

# Stakeholder Engagement Plan

Quality Assurance Capacity Building for the Off-Grid Solar Sector  
Project ID P171037

## 1. Introduction/Project Description

The objective of the small grant is to provide Quality Assurance (QA) for technical standards and specifications of off-grid solar products, as energy access solutions to national governments. The project includes standalone technical assistance activities funded by a small grant from a recipient-executed trust fund and is expected to initially focus on Haiti, Kenya, Nigeria, Madagascar, Rwanda, and Uganda. The project will support the following activities of the overall QA Program:

- (i) Component 1 - Test Methods & Standards;
- (ii) Component 2 - Market Surveillance;
- (iii) Component 3 - National Policy Support and Capacity Building;
- (iv) Component 4 - Analysis, Monitoring and Evaluation; and
- (v) Component 5 – Capacity Building on Sustainability.

No significant environmental and social impacts are expected based on the activities outlined, and E&S risks of the project are rated as “Low”. The anticipated outcomes of the project related to changes in decision-making and behaviors are not financed by the Bank or are not directly subject to the World Bank Environmental and Social Policy for Investment Project Financing. The project will include no physical works and anticipated risks and impacts related to working conditions (including health and safety) are expected to be negligible. The current scope of engagement planned under the project includes CLASP focusing on adopting the international standards of off-grid solar products and engaging with manufacturers on their management of environmental and social dimensions of their businesses and on market surveillance and compliance. The stakeholder engagement will also cover consumers (on a limited scale) for estimating the relative size of quality-verified and non-quality-verified product markets.

## 2. Brief Summary of Previous Stakeholder Engagement Activities

CLASP has engaged extensively with a variety of stakeholders in the off-grid solar sector, both prior to and in connection with this project in particular. The team has in the past year been involved in discussions with government officials in each of the focus countries listed above. In some cases, the CLASP team has engaged directly with governments officials, while in others the team has provided technical support “in the background” to IFC and WB personnel. Discussions have mainly revolved around the use of quality standards to protect consumers of off-grid solar products against poor-quality products. The team has also interacted with manufacturers and distributors, inspection and certification companies, industry associations,

and other companies and institutions. There has been little to no direct interaction with the general public on these matters.

### 3. Stakeholder Identification and Analysis

ESS10 refers to Identifying individuals, groups, and other parties that may be directly or indirectly affected by the project, positively or adversely. CLASP does not anticipate that any stakeholders will be adversely affected by the project nor any disadvantaged/vulnerable individuals or groups (project-affected parties). However, the consumers especially disadvantaged and vulnerable people will be positively affected, as the project implementation will help provide them with better quality verified products. Types of stakeholders who may have an impact or interest in the project (“other interested parties”) are shown in the following table.

Category	Specific Types
Affected Parties	<p>The following major directly affected parties will have positive impact:</p> <ul style="list-style-type: none"> <li>▪ Consumers (they will have positive impact as the project will help them in getting better quality assured products)</li> <li>▪ Client governments (getting advice on better QA)</li> <li>▪ Manufacturers (they will improve their ESMS practices, and adopting standards will help manufacturers produce better products)</li> <li>▪ Testing laboratories (monitoring compliance with testing standards will have positive impact)</li> </ul>
Other Interested Parties	<ul style="list-style-type: none"> <li>▪ Bureaus of standards</li> <li>▪ Rural electrification agencies</li> <li>▪ Ministries of finance</li> <li>▪ Customs officials</li> <li>▪ Regional coordination bodies, e.g., ECREEE</li> <li>▪ Distributors</li> <li>▪ Industry associations</li> <li>▪ International standards bodies, e.g., IEC</li> <li>▪ Inspection and certification companies</li> </ul>
Disadvantaged/Vulnerable Individuals or Groups	<p>People living below poverty line, women headed households, differently abled persons (they will have positive impact as project implementation will help them to get better products and increase value for money.)</p>

### 4. Stakeholder Engagement Program

The following table summarizes CLASP’s plans for engaging with the stakeholders identified in the previous section.

Stakeholder Type	Purpose of Engagement	Mode of Engagement	Project Personnel Involved
Government officials	Education on the advantages of adopting international standards for off-grid solar products and best practice related to the design of compliance programs; provide technical assistance on the formulation and implementation of national standards; obtain market intelligence; seek input/feedback on possible changes to test methods and quality standards; notify when products are delisted due to non-compliance	Workshops, in-person meetings; phone calls; email correspondence	CLASP staff and consultants
Consumers, Vulnerable Groups, and Disability Groups	Limited scale engagement for estimating the relative size of quality-verified and non-quality-verified product markets. Seek input/feedback on if quality standards and products are aligned with the principles of universal access and needs of disabled groups.	Consumer surveys	CLASP and consultants
Regional bodies	Education on the advantages of adopting international standards for off-grid solar products; provide technical assistance on the formulation and implementation of regional standards	Workshops, in-person meetings; phone calls; email correspondence	CLASP staff and consultants
Manufacturers, distributors, and industry associations	Seek input/feedback on possible changes to test methods and quality standards; identify locations where product samples can be found for inspection or lab testing; follow-up on products that were inspected or check tested in a lab; provide industry perspectives at stakeholder workshops convened by the	Workshops, webinars; email correspondence; phone calls	CLASP staff and consultants

	national governments; seek input on possible routes to enhanced energy access; improve ESMS practices in their businesses		
International standards bodies	Facilitate International Electrotechnical Commission (IEC) adoption of technical specifications for component-based solar home systems	Participation in IEC technical committee meetings; email correspondence	CLASP staff and consultants
Inspection and certification companies	Ensure proper execution of the conformity assessment process for off-grid solar products	In-person meetings; phone calls; email correspondence	CLASP staff and consultants
Development partners and program implementers	Seek in input/feedback on the formulation and implementation of quality standards in voluntary and mandatory programs	In-person meetings; phone calls; email correspondence	CLASP staff and consultants
Donors (multi/bilateral development agencies and philanthropy foundations)	Seek financial support and funding diversification for VeraSol	In-person meetings; phone calls; email correspondence	CLASP staff and consultants

The project team will engage with stakeholders of various types throughout the project, as needed and dictated by the project activities. CLASP will refine the stakeholder identification, analysis and engagement plan and update the SEP.

## 5. Resources and Responsibilities for Implementing Stakeholder Engagement Activities

Stakeholder engagement constitutes an integral part of the project and, thus, responsibility for it will be shared across much of the project team. Ari Reeves, in his capacity as team leader, will oversee all project activities and ensure that stakeholder engagement proceeds according to plan.

## 6. Grievance Redress Mechanism

CLASP has engaged Lighthouse Services to provide an anonymous ethics and compliance hotline for all employees, team members, and partners. Reports may cover, but are not limited to the following topics: Ethical violations Wrongful Discharge, Unsafe Working Conditions Internal Controls, Quality of Service Vandalism and Sabotage, Sexual Harassment Theft, Discrimination Conduct Violations, Alcohol and Substance Abuse Threats, Fraud Bribery and

13 December 2019

Last Updated: 6 March 2023

Kickbacks, Conflict of Interest Improper Conduct, Theft and Embezzlement Violation of Company Policy, Violation of the Law Misuse of Company Property, Falsification of Contract, Reports or Records. Lighthouse submits all anonymous complaints it receives to appropriate CLASP representatives, which vary depending on the issue that was reported. Information provided may be the basis of an internal and/or external investigation. While a reporting person using Lighthouse Services will not have to disclose his/her identity when filing a complaint via the anonymous hotline, his/her identity may become known during the course of the investigation due to information provided and decision to decline to provide an identity may hinder CLASP's ability to investigate the matter. Any person accused or implicated in the report will not be included among the report recipients at CLASP for that specific report from Lighthouse. Lighthouse Services are available 24 hours a day, 7 days a week and can be reached via the following avenues:

Website: [www.lighthouse-services.com/clasp](http://www.lighthouse-services.com/clasp)

Telephone:

o English speaking USA and Canada: 833-480-0010

o Spanish speaking USA and Canada: 800-216-1288

o French speaking Canada: 855-725-0002

o Spanish speaking Mexico: 01-800-681-5340

o All other countries: 800-603-2869 (must dial country access code first, click here for codes and dialing instructions)

Fax: (215) 689-3885 (must include company name with report)

Project personnel who engage with stakeholders will be instructed to identify themselves as CLASP staff or consultants and make clear that any concerns can be raised directly with CLASP.

GRM shall provide an opportunity of hearing to all the concerned parties and examine the relevant record before making the final decision. Every effort will be made to ensure that grievances/ appeals are considered and disposed of preferably within three (3) weeks of the date of receipt of the complaint. The complete records of all activities shall be kept and filed into the grievance database maintained by CLASP. CLASP will produce a report every six months.

The cases shall be considered as disposed of and closed when:

- The decision has been made and the Complainant has indicated acceptance of the response;
- Where the complainant has not responded within one month of being intimated the final decision of the grievance officer on his grievance/complaint;
- Where the Complainant fails to attend the meetings related to the complaint; and
- Where the Complainant withdraws his/her complaint.

13 December 2019

Last Updated: 6 March 2023

## 7. Monitoring and Reporting

Keeping in view the scale of project activities and level of E&S risks, CLASP has no plans to involve a third party in monitoring the project or impacts associated with the project.

CLASP will report on project activities, including engagement with stakeholders of all types, in the technical progress reports submitted to World Bank every six months. These reports will include additional detail regarding the specific stakeholders with whom the project team has engaged during the reporting period or plans to engage in the coming period.