

**DEMOCRATIC REPUBLIC OF CONGO/Ministry of
Public Health, Hygiene and Prevention**

**Additional Financing to DRC Multisectoral Child
Health and Nutrition Project (P178816)**

**Draft Updated
ENVIRONMENTAL AND SOCIAL
COMMITMENT PLAN (ESCP)**

April 2022

ENVIRONMENTAL AND SOCIAL COMMITMENT PLAN

1. The Democratic Republic of Congo is implementing the Multisectoral Child Health and Nutrition Project (the **Project**), with the involvement of the Ministry of Health, Hygiene and Prevention through the Health System Strengthening for Better Maternal and Child Health Results Project (PDSS) project implementation unit (PIU), as set out in the Financing Agreement and the Grant Agreement. The International Development Association has agreed to provide an additional financing (P178816) for the Project, as set out in the referred agreements. This ESCP supersedes previous versions of the ESCP for the Project and shall apply both to the original and the additional financing for Project referred to above.
2. The Recipient shall ensure that the Project is carried out in accordance with the Environmental and Social Standards (ESSs) and this Environmental and Social Commitment Plan (ESCP), in a manner acceptable to the Association. The ESCP is a part of the Financing Agreement and the Grant Agreement. Unless otherwise defined in this ESCP, capitalized terms used in this ESCP have the meanings ascribed to them in the referred agreements.
3. Without limitation to the foregoing, this ESCP sets out material measures and actions that the Recipient shall carry out or cause to be carried out, including, as applicable, the timeframes of the actions and measures, institutional, staffing, training, monitoring and reporting arrangements, and grievance management. The ESCP also sets out the environmental and social (E&S) instruments that shall be adopted and implemented under the Project, all of which shall be subject to prior consultation and disclosure, consistent with the ESS, and in form and substance, and in a manner acceptable to the Association. Once adopted, said E&S instruments may be revised from time to time with prior written agreement by the Association.
4. As agreed by the Association and the Recipient, this ESCP will be revised from time to time if necessary, during Project implementation, to reflect adaptive management of Project changes and unforeseen circumstances or in response to Project performance. In such circumstances, the Recipient and the Association agree to update the ESCP to reflect these changes through an exchange of letters signed between the Association and the Recipient. The Recipient shall promptly disclose the updated ESCP.

MATERIAL MEASURES AND ACTIONS		TIMEFRAME	RESPONSIBLE ENTITY
MONITORING AND REPORTING			
A	<p>REGULAR REPORTING</p> <p>Prepare and submit to the Association regular monitoring reports on the environmental, social, health and safety (ESHS) performance of the Project, including but not limited to the implementation of the ESCP, status of preparation and implementation of E&S instruments required under the ESCP including site-specific ESMPs, stakeholder engagement activities, security aspects, and functioning of the grievance mechanism(s).</p>	<p>Submit quarterly reports to the Association throughout Project implementation, commencing after the Effective Date. Submit each report to the Association no later than 15 days after the end of each reporting period.</p>	<p><i>Ministry of Health, Hygiene and Prevention/PDSS-PCT</i></p>
B	<p>INCIDENTS AND ACCIDENTS</p> <p>Promptly notify the Association of any incident or accident related to the Project which has, or is likely to have, a significant adverse effect on the environment, the affected communities, the public or workers, including, inter alia, cases of sexual exploitation and abuse (SEA), sexual harassment (SH), and accidents that result in death, serious or multiple injury. Provide sufficient detail regarding the scope, severity, and possible causes of the incident or accident, indicating immediate measures taken or that are planned to be taken to address it, and any information provided by any contractor and/or supervising firm, as appropriate.</p> <p>Subsequently, at the Association’s request, prepare a report on the incident or accident and propose any measures to address it and prevent its recurrence.</p>	<p>Notify the Association immediately, and no later than 48 hours after becoming aware of (serious incident/accident, and no later than 24 hours after any severe incident/accident, including SEA/SH incidents.</p> <p>Provide the Association with a detailed report no later than 7 days from becoming aware of the incident.</p>	<p><i>Ministry of Health, Hygiene and Prevention/PDSS-PCT</i></p>
C	<p>CONTRACTORS’ MONTHLY REPORTS</p> <p>Require contractors and supervising firms to provide monthly monitoring reports on ESHS performance in accordance with the metrics specified in the respective bidding documents and contracts, and submit such reports to the Association.</p>	<p>Submit the monthly reports to the Association within 48 hours of the Association's request.</p> <p>Monthly reports for contract work for the duration of the contract or sub-contract, starting 30 days from the start of project activities.</p>	<p><i>Ministry of Health, Hygiene and Prevention/PDSS-PCT</i></p>

MATERIAL MEASURES AND ACTIONS	TIMEFRAME	RESPONSIBLE ENTITY
ESS 1: ASSESSMENT AND MANAGEMENT OF ENVIRONMENTAL AND SOCIAL RISKS AND IMPACTS		
<p>1.1 ORGANIZATIONAL STRUCTURE</p> <p>Maintain the PDSS-PCT with qualified staff and resources to support management of ESHS risks and impacts of the Project including an environmental specialist, a social specialist and a GBV specialist at national level.</p> <p>At the provincial level, PDSS-PCT shall recruit four (4) additional E&S specialists. These specialists will be based in the provinces of Kasai, Kasai Central, Kwilu and Bukavu.</p>	<p>Throughout Project implementation</p> <p>The project shall recruit four (4) additional environmental and social specialists no later than 60 days from the Effective Date, and thereafter maintain these positions throughout project implementation.</p>	<p><i>Ministry of Health, Hygiene and Prevention/PDSS-PCT</i></p>
<p>1.2 ENVIRONMENTAL AND SOCIAL INSTRUMENTS</p> <p>1. The E&S instruments developed of the parent project including the Environmental and Social Management Framework (ESMF), including the prevention and response SEA/SH Master Action Plan, the Labor Management Procedures (LMP), the Stakeholders Engagement Plan(SEP), the Resettlement Policy Framework (RPF), the Indigenous People Policy Framework (IPPF), the Biomedical Waste Management Plan (BWMP) and Pest Management Plan (PMP) shall be updated to address additional risks related to additional financing project and will be disclosed, consulted upon and adopted for the project.</p> <p>2. Prepare, consult, disclosure, adopt and implement the site-specific subprojects instruments, such as Environmental and Social Management Plans (ESMPs), as set out in the ESMF.</p>	<p>1. The ESMF, LMP, SEP, RPF, IPPF, BWMP and PMP of the parent project were disclosed in February 2019. These instruments shall be updated, including the SEA/SH Master Action plan disclosed, consulted upon and adopted no later than 60 days after the Effective Date and thereafter implement throughout Project implementation. The SEP shall be updated, consulted, disclosed upon and adopted as a draft prior to appraisal.2. Subproject instruments to be consulted, receive WB non-objection and disclosed before launching the bidding process for the respective Project activity prior to the carrying out of Project activity that requires the adoption of such subproject instruments. Once adopted, implement the respective subproject instruments throughout Project implementation</p>	<p><i>Ministry of Health, Hygiene and Prevention/PDSS-PCT</i></p>
<p>1.3 MANAGEMENT OF CONTRACTORS</p>	<p>As part of the preparation of procurement documents and respective contracts.</p>	<p><i>Ministry of Health, Hygiene and Prevention/PDSS-PCT</i></p> <p><i>Supervising firm</i></p>

MATERIAL MEASURES AND ACTIONS	TIMEFRAME	RESPONSIBLE ENTITY
<p>Incorporate the relevant aspects of the ESCP, including, inter alia, the relevant E&S instruments, the Labor Management Procedures, code of conduct prohibiting SEA/SH behaviors, and sanctions in case of non-respect and regular trainings for workers on GBV, including SEA/SH risks and consequences, and any other mitigation measure establishes on the SEA/SH Action plan, into the ESHS specifications of the procurement documents and contracts with contractors and supervising firms (if applicable). Thereafter ensure that the contractors and supervising firms comply and cause subcontractors to comply with the ESHS specifications of their respective contracts.</p>	<p>Supervise contractors throughout Project implementation.</p>	<p><i>Contractor</i></p>
<p>1.4 TECHNICAL ASSISTANCE</p> <p>Ensure that the consultancies, studies (including feasibility studies, if applicable), capacity building, training, and any other technical assistance activities under the Project are carried out in accordance with terms of reference acceptable to the Association, that are consistent with the ESSs. Thereafter ensure that the outputs of such activities comply with the terms of reference.</p>	<p>Throughout Project implementation.</p>	<p><i>Ministry of Health, Hygiene and Prevention/PDSS-PCT</i></p>
<p>1.5 CONTINGENT EMERGENCY RESPONSE FINANCING (Component 5)</p> <p>a) A CERC-ESMF, prepared and disclosed for the implementation of CERC component in accordance with the ESSs, shall be updated and disclosed to address additional risks related to CERC activities (including SEP, RPF, LMP and IPPF) and will be disclosed, consulted upon and adopted for the project.</p> <p>b) Adopt any environmental and social (E&S) instruments which may be required for activities under CERC Part of the Project, in accordance with the CERC Manual and, the updated CERC-ESMF and the ESSs, and thereafter implement the measures and actions required under said E&S instruments, within the timeframes specified in said E&S instruments.</p> <p>As the activation of the CERC added a new province to the original project area, namely Kasai Oriental, IPPF, RPF, SEP and LMP instruments need to be updated to take into account the context of the new province.</p>	<p>a) The CERC-ESMF was disclosed on March 2, 2022. It shall be updated, disclosed, consulted upon and adopted before the commencement of any CERC activity and thereafter implement throughout CERC implementation. The IPPF, LMP and RPF shall be updated taking in account the CERC activities and the Additional Financing no later than 60 days</p> <p>b) Adopt any required E&S instrument and include it as part of the respective bidding process, if applicable, and in any case, before the carrying out of the relevant Project activities for which the E&S instrument is required. Implement the E&S instruments in accordance with their terms, throughout Project implementation.</p>	<p><i>Ministry of Health, Hygiene and Prevention/PDSS-PCT</i></p>

MATERIAL MEASURES AND ACTIONS		TIMEFRAME	RESPONSIBLE ENTITY
	The PIU must ensure that ESF requirements are included in the contracts with organizations (UNICEF, FAO, HarvestPlus and WFP) and proper ESF training is delivered to their representatives.		
ESS 2: LABOR AND WORKING CONDITIONS			
2.1	LABOR MANAGEMENT PROCEDURES Adopt and implement the Labor Management Procedures (LMP) for the Project, including, inter alia, provisions on working conditions, management of workers relationships, occupational health and safety (including personal protective equipment, and emergency preparedness and response), code of conduct (including relating to SEA and SH), forced labor, child labor, grievance arrangements for Project workers, and applicable requirements for contractors, subcontractors, and supervising firms. LMP from parent Project shall be updated, consulted, and disclosed regarding to the Additional Financing and the CERC activities.	LMP prepared for the parent project was disclosed in March 2019. LMP from the parent project shall be updated, disclosed, consulted upon, and adopted no later than 60 days after the Effective Date, and thereafter implement the LMP throughout Project implementation.	<i>Ministry of Health, Hygiene and Prevention/PDSS-PCT</i>
2.2	GRIEVANCE MECHANISM FOR PROJECT WORKERS Establish and operate a grievance mechanism for Project workers, as described in the LMP and consistent with ESS2. The mechanism includes procedures to denounce SEA/SH incidents in an ethical and confidential manner, following a survivor centered approach.	The Grievance Redress mechanism (GRM) for workers shall be operational prior to the implementation of the work site activities for the Project and shall be maintained throughout the implementation of the Project	<i>Ministry of Health, Hygiene and Prevention/PDSS-PCT</i>
ESS 3: RESOURCE EFFICIENCY AND POLLUTION PREVENTION AND MANAGEMENT			
3.1	WASTE MANAGEMENT PLAN The Biomedical Waste Management Plan (BWMP) of the parent project shall be updated to incorporate any gaps related to waste management practices of health facilities to be supported under AF and its geographic expansion	Same timeframe as for the adoption and implementation of the ESMPs The BWMP of the parent project shall be updated, consulted upon and disclosed no later than two months after the Effective Date and maintained throughout the implementation of the project	<i>Ministry of Health, Hygiene and Prevention/PDSS-PCT</i>

MATERIAL MEASURES AND ACTIONS		TIMEFRAME	RESPONSIBLE ENTITY
3.2	<p>PEST MANAGEMENT</p> <p>The existing Pest Management Plan (PMP) prepared under the Kasai emergency program and using for the parent project will be updated to address potential use of pesticides for agriculture activities under the AF.</p>	<p>The existing PMP shall be updated, disclosed, consulted upon and adopted no later than two months after the Effective Date.</p> <p>This document shall be maintained throughout the implementation of the Project.</p>	<p><i>Ministry of Health, Hygiene and Prevention/PDSS-PCT</i></p>
3.3	<p>RESOURCE EFFICIENCY AND POLLUTION PREVENTION AND MANAGEMENT</p> <p>Incorporate resource efficiency and pollution prevention and management measures in the ESMP to be prepared under action 1.2 above.</p>	<p>Same timeframe as for the adoption and implementation of the ESMPs</p>	<p><i>Ministry of Health, Hygiene and Prevention/PDSS-PCT</i></p>
ESS 4: COMMUNITY HEALTH AND SAFETY			
4.1	<p>COMMUNITY HEALTH AND SAFETY</p> <p>Assess and manage specific risks and impacts to the community arising from Project activities and include mitigation measures in the ESMPs to be prepared in accordance with the ESMF.</p>	<p>Same timeframe as for the adoption and implementation of the ESMPs.</p>	<p><i>Ministry of Health, Hygiene and Prevention/PDSS-PCT</i></p>
4.2	<p>SEA AND SH RISKS</p> <p>The parent project was rated as moderate regarding SEA/SH risk, based mostly on the results of community consultations during the elaboration of the parent project CERC-ESMF. For the AF the level of risk has been raised to substantial. The SEA/SH risk assessment shall be updated in order to to inform the selection and design of mitigation measures. The SEA/SH Master Action plan elaborated and disclosed for the entire Health and Nutrition Project portfolio is relevant for this AF and shall be updated and disclosed appropriately. It includes the following elements:</p> <ul style="list-style-type: none"> - Provisions for drafting codes of conduct that specifically prohibit SEA/SH and outline applicable sanctions and will be signed by project workers, supervision consultant staff, and PIU personnel. - An awareness-raising strategy that describes how workers and local communities will be made aware of the risks and consequences of gender-based violence, including SEA/SH, the responsibilities of workers under the code of conduct, and procedures to report these kinds of incidents. - Provisions for organizing independent community consultations with women in safe and enabling environments and with female facilitators, which will provide information as to project-related risks for women and feedback on safe and accessible GRM reporting channels for SEA/SH complaints. 	<p>The SEA/SH Master Action Plan shall be updated and included as an annex in the ESMF and adopted no later than 90 days after the Effective Date and thereafter implement throughout Project implementation.</p>	<p><i>Ministry of Health, Hygiene and Prevention/PDSS-PCT</i></p>

MATERIAL MEASURES AND ACTIONS		TIMEFRAME	RESPONSIBLE ENTITY
	<ul style="list-style-type: none"> - A training strategy that describes the responsibilities of workers covered by the code of conduct, SEA/SH concepts, prohibited behaviours and sanctions for violations, and specific procedures to manage SEA/SH complaints in an ethical and confidential manner, following a survivor-centered approach - A training strategy for health workers on Clinical Management for GBV survivors - Procedures to handling SEA/SH grievances safely and confidentially and using a survivor-centred approach, including response and information-sharing protocols and information as to how the project will provide employees and the local population with information on how to report SEA/SH grievances and violations of the code of conduct to the GRM sensitive to SEA/SH incidents. - Provisions for mapping holistic package of services (psychosocial, medical, and legal) to which SEA/SH survivors will be referred, including the quality of the services that providers offer. - Provisions for hiring a third-party monitor to supervise implementation of the measures under the SEA/SH Action Plan 		
4.3	<p>SECURITY MANAGEMENT</p> <p>Conduct a formal Security Risk Assessment in the new provinces for the AF. Assess and implement measures to manage the security risks of the Project, including the risks of engaging security personnel to safeguard project workers, sites, assets, and activities including a ESMP or Security Management Plan (SMP) specifically in Tanganyika and South-Kivu Provinces where they are the security and conflict issues(Conflict between IPP and other communities in Tanganyika and rebel group in South-Kivu).</p> <p>The Recipient should ensure that any public or private security personnel involved in the Project abide by clear rules of engagement and a code of conduct consistent with ESS4 and acceptable to the Association.</p>	Prior to the start of any relevant activities.	<i>Ministry of Health, Hygiene and Prevention/PDSS-PCT</i>
ESS 5: LAND ACQUISITION, RESTRICTIONS ON LAND USE AND INVOLUNTARY RESETTLEMENT			
5.1	<p>RESETTLEMENT POLICY FRAMEWORK</p> <p>Adopt and implement a Resettlement Policy Framework (RPF) for the Project, consistent with ESS5.</p>	The parent project RPF was developed, consulted and disclosed in February, 2019. This RPF shall be updated, consulted, disclosed, and adopted no later than 60 days after the effective date of the additional financing and thereafter implement it during the implementation of the project.	<i>Ministry of Health, Hygiene and Prevention/PDSS-PCT</i>

MATERIAL MEASURES AND ACTIONS		TIMEFRAME	RESPONSIBLE ENTITY
	Prepare, disclose, consult upon, adopt, and implement a Resettlement Policy Framework (RPF) for the Project which shall describe in detail the principles, organizational arrangements, and resettlement design criteria to be applied to the components or subprojects to be prepared during project implementation (see paragraph 25 of ESS 5). Once the individual subprojects or components of the project have been defined and the necessary information is made available, this framework shall be expanded to take into account the potential risks and effects of the AF. Project activities expected to result in physical and/or economic displacement shall not begin until these specific plans are finalized and approved by the Association		
5.2	RESETTLEMENT PLANS Adopt and implement a resettlement action plan (RAP) for each activity under the Project for which the RPF requires such RAP, as set out in the RPF, and consistent with ESS5. As noted in annex 1 para. 1 of ESS5, when the project involves only economic displacement, the resettlement plan to develop may be called a “Livelihood Plan “or where restrictions on access to legally designated parks and protected areas are involved, the Plan may take the form of a “Process Framework “.	Adopt and implement the respective RAP, including ensuring that before taking possession of the land and related assets, full compensation has been provided and [as applicable] displaced people have been resettled and moving allowances have been provided.	<i>Ministry of Health, Hygiene and Prevention/PDSS-PCT</i>
5.3	GRIEVANCE MECHANISM The grievance mechanism (GM) to address resettlement related complaints should be described in the RPF, RAPs and SEP.	<i>The GM to address resettlement complaints shall be installed and implemented before the payment of compensation to PAPs begins</i>	<i>Ministry of Health, Hygiene and Prevention/PDSS-PCT</i>
ESS 6: BIODIVERSITY CONSERVATION AND SUSTAINABLE MANAGEMENT OF LIVING NATURAL RESOURCES			
6.1	BIODIVERSITY RISKS AND IMPACTS The updated ESMF shall provide guidance on screening and mitigation measures to ensure that Project activities do not alter or cause the destruction of critical and/or habitats. An animal Health and Welfare Plan shall be prepared to address any requirements related the production and distribution of small animal livestock	Same timeframe as for the adoption and implementation of the updated ESMF An Animal Health and Welfare Plan shall be prepared, consulted upon and disclosed no later than 60 days after the Effective Date and thereafter implement throughout Project implementation.	<i>Ministry of Health, Hygiene and Prevention/PDSS-PCT</i>

MATERIAL MEASURES AND ACTIONS		TIMEFRAME	RESPONSIBLE ENTITY
ESS 7: INDIGENOUS PEOPLES/SUB-SAHARAN AFRICAN HISTORICALLY UNDERSERVED TRADITIONAL LOCAL COMMUNITIES			
7.1	<p>INDIGENOUS PEOPLES PLANNING FRAMEWORK</p> <p>Conduct social, economic, cultural and environmental studies to assess the nature and degree of the Project’s direct and indirect impacts on Indigenous Peoples who are present in, or have collective attachment to, the project area INCLUDING Tanganyika, South-Kivu and Kasai Provinces.</p> <p>Adopt, disclose and implement an Indigenous Peoples Planning Framework (IPPF) for the Project, consistent with ESS7.</p>	<p>The parent project had developed the IPPF which has been disclosed on March, 2019. This IPPF shall be updated, consulted, disclosed and adopted no later than 90 days after the effectiveness date and thereafter implement the IPPF throughout Project implementation.</p>	<p><i>Ministry of Health, Hygiene and Prevention/PDSS-PCT</i></p>
7.2	<p>INDIGENOUS PEOPLES PLAN</p> <p>Adopt and implement an Indigenous Peoples Plan (IPP) for each activity under the Project for which the IPPF requires such IPP, [s set out in the IPPF, and consistent with ESS7.</p>	<p>Adopt the IPP prior to carrying out any activity that requires the preparation of such IPP. Once adopted, implement the respective IPP throughout Project implementation.</p>	<p><i>Ministry of Health, Hygiene and Prevention/PDSS-PCT</i></p>
7.3	<p>GRIEVANCE MECHANISM</p> <p>Culturally appropriate adaptations to the grievance mechanism to address complaints submitted by Indigenous peoples should be described in the IPPF, IPPs, and SEP. In order to create inclusion and social cohesion between IPs and other neighbouring communities, the IPs' complaint management committee will be composed of IPs and other communities. The presence of an IP on the complaints management committee will give credibility to the complaints management mechanism vis-à-vis IPs.</p>	<p><i>The GM to address indigenous people complaints shall be established and implemented before the implementation of the IPP.</i></p>	<p><i>Ministry of Health, Hygiene and Prevention/PDSS-PCT</i></p>
ESS 8: CULTURAL HERITAGE			
8.1	<p>CHANCE FINDS</p> <p>Describe and implement the chance finds procedures which shall be included in the updated ESMF of the Project.</p>	<p>Describe the chance find procedures in the updated ESMF. Implement the procedures throughout Project implementation.</p>	<p><i>Ministry of Health, Hygiene and Prevention/PDSS-PCT</i></p>

MATERIAL MEASURES AND ACTIONS		TIMEFRAME	RESPONSIBLE ENTITY
ESS 10: STAKEHOLDER ENGAGEMENT AND INFORMATION DISCLOSURE			
10.1	<p>STAKEHOLDER ENGAGEMENT PLAN PREPARATION AND IMPLEMENTATION</p> <p>Update, adopt and implement a Stakeholder Engagement Plan (SEP) for the Project, consistent with ESS10, which shall include measures to, inter alia, provide stakeholders with timely, relevant, understandable and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination and intimidation.</p>	<p>A SEP was prepared and disclosed for the parent project in February 2019 and shall be revised and disclosed prior to Appraisal as draft. It shall be further revised including meaningful consultations in the additional provinces as needed, disclosed, consulted upon, and adopted no later than two months after the Effective Date of this AF and thereafter implement throughout Project implementation.</p>	<p><i>Ministry of Health, Hygiene and Prevention/PDSS-PCT</i></p>
10.2	<p>PROJECT GRIEVANCE MECHANISM (GM)</p> <p>A GM already exists under the parent project. It shall be updated no later than 60 days after the Effective Date 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>The grievance mechanism shall be equipped to receive, register, and facilitate the resolution of SEA/SH complaints, including through the referral of survivors to relevant gender-based violence service providers, all in a safe, confidential, and survivor-centered manner.</p>	<p>Existing parent project GM to be updated for AF activities, not later than 60 days after the Effective Date and thereafter maintain and operate the mechanism throughout Project implementation.</p>	<p><i>Ministry of Health, Hygiene and Prevention/PDSS-PCT</i></p>
CAPACITY SUPPORT			
CS1	<p>Training may be required for PDSS-PCT staff, stakeholders, UN partners, Project workers on:</p> <ul style="list-style-type: none"> • new ESF and the requirements of each standard • stakeholder mapping and engagement • specific aspects of environmental and social assessment • emergency preparedness and response • community health and safety. • Prevention and response to SEA/SH and GBV risks associated with the project • GRM 	<p>Within 90 days after the Effective Date and throughout Project implementation</p>	<p><i>Ministry of Health, Hygiene and Prevention/PDSS-PCT</i></p>

MATERIAL MEASURES AND ACTIONS		TIMEFRAME	RESPONSIBLE ENTITY
CS2	Training for Project workers on occupational health and safety including on emergency prevention and preparedness and response arrangements to emergency situations. In addition, the training on GRM for Project workers in general and the members of the Complaint Management Committee in particular.	<p>Within 90 days after the Effective Date and throughout Project implementation.</p> <p><i>For more efficiency, the members of the complaint management committee will be trained at the site of the work and 10 days with the start of the works.</i></p>	<i>Ministry of Health, Hygiene and Prevention/PDSS-PCT</i>