

Democratic Socialist Republic of Sri Lanka

**Central Bank of Sri Lanka
Resolution and Enforcement Department (RED)**

**Sri Lanka Financial Sector Safety Net
Strengthening Project (P180861)**

Stakeholder Engagement Plan (SEP)

25 May 2023

Central Bank of Sri Lanka has a mechanism in place to carryout stakeholder engagement and redress grievances. The project will utilize these during implementation to meet the ESS10 requirements. The following commitments related to stakeholder engagement and grievance redress are included in the project Environment Social Commitment Plan (ESCP).

ESS 10: STAKEHOLDER ENGAGEMENT AND INFORMATION DISCLOSURE			
MATERIAL ACTIONS	MEASURES AND	TIMEFRAME	RESPONSIBLE ENTITY
10.1	<p>STAKEHOLDER ENGAGEMENT PLAN PREPARATION AND IMPLEMENTATION</p> <p>As a part of the public awareness strategy a Stakeholder Engagement Plan will also be prepared (based on the surveys) to ensure that no relevant stakeholder would be excluded from the Project.</p> <p>This Stakeholder Engagement Plan (SEP), will be updated as necessary (based on the surveys and the public awareness strategy), and will be implemented throughout the Project implementation</p>	<p><i>throughout the project implementation.</i></p>	<p><i>PIU at CBSL</i></p>
10.2	<p>PROJECT GRIEVANCE MECHANISM</p> <p>Publicize, maintain, and operate the CBSL existing grievance mechanism, to receive and facilitate resolution of concerns and grievances in relation to the Project, promptly and effectively, in a transparent manner that is culturally appropriate and readily accessible to all Project-affected parties, at no cost and without retribution, including concerns and grievances filed anonymously, in a manner consistent with ESS10.</p>	<p>Throughout project the Central Bank will utilize its existing GRM procedures which includes:</p> <ul style="list-style-type: none"> - Financial Consumer Relations Department and Regional Development Department which has 6 regional offices by which the public can access. - Financial Ombudsman - As final appeal/redress the Sri Lanka Court System 	<p><i>PIU at CBSL</i></p>

	<p>The grievance mechanism shall be equipped to refer the SEA/SH related grievances to relevant gender-based violence service providers, all in a safe, confidential, and survivor-centred manner and description of relevant GRMs will also be included in the Public Awareness Strategy.</p>		
CAPACITY SUPPORT			
CS1	<p>Following training will be carried out</p> <ul style="list-style-type: none"> - Introduction to ESF, ESCP, and SEP . - Awareness on handling inquiries, complaints and grievances related to the project and the GRMs. - Awareness and detection of cases of gender-based violence and SEA/SH. - Training of Trainers (ToT) Programs will be conducted to the Regional Trainers to roll out the Public Awareness strategy in all 25 districts in all three languages. 	Throughout the project implementation.	<i>PIU at CBSL</i>