



Stakeholder Engagement Plan (SEP)

Senga Hill Town Council



Zambia Devolution Support Program (ZDSP)
2025

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1. Introduction and Project Description

This Stakeholder Engagement Plan (SEP) has been developed for Senga Hill Town Council as part of the Zambia Devolution Support Program (ZDSP). It provides a framework for identifying, engaging, and communicating with key stakeholders throughout the project lifecycle. The SEP ensures inclusive, transparent, and participatory engagement that aligns with the Environmental and Social Standard 10 (ESS10) on Stakeholder Engagement and Information Disclosure under the World Bank's Environmental and Social Framework (ESF).

The SEP aims to:

- Identify key stakeholders and ensure their participation throughout the project.
- Establish structured communication and consultation mechanisms.
- Promote inclusive engagement, ensuring voices of vulnerable and marginalized groups are heard.
- Facilitate the effective management of grievances.

2. Summary of Previous Stakeholder Engagement Activities

Senga Hill Town Council has held several consultations related to local development programs including the Constituency Development Fund (CDF) and Integrated Development Plan (IDP). These engagements have involved ward-level consultations, CDF committee meetings, and community sensitization sessions.

Stakeholder	Method	Date	Purpose	Participants
Ward Development Committees	In-person	July 2025	Identify priority projects and discuss community needs	67
Youth and Women Groups	Ward Meetings	July 2025	Inclusion of youth and women in ZDSP implementation	50
Traditional Leaders	Town Hall Meeting	October 2025	Consultation on project awareness and land issues	12
Local Business Associations	Town Hall Meeting	October 2025	Private sector participation in local development	10

3. Stakeholder Identification and Analysis

Stakeholders have been categorized as follows:

Affected Parties:

- ❖ Residents of Senga Hill Town and surrounding wards (Chela, Chimbili, Chinyika, Chozi, Ipembe, Lapisha, Luombe, Malamba, Mukololo and Mwiluzi)
- ❖ Ward Development Committees (WDCs)
- ❖ Traditional leaders and local headmen
- ❖ Local community associations and cooperatives

- ❖ Vulnerable groups: women, youth, and persons with disabilities (PWDs)

Other Interested Parties:

- ❖ Civil Society Organizations (CSOs)
- ❖ NGOs (e.g., World Vision Zambia, Action Aid and Camfed)
- ❖ Religious institutions
- ❖ Private sector and traders
- ❖ Government departments (Health, Education, Agriculture, Social Welfare and others)
- ❖ Media and local radio station (Isunga Radio)

4. Stakeholder Engagement Program

The engagement program outlines the approach for information disclosure, consultation, and inclusion of vulnerable groups during all project stages.

5. Resources and Responsibilities

The implementation of this SEP will be coordinated by the Socio-Economic Planner, who serves as the ZDSP focal point at Senga Hill Town Council. A total estimated budget of 100,000 ZMW is allocated for community awareness, media engagement, printing materials, training, and monitoring activities.

6. Grievance Redress Mechanism (GRM)

A local GRM will be established to handle community complaints and feedback related to ZDSP activities. The process includes submission, recording, investigation, response, and appeal. Sexual Exploitation and Abuse (SEA) or Sexual Harassment (SH) complaints will be treated with confidentiality and referred to appropriate service providers.

7. Monitoring and Reporting

Stakeholder engagement progress will be reviewed quarterly. Reports will include summaries of consultations, grievances, and responses. Biannual feedback meetings will be held to ensure transparency and accountability.

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