



Stakeholder Engagement Plan

Lebanon Renewable Energy and System Reinforcement Project (P180501)

August 21, 2024

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| ABBREVIATIONS AND ACRONYMS | |
|-----------------------------------|---|
| EDL | Electricité du Liban |
| EPC | Engineer-Procure-Construct |
| ESF | World Bank Environmental and Social Framework |
| ESS | World Bank Environmental and Social Standard |
| EIA | Environmental Impact Assessment |
| ESCP | Environmental and Social Commitment Plan |
| ESIA | Environmental and Social Impact Assessment |
| ESMP | Environmental and Social Management Plan |
| GM | Grievance Mechanism |
| HPP | Hydropower plant |
| IEE | Initial Environmental Examination |
| kWh | Kilowatt-hour |
| LRA | Litani River Authority |
| MOE | Ministry of Environment |
| MOEW | Ministry of Energy and Water |
| PV | Photovoltaic |
| SEA/SH | Sexual exploitation, abuse, and/or harassment |
| SEP | Stakeholder Engagement Plan |

1. Introduction

The World Bank is considering a project to assist Lebanon's electricity sector overcome many of the challenges it faces. Under the Lebanon Renewable Energy and System Reinforcement Project (World Bank, P180501), the World Bank would provide financing to help scale up renewable energy in the electricity supply mix, strengthen the electricity transmission network and its management, improve operating efficiency of Electricité du Liban (EDL), and rehabilitate critical assets at hydropower plants.

All projects financed by the World Bank have to meet the requirements of the 2018 Environmental and Social Framework (ESF)¹. In recognition of the fact that open and transparent engagement with stakeholders is an essential element of good international practice, ESF Environmental and Social Standard (ESS) 10 requires that project information on environmental and social risks and impacts be disclosed to stakeholders and that they have accessible and inclusive ways in which to communicate information, concerns, and grievances and be assured they are addressed.

EDL is the principal electrical utility in Lebanon, with control of over 90 percent of the sector and responsibility for generating, transmitting, and distributing, and sale of electrical energy. Among the other operators in the sector is the Litani River Authority (LRA), within the Ministry of Energy and Water (MOEW), which operates hydropower plants that provide about five percent of the country's electricity. To increase and stabilize the power supply and to decrease the country's reliance on fossil fuels, EDL plans to develop multiple solar photovoltaic power plants in the Bekaa Valley and LRA plans to rehabilitate its hydropower plants, both to improve performance and extend their lives.

This Stakeholder Engagement Plan (SEP) has been prepared to define the program for stakeholder engagement to be implemented by LRA and EDL, throughout the rehabilitation and subsequent operation of the LRA's Litani River HPPs and the construction and operation of EDL's solar power plants. This SEP is a public document that identifies the key stakeholders for the projects and outlines the ways in which LRA and EDL will provide information to stakeholders, seek their opinions and concerns about the projects, and provide a mechanism people can raise concerns, provide feedback, or make complaints and be assured they will be addressed. The SEP is a living document that may be updated from time to time as the project proceeds and evolves.

2. Project Descriptions

As noted, the overall project may involve two discrete types of activities that could result in potential impacts on people and/or the environment: rehabilitation by LRA of three hydropower plants that form the Litani River Cascade (Joun, Awali and Markabi) and EDL development of one or more new solar photovoltaic power plants, whose exact locations in the Bekaa Valley are yet to be determined. Figure 1 shows the locations where activities may take place.

2.1. Litani Hydropower Cascade Rehabilitation

¹ <https://www.worldbank.org/en/projects-operations/environmental-and-social-framework>

The Litani River Authority (LRA) is a state company, established in 1954, which operates as a governmental and public institution with administrative and financial autonomy, reporting directly to the Ministry of Energy and Water (MOEW). LRA's primary mandate is to implement and manage irrigation, drinking water supply and hydropower projects in the Litani River Basin, which covers 2,170 square kilometers in Lebanon (Figure 1) and to transmit and distribute electricity from the HPPs.

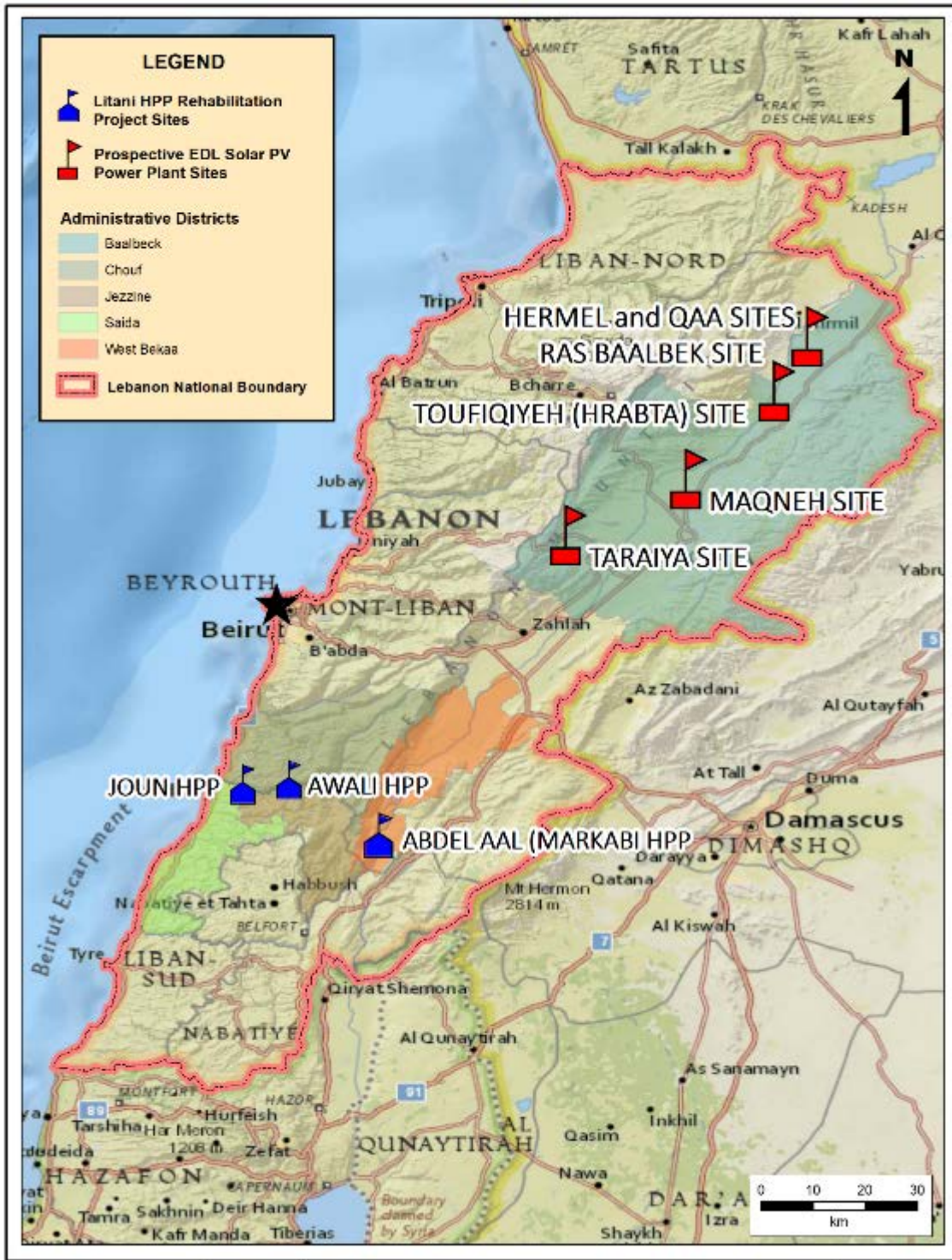


Figure 1. Location of LRA HPPs and EDL Potential Solar Power Plants

LRA constructed the three HPPs that form the Cascade between 1962 and 1968, and it includes: the Qaraoun Dam on the Litani River, which diverts water from the river into the underground Markabi HPP, which in turn diverts water to the Awali HPP and Joun HPPs in the Bisri River Basin. The Cascade is in the southern part of Lebanon approximately 60 to 100 kilometers driving distance from Beirut. Joun HPP is located in the Chouf district of the Lebanon Governorate, Awali HPP is in the Jezzine district of the South Governorate, and Markabi HPP is in the West Bekaa district Bekaa Governorate. Joun is the farthest downstream in the cascade. At present, the Cascade produces an

average of approximately 500,000,000 kilowatt hours (kWh) of electricity per year, with the capacity to generate over 1,000,000,000 kWh per year in extremely wet years. Over the years, LRA has performed extensive maintenance on the HPPs in order to maintain operations. In recent years, however, the HPPs have reached the point where major rehabilitation works are needed. This project will involve repairs and replacement of equipment and improvement of operating practices in order to restore and maintain generation capacity.

Table 1 summarizes the proposed rehabilitation works planned for each HPP. The works will be completed in the powerhouses and tunnels, with few or no activities to be done outside the HPP perimeters. There will be no changes to operating practices or flow rates in the river, but rather improvements in efficiency of electricity generation. LRA will appoint one or more engineer-procure-construct (EPC) Contractors to complete the rehabilitation works, and a Project Management Consultant to supervise the works, including environmental and social performance.

Table 1. Litani River Cascade Rehabilitation Works

| <i>HPP</i> | <i>Year</i> | <i>Installed capacity (MW), number of units</i> | <i>Rehabilitation works</i> |
|---------------------------|-------------|---|--|
| Markabi HPP | 1962 | 36 (3x12) | Replacement of speed governors, distribution cabinet, control and SCADA systems works, overhead line protection, pumps, other part |
| Awali HPP | 1965 | 108 (3x36) | Replacement of valves, speed governor, cabinet, overhaul of injectors, foundation repair, pumps, dan protection of generator, transformer, and transmission line |
| Joun HPP | 1968 | 48 (2x24) | New and replacement valves, transformers replacement, speed governor, generator protection, dismantling and reinstallation of turbine for rehabilitation, new pump |
| Underground Water Tunnels | 1962-1968 | - | Inspection of steel lined waterways of Joun, Awali and Markabi |

LRA commissioned an audit in early 2024 of existing environmental and social performance of the operating HPPs and an ESMP that assesses the key risks and impacts of the proposed project with corresponding mitigation measures. The audit identified risks and impacts of ongoing operations of the HPPs and proposed corrective measures against the requirements of the World Bank’s ESF and national law. The audit concluded that impacts of ongoing operations are minor or negligible and that potential impacts of the rehabilitation works will also be minor or negligible. In summary, there should be no impacts on neighboring communities or people, and the only potential impacts would be due to improper management of workers or unsafe working conditions or work practice. All actual and potential impacts can be avoided or reduced to acceptable levels by adherence to Lebanese law and the application of good international industry practice. In addition, technical studies show that the increase in the reliability and stability of the electrical supply that the project will achieve will have significant benefit to the populations and facilities served by LRA.

The potential E&S risks of the projects and the actions required to meet requirements of Lebanese law and the ESF are captured in a detailed Environmental and Social Management Plan (ESMP). The ESMP outlines the mitigation measures that will be implemented by LRA during rehabilitation and operation of the HPPs in order to avoid or minimize potential E&S risks and impacts.

2.2. EDL Solar Photovoltaic Power Plants

As part of its mandate to provide electric power to Lebanon, EDL constructs and operates large and small power plants, constructs and operates transmission and distribution lines that carry the power to customers and sells the power to its customers. . To increase the power supply and reduce reliance on fossil fuels, EDL appointed an international consultant to evaluate the country to identify technically suitable locations for new solar photovoltaic power plants. The entire country is being screened against a series of technical criteria, including solar resource availability (solar irradiance in watts per square meter), distance to access roads and the national grid (the closer the better), population density (the lower the better), land use type (land under current use was excluded), orientation and degree of slopes(only south -facing flat and shallow slopes), elevation (under 1500 meters above sea level), flood risk (Topographic Wetness Index to excluded flood-prone low areas, land ownership (only state-owned lands), and conservation status (no parks or areas under legal protection for nature).

The spatial and technical constraints analysis identified several clusters of areas that are potentially favorable for solar power plants, all located in the northern Bekaa Valley (Figure 2):

- *Hermel, Qaa and Ras Baalbek Sites* in the Baalbek and Hermel Districts in the Baalbek-Hermel Governorate, with maximum cumulative generation capacity of 1,200 megawatts.
- Three sites in the Baalbek District of the Baalbek-Hermel Governorate, each with a maximum generation. capacity of 25 megawatts: the *Harbata-Toufiqiyeh Site*, the *Maqneh Site*, and the *Taraiya Site*.

EDL also conducted an environmental and social screening to identify potential environmental and social risks and impacts that could arise from construction and operation of solar PV panels in these areas, which EDL will take into account when finalizing locations and proceeding with development. The screening concluded that the only potentially significant potential impacts would be exposure to workers to risks from improper labor management or unsafe working conditions and potential risks to biodiversity on or near some of the sites, in particular the Hermel, Qaa and Ras Baalbek cluster of sites. These sites appear to support a number of plant species that are endemic to the region or to Lebanon, and a small area of this cluster partly overlaps an Important Bird Areas that has been established by the Society for the Protection of Nature in Lebanon. Further investigation of potential impacts on biodiversity would be needed as part of the assessment process. In addition, there may be some minor use of the land for grazing or other purposes, and this would have to be investigated and addressed during the assessments. The screening concluded that all potential risks and impacts that could result from construction and operation of solar power plants in these locations could be avoided or reduced to acceptable levels and the projects could be completed in compliance with Lebanese law and the World Bank's ESF.

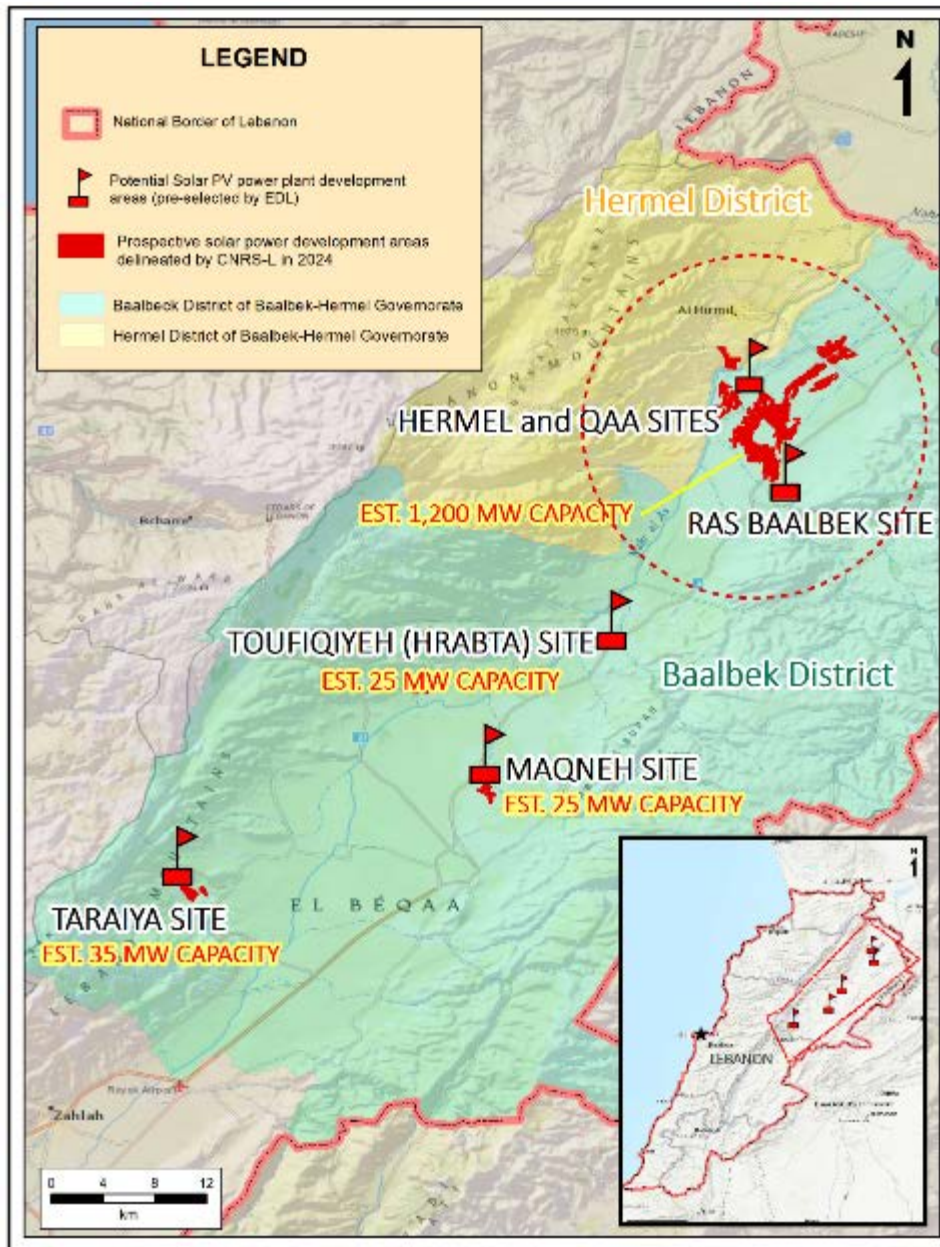


Figure 2. Areas Screened as Potentially Technically Suitable for Solar Development

3. Applicable Standards for Stakeholder Engagement

3.1. National Requirements for Stakeholder Engagement

The basic law for environmental and social impact and associated stakeholder engagement is Decree 8633/2012, “Fundamentals for Environmental Impact Assessment” (EIA), which requires project owners to conduct a screening process to make a determination of the likely level of environmental and social impacts the project could cause. Project proponents must prepare an Environmental Impact Assessment for projects whose impacts could be moderate to major, and to ensure there is local participation at several stages of the assessment process.

For such projects, the Ministry of Environment requires that all concerned stakeholders, including ministries, municipalities and nongovernmental organizations be notified that an EIA is being prepared. The municipality (or the governor or commissioner in case there is no municipality) immediately advertises the Project in order to seek comments for at least 30 days. The project owner then submits report on the results of this “scoping”, including minutes of all meetings with stakeholders. The ESIA is then prepared and disclosed for public review. In general, national regulations require the consultation process to be initiated at the outset of the assessment process and to provide `for continuous access to information related to the Project.

For lesser projects, including brownfield projects, expansions, extensions, and others whose level of impacts may be less clear or that are known not to rise to the level they would require an EIA, the owner must prepare an Initial Environmental Examination, whose results would determine if an EIA was required. If screening and/or the Examination confirms that impacts would be minor or negligible, no further assessment is needed and no consultations are required for projects that do not progress to an EIA, although the Ministry and/or owner would typically engage at least the Municipality during project planning development.

The HPP rehabilitation project is considered to be maintenance and would not trigger an IEE or EIA.As a result, engagement with stakeholders is not required for the rehabilitation project.

The EDL solar projects, on the other hand, will be greenfield projects that require new construction. Although the Ministry of Environment has not evaluated the screening assessment to date, it is considered likely that an IEE will be required for each development that is ultimately proposed, and that one or more may be subject to an EIA and thus require engagement with stakeholders.

3.2. World Bank Requirements for Stakeholder Engagement.

As noted above, the World Bank’s 2018 ESF includes ESS 10, “Stakeholder Engagement and Information Disclosure”. As defined by the 2018 ESF and ESS10, stakeholder engagement is an inclusive process conducted throughout the project life cycle. A project’s Stakeholder Engagement Plan (SEP) is required to be proportionate to the nature and scale of the project and its potential risks and impacts. Stakeholders have to be identified and the SEP has to be disclosed for public review and comment as early as possible, before the project is appraised by the World Bank. ESS10 also requires the development and implementation of a grievance redress mechanism (GRM or GM) that allows project-affected parties and others to raise concerns and provide feedback related to the environmental and social performance of the project and to have those concerns addressed in a timely manner.

The key elements of ESS10 are shown in Table 2.

Table 2. World Bank Requirements for Stakeholder Engagement

| <i>Objective</i> | <i>Key Requirements</i> |
|-----------------------------------|--|
| Stakeholder identification | Identify and engage with all relevant stakeholders affected by the project. Comprehensive stakeholder analysis to identify and understand the different stakeholders and their interests in relation to the project. Development of a SEP that outlines the strategies and methods for engaging with identified stakeholders throughout the project lifecycle. Regular updates and review of stakeholder mapping to ensure accuracy and |

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| <i>Objective</i> | <i>Key Requirements</i> |
|--|---|
| | inclusiveness of all relevant groups. |
| Information disclosure | <p>Disclosure of project-related information that is relevant and accessible to stakeholders in a timely and culturally appropriate manner.</p> <p>Establishment of a process for systematically collecting, organizing, and disseminating project information.</p> <p>Provision of information in clear, understandable language and formats appropriate to the cultural and linguistic context of the stakeholders.</p> <p>Sharing information on potential project impacts, mitigation measures, and monitoring plans enables stakeholders to make informed decisions and provide feedback.</p> |
| Meaningful consultation | <p>Facilitation of meaningful consultation and participation of stakeholders in decision-making processes.</p> <p>Development of a consultation plan that outlines the objectives, methods, and timeline for engaging stakeholders.</p> <p>Provision of opportunities for stakeholders to express their views, concerns, and suggestions regarding project planning, implementation, and monitoring.</p> <p>Consideration and incorporation of stakeholder input into project decision-making processes, where feasible and appropriate.</p> |
| Ongoing engagement and external reporting | <p>Engagement in regular external communication and reporting to stakeholders on project performance, impacts, and mitigation measures.</p> <p>Establishment of mechanisms for ongoing engagement with stakeholders to provide updates on project progress, changes, and emerging issues.</p> <p>Preparation of regular reports that document project activities, progress, and the status of environmental and social commitments.</p> <p>Transparency in reporting and availability of reports to stakeholders and the inclusion of feedback on the accuracy and comprehensiveness of the information provided.</p> |
| Grievance redress mechanism | <p>Establishment of a GRM that allows stakeholders to raise concerns, provide feedback, and seek remedies related to the project.</p> <p>Development and publicizing a clear and accessible GRM that outlines the procedures for submitting grievances, including channels for anonymous grievances if necessary.</p> <p>Documentation, acknowledgment, and address of grievances promptly and fairly.</p> <p>Provide feedback to the grievant on the actions taken to address their concerns and, if applicable, implement appropriate remedies.</p> |

4. Stakeholder Engagement Program

4.1. Stakeholder Engagement to Date

Neither LRA nor EDL have formal programs for engaging stakeholders, but both maintain good relations with neighboring communities and relevant municipalities.

During the course of the audit of the LRA HPPs, on May 14, 2024, officials² in the local Municipalities of Joun, Jezzine, and Qaraou and Bouhayra were consulted and interviewed in meetings in municipal offices. In the meetings, the officials were given a brief description of the rehabilitation project and the reason for the audit. Annex 1 summarizes the information provided by those who were consulted and their perceptions and comments concerning LRA and the rehabilitation project. In summary, officials were unanimously in favor of the rehabilitation. They expected no adverse effects but rather anticipated the project would contribute to an increase in the stability and reliability of the electricity supply. They also reported they were in regular communication with LRA concerning topics of mutual interest and that there had been no issues in the past.

Similarly, the environmental and social screening of locations found to be suitable for solar energy development included meetings in Municipal offices with officials on May 21, 2024, in the relevant Municipalities, including Qaa, Ras Baalbek and Maqneh³. They were given a brief explanation of the reason for the visit and asked about the characteristics of their populations and towns/villages and their opinions about the potential development. They were all well aware that public land in their Municipalities was being considered for solar development and were unanimous in their favorable opinions of the development. Annex 2 summarizes the information they provided and their perceptions and comments concerning solar development.

4.2. Stakeholder Identification and Analysis

The first stage of stakeholder engagement is simply to identify the stakeholders. Criteria for selection include:

- *Liability*: those for whom project implementation or on-going operations may result in LRA or EDL legal, financial, or other liabilities (for example, those whose property could be affected).
- *Influence*: those who can or may be able to substantially influence a project (for example, lenders or government authorities).
- *Partnership*: those with whom a partnership could benefit both EDL/LRA and the prospective partner (for example, the Society for the Protection of Nature in Lebanon).
- *Dependency*: those who rely on land, resources, or other areas the project may affect and who may be adversely, or positively, affected by the project (for example, those who may use the ability or right to use the land for grazing or other purposes, or workers who may be employed for the project).
- *Representation*: those who may the legal or other right to represent interests with regard to a project or on-going operations (for example, a trade union ,
- *Interest*: those who express interest, whether or not they may be affected (for example, an organization encourage development of renewable energy).

² For the LRA HPPs, five municipal officials were consulted: two in Joun, one in Jezzine, and two in Qaraoun and Bouhayra, all of whom were men.

³ For the solar development, six municipal officials, again all men, were consulted: two each in Qaa and Ras Baalbek and one each in Harbata and Makneh.

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The categories are not mutually exclusive, as stakeholders may fall into more than one. For example, a municipal government would have influence, could become a partner, and would represent its population. Stakeholders can be internal (that is, within the project itself) or external

Although there would be overlap, particularly for the national and international stakeholders, and the categories of stakeholders are essentially the same, the actual stakeholders for LRA and EDL within the various institutions and among the various parties may be different. Table 3 summarizes the mapping and analysis of key stakeholders for both projects

Table 3. Stakeholders for LRA Litani River Cascade Rehabilitation and EDL Solar Power Plant Development

| Stakeholder | Interest in Project | Stakeholder for: | |
|---|--|------------------|------|
| | | EDL? | LRA? |
| Project-Affected | | | |
| Municipalities and Districts <ul style="list-style-type: none"> • LRA: <ul style="list-style-type: none"> – Joun, Qaraoun, and Bouhayra Municipalities – Chouf, Jezzine and West Bekaa districts • EDL <ul style="list-style-type: none"> – Qaa, Ras Baalbek, Harabta, Maqne, and Taraiya Municipalities – Baalbek and Hermel districts | <ul style="list-style-type: none"> • Representing local populations • Liaison between LRA and population: two-way communications • Identifying local needs and issues | ✓ | ✓ |
| Nearby residents (≈1-2km) | Possibly affected by noise, dust | ✓ | |
| Consumers of electricity | Increase in electricity supply, stability, and reliability | ✓ | ✓ |
| <ul style="list-style-type: none"> • Contractors • Suppliers • Consultants | Economic | ✓ | ✓ |
| Project workers | <ul style="list-style-type: none"> • Employment, economic benefits • Exposure to occupational health and safety risks | ✓ | ✓ |
| <ul style="list-style-type: none"> • Organizations that rely on electricity supply • Enterprises/institutions involved with irrigation | <ul style="list-style-type: none"> • Improvement in electricity supply, stability, and reliability • Changes in availability of water for irrigation | ✓ | ✓ |
| Recreational and other users of Lake Qaraoun and other resources | <ul style="list-style-type: none"> • Changes in water levels or water quality • Changes in fish populations | | ✓ |

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| Stakeholder | Interest in Project | Stakeholder for: | |
|---|---|--------------------------|------|
| | | EDL? | LRA? |
| Other Interest | | | |
| LRA | <ul style="list-style-type: none"> Decisionmaking Project implementation | ✓ | ✓ |
| Ministry of Environment | <ul style="list-style-type: none"> Establishing E&S requirements Assessing and approving project Permitting and licensing Supervision/Enforcement | ✓ (EIA, biodiversity) | |
| Ministry of Labor | <ul style="list-style-type: none"> Labor management Occupational health and safety | ✓ | ✓ |
| Ministry of Energy and Water | <ul style="list-style-type: none"> Energy supply Water availability and quality | ✓ | ✓ |
| EDL | <ul style="list-style-type: none"> Sector lead, operator of national grid Possibly will buy and/or transmit power | | ✓ |
| LRA | <ul style="list-style-type: none"> Electricity supplied to grid Co-implementer of World Bank project | ✓ | |
| <ul style="list-style-type: none"> World Bank Other Lenders | <ul style="list-style-type: none"> Providing financing Improving Lebanon's electricity sector | ✓ | ✓ |
| <ul style="list-style-type: none"> Governate, Municipal, District news media (newspapers, radio) National media (TV, radio) | <ul style="list-style-type: none"> News of national electricity sector News of World Bank activities | ✓ | ✓ |
| Nature conservation organizations (birds, Important Bird Areas, plants) | <ul style="list-style-type: none"> Provide information Input to protection measure Partner to avoid or reduce impacts | | ✓ |
| Vulnerable Groups | | | |
| No vulnerable groups are known to be at risk of adverse or disproportionate impacts | | | |

4.3. Stakeholder Engagement Program Going Forward

As noted above, Lebanon law does not require further stakeholder engagement on the LRA HPP rehabilitation project because . impacts will be minor or negligible. However and impacts from development of EDL solar power plants is likely to be moderate to major, so engagement and consultation would be necessary.

The World Bank's ESF is somewhat similar to Lebanese law in requiring engagement with stakeholders to be commensurate with the risks and impacts. However, the World Bank will require stakeholders to be engaged, including consultations, for the LRA HPPs as well as the EDL solar power development.

4.3.1. Information to be Disclosed

LRA and/or EDL will disclose the following information:

- This Stakeholder Engagement Plan will be announced in Municipal and District news media and made available to the public via EDL and LRA websites and in public meetings in the municipalities where the projects are located.
- Brochures on the proposed rehabilitation project and the potential solar power plants will be placed in respective Municipal and District offices by LRA and EDL and updated as needed throughout the project life cycle
- Environmental Impact Assessment/Environmental and Social Impact Assessment (EIA/ESIA) for solar power plant(s) will be announced in news media and made available for public review and comment when complete. Following public meetings (see section 4.3.2 below) to receive information, comments, and opinions, the final documents will be disclosed, including a summary of comments and how they were addressed.
- A report that presents the results of an environmental and social audit of the LRA HPPs will be disclosed on LRA's website and a second report that presents the results of an environmental and social screening of the EDL solar development will be disclosed on EDL's website.
- A description of how any stakeholder can submit grievances or other issues to EDL and LRA and the process by which they will address all grievances.
- A Labor Management Procedures (LMP) and the Environmental and Social Commitment Plan (ESCP), which are required by the World Bank, will be disclosed on EDL's and LRA's websites along with the SEP. The LMP will describe how EDL, LRA, and their Contractors will meet the requirements of Lebanese law and the World Bank's ESS2 ("Labor and Working Conditions") for labor management and occupational health and safety, and the ESCP will identify the material measures that EDL and LRA have has agreed to implement in order to meet the requirements of the World Bank's ESF.
- A summary of grievances and complaints that were received on the projects, including how they were resolved or otherwise addressed, will be disclosed on an annual basis on EDL and LRA websites and made available in their local and Beirut offices.

4.3.2. Meetings and Consultations

EDL and LRA will also consult with stakeholders to provide information and receive information and opinions. Specific consultations will include:

- Meetings by EDL and LRA with national Ministries to inform them of project developments and understand their responsibilities and intentions, and to develop procedures for coordination and streamlining of activities.
- Meetings by LRA and EDL in the municipalities in which the HPPs are located and in which the solar development will be located in which information will be presented from this Plan, the relevant scoping and screening report, the Labor Management Procedure, and the Environmental and Social Commitment Plan; and in which comments and recommendations will be received from stakeholders on the projects and on associated environmental and social matters. In addition, there would be future meetings, in the municipalities where the solar development will be located, on the Environmental and Social Impact Assessment that will be prepared for the EDL solar development.
- Regular (at least semi-annually) meetings by EDL and LRA with the relevant Municipalities to inform them of project plans and developments and to receive information and recommendations concerning the projects. In addition, EDL and LRA will meet with relevant Municipalities to coordinate public consultations and meetings on this SEP and on the future EIA/ESIA.
- Public meetings, announced in news media and local offices, to provide information on the proposed solar power plants—schedule environmental and social performance, schedule, etc.--and solicit information, opinions, and concerns.
- As needed, meeting or communication with civil society organizations concerned with nature conservation (including birds and flora) to discuss the solar projects and measures to be taken to protect biodiversity, and to solicit their cooperation in managing biodiversity at the solar sites.

Also, as needed, EDL and LRA will have meetings or other communications with any stakeholder who wishes to provide or receive information or to express concerns with the projects.

4.3.3. Detailed Planning

Table 4 summarizes and provides an indicative timeline for the various disclosures and consultations that will be held and provides indicative timelines.

Table 4. Summary of Disclosures and Consultations

| <i>Responsible party</i> | <i>Disclosure</i> | <i>Consultation</i> |
|------------------------------|---|---|
| LRA and EDL (simultaneously) | <ul style="list-style-type: none"> • This SEP, including grievance mechanism and future updated SEP with results of consultations • LMP • ESCP | <ul style="list-style-type: none"> • Meeting with each Municipality to plan public meetings • Public meeting in each affected municipality |
| LRA | <ul style="list-style-type: none"> • Information brochures on the HPP rehabilitation project • Environmental and social | <ul style="list-style-type: none"> • Meetings with Municipalities to pan public meetings on the project • Placement of brochures in municipal and |

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| <i>Responsible party</i> | <i>Disclosure</i> | <i>Consultation</i> |
|--------------------------|---|--|
| | audit report <ul style="list-style-type: none"> • ESMP | district offices and posting on website <ul style="list-style-type: none"> • Quarterly minuted meetings with municipal mayors/officials • Meetings as requested by Municipalities, Districts, and other stakeholders |
| EDL | Environmental and social screening report EIA/ESIA for solar power plant | <ul style="list-style-type: none"> • Meetings with Ministries of Labor, Environment, Energy and Water to coordinate assessment and future ESIA/EIA disclosure and consultations • Meetings with Municipalities to plan public meetings on EIA/ESIA • Public meetings on EIA/ESIA in each municipality Quarterly minuted meetings with municipal mayors/officials: throughout construction and operation |
| | Information brochures on potential solar projects | Placement of brochures in Municipal and District offices and posting on website: |
| LRA and EDL (separately) | Summary of grievances/issues | Annual posting on websites |

At least 10 days prior to all public meetings, the times and locations will be announced on local news media and on banners and notices posted by the Municipalities in selected public places. Following meetings, EDL and LRA will prepare a summary of discussions and decisions. Grievance Mechanism

A grievance is an expression of concern or complaint voiced by anyone who believes they will be or have been or will be negatively impacted by an action taken by another party or who has other concerns about an activity. A Grievance Mechanism (GM) is a locally based, formalized way to accept, assess, and resolve feedback or complaints. A GM offers an accessible point for complaints to be received and a predictable process and timeline to obtain a response.

EDL and LRA have each set up a GM to handle complaints and issues on their respective projects⁴. Dedicated communication materials--specifically, a brochure or pamphlet--will be developed to inform people about the grievance channels and procedures. Locked suggestion/complaint boxes will be posted at LRA and EDL offices, at the HPPs, at entrances to future solar plant construction sites, and on bulletin boards in Municipality offices. In addition, EDL and LRA will each maintain an email address specifically to receive grievances and comments, with both boxes and email inboxes checked on at least a weekly basis. The LRA and EDL websites will also include information on how feedback, questions, comments, concerns and grievances can be submitted. The websites will provide information (summarized below) on the way grievances will be handled, both in terms of process and deadlines.

The overall objectives of the GRM are to:

⁴ The mechanisms are identical but will be administered separately by LRA and EDL.

- Provide a transparent process for timely identification and resolution of issues affecting the project and people, including issues related to the resettlement and compensation program.
- Strengthen accountability to beneficiaries, including project affected people.

Any person will be able to submit comments or complaints at any time by using the EDL and LRA GRMs. Although it is not possible to predict specific grievances, they could range from the desirability of financing the projects to complaints about increased traffic or dust and noise (complaints received about things not related to or caused by the project, such as electricity supply in general, will be referred to appropriate departments within LRA and EDL, but not addressed by the project GRMs).

4.4. Grievance Management

Figure 3 illustrates the steps that LRA and EDL will follow in managing grievances, and Figure 4 shows the resolution process .



Figure 3. Steps in Managing Grievances

Source: Agarwal, Sanjay and David Post. 2009. *Feedback Matters: Designing Effective Grievance Redress Mechanisms for Bank-Financed Projects – Part I*. SDV. World Bank.

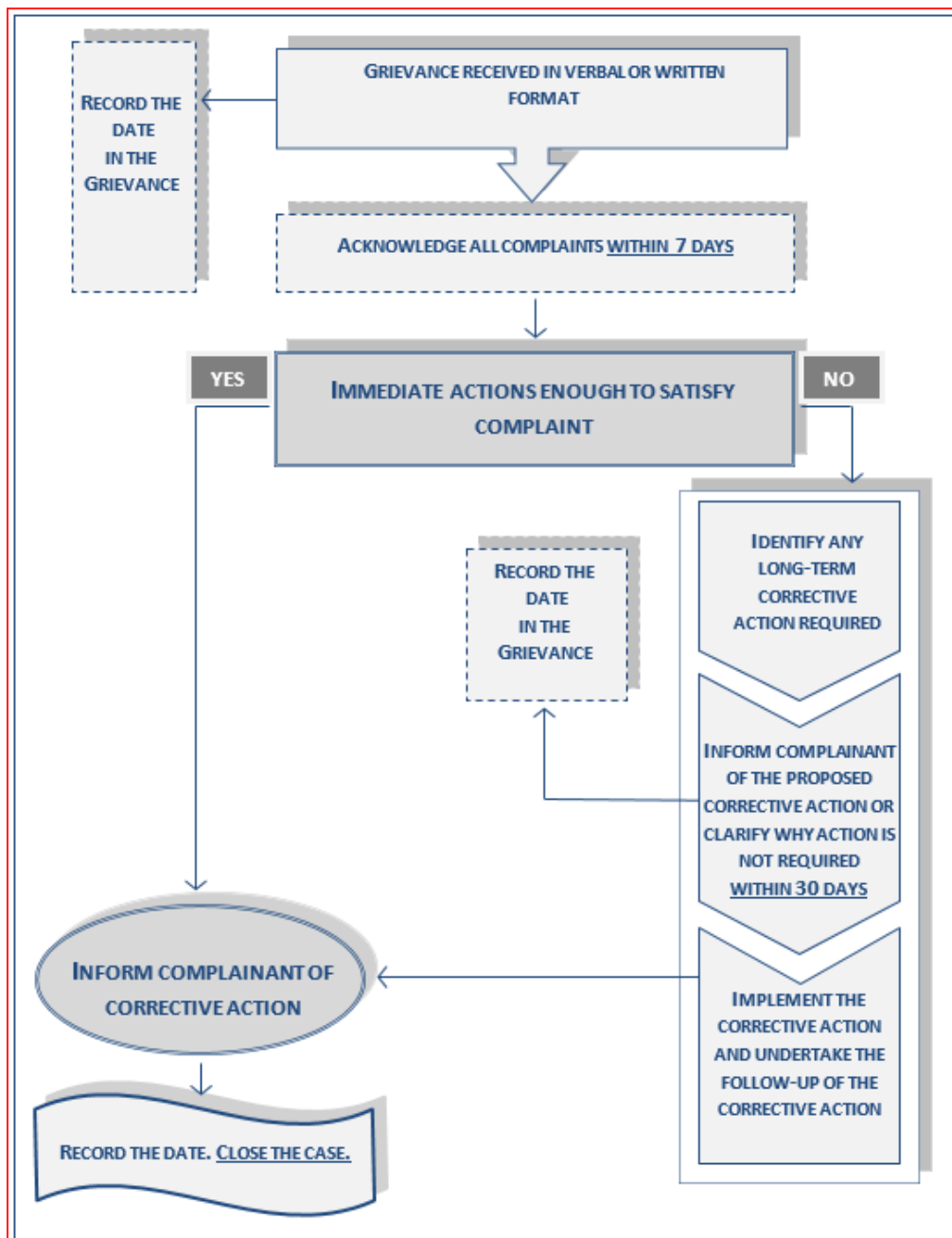


Figure 4. Grievance Resolution Process

- **Step 1: Uptake.** Project stakeholders will be able to provide feedback and report complaints through several channels, as described below.
- **Step 2: Sorting and processing.** Complaints and feedback will be compiled by a designated grievance manager and recorded in a register⁵. This manager will either be responsible for handling the issue or, in consultation with management, will assign an appropriate person to be responsible. The process will provide confidentiality and anonymity if this is requested and all data will be protected.
- **Step 3: Acknowledgement and follow-up.** Within seven (7) days of the date a complaint is submitted, the responsible person (see below) will communicate with the complainant and provide information on the likely course of action and the anticipated timeframe for resolution of the complaint. If complaints are not resolved within 15 days, the responsible person will provide an update to the complainant about the status of the complaint/question and again provide an estimate of how long it will take to resolve the issue. Every two weeks, the grievance manager will report to senior management in charge of the project weeks on grievances that have remained unresolved for 30 days or more.
 - **Step 4: Verification, investigation and action.** This step involves gathering information about the grievance to determine the facts surrounding the issue and verifying the complaint's validity, and then developing a proposed resolution, which could include compensation, changes in the construction or operating program, other actions, or no actions. Depending on the nature of the complaint, the process could include site visits, document reviews, a meeting with the complainant (if known and willing to engage), and meetings with others who may have knowledge or can otherwise help resolve the issue. It is expected that many or most grievances would be resolved at this stage, with the goal to resolve within two weeks. All activities taken during this and the other steps will be fully documented, and any resolution logged in the register.
 - **Step 5: Monitoring and evaluation.** This step would involve the designated grievance manager's tracking grievances and assessing the progress that has been made toward resolution. This will be accomplished by maintaining the grievance register and records of all steps taken to resolve grievances or otherwise respond to feedback and questions. The typical grievance resolution process is shown on Figure 4.
 - **Step 6: Providing Feedback.** This step involves informing those who submit complaints or feedback about how their issues were addressed and resolved. Whenever possible, complainants would be informed of the progress of the grievance resolution process on a weekly basis, and then informed of the proposed resolution in person. The goal is to resolve all grievances as soon as possible, but not more than 30 days. If the complainant is not satisfied with the resolution, he or she will be informed of further

⁵ The register will include identify the complainant and the details of the grievance and of all steps in the resolution process unless the complainant has requested anonymity or not identified themselves or if the subject of the grievance is SEA/SH. If the complaint is anonymous, it will proceed through the resolution process, with the only exception being that the complainant cannot be informed directly of the resolution. If the subject of a complaint is SEA/SH, the register will not include the survivor's name or identifying information, but will include only the complainant's own words (without questioning), whether the survivor believes the perpetrator was associated with the project, and (if known) the age and sex of the survivor and information on whether the survivor was referred to services. Regardless, grievances that involve SEA/SH will be referred to a qualified service provider for resolution, and the grievance manager will work with the service provider to ensure the issue is resolved, but will not receive information beyond the fact that it was indeed resolved and the date.

options, which would include pursuing remedies through the World Bank, as described below, or through avenues afforded by Lebanon law. Similarly, if a grievance cannot be resolved, the complainant will be notified, if possible in person. . On a monthly basis, the grievance manager will report to senior management in charge of the project on grievances resolved since the previous report and on grievances that remain unresolved, with an explanation as to steps to be taken to resolve grievances that have not been resolved within 30 days.

The designated LRA and EDL grievance managers will be responsible for carrying grievances through all six steps. If a stakeholder is not satisfied with a proposed resolution, they may appeal to the World Bank (see below) or pursue other avenues that may be available under Lebanese law. EDL And LRA will maintain detailed records of all deliberations, investigations, findings, and actions, and will maintain a summary log that tracks the overall process. Confidentiality principles will be applied and data protected at all stages of the process.

Anyone who wishes to submit a grievance LRA EDL would proceed as follows:

- By completing a written grievance form that will be available (a) in the Municipality in which the LRA HPP or the EDL solar power sites are located, (b) at EDL and LRA offices in Beirut or on websites. Examples of grievance registration forms are provided in Annex 3 and Annex 4. The form may be placed into a comment box at the LRA and EDL offices, at the HPPs, and in the future at solar sites.
- By sending an email to EDL (nassimgeorges@gmail.com) or LRA (xxxxxx@xxxxxx.xx), by telephone, in person, or by post.
- By submission via the LRA or EDL websites (<https://www.litani.gov.lb> and www.edl.gov.lb, respectively)
- By sending a letter by post to:

| <i>EDL</i> | <i>LRA</i> |
|---|---|
| EDL Solar Power Attn: Eng. Nassim Abou Hamad, Head of Governance and Environment Department Ghannageh Bld. 3 rd floor, Bechara El Khoury Street, Beirut +961 3 641280 | LRA Litani River HPPs Rehabilitation Attn: Street address Beirut Telephone email |

Grievances received in writing or verbally will be recorded on a grievance registration form and logged into the Grievance Register, ensuring confidentiality where requested and data protection. EDL and LRA will explain to stakeholders the possibilities and ways to raise a grievance during consultation meetings when this draft SEP is disclosed and then at future public meetings. The EDL and LRA grievance managers will be responsible for logging and tracking grievances. As noted above, one person will be assigned responsibility for investigating and recommending resolution to each grievance.

A grievance will be considered “resolved” or “closed” when a resolution satisfactory to both parties has been reached, and after any required corrective measures have been successfully implemented. When a proposed solution is agreed by the complainant, the time needed to implement it will

depend on the nature of the solution. Once the solution is being implemented or is implemented to the satisfaction of the complainant, the complaint will be closed out and acknowledged in writing by both parties.

In certain situations, it may not be possible to reach a satisfactory resolution. This could occur if a complaint cannot be substantiated or is proved to be speculative or fraudulent. In such situations, the efforts to investigate the grievance and to arrive at a conclusion will be well-documented and the complainant advised of the situation. It is also possible that a complainant will not be satisfied with a proposed resolution. In such cases, if more cannot be done by LRA or EDL, the complainant will be asked to acknowledge refusal of the proposed resolution in writing. LRA or EDL will then decide whether to implement the resolution without the agreement of the complainant and the complainant will decide whether to pursue legal remedies.

4.5. Grievance logs

As noted previously, the respective grievance managers will maintain the grievance logs. The logs will include at least the following information:

- Individual reference number.
- Name of the person submitting the complaint, question, or other feedback, address and/or contact information (unless the complaint has been submitted anonymously or involves SEA/SH).
- Details of the complaint, feedback, or question, his/her location, and details of his/her complaint. As noted, in the case of SEA/SH, this will include only the words of the complainant, whether the perpetrator is believed to be associated with the project and information on whether the survivor was referred to services.
- Date of the complaint.
- Name of person assigned to deal with the complaint (acknowledge to the complainant, investigate, propose resolutions, etc.) or the service provider in the case of SEA/SH grievances.
- Details of proposed resolution, including person(s) who will be responsible for authorizing and implementing any corrective actions that are part of the proposed resolution. In the case of SEA/SH grievances, only the fact that it was (or was not) resolved.
- Date when proposed resolution was communicated to the complainant (unless anonymous).
- Date when the complainant acknowledged, in writing if possible, being informed of the proposed resolution.
- Details of whether the complainant was satisfied with the resolution, and whether the complaint can be closed out.
- Date when the resolution has been completed or the process is abandoned.

4.6. Roles and Responsibilities

As the implementing agencies, LRA and EDL have overall responsibility for implementing the projects in compliance with the requirements of Lebanese law and the World Bank. The contact below are responsible for ensuring all Project-related grievances are addressed in accordance with this GRM.

| <i>Litani River Authority and</i> | <i>Electricité du Liban</i> |
|--|-----------------------------|
| Name: Eng. Nassim Abou Hamad, Head of Governance and Environment Department | Name: |
| Address: Ghannageh Bld. 3 rd floor, Bechara El Khoury Street, Beirut | Address: |
| Phone: +961 3 641280 | Phone/Fax: |
| Email: nassimgorges@gmail.com | Email: |

5. World Bank Grievance Redress System

Besides the GRM established for the project, the World Bank maintains a mechanism by which communities and individuals who believe that they are adversely affected by a project supported by the World Bank may submit complaints through the Bank's Grievance Redress Service (<http://projects-beta.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service>). A complaint may be submitted in Arabic, French, or English languages.

A complaint can be submitted to the Bank System through the following channels:

- By email: grievances@worldbank.org
- By fax: +1.202.614.7313
- By mail: The World Bank, Grievance Redress Service, MSN MC10-1018, 1818 H Street Northwest, Washington, DC 20433, USA
- Through the World Bank Lebanon Country Office in Beirut: VGX4+W5M, Beirut, Lebanon, +961 1 962 914

The complaint must clearly state the adverse impact(s) allegedly caused or likely to be caused by the Bank-supported project. To the extent possible, this should be supported by documentation and correspondence. The complaint may also indicate the desired outcome of the complaint. Finally, the complaint should identify the complainant(s) or assigned representative/s, and provide contact details. Complaints submitted via the GRS are promptly reviewed to allow quick attention to project-related concerns.

ANNEX 1

STAKEHOLDER ENGAGEMENT DURING ENVIRONMENTAL AND SOCIAL AUDIT OF LRA HPPs

Stakeholder Engagement Plan

During the course of the audit of LRA HPPs, officials in the local Municipalities of Joun, Jezzine, Qaraoun, Bouhayra were consulted and interviewed. The interviews were carried out by phone and physical meetings. The table below provides a summary of the information provided and the perceptions and comments of those who were consulted.

Stakeholder Engagement During Environmental and Social Audit of LRA HPPs Audit

| <i>Date</i> | <i>Stakeholder</i> | <i>Short description of stakeholder</i> | <i>Comments/feedback received</i> |
|--------------|----------------------|--|--|
| May 14, 2024 | Joun Municipality | Mayor of Joun: Mr. Hussam Chamselddine; Environmental Officer in the municipality: Mr. Ibrahim Eid | <p>The town's population is estimated to be around 8,000 inhabitants, with 3,500 being permanent residents and 4,500 visiting during weekends and the summer.</p> <p>During summer months, the number of people in Joun can reach up to 12,000 due to the presence of water and the provision of 20 hours/day of electricity from the HPP. The village has two public schools and two private schools. Although there are no universities in the area, the literacy rate is very high, with almost no illiterate residents in Joun. Regarding healthcare facilities, there is one dispensary in the village. Residents primarily seek medical services at hospitals in Mazboud, Sibline, and Saida, which are approximately 7, 8, and 13 km away, respectively.</p> <p>The main types of employment in Joun include positions such as doctors, engineers, university and school teachers, judges, and members of the internal security forces and army, in addition to various public and private sector jobs.</p> <p>The economy is predominantly agriculture (olive oil production, honey); The primary drinking water supply are mountain springs, which are known to be abundant in the area.</p> <p>With respect to Joun HPP – the Mayor fully supports the project and rehabilitation of the plant. At present, the residents of Joun and nearby smaller villages receive electricity directly from LRA at about 18 hours/day. He hopes that with rehabilitation of HPP, the communities will be receiving electricity 24 hours per day.</p> |
| | Jezinne Municipality | Mayor: Mr. Khalil Harfouch –Head of Union of Municipalities of Jezzine | <p>The Mayor was very satisfied with the service offered by LRA. He said that unlike other governmental authorities, they are very responsive and professional. The residents of Jezzine and surrounding</p> |

Stakeholder Engagement Plan

| <i>Date</i> | <i>Stakeholder</i> | <i>Short description of stakeholder</i> | <i>Comments/feedback received</i> |
|---------------|-------------------------------------|---|---|
| | | | <p>villages are supplied with electricity at 18-20 hours per day from LRA . Ninety percent of the villages are supplied with electricity from the LRA HPP. Only seven villages are not connected due to technical issues.</p> <p>Many studies have been conducted for the Caza of Jezzine, including the strategic plan for Jezzine. Normally, Jezzine relies on tourism in the summer, but this season, tourism has been significantly impacted due to the war activities in the south.</p> |
| May 15, 2024: | Qaraoun and Bouhayra Municipalities | Mayor: Eng. Yahya Daher; Treasurer: Mr. Omar Jbara | <p>Qaraoun residential area occupies 25.2 km², with approximately 7 km² occupied by the lake. Around 6.8 km² of the land is owned by the government.</p> <p>Population Size in Qaroun:</p> <ul style="list-style-type: none"> • 5,000 permanent Lebanese residents • 4,600 Syrian refugees • 7,000 Lebanese living abroad <p>Total number of households: 1,155</p> <p>Infrastructure and Services:</p> <ul style="list-style-type: none"> • Primary source of potable water: Ain Zarqa spring and three artesian wells (two owned by the Bekaa Water Establishment and one owned by the municipality). • Electricity supply: LRA typically supplies the town with electricity 24 hours per day. 100% of all electricity is sourced from LRA HPPs/network. In cases of shortage, the supply is reduced to 22 hours. No private diesel generators are available in Qaroun. LRA services 112 municipalities in the region via the Aabd Al Aal HPP. • In the last few years, the municipality has planted around 138 hectares of land. Last year alone, the municipality planted 15 hectares of oak, almond, and pine trees. • Solid waste in Qaroun is collected by the municipality. Sorted waste is collected three times per week, while rejects are collected daily. In 2016, the municipality-initiated waste sorting efforts, with two projects underway: one with DAWERR, funded by USAID, focusing on organic waste treatment, and another with ESFD for briquetting. • The wastewater network covers 70% |

Stakeholder Engagement Plan

| <i>Date</i> | <i>Stakeholder</i> | <i>Short description of stakeholder</i> | <i>Comments/feedback received</i> |
|-------------|--------------------|---|---|
| | | | <p>of the town, connected to the wastewater treatment plant in Aitit. The remaining 30% rely on open-ended septic tanks.</p> <p>Socio-economics:</p> <ul style="list-style-type: none"> • The main sources of income in Qaroun are derived from expatriates, the agricultural sector, and trade. • The town has two public schools, two private schools, and a center named NABAD catering to Syrian refugees. • Qaroun hosts seven stone industries, five brick industries, and one steel industry. • The closest hospitals to the town are Joub Jannine Hospital and Sohmor Hospital. <p>Water level monitoring: Around the lake, there are 120 piezometers. Every two days, the team at LRA takes measurements from these meters to check the water level at the dam. In case of a change in level, it indicates potential infiltration from the dam.</p> <p>Dam inspection and water quality testing: The Qaroun municipality is now responsible for inspecting the equipment at the dam. Every six months, they sample the quality of t water (as required).</p> <p>The Municipalities are in full support of the Litani HPP rehabilitation project and they understand the importance of LRA electricity generation and production to local economies and people.</p> |

ANNEX 2

**STAKEHOLDER ENGAGEMENT DURING ENVIRONMENTAL AND SOCIAL SCREENING OF EDL
POTENTIAL SOLAR POWER PLANT LOCATIONS**

Stakeholder Engagement Plan

During the environmental and social screening of areas that had been determined to be technically suitable for development of solar power plants, the screening team met with officials of the municipalities of Qaa, Ras Baalbek and Maqneh. They were given a brief explanation of the reason for the visit—the identification of certain areas in their municipalities as being technically suitable for solar development—and asked about the characteristics of their populations and towns/villages and their opinions about the potential development. They were all well aware that land in their Municipalities was being considered for solar development and were unanimous in their favorable opinions of such development. The table describes the information their provided and their perceptions and comments about the development of solar plants.

Stakeholder Engagement During Environmental and Social Screening of Potential Solar Power Plant Locations

| <i>Stakeholder</i> | <i>Short description of stakeholder</i> | <i>Comments/feedback received</i> |
|-----------------------------|--|---|
| Municipality of Qaa | <ul style="list-style-type: none"> • Mr. Bashir Matar • Mayor of Ain: Mr. Zakariya Nouredine | <ul style="list-style-type: none"> • Several studies have been conducted in the region to assess the viability of solar energy utilization, with the latest one conducted by LCEC focusing on CSP technology. These studies have indicated that Ras Baalbek exhibits optimal conditions for solar energy production. The planned project in Ras Baalbek aims to generate 70MW of solar power. • The surface area of Qaa spans 182km² and is divided into four cadastral areas, with three of them remaining undivided (غير مفرز). The municipality owns approximately 12 million m² of land in Qaa, with one-third allocated for industrial purposes. • Agriculture is the predominant type of land use in Qaa, encompassing 60 percent of its area and primarily utilizing drip irrigation systems. Prevalent crops include apricots, peaches, grapes, cactus, apples, cherries, pears, lettuce, eggplants, tomatoes, wheat, and zucchini. • The land proposed for the project belongs to the municipality. • Qaa relies mostly on artesian wells for its water supply, with ongoing projects aimed at utilizing floods to capture water and awaiting the implementation of the Assi River project. • Electricity supply from EDL amounts to four hours per day, split into two-hour intervals during the day and night. • Residents have increasingly turned to solar panel installations on their rooftops, eliminating the presence for private diesel generators in the town. |
| Municipality of Ras Baalbek | Municipality staff: Walid Fayad, Wadiaa Nabaa and IT at the municipality | <ul style="list-style-type: none"> • Surface area of the town: 176,150,000m². • Population is 11,000 in the summer and 7000 in the winter. • According to a study by LCEC, Ras Baalbek experiences 320 sunny days per year, making solar energy highly favorable in this town. • Electricity from EDL is available for four hours per day, in two-hour intervals during the day and night. As in Qaa, residents have increasingly installed solar panels |

Stakeholder Engagement Plan

| <i>Stakeholder</i> | <i>Short description of stakeholder</i> | <i>Comments/feedback received</i> |
|-------------------------|---|--|
| | | <p>on their rooftops, eliminating the need for private diesel generators in the town.</p> <ul style="list-style-type: none"> • The primary source of potable water is three artesian wells operated by the Bekaa Water Establishment. • Solid waste is collected by the municipality five days a week and disposed of in an open dumpsite. A local NGO has implemented awareness campaigns to encourage sorting at the source. However, since the sorted waste could not be sent to a nearby sorting facility, all sorted waste ends up at the dumpsite. • Ras Baalbek has two public schools and two private schools. There are no universities in Ras Baalbek, so students attend universities in Zahle or Baalbek. • There is no hospital in Ras Baalbek; the nearest hospital is Hermel Hospital. The village has only a dispensary. • Approximately 4 km² of land is available for a solar farm. The proposed site is located between Qaa, Ras Baalbek, and Hermel. |
| Municipality of Harbata | Mayor of Harbata | <ul style="list-style-type: none"> • The proposed site is approximately 1.3km² of rocky land owned by the municipality. • The population is 2,000 in the winter and 6,000 in the summer. • There is only one middle school; students travel to nearby villages (Labwa, Ras Baalbek, and Al Ain) for high school and to Zahle, which is about 69 km away, for university. • There is no hospital in the village, but the municipality has a dispensary. The nearest hospital is in Baalbek, 25 km away. There are plans to build a hospital in Harbata. • Solid waste is collected by the municipality and disposed of in an open dumpsite. There is a plan to build a sorting facility for the Union of municipalities in Harbata. |
| Municipality of Maqneh | Mayor of Maqneh: Fawwaz Mokdad | <ul style="list-style-type: none"> • The proposed site is 0.6 km² and is owned by the municipality. This area can be increased to 2 km² by renting private lands located between these plots at a price of \$0.1/m²/year. • Electricity is primarily supplied by EDL at a rate of 10 hours per day, supplemented by private solar panels located on rooftops. There are no private generators in the village. • The village has 5,800 voters. • The lands in the village are mostly used for grazing and some agricultural activities. • There are no archaeological sites in Maqneh, but there are caves in the mountains. However, these caves are not considered historical. |

ANNEX 3

LRA GRIEVANCE FORM

| Litani River Authority Grievance Form | | | | |
|---|---|--|---|--|
| Grievance reference number (to be completed by LRA): | | | | |
| Contact details (may be submitted anonymously) | Name(s): | | | |
| | Address: | | | |
| | Telephone: | | | |
| | Email: | | | |
| How would you prefer to be contacted (check one) | By mail/post: <input type="checkbox"/> | By phone: <input type="checkbox"/> | By email <input type="checkbox"/> | No contact <input type="checkbox"/> |
| Preferred language | <input type="checkbox"/> Arabic | <input type="checkbox"/> French | <input type="checkbox"/> English | |
| Provide details of your grievance. Please describe the problem, what happened, who it happened to, when and where it happened, how many times, etc. Describe in as much detail as possible. | | | | |
| What is your suggested resolution for the grievance, if you have one? Is there something you would like LRA or another party/person to do to solve the problem? | | | | |
| How have you submitted this form to the project? | Website <input type="checkbox"/> | email <input type="checkbox"/> | By hand <input type="checkbox"/> | |
| | In person <input type="checkbox"/> | By telephone <input type="checkbox"/> | Other (specify) <input type="checkbox"/> | |
| Who filled out this form (If not the person named above)? | Name and contact details: | | | |
| Signature | | | | |
| Name of LRA HPP person assigned responsibility | | | | |
| Resolved? | <input type="checkbox"/> Yes | <input type="checkbox"/> No | Date: | |
| Completion | | | | |
| Final resolution (briefly describe) | | | | |
| | Short description | Accepted? (Y/N) | Acknowledgement signature | |
| 1 st proposed solution | | | | |
| 2 nd proposed solution | | | | |
| 3 rd proposed solution | | | | |

ANNEX 4

EDL GRIEVANCE FORM

| Électricité du Liban Grievance Form | | | | |
|---|---|--|---|--|
| Grievance reference number (to be completed by EDL: | | | | |
| Contact details (may be submitted anonymously) | Name(s): | | | |
| | Address: | | | |
| | Telephone: | | | |
| | Email: | | | |
| How would you prefer to be contacted (check one) | By mail/post: <input type="checkbox"/> | By phone: <input type="checkbox"/> | By email <input type="checkbox"/> | No contact <input type="checkbox"/> |
| Preferred language | <input type="checkbox"/> Arabic | <input type="checkbox"/> French | <input type="checkbox"/> English | |
| Provide details of your grievance. Please describe the problem, what happened, who it happened to, when and where it happened, how many times, etc. Describe in as much detail as possible. | | | | |
| What is your suggested resolution for the grievance, if you have one? Is there something you would like LRA or another party/person to do to solve the problem? | | | | |
| How have you submitted this form to the project? | Website <input type="checkbox"/> | email <input type="checkbox"/> | By hand <input type="checkbox"/> | |
| | In person <input type="checkbox"/> | By telephone <input type="checkbox"/> | Other (specify) <input type="checkbox"/> | |
| Who filled out this form (If not the person named above)? | Name and contact details: | | | |
| Signature | | | | |
| Name of EDL HPP person assigned responsibility | | | | |
| Resolved? | <input type="checkbox"/> Yes | <input type="checkbox"/> No | Date: | |
| Completion | | | | |
| Final resolution (briefly describe) | | | | |
| | Short description | Accepted? (Y/N) | Acknowledgement signature | |
| 1 st proposed solution | | | | |
| 2 nd proposed solution | | | | |
| 3 rd proposed solution | | | | |

