaints and requests for information, along with the Project's ability to address those in a timely and effective manner.

Information on public engagement activities undertaken by the Project during the year will be included in the annual reports of NEA and PPL. The project will include a key performance indicator "Project related complaints to the GRM satisfactorily addressed within the specified timeframe" to monitor the implementation of the Project GRM.

## **ANNEX 1: LIST OF ATTENDEES FROM CONSULTATION**

**Date:** 17 February 2023

**Location:** Crowne Hotel, Port Moresby

**Attendees representing the following organisations:**

- PNG Power Limited (PPL)
- National Energy Authority (NEA)
- World Bank
- Solar Association of Papua New Guinea
- New Zealand Ministry of Foreign Affairs and Trade (MFAT)
- GHD
- United States Agency for Development (USAID) Papua New Guinea Electrification Partnership (PEP)
- National Institute of Standards & Industrial Technology (NISIT)
- Energy Utility Performance and Reliability Improvement Project (EUPRIP)
- Asian Development Bank (ADB)
- Climate Change and Development Authority (CCDA)
- University of PNG (UPNG)

**Date:** 24 March 2023

**Location:** Crowne Hotel, Port Moresby

**Attendees representing the following organisations:**

- PNG Power Limited (PPL)
- National Energy Authority (NEA)
- World Bank
- United States Agency for Development (USAID) Papua New Guinea Electrification Partnership (PEP)
- Australian Department of Foreign Affairs and Trade (DFAT)

**Date:** 19 May 2023

**Location:** Hilton Hotel, Port Moresby

**Attendees representing the following organisations:**

- PNG Power Limited (PPL)
- National Energy Authority (NEA)
- World Bank
- Department of Works and Highways (DoWH)
- Consultative Implementation & Monitoring Council (CIMC)
- Department of Finance and National Planning
- Climate Change and Development Authority (CCDA)
- Young Women's Christian Association (YWCA)

## ANNEX 2: INDICATIVE COMMUNITY CONSULTATION FRAMEWORK FOR SUBCOMPONENT 2.1

### 1. BACKGROUND

The Government of Papua New Guinea (GoPNG) has requested support from the World Bank (WB) for the Papua New Guinea (PNG) National Energy Access Transformation Project (NEAT). The objective of NEAT is to increase access to renewable energy and enhance the reliability of electric supply. Subcomponent 2.1 of NEAT involves the establishment of sustainable micro-grids in isolated population centres and will be implemented by the National Energy Authority (NEA), and is referred to as “the Project” in this document.

This Community Consultation Framework (CCF) has been prepared to provide direction to the Project on effective community consultation during identification, design, construction and operation of the renewable energy micro-grids. The CCF will be adopted in the Project Implementation Manual for the component. The CCF follows the guidance in the WB’s Environmental and Social Standard (ESS) 10 (Stakeholder Engagement and Information Disclosure) and the meets the requirements of the GoPNG.

### 2. PROJECT DESCRIPTION

#### 2.1. Aim

The Project aims to support the NEA to establish sustainable micro-grids in isolated population centres through a third-party investment (private/community organisations). The selected micro-grids will aim to maximize the utilization of locally available renewable energy sources, such as solar, combined with battery storage technologies.

#### 2.2. Project Selection Criteria and Process

The development of the Project includes the definition and implementation of the selection criteria and process. **The detail of this process, including order and number of stages, will be further documented in the Project Implementation Manual (PIM).** An indicative overview of the process is provided (noting that this is subject to change and will be reviewed against the PNG Off-Grid Regulation once finalized and enacted).

##### 2.2.1. Planning - Pilot Phase (Phase 1)

**Stage 1 – Priority List:** NEA will review the sites in the ‘mini-grids map book’ to select a priority list of approximately five sites for further investigation as part of the pilot phase. The site selection criteria are to be finalized although likely to include:

- average cost per connection
- accessibility to the site
- security (absence of conflict)
- availability of land / formation of an Incorporated Land Group
- biodiversity (not within a protected area)
- less vulnerable to climate change impact
- community interest and organization
- anchor load and demand characteristics
- characteristics of locally available renewable energy sources
- no prospect for PPL grid integration for 10-15 years.

The mini-grids map book was prepared as part of the NEROP and identifies 57 potential sites for micro-grids across 15 provinces (Figure 1). It provides initial estimates for each micro-grid on the number of consumers, direct current (DC) solar array size required, LV line length, MV line length, and cost per customer.

**Stage 2 – Pre-feasibility:** A consultant will undertake pre-feasibility studies for the sites on the priority list. This will include stakeholder consultation with communities to build awareness of the project and gather information to support the pre-feasibility studies, such as willingness to pay, E&S screening, land availability, existence of an Incorporated Land Group (ILG), potential of utilizing electricity for income generating activities and potential of utilizing electricity for social development, etc.

**Stage 3 – Bidding:** The Owner’s Engineer (OE) engaged by NEA will prepare the bidding documents for the sites that passed the pre-feasibility process, and launch the bids to Build Own and Operate (BOO) the micro grids. Developers will be able to bid for one, more than one or all sites.

**Stage 4 – Detailed design:** The successful bidder(s) (i.e., the developers) will sign an exclusivity agreement with the community’s ILG and prepare detailed design documents and required E&S instruments (e.g., Environmental and Social Management Plan [ESMP], Construction ESMP [C-ESMP], Resettlement Plan [RP], etc.). If an Environment Permit is required for the works, it will also be obtained by the Developer. This stage will include stakeholder consultation with communities to gather information to support the detailed design and preparation of the E&S instruments.

### 2.2.2. Planning - Phase 2

**Stage 1 – Lessons Learned:** This involves undertaking consultation with all parties involved in the pilot phase to understand what worked well, what did not work well and suggestions for improvement for Phase 2. The PIM will be updated, if required, based on the findings of the lessons learned.

**Stage 2 – Priority List:** The OE will review the sites in the mini-grids map book to select a priority list of approximately 15 of sites for further investigation as part of Phase 2 based on the selection criteria developed during the pilot phase (and refined based on the outcome of the “lessons learned”, if required). Other sites may also be considered for addition to this list, including sites for potential hydropower.

**Stage 3 – Pre-feasibility:** A consultant engaged by the OE will undertake pre-feasibility studies for the sites on the priority list. This will include stakeholder consultation with communities to build awareness of the project and gather information to support the pre-feasibility studies, such as willingness to pay, E&S screening, land availability, existence of an Incorporated Land Group (ILG), potential of utilizing electricity for income generating activities and potential of utilizing electricity for social development, etc.

**Stage 4 – Bidding:** The OE will prepare the bidding documents for the sites that passed the pre-feasibility process, and launch the bids to BOO the micro grids. Developers will be able to bid for one, more than one or all sites.

**Stage 5 – Detailed design:** The successful bidder(s) (i.e., the developers) will sign an exclusivity agreement with the community’s ILG and prepare detailed design documents and required E&S instruments (e.g., ESMP, C-ESMP, RP, etc.). If an Environment Permit is required for the works, it will also be obtained by the Developer. This stage will include stakeholder consultation with communities to gather information to support the detailed design and preparation of the E&S instruments.

### 2.2.3. Project construction

The develop may construct the micro-grids themselves or engage construction contractors. Construction activities will include:

- Construction of the micro-grid, including solar panels, power plant and distribution lines.
- Installation of the wiring systems in homes, schools, medical facilities and other buildings.
- Installation of street lighting.



### 2.2.4. Project operation and maintenance

The developer will operate and maintain the micro-grid for the period specified in their contract, which is expected to be less than 10 years. At the end of concessional period, the community may take over ownership of the assets and a new operation and maintenance agreement with the same or a different developer may be negotiated, or the community may opt to self-operate the micro-grid.

### 2.2.5. Micro-grid specifications

The design and specification for each micro-grid will be determined during the subproject design and selection. Most of the 57 potential sites for micro-grids in the NEROP ‘mini-grids map book’ require around 500 to 1,000 m<sup>2</sup> of land and service a few hundred households. All micro-grids will have a capacity of less than 1 MW as they will be selected, constructed, and operated under the PNG Off-Grid Regulation, which applies only to micro-grids with a capacity of less than 1 MW.

A solar micro-grid typically consists of several solar panels, cable, power station (charge controller, battery, inverter), alternating current (AC) (3 phase, 4 wire, or 3 phase, 3 wire) to users (e.g., homes, street lights, businesses, schools, healthcare facilities, etc.). The solar panels will also need to be installed in areas and at angles to get the maximum absorption of sunlight. In some instances, tree branches or other obstacles that might prohibit the sunlight to enter the solar panel may be removed. An example solar micro-grid set-up is provided as Figure 1.

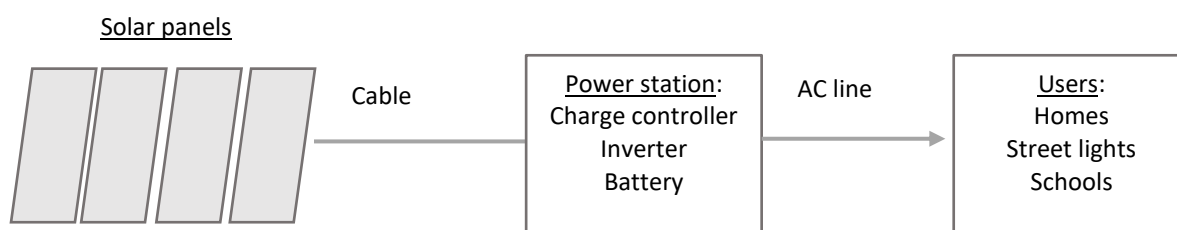


Figure 1: Example solar micro-grid

A consideration with solar micro-grids is the disposal of batteries and solar panels at the end of their usable life. Batteries are expected to be functional for around 8 to 10 years. Solar panels are expected to be functional for around 20 to 30 years. The management of waste will be the responsibility of the developer, including the collection, storage, and disposal, in alignment with Annex 2 of the PNG Off-Grid Regulation for Small Power System. To further support the developers on the feasibility to collect the waste batteries and solar panels, options for setting up a mechanism to collect used batteries and solar panels and centrally arrange for adequate disposal will be explored by NEA as part of the wider Project.

## 3. STAKEHOLDER ANALYSIS

Stakeholders identified for the Project (i.e., subcomponent 2.1 of the NEAT) and their interest in the Project are provided in Table 1. Stakeholder analysis for the wider NEAT was undertaken as part of, and documented in the SEP.

Table 1: Stakeholders and their Interest in the Project

Group	Organisation	Interest in the Project
<b>Affected parties</b>		
People in the project area of influence	Individuals and community groups/organizations/businesses that will directly benefit from the Project	These people/groups have the potential to be Project beneficiaries and those near the location of physical works may be potentially

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Group	Organisation	Interest in the Project
		affected by the social impacts associated with construction works.
	Individuals affected by land access	Potential for their land to be required for the project.
Project workers (as defined by LMP)	Direct workers	Project progress, OHS, employment terms and conditions.
	Various contractors to be contracted or subcontracted to undertake construction works associated with grid expansion, household connections, micro-grids, etc.	
	Primary supply workers (e.g., workers involved in solar panel supply chain)	
	Community workers that may be involved in construction of micro-grids.	
Vulnerable or disadvantaged groups	Including, but not limited to: <ul style="list-style-type: none"> <li>• elderly</li> <li>• children</li> <li>• youth</li> <li>• poor households</li> <li>• single-parent households</li> <li>• residents in remote areas</li> <li>• people with disabilities</li> <li>• survivors of, and those vulnerable to GBV, SEA/SH and VAC</li> </ul>	These people/groups have potential to be Project beneficiaries, however, there is potential for project benefits to not reach such groups. They may also be disproportionately potentially affected by the social impacts associated with the works and it is important to ensure such people/groups are included in the project planning process through mainstreaming or targeted activities.
<b>Other interested parties</b>		
World Bank	International Development Association	Financing agency
National-level Government departments and organizations	National Energy Authority	Project Proponent (Implementing Entity)
	PNG Power Limited	Interested in the technical design and specifications of the micro-grids and home wiring to ensure compatibility with the national grid should they be able to connect in future. Interested in the locations of the potential micro-grids and how they relate to grid expansion plans.
	Department of Treasury	Borrower
	National Executive Committee Central Agencies Coordination Committee ----- Department of Finance and National Planning Department of Petroleum and Energy Department of State Enterprises Department of Provincial and Local-level Government Affairs Climate Change and Development Authority Department of Works and Highways Independent Consumer & Competition Commission National Institute of Standards & Industrial Technology Consultative Implementation & Monitoring	Part of the energy sector government structure

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Group	Organisation	Interest in the Project
	Council Kumul Consolidated Holdings	
	Conservation and Environment Protection Authority Department of Physical Lands and Planning	Environmental permitting and land access for select investments (if required)
Subnational-level Governments	Provincial Governments District Development Authorities Local-Level Governments Ward Development Authorities	Interested in Project planning, site selection, project benefits, potential risks/impacts, etc. as they pertain to their geographical area of governance
Private sector	Business Council of PNG – Energy Working Group PNG Chamber of Commerce Australia-PNG Business Council Solar Energy Association of PNG	Interested in the benefits and potential impacts/risk associated with the Project
Development agencies	Australian Department of Foreign Affairs and Trade, including the Australian Infrastructure Financing Facility for the Pacific Export–Import Bank of China International Finance Corporation Asian Development Bank Japan International Cooperation Agency New Zealand Ministry of Foreign Affairs and Trade United Nations Development Programme United States Agency for International Development United States Trade and Development Agency	These development partners are engaged in the energy sector in PNG and may be interested in the outcomes and benefits of the Project. Potentially interested in collaboration with activities. Potentially interested co-financing the grid access expansion to be undertaken as part of Component 1
Non-Government Organizations (NGOs)	South Pacific Region Environment Programme Eco Custodian Advocate PNG National Research Institute Individual Community Rights and Advocacy Forum PNG Eco-forestry Forum Foundation for People and Community Development Habitat for Humanity PNG Young Women's Christian Association Pacific Women Nature Conservancy Conservation International UPNG Centre for Renewable Energy Consultative Implementation and Monitoring Council Kokoda Track Foundation / Village Connect Wildlife Conservation Society PNG Council of Churches Adventist Development and Relief Agency	Interested in the benefits and potential impacts/risk associated with the Project
Educational institutions	University of PNG PNG University of Technology	Interested in the solar technologies and the energy sector in PNG
Independent Power	Zenith Energy Ltd	Part of the energy sector in PNG

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Group	Organisation	Interest in the Project
Producers	NiuPower Limited PNG Biomass PNG Hydro Development Limited PNG Forest Products Hydro POSCO International New Britain Palm Oil Shenzhen Energy Hydro- power Development Co Ltd	
Existing micro-grid developers	To be determined	Potential to invest in or provide services as part of the sustainable micro-grids. May be able to provide advice and/or lessons learned from their experiences developing micro-grids.

## 4. PROPOSED COMMUNITY CONSULTATION

### 4.1. Engagement methods and tools

This section describes the engagement methods, materials, language, and record keeping that will be used by the Project. Information on considerations for vulnerable people is also provided.

**Methods.** A variety of methods will be used by the Project to ensure meaningful engagement with stakeholders including:

- Face-to face meetings – these will mainly be meetings with targeted individuals and small groups.
- Focus group discussions – such meetings will mainly be with community-based groups including consultations with women, youth, and other stakeholders to ensure their views are heard.
- Newspaper – for providing broad information to wider stakeholders.
- Radio - for providing broad information to wider stakeholders.
- Community noticeboards - for providing broad information to community groups and individuals.

Engagement with communities will be done face-to-face wherever possible. The consultations will be arranged via phone/radio (if possible) to ensure maximum participation and efficiency, and then carried out face-to-face.

**Communication materials.** Various communication materials will be used to engage with stakeholders, depending on the type and stakeholder purpose of the engagement. Literarily levels of target stakeholders will be considered when using written materials. Materials include:

- Presentations (printed) – for face-to-face meetings.
- Brochures – for handouts to community.
- Posters / notices - for displaying on community noticeboards.

**Language.** Meetings will be carried out in English, Tok Pisin, Motu and/or Tok Ples, depending on the situation and stakeholder's preference. Translators will be used where required, noting that other community members are generally happy to assist in translating into Tok Ples during community discussions for the benefit of other community members.

Materials that target community stakeholders (e.g., summary reports, brochures and posters/notices) will be culturally appropriate and prepared in Tok Pisin and/or Motu, depending on the target audience.

**Record keeping.** Each engagement will be recorded by the facilitator (or delegate) and include the following information:

- Topic/s of discussion
- Information provided
- Views expressed and concerns raised
- Next steps
- Attendee list (disaggregated by age and gender).

These records will be maintained in a secure and confidential manner and shared with the PIU/OE when requested.

**Engagement with Women, Youth, People with Disabilities and other Vulnerable Groups.** The Project will take into consideration the needs of vulnerable people and undertake engagement in ways that reduce barriers to participation and will employ targeted methods and arrangements to ensure that they are reached in the planning and implementation. Such arrangements could include hiring female staff for engagement; conducting women and youth only consultations, scheduling community meetings at locations and times that are convenient for women, youth and people with disabilities; providing breaks during community meetings; using low literacy friendly communication methods; liaising with women/youth/disability organizations and working through their networks; and incorporating messaging encouraging vulnerable groups to take part in community outreach events.

**Engagement with Indigenous Peoples.** PNG is one of the most culturally diverse countries in the world with over 800 languages and over 1,000 distinct ethnic group. Indigenous peoples (IPs) are expected to be the sole or the overwhelming majority of project affected people.

Despite this cultural diversity, common elements exist between groups and navigating differences in language, culture and custom is part of everyday life in PNG and national programs are adept at dealing with this. The Project will ensure that stakeholder engagement and information disclosure activities are designed and implemented using culturally appropriate approaches that recognises both this diversity and common traditions.

The project will:

- Proactively engage with the relevant IPs to ensure their ownership and participation in project design, implementation, monitoring and evaluation.
- Identify issues relating to the particular IP community via a social assessment process.
- Undertake free, prior and informed consultations and reviewing outcomes to determine broad community support (where this is required).
- Ensure equitable access to culturally-appropriate benefits for the IP community.
- Take actions to avoid, minimize or otherwise mitigate any adverse impacts affecting the IP community.
- Provide accessible and culturally appropriate means to address grievances; and monitoring and information disclosure arrangements.

## 4.2. Proposed Community Consultation

This section provides details on the extensive community engagement required for the planning and selection process for the micro-grids. General stakeholder engagement for the overall NEAT provided the SEP – this section focuses on engagement specific to subcomponent 2.1.

An indicative program for community consultation is provided in Table 2 and will be further refined during Project implementation. It is important to manage community expectations at all stage of the engagement process as only some sites will be selected for investment.

The details of the timings, order and 'name' of each stage is yet to be finalized and therefore may be subject to change. The final process will be detailed in the PIM.

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*Table 2: Indicative plan for community consultation*

Project stage	Topic of consultation / message	Method used	Target stakeholders	Responsibilities
Initial	<ul style="list-style-type: none"> <li>Project awareness</li> </ul>	Meetings, emails, media	Potential micro-grid developers Wider stakeholders (development agencies, government, etc)	NEA
Initial	<ul style="list-style-type: none"> <li>Micro-grid and house wiring specifications</li> </ul>	Meetings, emails	PPL	NEA
Planning - Pre-feasibility  Pilot Phase – Stage 2 Phase 2 – Stage 3	<ul style="list-style-type: none"> <li>Project awareness (including GRM and requirement to have an ILG)</li> <li>Information gathering to support pre-feasibility study and E&amp;S screening</li> <li>ILG registration process</li> <li>Benefits/ advantages of electrification and of the proposed technology</li> </ul>	Face-to-face meetings	Communities on the priority list	Pre-feasibility study consultant NEA (with support from Department of Lands and Physical Planning)
	<ul style="list-style-type: none"> <li>Feedback on the pre-feasibility selection process</li> <li>Next steps</li> <li>Project GRM</li> </ul>	Face-to-face meetings	Communities on the priority list	NEA
Planning - Bidding  Pilot Phase - Stage 3 Phase 2 - Stage 4	<ul style="list-style-type: none"> <li>Project information sessions</li> <li>Bidding process</li> </ul>	Face-to-face meetings Procurement channels	Potential micro-grid developers	OE
Planning – Detailed design  Pilot Phase - Stage 4 Phase 2 - Stage 5	<ul style="list-style-type: none"> <li>Project information session</li> <li>Understanding the agreement between the ILG, developer and NEA</li> <li>Project GRM</li> </ul>	Stakeholder Forum	Communities that passed the pre-feasibility stage	OE Developer
	<ul style="list-style-type: none"> <li>Overview of land access process and requirements</li> <li>Overview of connection and tariff payment systems</li> <li>Information gathering to support preparation of detailed design documents and required E&amp;S instruments</li> </ul>	Face-to-face meetings, posters, brochures, Stakeholder Forum	Communities that passed the pre-feasibility stage	Developer

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Project stage	Topic of consultation / message	Method used	Target stakeholders	Responsibilities
	<ul style="list-style-type: none"> <li>Regular updates on subproject progress and what to expect</li> </ul>			
Planning – Lessons learned  Phase 2 - Stage 1	<ul style="list-style-type: none"> <li>Lesson learned from the pilot phase (what worked well, what did not work well and suggestions for improvement for Phase 2)</li> </ul>	Workshops	NEA Pre-feasibility consultant, developers and communities involved in the pilot phase	OE
Pre-construction	<ul style="list-style-type: none"> <li>Land access process and requirements (refer to LARF for detail)</li> </ul>	Face-to-face meetings	Individuals who own land or occupy land that will be acquired for the project	Developer
	<ul style="list-style-type: none"> <li>Final connection and tariff payment systems and cost</li> </ul>	Face-to-face meetings, posters, brochures	Communities around selected micro-grid sites	Developer
Prior to and during construction	<ul style="list-style-type: none"> <li>Project GRM</li> <li>Project timing</li> <li>Potential E&amp;S risks/impacts and mitigation measures</li> <li>Community safety</li> <li>Community worker (volunteer) recruitment</li> </ul>	Face-to-face meetings, posters, brochures	Communities around selected micro-grid sites	Developer Contractors
Commissioning	<ul style="list-style-type: none"> <li>Electrical safety</li> <li>Tarif payment system set-up</li> </ul>	Face-to-face meetings, posters, brochures	Communities around selected micro-grid sites	Developer
Operations and Maintenance (during period of developer contract)	<ul style="list-style-type: none"> <li>Operational support</li> <li>Maintenance and troubleshooting</li> </ul>	Email, phone	Developer	NEA
	<ul style="list-style-type: none"> <li>Operational support</li> <li>Maintenance and troubleshooting</li> <li>Project GRM re-refresh</li> </ul>	Phone, in-person	Communities with micro-grids	Developer
Operations and Maintenance (at end of developer contract)	<ul style="list-style-type: none"> <li>Process for negotiation of developer contract (same or new developer)</li> <li>Process and responsibly for self-operating the micro-grid</li> </ul>	Face-to-face meetings, posters, brochures	Communities with micro-grids	NEA Developers

## 5. IMPLEMENTATION RESOURCES AND RESPONSIBILITIES

The following parties have a role in the implementation of the CCF:

- **National Energy Authority:** The NEA has overall responsibility for implementing the CCF under the Project. This will be led by the NEA PIU/OE, which includes E&S Specialists who will support the consultations and the developers.
- **Developers:** The micro-grid developers will play a critical role in engaging with communities throughout the process of planning, constructing, and operating the micro-grids. The developers will likely require significant support from the OE to understand the stakeholder requirements of the project and fulfil their obligations.
- **Construction Contractors:** Contractors involved in construction works (subcontracted by the developer) will be responsible for undertaking stakeholder engagement related to site preparation and construction of the specific physical works.
- **Work Bank:** The WB's Task Team's environment risk and social risk specialists will provide regular E&S risk management compliance monitoring and support for the duration of the Project. This will be provided remotely and in-person during missions.