

**Ministry of Finance and Public Credit
Republic of Colombia**

National Housing Fund - Fonvivienda

**Ministry of Housing, City and Territory
Resilient and Inclusive Housing Project in Colombia (P172535)**

Draft

STAKEHOLDER ENGAGEMENT PLAN

June 3, 2020

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INTRODUCTION

The Stakeholder Engagement Plan (hereinafter SEP) is formulated based on the data gathered for the assessment social and environmental risks and impacts of the Environmental and Social Management Framework of the “Resilient and Inclusive Housing Project in Colombia” (hereinafter, the Project) spearheaded by the Ministry of Housing, City and Territory (Ministerio de Vivienda, Ciudad y Territorio, hereinafter MVCT for its acronym in Spanish). It has been necessary to use most of the secondary sources considering that the document was prepared in the context of the worldwide emergency caused by the Covid 19¹ pandemic, which is why this document is a draft, and as such its contents will be validated, modified and formalized via virtual consultations held in scenarios that are specially designed to ensure meaningful participation. This, without discarding the possibility of holding face-to-face participative processes once the nationwide lockdown is over.

Therefore, this SEP is devised taking into account the advancements made regarding the identification of the social and environmental baseline, the social and environmental risks, the definition of the Project’s components, the Colombian legislation and the guidelines and requirements laid out in the World Bank’s Environmental and Social Standard 10 “Stakeholder Engagement and Information Disclosure” (hereinafter ESS 10).

The SEP will be executed throughout the Project’s life cycle so that the public and private institutions carrying out activities within the Project’s framework can ensure proper liaising with the stakeholders in a manner that is culturally appropriate and in accordance with the nature of their interests.

The SEP is a dynamic document that will be broadened in each section deemed relevant, once the Project’s municipality intervention has been focalized or the implementation has initiated. It will also be modified whenever the specific conditions of the Project call for it or whenever the stakeholders demand it to respond to specific situations in execution contexts.

This document constitutes the Project’s Stakeholder Engagement Plan, which is in line with the World Bank’s ESS 10 and the Colombian legislation, and a project management instrument that will be broadened and complemented upon execution.

The ten sections herein include a brief description of the Project; the policies and requirements guiding the SEP actions; the objectives to be achieved with the execution of the SEP; the stakeholders identified; engagement, information disclosure and grievance mechanisms in place; organizational capacity and commitment needed to execute the SEP; the SEP execution assessment and monitoring structure, and a final section covering the SEP’s socialization with the stakeholders.

¹ Decree 457 issued March 22, 2020, Article 1 “Mandatory lockdown of all inhabitants of the Republic of Colombia”.

1. DESCRIPTION OF THE PROJECT

The Project focuses on contributing to the improvement of the people's quality of life based on a comprehensive intervention in urban zones surrounding municipalities classified as Special, 1 and 2, and of departmental capital cities and in rural settings in municipalities with high deficit indexes; considering their inhabitants' socioeconomic conditions, it is estimated that 70% are DPTF Municipalities².

In the urban context this comprehensive intervention entails improving the living conditions and the basic public utilities infrastructure with a view to improving people's everyday life, both individual and collective, vis-à-vis access roads, sidewalks, public lighting, parks and cultural, recreational and sport spaces. In the rural context, this involves a few of the abovementioned items, but also includes other elements as well. The most relevant relate to infrastructure for carrying out farming economic activities and to guarantee the territory's sustainable environment.

The Technical Newsletter on Housing Shortage (DANE, Abril 2020) indicates that 3,765,616 houses inhabited by Colombians have at least one qualitative deficit³. These are concentrated in municipal seats in the Caribbean region, eastern Chocó and northern Cauca. Most populated and scattered rural centers are located in the Central, Eastern and Caribbean regions, as well as in Norte de Santander, the eastern municipalities in Santander and those in northern Boyacá. This figure does not include the housing of indigenous peoples or ethnic housing.

Municipalities receiving greater influxes of migrant populations, encompassing both those with the largest figures vis-à-vis the local population, and those with the largest figures nationwide, are deemed beneficiary municipalities as well. **Therefore, the Project has envisaged contributing to improving the habitability of the migrant population.** Conpes 3950 issued November 2018 "Strategy to provide care to Venezuelan migrants" provides figures resulting from the 2017 Integrated Household Survey, which shows an overall housing deficit of 37.3 % solely from the analysis of the migrant households that entered the country between 2016 and 2017. The qualitative deficit is 22.6% and 19.6% live in tenements and other types of structures. These figures were estimated prior to the migration wave of January 2018. According to Migración Colombia, to September 30 of that same year, 1,032,016 Venezuelans had entered the country, 218,088 of them irregularly.

² Decree 893 / 2017 issued by the Ministry of Agriculture and Rural Development describes the Development Program with a Territorial Focus (DPTF) as a process that has been coordinated since 2017 by the Territory Reconstruction Agency, which aims at "... the structural transformation of rural areas and environment and an equitable relation between country and city, (...), ensuring the welfare and life, the protection of the multiethnic and multicultural wealth, the development of the peasant economy and the production forms that are inherent to the [ethnic people communities and groups], the development and the integration of abandoned regions that have been devastated by the conflict, and the recognition and promotion of the rural women's organization and to make the Colombia countryside become a reconciliation scenario."

³ DANE analyzes the qualitative deficit through seven variables: mitigable overcrowding, floors, kitchen, water for cooking, sewage system, electricity and solid waste collection.

Data from the 2019 Integrated Household Survey showed the existence of 499,950 Venezuelan migrant households, 427,267 of them located in urban areas and 72,683 in rural areas. In urban areas, 8,916 households inhabit their own house, 388,374 pay rent and 29,977 live in other types of conditions. The number of households living in homes under other types of usufruct is greater in rural areas, with 51,466; 17,971 pay rent and 3,246 live in their own homes.

The households that are eligible for the Housing Improvement Family Subsidy must own an urban or rural house with a qualitative deficit and be located in any of the most vulnerable urban, peri-urban and rural zones in the municipalities selected and prioritized by the MVCT.

In urban areas, the homes that meet the eligibility criteria laid out in the Casa Digna, Vida Digna Program and have an effective diagnosis of their improvement needs, are considered beneficiaries. In rural areas the homes focalized by the Rural Housing Directorate at the MVCT are considered beneficiaries.

The characteristics of the sectors, districts or neighborhoods of urban and rural areas where the houses with qualitative deficits are located usually lack basic public utilities required for everyday social, community and economic activities; they also tend to lack infrastructure elements that foster the individual and collective enjoyment of a decent life. These deficits are the result of unplanned urban development, which accelerates and reconfigures cities' structures due to demographic growth caused by internal migrations generated either by forced displacement or the expectation of a better quality of life in departmental capital cities.

In the diagnosis presented in Conpes 3604 issued August 2009 "Guidelines for the consolidation of the Policy for the Integrated Improvement of Neighborhoods - MIB" which is still in force, it was inferred that by 2020, over 80% of the Colombian population would reside in urban centers, a spot-on estimate, considering that according to the National Population and Housing Census (DANE, 2018), Colombia has 48,258,494 inhabitants: 77.1% resides in municipal seats, 7.1% in Populated Centers and 15.8% in scattered rural areas. The urbanization trend is obvious and there are no transformations allowing to infer that this may change.

The urban and rural areas that will be subject to community infrastructure improvement interventions will be those defined for urban and rural housing improvement activities.

The Project will finance the strengthening of the MVCT and the local counterparts with the development of capacities in order to formalize a regulatory framework for housing improvements and subsidies; research on new technologies for affordable and resilient housing in remote areas; the creation of geospatial databases to lower the cost of client acquisition and the design of standard products that may be used by microfinance entities as budget tools and quality control mechanisms. It also involves implementing information systems that will help optimize the allocation of housing subsidies; research sustainable construction standards for housing, collective equipment and social infrastructure and the technical studies that will reinforce the urban housing and planning and territorial planning integrated instruments; foster and enforce housing resilience and social inclusion; identify opportunities to implement urban

and territorial development financing instruments and oversee and assess the existing housing programs.

The Project's components are as follows:

- **Component 1.: Improving housing quality for low-income families**
 - Subcomponent 1.1. Support the granting of subsidies to improve housing quality.
 - Subcomponent 1.2. Finance the construction of community equipment and social infrastructure.
- **Component 2: Institutional strengthening to increase housing quality.**
 - Subcomponent 2.1. Strengthen microfinance aimed at the home improvement market.
 - Subcomponent 2.2. Strengthen the institutional capacities of the MVCT and its local counterparts.
- **Component 3: Project Management**

All 25 components of the Project will be executed in 25 municipalities: Bogotá, Medellín, Cali, Barranquilla, Bucaramanga, Cartagena, Cúcuta, Pereira, Santa Marta, Valledupar, Riohacha, Sincelejo, Arauca, Yopal, Soledad, Bello, Villa del Rosario, Ciénaga, Soacha, Floridablanca, Fonseca, Maicao, San Juan del Cesar, Saravena and Tibú.

The Ministry of Housing, City and Territory, which is the entity responsible for formulating the Project, put together a team with two Social Science professionals, who are responsible for designing this SEP and for conducting the corresponding consultations and disclosure of the Project in its formulation and social risk and impact assessment phase. During the SEP's implementation phase, the MVCT's implementing agency will set up teams with a number of Social Science professionals that will depend on the complexity of the intervention in each municipality, so that it will meet the specific assistance need of each territory to be intervened by the Project.

2. POLICIES AND REQUIREMENTS

The engagement of the stakeholders is a transparent and inclusive process that facilitates acknowledging the different viewpoints and perceptions vis-à-vis the environmental and social risks that may arise throughout the Project's cycle. The ESS 10 recognizes the importance of the broad, effective and culturally appropriate consultation and engagement of the people or groups involved in order to instill trust, acceptance and the environmental and social sustainability of a project.

The ESS 10 applies to all projects supported by the World Bank. To ensure its proper implementation one of the instruments to be produced is the SEP. The SEP describes the

methods and times for consulting and making joint decisions by the MVCT, the public entities and private institutions participating in the Project's development, and the stakeholders, in addition to the mechanisms that foster significant engagement regarding the disclosure of information and the free expression of grievances.

The SEP's implementation is framed within the Colombian legislation, which favors and guarantees the right to citizen and community participation, access to public information and control over public resources, as indicated below:

Law	Topic/Issue	Description
Political Constitution of Colombia, Articles 2, 40, 103 y 270	Right to citizen participation	One of the fundamental purposes of the State is to facilitate the participation of all citizens in matters pertaining to the economic, political, administrative and cultural life of the Nation. The Political Constitution grants all citizens the right to participate in the constitution and exercise of, and control over, political power via specific citizen participation systems and mechanisms.
Political Constitution of Colombia, Articles 13, 20 y 80	Right to information	Access to information is a fundamental right so that citizens may partake in the Nation's decisions. In the context of public programs, projects and investments, citizens must be guaranteed access to accurate, timely and relevant information in equitable conditions for all people and groups involved.
Law 190 / 1995	Right to information and social control over public activities	Article 58 defines the citizens' rights to obtain sufficient and permanent information regarding the activities carried out by public entities or private organizations with public functions or which manage public resources.
Decree No. 695 / 2003	Fund for the Participation and Strengthening of Democracy	The goal of the Fund for the Participation and Strengthening of Democracy, which is attached to the Ministry of the Interior and Justice, is to bankroll programs that will enable citizen participation and the mechanisms for them to follow up and evaluate the institutions and mechanisms that promote citizen participation.
Law 850 / 2003	Citizen Oversight	Governs citizens' social control over State resources and defines the concept, scope and duties of Citizen Oversight.
Law 962 / 2005	Paperwork Reduction Act	With a view to facilitating citizens' relations with the public administration, unnecessary paperwork is eliminated and the administrative procedures of State entities and of private organizations with public functions, are rationalized. It states that all entities and organizations with public functions must provide and strengthen channels to provide citizen care so the latter may have swift and effective access to

Law	Topic/Issue	Description
		services. All actions and responses to complaints and claims must follow the principles laid out in Articles 83, 84, 209 and 333 of the Colombian Political Constitution.
Law 1098 / 2006	Childhood and Adolescence Code	Its goal is to guarantee the full development of children and adolescents. In Article 40, it establishes the obligation and responsibility of civil society entities and organizations, among others, to partake in the creation, evaluation, follow up and control of public policies relating to childhood and adolescence in order to effectively enforce their rights and guarantees enshrined in said law.
Law 1145 / 2007	National Disability System	Seeks to foster the coordinated formulation and implementation of the public policy on disabilities among local, regional and national public entities, organizations working for disabled persons and civil society. As a result it has produced a set of guidelines, rules, activities, resources, programs and institutions to be taken into account in the realization of actions targeting disabled populations.
Law 1257 / 2008	Awareness, prevention and punishment of violence against women and of discrimination	Aims at adopting regulations that allow guaranteeing all women safe, non-violent environments, both in the public and private arenas, the exercise of all the rights granted in the national and international laws, access to administrative and judicial procedures to protect these rights and the adoption of the public policies needed for their enforcement. Article 15 lists the obligations of public entities and civil society regarding the promotion of women's rights; reporting infringements and discrimination actions; participating in the creation, development, enforcement, control and evaluation of the public policies relating to women's rights, and cooperating with the authorities in the application of this Law.
Decree 2623 / 2009	National System for Citizen Care	Creates the National System for Citizen Care - SNSC, for its initials in Spanish – as the instance responsible for the nationwide coordination of the policies, strategies, programs, methodologies, mechanisms and activities of the Public Administration conducive to strengthening citizen care.
Law 1437 / 2011	Administrative Procedure Code and Administrative Law Code	In charge of the general administrative procedure for processing petitions, document requests and citizen consultations, with specific instructions concerning the goal of modernizing the administrative procedure, facilitating Colombian citizens' access to timely and effective justice and highlighting the right

Law	Topic/Issue	Description
		to petition with written sanctions whenever they have not been duly responded. In judicial and administrative actions there are two major issues to be taken into account: citizens may rely on technological means to expedite the process, and any request filed by a person with the authorities will be understood as the exercise of their right to petition, even if it has not been expressly stated as such.
Law 1474 / 2011	Anticorruption Statute	Seeks to strengthen the mechanisms for the prevention, investigation and punishment of corruption actions in public activities. This statute lays out the administrative measures to fight corruption. Article 76 states the obligation of public entities or entities with public functions to have an office responsible for receiving, processing and solving Complaints, Suggestions and Claims filed by citizens regarding compliance with the entity's mission.
Law 1712 / 2014	Law on Transparency and the Right to Access Public Information	Its goal is to regulate the exercise of and guarantee the fundamental right of all Colombians to access to public information. This Law enshrined the Right to Access Public Information as a fundamental right of any person to obtain public information in possession or under control of obligated subjects (individuals or corporations governed by private or public law, who are obligated to provide the information requested by the citizens).
Statutory Law 1757 / 2015	Promotion and protection of the right to democratic participation	In charge of promoting, protecting and guaranteeing the people's right to participate in political, administrative, economic, social and cultural life and to control political power. This Law regulates the citizen participation mechanisms already in place, such as popular initiatives and public corporation regulations; referendum, recall election, ballot and town hall meetings, and establishes the fundamental rules governing the democratic participation of civilian organizations as of that moment.

The laws of Colombia, as well as the World Bank's ESS 10⁴, which are applicable to all projects bankrolled by the entity and which seek to foster the ongoing participation of the stakeholder, the bidirectional dialogue with those affected by their decisions and activities, as well as with other parties interested in the implementation and the outcome of their decisions and Project,

⁴ For further information on the World Bank's ESS10, visit: <http://pubdocs.worldbank.org/en/345101522946582343/Environmental-Social-Framework-Spanish.pdf#page=111&zoom=80> and the ESS 10 document. Guidance Note for the Borrower, available here <http://documents.worldbank.org/curated/en/213761548346035638/ESF-Guidance-Note-10-Stakeholder-Engagement-and-Information-Disclosure-Spanish.pdf>

constitute the main frameworks for partaking in the SEP, with the purpose of providing a systematic process whereby the perceptions, opinions and requests of the stakeholders can add value to the Project, from its preparation to its completion.

3. OBJECTIVES OF THE STAKEHOLDER ENGAGEMENT PLAN

The SEP describes the Project's commitment to promote and ensure the engagement of the stakeholders, the responsibility of guaranteeing the right to information in disclosure processes involving accurate, timely and culturally appropriate information, fostering proper care and response to petitions, grievances, requests or reports on the Project's development in accordance with the ESS 10.

In this sense, the SEP's objectives are the following:

- Promote the inclusive engagement of all Project stakeholders.
- Provide the means so that the most vulnerable stakeholders may effectively participate in the matters of their interest or concern.
- Guarantee that the most vulnerable stakeholders have suitable and culturally appropriate instances to freely participate and express themselves.
- Disclose information of the Project's development in each one of its phases and in the participation forums in place so that all stakeholders may be informed and express their opinions on the matters concerning them, impacting their everyday life or which interest them.
- Create a mechanism for handling grievances that responds to the specificities of the stakeholders and encompasses differential care protocols with an intercultural, generation and gender-focused approach.
- Forge a permanent relation with all stakeholders that is based on trust, transparency and good communication practices.
- Improve transparency and accountability processes conducive to participative and inclusive decision-making processes.
- Prevent conflicts among all stakeholders, considering that their diversity is based on the nature of their interests.

4. STAKEHOLDER IDENTIFICATION AND ANALYSIS

According to the World Bank's ESS 10, SEP Stakeholders refer to individuals or groups who:

- (a) **are affected or likely to be affected** by the actions, components and investments of the Project (*affected parties*). Affected parties include **vulnerable groups**, understood as individuals or groups who, due to their social, economic or cultural conditions, may be exposed to greater risks, the exacerbation of their needs due to the activities to be carried out, or to limitations to reap the Project's benefits.

- (b) The groups or individuals who may have an **interest in the Project** (*other interested parties*), who may benefit indirectly or even contribute to and foster the achievement of results and objectives laid out in the Project.

The due identification and analysis of the affected parties and other interested parties was made during the preparation of this Project in order to guarantee the effective design and implementation of the SEP. However, this information will be confirmed or modified in the consultation and engagement forums held with the stakeholders.

4.1. Parties affected by the Project

- **Component 1. Improving housing quality for low-income families.**
 - **Subcomponent 1.1: Grant subsidies to improve housing quality – urban and rural improvement subsidies**

Affected party: Households eligible for the Home Improvement Family Subsidy.
Description
Household made up of spouses, <i>de facto</i> marital unions, including same-sex partners and/or the group of persons linked by family ties up to the third degree of consanguinity, second of affinity and first by adoption, sharing the same living space ⁵ .
Housing improvements will be applicable to houses in urban zones and suburban and rural zones.
In the case of urban areas, a beneficiary is a home that meets the eligibility conditions ⁶ established in the Casa Digna, Vida Digna Program and whose improvement needs have been diagnosed. These households must have owned or possessed the property (worth less than 135 SMLMV – (US\$31,185 dollars) at least five (5) years prior to applying for the subsidy. The house has qualitative deficits and is located in any of the urban zones of the municipalities selected and prioritized by the Ministry of Housing, City and Territory (MVCT). Households will be chosen considering the following criteria: they are monetary and multidimensionally poor; they are victims of the armed conflict; there is a concentrated housing shortage (urban-rural)

⁵ Operations Manual of the Casa Digna, Vida Digna Program. Ministry of Housing, City and Territory. Unpublished document.

⁶ The eligibility conditions set by the CDVD Program to apply for the subsidy in the context of this Project are: i) all household members of legal age must have a valid identity card; ii) must not have previously benefited from an acquisition subsidy granted by Fonvivienda that was effectively used; iii) household members of legal age must not own a house other than that registered in the program; iv) must own, hold or occupy the eligible house and live in it; v) the eligible house must show undue habitability conditions, which must be assessed upon diagnosis, and, vi) the price of the eligible house must not exceed the cap set for Social Interest Housing (SIH), according to its cadastral value.

Affected party: Households eligible for the Home Improvement Family Subsidy.
Description
<p>contributing to the Multidimensional Poverty Index –MPI.</p> <p>In the case of suburban and rural zones, households with the title of the rural premise or in rightful possession thereof, and which also meet the focalization criteria defined by the project, will be the beneficiaries of the home improvements⁷. The house cannot be located on restricted lands: natural reserves, protected areas or at-risk zones that will hinder the house improvements. The criteria to select the beneficiary households of suburban or rural improvement subsidies are the following: i) must belong to SISBEN, ii) must have been affected by the internal conflict and can produce the Single Victims Registry as proof, iii) must have been affected by natural disasters, public calamity or emergency.</p>

- **Subcomponent 1.1:** Granting of subsidies to improve housing quality - Temporary subsidy for temporary lease, without purchase option.

Affected party: Colombian households or foreign households with special residency permit in Colombia.
Description
<p>Households with one or several members of the same family, including spouses and <i>de facto</i> marital unions, including same-sex partners and/or the group of persons linked by family ties up to the third degree of consanguinity, second of affinity and first by adoption.</p> <p>The criteria for the selection of these households is the following: i) Reach the cut-off score or be included in the SISBEN population group defined by the MVCT; ii) must not have received a family housing subsidy or benefitted from the interest rate coverage established in Decrees 1068 / 2015 and 1077 / 2015, except for those who have lost their house due to payment default, in accordance with the provisions of Article 33 of Law 546 / 1999 or whenever the house to which the subsidy applied was destroyed or rendered inhabitable as a result of natural disasters, public calamities, emergencies or terrorist attacks or was abandoned or dispossessed in the context of the internal armed conflict; iii) must not own another home in Colombia; iv) must have a lease contract, either for shared property or for a single room, in accordance with subparagraphs (c) and (d) of Article 4 of Law 820 / 2003.</p> <p>If the case involves a group with a special residency permit, special attention must be paid to the identify the victims of the Colombian internal armed conflict and those who entered Colombia as a result of the economic, political and social situation of Venezuela, thus facing serious difficulties to access goods and services⁸ in the municipalities to which they arrived</p>

⁷ The eligibility criteria to apply for suburban or rural improvement subsidies are the following: i) must belong to SISBEN, ii) must have been affected by the internal conflict and can produce the Single Victims Registry as proof, iii) must have been affected by natural disasters, public calamity or emergency.

⁸ Conpes 3950 / 2018 “Strategy to provide care to Venezuelan migrants”.

Affected party: Colombian households or foreign households with special residency permit in Colombia.
Description
temporarily or permanently. It is necessary to identify the households of Venezuelan migrants who are lessees in a property classified in socioeconomic strata 1, 2 or 3 ⁹ , are also part of the population that meets the foregoing description ¹⁰ , and are overcrowded in the places they inhabit.

Affected party: local communities in areas of influence of the households benefitting from housing improvement subsidies or a temporary subsidy for a temporary lease, without purchase option.
Description
Communities and organizational forms such as JAC, JAL, Junta Acueducto, etc., in the area of influence of the households benefitting from housing improvement subsidies, which may be affected by or benefit from the works carried out to complement or improve the impact of the housing improvements, such as household indoor connections to public utilities, sidewalk improvements, main lines and others similar in nature.

○ **Subcomponent 1.2: Construction of community equipment and local infrastructure**

Affected party: User communities and in the area of influence of i) Parks for Sports and Recreation, ii) Child Development Centers, iii) Schools and iv) “Sacudete” Centers (health, culture, sports, technology and entrepreneurship).
Description
Communities in which there are Colombian citizens in vulnerability conditions, Venezuelan migrant households or Colombian households returned due to the migration crisis in Venezuela who use the social services and equipments.
Local organizational forms such as JAC, JAL, associations, etc., which may benefit from or be affected by the construction of the community equipment carried out in the municipalities prioritized by the Project.

Affected party: formal and informal SMBs in areas near the intervention of i) Parks for Sports and Recreation, ii) Child Development Centers, iii) Schools and iv) “Sacudete” Centers (health, culture, sports, technology and entrepreneurship).
Description
Individuals or companies formally or informally incorporated and involved in agricultural,

⁹ Presentation “Techo Solidario. Subsidio familiar de vivienda temporal en la modalidad de arrendamiento, dirigido a población vulnerable en el marco de la emergencia sanitaria” by the Ministry of Housing, City and Territory (May 5, 2020).

¹⁰ Presentation “Distribución geográfica de la población migrante en Colombia Base Censo 2018” by the World Bank.

Affected party: formal and informal SMBs in areas near the intervention of i) Parks for Sports and Recreation, ii) Child Development Centers, iii) Schools and iv) “ <i>Sacudete</i> ” Centers (health, culture, sports, technology and entrepreneurship).
Description
industrial, commercial or service-provision activities in the rural or urban area, which cannot be classified as large enterprises due to their number of workers, annual sales or total assets ¹¹ , and usually make a living out of their day-to-day operations in the areas of intervention. Therefore, the works carried out may potentially restrict or entail logistical modifications to produce or provide customer care for the goods or services provided.

Component 2. Institutional strengthening to increase housing quality

Affected party: Ministry of Housing, City and Territory - MVCT
Description
The Ministry of Housing, City and Territory’s mission is to help improve the quality of life of Colombians by promoting planned territorial and urban development throughout the country, thus reducing the deficit in urban housing and access to drinking water and basic sanitation, by funding and developing the public policies, programs and projects pertaining to these subjects. The Project’s development envisages the engagement of the following directorates within the entity: Housing Systems Directorate, Urban and Territorial Spaces Directorate and the Rural Housing Directorate. The strengthening activities include studies and support towards boosting the housing microfinance market and optimizing the interventions in the context of the subsidy policy for housing and territorial development improvement.

Affected party: National Housing Fund - Fonvivienda
Description
The manager of the resources of the Nation’s General Budget (NGB) allocated to Social Interest Housing projects. Its part is significant in the allocation of social interest housing subsidies, home eligibility processes, co-financing and providing technical assistance in the execution of home improvement works. The Project directly involves the Social Interest Housing Investment Directorate

Affected party: Trust Company
Description
The entity responsible for managing the resources from FONVIVIENDA, via the autonomous equity in which FONVIVIENDA serves as trustor. It is also responsible for managing third-party contributions serving as co-financing by territorial entities, private entities or any other public entity at the municipal, departmental or national level.

Affected party: local operator

¹¹ Classification as micro, small, medium-size business or SMB (*mipyme*, for its initials in Spanish) in Colombia, as per Law 590 / 2000.

Description
Entity linked to the trust company through an agreement. It is in charge of providing the technical assistance needed to engage the project's supervisors and executors, and handle the supervision contract. It must also approve the diagnosis and the certification of improvement works.

Affected party: Supervisors	
Description	
Individual or company engaged by the trust company responsible for managing the program's resources, to oversee the work carried out by the executors, specifically concerning the technical, judicial, social, financial and administrative components defined in the corresponding contract entered into by them, and monitor the improvement interventions in accordance with the approved diagnoses.	

Affected party: Asomicrofinanzas (Colombian Association of Microfinance Institutions)	
Description	
Guild that brings together the Colombian entities providing microfinance services and products in Colombia, with a view to fostering the financial inclusion of the low-income population by partaking in public policy processes aiming at strengthening the microfinance market policies and instruments focusing on improving the quality of life of those less favored by traditional banks.	

Affected party: Territorial Entities	
Description	
<p>The departments, districts and municipalities engaged in housing improvement programs and community infrastructure and equipment improvement. They are responsible for the territorial focalization of the interventions and for the eligibility and subsequent selection of the beneficiaries that meet the conditions herein explained.</p> <p>A few of the areas involved in the Project's implementation and in institutional strengthening activities within the territorial entities, include:</p> <ul style="list-style-type: none"> • Secretariats or areas responsible for providing care to vulnerable populations, territorial planning and zoning and public infrastructure and space. • Secretariats or areas entrusted with tasks relating to providing care to Venezuelan migrants requiring technical assistance in the design, implementation and optimization of the care and integration roadmaps for Venezuelan migrants. 	

4.2. Other Interested Parties

Other interested parties who could participate at certain points of the Project, include:

At a national or regional level:

- Entities supporting vulnerable households that may receive improvement subsidies or temporary lease subsidies: the Department for Social Prosperity, The Presidential Advisor for Equity, the Office for the Care and the Integrated Reparation of Victims.
- Entities supporting migrant populations: the Ministry of Foreign Affairs – Migración Colombia, Colombian Institute for Family Welfare and other organizations such as the International Organization for Migration - IOM, the United Nations High Commissioner for Refugees – UNHCR.

At a local or regional level:

- In the context of the urban and rural housing improvement works and the construction of community equipment and local infrastructure: Corporaciones Autónomas Regionales; Administrative or District Departments with environmental control functions; regional and local committees for the prevention and management of Risks and Disasters, urban curator offices; public utilities companies; educational institutions; Child Development Centers - CDCs, public libraries, housing associations, community-based organizations, including citizen oversight committees.
- In the context of support to migrant population: healthcare services providers; municipal representatives or spokespersons, and Ombudsmen; National Police; local church organizations for social care, local NGOs providing social support and food to Venezuelan migrants.
- Urban municipal curator offices responsible for providing information regarding the procedure for applying for the different types of urban licenses, and providing guidance as to the laws in force.
- Associations, charities or local housing cooperatives made up of institutions or individuals in the municipalities here the Project will be implemented.
- Organizations in charge of promoting and protecting cultural heritage.

The identification of other interested parties must be specified, adjusted and confirmed directly with those involved, upon the Project's initiation and throughout the execution of the different territorial interventions. It is the MVCT who must periodically evaluate and document the role played by the interested parties, the quality of the interactions with them and the changes in their expectations and interests in order to adjust the SEP.

4.3. Vulnerable and disadvantaged groups

The actions necessary so that the most vulnerable and disadvantaged groups, namely children, adolescents, women, seniors, disabled individuals, victims of the armed conflict and persons who consider themselves members of an ethnic group or as gender diverse, may actually and effectively partake in the decisions made regarding the homes in which they live and the improvements that would enable them to enhance their quality of life, must be included as Project stakeholders. It is essential to listen and provide answers to their needs and demands.

The engagement of these vulnerable groups must be ensured in the Project's consultations to carry out the strategic and cross-cutting strategies relating to social accompaniment, since they may be exposed to physical, social and cultural conditions that may deteriorate or which may restrict their access to the Project's benefits.

As for the Venezuelan migrant population, the discrimination situations stemming from their temporary or irregular status in the territory must be identified in order to foster measures conducive to their social integration through the Project's activities.

5. ENGAGEMENT MECHANISMS

As laid out in the laws of Colombia and in the ESS 10 of the World Bank's Environmental And Social Framework which led to the creation of this SEP, the engagement of the groups and individuals affected by the Project or who show any kind of interest in it, is pivotal throughout the Project's cycle. This is why meaningful consultation is required, for it entails: 1) working towards providing all that is necessary so that the stakeholders may exercise their right to participate in the issues that concern them or are of their interest. This means that the engagement processes are expected to be highly inclusive; and 2) training the stakeholders for their engagement to be qualified. Significant engagement also entails open, transparent and culturally appropriate relations.

Meaningful consultation is greatly valued as the main tool to ensure the Projects' success, because it potentializes the benefits, prevents social risks and mitigates the negative impacts that may arise. For the consultation to be meaningful, it must be deemed as a constant activity carried out throughout the Project cycle, thus guaranteeing inclusive participation.

Meaningful consultation assumes the systematic preparation of each session that proposes to consult their perception, opinion and knowledge and acknowledge their doubts and questions regarding the information received or the events experienced.

The systematic preparation of a meaningful consultation requires:

- Fully identifying and characterizing the stakeholders prior to the Project's execution and updating said information throughout the Project's development.
- Beforehand, the person organizing the session must decide which issues to be consulted are deemed a priority or relevant and will accordingly produce and timely disclose accurate information among the attendees, including mass media, local media and the traditional media of the communities, even in the languages of the indigenous people, if they have been identified as stakeholders.
- Designing and using differential methods to guide the consultation, from an intercultural, gender and generational focus in all consultation processes. This means that the specific conditions of the participants must be taken into account, e.g. vis-à-vis education level, gender roles, among others.
- Guaranteeing that the methods involving information collection instruments are simple and useful to the stakeholders' decision making process, whenever applicable.

- Once the Consultations have concluded, either in a single session or in a series of consecutive sessions, they must be systematized in a document called Aide-Memoire, which will reveal the results.
- Making sure that the results of the consultations are disclosed among the stakeholders with full transparency, in order to *ensure a non-explicit relation mode* based on mutual respect and the appreciation of their differences.

5.1. Consultations during the Project's planning and assessment phase

The SEP is prepared in the context of the national emergency, which restricts the possibility of holding meaningful consultations in person with inclusive participation, as was mentioned at the beginning of this document. The first Consultations propose presenting the Project to the relevant entities and to the people in general in order to detect receptivity, acceptance and appreciation of the Project's objectives, while establishing the potential environmental and social risks and impacts that could result from the Project's activities, as well as the corresponding mitigation measures, and presenting this SEP to validate its contents and receive feedback from each of the stakeholders to then formalize it. These consultation processes will follow the regulations in force pertaining to social distancing to contain the spread of Covid 19, and the technical note "Public consultations and stakeholder engagement in operations backed by the World Bank when there are restrictions on the organization of public meetings" issued March 20, 2020.

To this end the following activities will be carried out:

- Design of short audiovisual informative pieces, audio clips -podcast-, infographics, animated PowerPoint presentations, scripts for phone conversations and video conferences, with detailed information on:
 - o The Project: purpose, nature, scale, duration, financing sources, among other information deemed relevant, e.g. the individual and collective benefits of the Project, so they may be disseminated online along with the notice.
 - o Other Project documents related to the environmental and social risks and impacts that may arise at any point during the Project and the mitigation measures in place.
 - o This SEP.
- Design of simple instruments to be filled out to gather information from primary sources from among the stakeholders of the consultations, considering the objectives of said consultations.
 - o These instruments are tools that enable stakeholders to manifest their opinions, perceptions and doubts, while providing important information that will allow formalizing the Project documents, especially the Environmental and Social Assessment -ESA-, the Environmental and Social Management Framework -ESMF- and this SEP.

- Consultation meetings with smaller groups of no more than 10 participants in large, ventilated spaces, lasting under 2 hours and guaranteeing the maintenance of the minimum biosafety measures, without this affecting the stakeholders' inclusive and meaningful engagement, which entails holding as many small meetings needed so that all stakeholders may partake in person of these meetings. To do so:
 - The notice will be given at least one week prior to the date and time of the meeting listing the objectives, the expected outcome and the duration of the meeting, as well as the existence of other remote consultation media or channels.
 - The participants will be asked to attend the meeting in observance of the minimum biosafety measures, even if the meetings take place after the lockdown has been suspended.
 - It will be guaranteed that the place where the meeting will take place has been disinfected prior to the meeting.
 - A movable station will be installed for participants to disinfect their hands. It will be equipped with antibacterial gel or antiseptic alcohol and paper towels.

- Meetings for remote consultations, either individual or in group, using other media or channels. For this purpose the following activities will be carried out:
 - An initial phone call to the stakeholders to request their participation in the consultation, informing of its objectives, planned phases and the duration of the meeting, considering the following events:
 - Relevant information is sent by WhatsApp, email or mail, if necessary, specifying the type of information that will be sent and the sending date.
 - Initial meeting for individual consultation. Date, time, channel and duration of the call are agreed and the purpose of the meeting is informed.
 - Initial meeting for group consultation. Date, time and channel are proposed, informing them on the participants and the purpose of the meeting.
 - During this first meeting, in addition to socializing the Project's documents:
 - The information collection instruments designed will be presented and the way in which to fill them out and return them to the Project **formulators** will be defined.
 - The date, time and channel for the second meeting will be agreed on.
 - Second meeting, both for groups and individuals,
 - Carried out with the purpose of listening to the stakeholders, provide further information on the Project whenever necessary, clear doubts and thank the stakeholders for their time and dedication to the consultation process.
 - The stakeholders are told that the information provided will be used to formalize the Project documents before its execution.
 - They will be informed where the Project's definitive documents will be once they have been approved.

- In order to maintain permanent contact with the Stakeholders during the Project's preparation phase, a mobile number will be given so they may call whenever necessary. If feasible, a Stakeholder Chat will be created. The Project will have an email address to which the Stakeholders may write requesting or providing information during the Project's preparation phase, whenever deemed relevant. The emails will be timely responded.
- Gathering information from primary sources.
 - Given the significance of information from primary sources for the formalization of the Project documents during the preparation and assessment phase, it is important to apply the information collection instruments, especially concerning potential environmental and social risks and impacts and the mitigation measures that may be implemented, as proposed by the stakeholders. To do so, the Stakeholders will be interviewed considering the nature of their interest: short, semi-structured interviews to be made over the phone, and structured interviews to be made by sending the list of questions by email and requesting their return using the same channel.
- Specifications for meetings, consultations and other activities involving vulnerable populations:
 - Activities with affected parties who are members of an indigenous tribe whose language is not Spanish will maintain the aforementioned standards, but the participation of an interpreter and even the translation of Project documents into their language will be considered, whenever possible.
 - All consultation and communication instruments and any type of activity organized involving indigenous or Afro-Colombian peoples will have an intercultural approach.
 - Activities with stakeholders living in areas with limited access to communication channels, e.g. phones or online, access to the Project's information will be guaranteed by using mail, press announcements and multiple printed material; the existence of local means to collect their opinions and assessments regarding the Projects, such as the creation of a suggestion box or responses via mail, will also be guaranteed.

It is worth emphasizing that the input of the stakeholders obtained during the socialization of the Project's documents or using any other instrument, will be taken into account to formalize the Project's documents wherever applicable, including this SEP.

Part of the Project's environmental and social assessment includes conducting meaningful consultations with the stakeholders who were fully identified upon the formulation or preparation of this Project; this, considering that the processes contemplated for the Project's operation show that two broad stakeholder groups cannot be identified prior to the Project's execution, because while it is clear that during the Project's preparation and assessment Fonvivienda and the Ministry of Finance and Public Credit are directly responsible - as the

Borrowers of the World Bank's loan for the Project's development and in charge of the formulation phase - and that the Ministry of Housing, City and Territory as the entity that leads housing projects in Colombia will be responsible for implementing the Project nationwide, it is impossible to establish which territorial entities will participate, despite having identified 25 prioritized municipalities, especially since the participation of territorial entities depends on the their financial capacity to guarantee the funding as the local counterparts. Furthermore, the process whereby each territorial entity focalizes the target population of the Project, i.e. the inhabitants of the houses and sectors that will be improved, requires actions that the local governments will not carry out until they are certain the Project will be executed in their municipalities.

In this sense, meaningful consultations will be held with the fully identified stakeholders between the second and third week of June 2020 using the tools proposed to carry out the remote individual or group meetings herein explained: phone calls or video calls arranged beforehand with each stakeholder and methodologically prepared according to the nature of their interest.

Other meaningful consultations, relevant and necessary, with stakeholders and affected parties that were not contacted during the Project's preparation and assessment, will take place before formalizing the initiation of the Project.

5.2. Inclusive and meaningful engagement during the project's implementation phase

Guaranteeing engagement throughout the Project's cycle is the duty of the public institutions and private organizations carrying out activities in the framework of the Project: the MVCT, territorial entities, the executing entity, contractors, supervisors and consultants.

Without prejudice to the advantages of an adaptative management, once the Project has been approved and legalized, the executing entity will have up to six months to guarantee inclusive participation. As a result, the entity must:

- Characterizing in detail the Stakeholders of each intervention territorial entity, in particular, those most vulnerable, so that these documents will be included in the Schedule that will broaden and complement the SEP; the characterization will identify and analyze:
 - Urban and rural community-based organizations and associations involved in any field of their social or economic life.
 - Organizations, associations or other organizational forms for exercising leadership in any field of the social or economic life of women, youngsters, seniors, LGBTI and disabled persons.
 - Traditional or non-traditional organizations or ethnic groups, detailing their authority figures and leadership.
 - Ethnic communities requiring that the Project information and everything involving them, considering the nature of their Stakeholder condition, be translated into the

- language of their indigenous tribe, in order to bring down any barriers that may hinder their access to the Project's information and benefits.
 - The gender and generational gaps that must be taken care of in order to ensure that the said gaps are not increased, so that the Project's activities may help reduce them. Special attention must be paid to the multiple gender-based violence manifestations, including those relating to gender identity, which may affect access to the Project's benefits.
- Consolidate the databases of each group or individual recognized as stakeholders in each intervention territory, stating:
 - Names and surnames
 - Identity document
 - Phone numbers
 - Email and mailing address
 - Age
 - Gender
 - Occupation
 - Organization or institution to which they belong, if applicable
 - Suitable channel used to send communications
 - Nature of interest
- Consolidate a list of physical areas available in each intervention territory to carry out the meetings, considering:
 - Easy access for the stakeholders, not only vis-à-vis location, but concerning suitable conditions for those with restricted mobility: seniors, pregnant women, people with physical disabilities or visual impairment.
 - Capacity, furnishings, equipment and services available
 - Costs, if the space is a private area, or request for use, if the area belongs to a public entity.
 - Making the reservation
- Consolidate a database of the communication media available and widely used in each intervention territory, considering traditional local channels, directly related to the **Information Disclosure Mechanisms** part of this SEP.
- Generate ongoing interaction scenarios with the stakeholders, creating a quarterly or semiannual forum to present the Project's advancements in each intervention territory.

For the Stakeholders' engagement to be meaningful, the following must be undertaken:

- Encourage the creation of groups of community leaders, women, and youngsters so they may get involved in the Project's activities and then train them to qualify their actions and participation as Project allies.

- Promote the exercise of social control over the Project, fostering the creation of Citizen Oversight committees in the framework of the national laws.
- Provide whatever is needed to ensure that the most vulnerable Stakeholders may participate in the forums or events to which they are invited.

Achieving Stakeholder engagement requires designing each session to be organized, whether those in place or those arising as a result of the Project's dynamics and specific needs, considering the drawing up of Protocols or Guides that encompass all the phases necessary:

- The notices:
 - In all cases a differential approach will be taken to ensure equal participation opportunities for people with a low level of education or no education, or indigenous peoples who only speak their own language.
 - They will be issued using as many channels or media possible, favoring those identified as most suitable for the groups or individuals in the database. A notice guide will be designed in order to be of use for all the sessions that will take place.
 - They will be personalized, as possible.
 - They will be sent at least 10 days before the date of the meeting and reminders will be sent 2 or 3 days prior to the meeting.
 - They will include the following information:
 - The caller
 - Place, date and time of start and end (duration)
 - The objective of the meeting
 - The agenda
 - The importance of the participation of the group or individuals notified, directly related to the nature of their interest.
 - The notified group or individual will be given a transportation stipend, if considered part of a highly vulnerable population.
 - Each notice will be followed up to confirm that the notice was received by all those invited.
 - Considering the nature and objectives of the notice's activity, it will be addressed to all those in the surrounding area.
- The meetings or sessions:
 - Will be designed using dialogue methodologies so that the participants will remain engaged throughout the session. In this sense:
 - There will be reflective workshops, work groups, debate groups, among others.
 - Presentations, charts or any document will be prepared –including those specifically needed to collect information- as required to achieve the objectives of the meeting, in simple language, avoiding the use of technical terms that are difficult to understand; if these were necessary, then they will

be explained as thoroughly possible, while encouraging the participation of those with a low level of education or whose mother tongue is not Spanish.

- Make sure that the participants understand the information that is being provided, giving them the opportunity and time needed to make questions and receive answers.
- An aide memoire will be prepared after the meeting, which will include the topics addressed, the questions and doubts voiced by the stakeholders, the joint decisions, the agreement and commitments, if any. It will also include the disagreements and will be complemented with photographic records and the attendance list.
- The aide memoire will be distributed among the participants, confirming their access to it.

6. INFORMATION DISCLOSURE MECHANISM

The disclosure of information allows the stakeholders to effectively understand the environmental and social risks and impacts and the potential benefits of the Project. According to the ESS 10, disclosure is the moment in which sufficient information is provided so that the people and the groups may identify and express their opinions regarding:

- The purpose, nature and scale of the project.
- The duration of the activities.
- The potential risks and impacts and the proposals for their prevention and mitigation.
- The agendas for meetings and sessions for public and meaningful consultations.
- The process for receiving, handling and addressing any grievance relating to the project.

In the framework of the Project, information will be disclosed periodically and systematically, from its initial phase and throughout its implementation. The mechanisms used will adjust to the needs and cultural, social and economic singularities of the stakeholders. At a national level, the MVCT has made available the following information disclosure and interaction channels for the stakeholders, namely:

- Institutional website: www.minvivienda.gov.co, which will provide for a microsite with information specifically pertaining to the activities carried out and advancements made, prior to the implementation of the project.
- National toll free number: 01 8000 413 664 and a phone line in Bogotá: +57 (1) 419 70 99.
- Institutional chat: <http://www.minvivienda.gov.co/atencion-al-ciudadano/chat>
- Institutional email: correspondencia@minvivienda.gov.co

At a territorial level, each territorial entity will provide physical boards, charts and set up communication offices to support the MVCT's information disclosure duties vis-à-vis the project.

In addition, most of them have their own institutional websites and phone lines to interact with the people.

The strategies for disclosing information must also position the Project's organizational image and identity, generate a positive perception and opinion among its stakeholders, and highlight the importance of the inclusive engagement of the all stakeholders in the development of the Project's activities.

6.1. Disclosure during the Project's preparation phase

In this initial phase, and considering the sanitary restrictions caused by the Covid 19 pandemic, the channels providing the broadest coverage while not entailing any direct contact among people, will be favored. In this sense, the information on the project will be disclosed on the MVCT website: www.minvivienda.gov.co and the entity's social media @MinVivienda on Facebook, Twitter and Instagram.

As part of the project, a communication mechanism between the MVCT and the territorial entities that are local counterparts of a project will be created, so that the official information to be published is swiftly and timely sent, and using the relevant local channels. The websites and social media of each territorial entity may be used, as well as informative audio pieces or podcasts, which are disseminated via megaphone and on local radio stations; videos clip to be sent via social media, local and regional community television stations among the communities of influence of the project's works and activities; to the extent that the conditions of the context of the intervention area allow it, organized community groups, such as Community Social Action Committees - JAC, in Spanish, Local Administrative Boards - JAL, in Spanish, Rural Water Supply Boards (*Juntas de Acueducto Locales*) and any other urban and rural organization and association with online communication groups established on social media, will be called on to help disseminate the pieces. Furthermore, large format print pieces, such as street banners and billboards, will also be used whenever required.

The disclosure of information during the project's preparation phase will complement the activities proposed for the meaningful consultation with the stakeholders. Should the sanitary restriction caused by the Covid 19 pandemic persist and the contents, channels and frequency of the disclosure of information need to be boosted, the MVCT will design and implement a communication and dissemination strategy that is in line with Decrees 417, 457 and 491 / 2020 and other provisions issued at the time of presenting the final version of this SEP, and the recommendations of the technical note "Public consultations and stakeholder engagement in operations backed by the World Bank when there are restrictions on the organization of public meetings" issued March 20, 2020.

6.2. Disclosure during the project's implementation

During the implementation the MVCT will have a periodic, consistent and flexible communication and disclosure strategy that is specific to the Project. This strategy will combine nationwide mechanisms with other local, district or regional ones.

At a national level, the information will be disclosed via the MVCT's website and social media, and those of the territorial entities that are local counterparts of the MVCT, the contractors, consultants and supervisors carrying out Project-related activities. At a regional, district or local level, the community, local and regional television channels of the communities will be used, or the communication media of the community organizations and private institutions with an influence in the intervention zones. Offices handles by social facilitators providing personalized care will be available. They will display informative pieces, such as charts, banners, billboards, among others, that are suitable for the community of influence, and continually set up forums for dialogue and community participation, either in person or online.

To ensure the effective reception of the information, a monitoring and assessment methodology of the disclosure and communication strategy of the MVCT and its local counterpart must be considered.

7. GRIEVANCE MECHANISM

The Grievance Mechanism (hereinafter GM) was created so it may be used by the stakeholders to manifest their complaints and claims whenever they believe that the Project's activities affect their individual and collective interest or the development of their territory, as well as to submit requests and petitions arising from the nature of their interest in the Project' framework. The GM is an instrument that will encourage the stakeholders to exercise their right to access public information, exercise social control over public actions and demand accountability.

The GM is an essential part of the Project that is culturally appropriate to improve the Project's environmental and social performance, thus bolstering its acceptance among stakeholders and fostering the success of its execution.

The GM is present throughout all of the Project's phases and has accessible, effective and timely procedures in place so that any person or social group may use them, even if they have communication or reading and writing difficulties, or if they speak a language other than Spanish. The mechanism guarantees, in particular, that the most vulnerable populations may submit their grievances, which must be timely addressed, ensuring confidentiality and safety.

The GM is a commitment assumed by the MVCT's implementing agency, the territorial entities and all public institutions and private organizations involved in the Project's activities. It is governed by the principles of accessibility, inclusive engagement, openness, transparency, independence, objectivity and reliability.

Human, institutional and economic resources are allocated to ensure its proper operation. Physical and online spaces are made available for the GM's operation, providing it with staff

qualified to handle grievances and sufficient economic resources needed to meet the demand for handling the grievances of the many stakeholders of the Project and the nature of their interests.

7.1. Activating the GM

The GM starts operating when it receives a grievance that may be submitted anonymously via the following channels:

- Mail sent to the MVCT, located at Calle 18 No. 7-59, Bogotá, Colombia, Zip Code No. 110321.
- Online on the MVCT website: www.minvivienda.gov.co and the email: correspondencia@minvivienda.gov.co.
- Verbal petitions made to any territorial entity representative or local Project operator.
- Grievances submitted via the suggestions box or other instrument relevant to the Project's context.

Should a person not wish to submit an anonymous grievance in order to receive a personalized response, he/she may download the Online Grievance Form made available by the MVCT, here: <https://n9.cl/tg1x>

All disclosure mechanisms and local **care offices** of the Project will continuously promote the use of GM among the stakeholders and citizens in general; GM forms or procedures must be adjusted to the socioeconomic and cultural characteristics of the stakeholders.

7.2. Implementing the GM

The GM will be implemented during the Project's preparation. Once a petition, complaint or claim has been received, the MVCT, at a national level, or any of the representatives of the territorial entities or Project operators, at a local level, must respond within 15 business days as of the date of its reception, or 10 business days if it involves vulnerable or disadvantaged populations. It is worth noting that if petitions are received referring to Article 23 of the Political Constitution of Colombia¹², petitions will be understood as those that must be responded in pursuance of the provisions of the Administrative Law Code. All responses issued must be documented and recorded in the monthly reports, which may be easily accessed for consultation by the MVCT and the supervisors.

The stakeholder's satisfaction with the response must be verified and then the results must be included in the reports that are subsequently sent to the World Bank. Should the response not

¹² Article 23. All persons are entitled to submit respectful petitions to the authorities motivated by personal or general interests, and to receive a prompt response. The lawmaker may regulate its exercise vis-à-vis private organizations to guarantee the citizens' fundamental rights. Political Constitution of Colombia, 1991.

be satisfactory, or if the response entails further assessment of the case, then the stakeholders may request clarifications using any of the channels made available by the MVCT for receiving and handling grievances.

If the stakeholder does not receive a satisfactory response from the MVCT after said clarifications, and it may be proven that the grievance was not timely or effectively addressed, then it may be forwarded to the Bank's Corporate Grievance Redress Service here: <http://www.worldbank.org/GRS> or to the email grievances@worldbank.org. The response will be sent using the same channel used to file the grievance. The World Bank and the MVCT will agree on the actions to be taken or the legal remedies applicable, as may be the case.

7.1. Grievance Mediation and Appeals

If all the procedures available in the GM of the Project have been exhausted, but the stakeholder still has not received an acceptable response, the MVCT will propose an entity or person to serve as mediator with a view to reaching a compromise that will benefit both parties. If mediation is not accepted or is ineffective, the stakeholder may recur to the corresponding instances of the Colombian justice system with jurisdiction over the case. The legal process may be notified to the email: notificacionesjudici@minvivienda.gov.co and the process will take place in accordance with the Law.

8. ORGANIZATIONAL CAPACITY AND COMMITMENT

It is assumed that the MVCT as the implementing agency, and all the public institutions and private organizations involved in the Project, have the duty to optimize their organizational capacity and assume commitments towards the suitable and efficient execution of the SEP, based on this document and on the extension Schedule that may be produced once the Project has formally initiated.

The first party responsible for implementing the SEP is the implementing agency. To this end, it will allocate the human, institutional and financial resources needed and deemed sufficient to guarantee its efficient execution; set up a team of suitable professionals of the Social Science areas, including a specialist, who will serve as team leader, and other professionals in each intervention territory; allocate areas and equipment for the operation and economic resources exclusively for carrying out the activities laid out in the SEP.

The MVCT as the implementing agency, and the territorial entities, are responsible for guaranteeing that the technical studies and the terms of reference involve the SEP as part of the social activities in the procurement of works, consultancies and supervision tasks.

The implementing agency must structure the SEP so that it may be operational, considering the conceptual references supporting its creation: **Plan** is the technical and political standard within which the programs, strategic lines or projects are framed; **Strategic Line** or **Program** is the

organized, coherent and integrated set of activities, services or processes, which are generally expressed in a set of projects that are related or coordinated among them and are similar in nature; and **Project** is a set of specific, coordinated and interrelated activities that are carried out with a view to producing certain goods and services that will meet needs or solve problems¹³.

The formal structure of the SEP will reveal how many Strategic Lines, Programs and Projects are needed, to reveal each mechanism for engagement, information disclosure and grievance, petition, request or report handling; a specific section must be included to describe the SEP's implementation and monitoring processes.

As co-responsible parties in the execution of the SEP, territorial entities, contractors, supervisors and consultants may propose another structure for the SEP's operation, as long as it serves the purpose of fostering a successful execution.

In all cases, the SEP structuring document will state the economic resources and personnel assigned to the SEP's management and execution, providing details on the expected outcome and the activities required to achieve them, along with their corresponding target indicators, verification sources and execution timetable.

In addition, a strategy will be devised to incorporate new activities favoring the Stakeholders, thus increasing the Project's benefits and helping reduce any negative impact that may arise during the Project's implementation or whenever the Project's circumstances or any specific event within the intervention context so demands it.

Regardless of the SEP's scope of application, it is the responsibility of the implementing agency to define the execution guidelines, approve the execution proposals and monitor the implementation based on the SEP's indicators and the Project's specific indicators.

9. MONITORING AND ASSESSMENT OF THE EXECUTION

The SEP's implementation will be monitored on a quarterly basis vis-à-vis the activities and actions of the implementing agency and those of contractors, supervisors and consultants. This monitoring entails checking each one of the activities carried out, assessing the outcome, establishing compliance with the target indicators and the verification sources and extracting the lessons learned in order to qualify the action in the immediate future.

In the context of the semiannual advancement reports on the Project's execution, a specific section will be included containing a report on the SEP's implementation in its full dimension and compliance with the Project's indicators.

¹³ Ander-Egg, Ezequiel (2011). *Aprender a investigar. Nociones básicas para la investigación social*. Argentina: Editorial Brujas.

Monitoring and assessment entail the stakeholders rating the SEP's activities, regardless of the nature of their interest. To this end, semiannual meetings will be organized to share the advancements of the SEP's execution, receive their opinions and perceptions vis-à-vis the mechanisms involved and in which they are interested, and the activities in which they have participated as stakeholders.

The details on these types of activities, which may constitute accountability processes, will be agreed on with each individual or group consolidated as Stakeholders throughout the Project's cycle.

10. SOCIALIZING THE SEP WITH THE STAKEHOLDERS

Socializing this SEP with the stakeholders is the commitment, responsibility and obligation of the implementing agency, for which all public institutions and private organization carrying out Project activities are also co-responsible. It is essentially an ethical imperative governing the "do no harm" approach. Thus, socialization constitutes a meaningful consultation session, because it is presented in a draft document, acquiring the commitment to include the considerations, opinions and recommendations offered in the definitive version of the SEP that will lead to the Project's execution.

Given the current lockdown conditions caused by the Covid 19 pandemic, plus those contemplated at a nationwide scope under an "intelligent lockdown", which will govern the lives of all Colombians over the next months, these sessions will take place in observance of the guidelines laid out in item 5.1. herein specifically relating to face-to-face consultations with small groups and remote, individual or group consultations.

Once the socialization has been completed, the results will complement this document and the aide memoire of the sessions will be attached.