

**Environmental and Social Commitments
and
Stakeholder Engagement Strategy
for
Myanmar Modernization of Public Financial Management Project II**

Presentation for Consultation – 28th January 2021

Ministry of Planning, Finance and Industry

Introduction

- World Bank is supporting technical and financial support to Ministry of Planning, Finance and Industry (MOPFI) for the Myanmar Modernization of Public Financial Management Project II (the Project)
- World Bank has policies and standards for managing environmental and social risks and impacts in programs it supports
- Based on these standards, MOPFI and the World Bank have agreed on a Stakeholder Engagement Strategy (SES) and some environmental and social commitment plan(ESCP) for the Project
- SES outlines the principles, potential stakeholders and activities for stakeholder engagement under the Project
- Full text of the ESCP and SES can be found at:www.mopfi.gov.mm/mm

What is Supported under the Project?

- Switching from paper-based systems to online systems, for tax registration and payments, MEB Core Banking System and for pension payments.
- A new pension policy for civil servants entering public service.
- Improved transparency, oversight and accountability of existing budget systems, and large tenders and contract awards.
- Improved budgeting and public investment management in the Health and Education Sectors, in response to COVID-19 and other potential crises

Applicable World Bank Standards

Why does the World Bank have Environmental and Social standards (ESSs)?

- Environmental and social policies help ensure that **people and the environment** are **protected** from potential adverse impacts in investment projects. Such policies also improve the **outcome and effectiveness** of projects.
- In addition, support for strengthening the **capacity of Governments** to implement environmental and social policies, increases **sustainability and impact** beyond the single project.

Applicable World Bank Standards (Continued)

- **ESS1 – Assessment and Management of Environmental and Social Impacts:** To identify, assess, evaluate and manage environmental and social impacts
- **ESS2 – Labor and Working Conditions:** To promote safety and health at work; promote the fair treatment, non-discrimination, and equal opportunity of project workers
- **ESS3 – Resource Efficiency and Pollution Prevention and Management:** To promote the sustainable use of resources and avoid or minimize generation of hazardous and non-hazardous waste

Applicable World Bank Standards (Continued)

- **ESS7 – Indigenous Peoples:** To promote sustainable development benefits and opportunities in a manner that is accessible, culturally appropriate and inclusive of all ethnic groups
- **ESS10 – Stakeholder Engagement and Information Disclosure:** To establish a systematic approach to stakeholder engagement that helps the government to identify stakeholders and maintain a relationship with them throughout the project; to establish an inclusive, accessible and responsive grievance

Potential Risks of the Project

- **Moving to online tax and pension payment systems:** Risks that users will not be familiar with or able to use new online systems; stakeholders are not aware and cannot provide feedback.
- **Renewal of IT systems at MOPFI:** Occupational health and safety risks to workers during installation of new equipment, risks to community health and safety from disposal of electronic waste.
- **Pension reform for new civil servants and current civil servants under 10 years of service:** Risks that different groups may be affected differently; stakeholders are not aware and cannot provide feedback.
- **Parliamentary financial oversight activities:** Stakeholders are not aware and cannot provide feedback, oversight, accountability; publicly available information is not accessible to everyone.

Proposed Measures 1:

Environmental and Social Commitments

- MOPFI will assign focal points for environmental and social risk management.
- MOPFI will include relevant policies for labor and working conditions in contracts with project workers, including having a grievance mechanism for workers.
- MOPFI commitment to include the pension changes clearly codified in their HR rules and procedures.
- MOPFI will adopt an E-Waste Management Plan for disposal of electronic waste (based on the government-wide National Waste Management Strategy and Master Plan for Myanmar (2018–2030) prepared by the Ministry of Natural Resources and Environmental Conservation (MONREC).
- MOPFI will ensure all project and stakeholder engagement activities are inclusive and accessible for women, ethnic groups, disadvantaged and vulnerable groups. MOPFI will implement the Stakeholder Engagement Strategy prepared for the project.
- MOPFI will establish a feedback and grievance mechanism.

Proposed Measures 2:

Stakeholder Engagement Strategy

Objectives

- i. provide citizens and interested stakeholders information about new tax and pension IT systems, proposed new pension policies, budget allocation and procurement law, in a simplified, accessible and culturally appropriate manner;
- ii. consult relevant stakeholders before new pension policies are enacted;
- iii. facilitate active stakeholder participation where possible, notably in parliamentary financial oversight by JPAC and large tenders and contract awards, through access to simplified information and establishment of multiple channels for awareness raising, training and engagement;
- iv. develop partnerships with agencies, associations, private sector and civil society to enhance the stakeholder engagement process for targeted audiences;
- v. provide appropriate IT infrastructure and employ cost-effective means of disseminating information and collecting feedback; and
- vi. develop monitoring measures for the SES.

Proposed Measures 2: Stakeholder Engagement Strategy

Activities for engagement on tax and pension IT system rollout

METHOD OF ENGAGEMENT	TARGET AUDIENCE	OBJECTIVE
<ul style="list-style-type: none"> - Press releases, media campaign - MOPFI Website and Facebook page - Television information segments - Radio information segments - Brochures, FAQs - Public participation website for parliamentary oversight 	<ul style="list-style-type: none"> - All citizens - Taxpayers - New civil servants and current civil servants under 10 years of service - Government ministries/officials - State/region governments - Parliamentarians - Civil Society - Development Partners - Private sector - Media - Ethnic civil society organizations 	Information dissemination at a broad level on new tax and pension IT systems, budget and procurement processes
<ul style="list-style-type: none"> - Facebook updates, with visuals, cartoons, animations - Video segments for Facebook small size for phone viewing and forwarding - Video segments for television - Radio dialogue and skits 	<ul style="list-style-type: none"> - All citizens - Persons whose primary language is not Burmese - Persons with limited access to internet - Persons who are not fully literate 	Information dissemination at a simplified and accessible level, including in key ethnic languages on new tax and pension IT systems, budget and procurement processes
<ul style="list-style-type: none"> - Newsletters - E-mail groups - MOPFI website - Public participation website for parliamentary oversight 	<ul style="list-style-type: none"> - Taxpayers - New civil servants and current civil servants under 10 years of service - ministries/officials - State/region governments - Parliamentarians - Civil Society - Development Partners - Private sector - Ethnic civil society organizations 	Information dissemination at a technical level on new tax and pension IT systems, budget and procurement processes

Proposed Measures 2: Stakeholder Engagement Strategy

Activities for budget allocation awareness and oversight

METHOD OF ENGAGEMENT	TARGET AUDIENCE	OBJECTIVE
<ul style="list-style-type: none"> - Formal meetings, conferences, events, seminars - Formal consultations <i>In Yangon, Naypyidaw, all state/region capitals</i> - Public participation website for parliamentary oversight 	<ul style="list-style-type: none"> - Government ministries/officials - State/region governments - Parliamentarians - Civil Society - Development Partners - Private sector - Media - Ethnic civil society organizations 	Consultation and engagement at a broad level, with government stakeholders and other organized stakeholders on budget and procurement processes
<ul style="list-style-type: none"> - Television and radio segments with call-in opportunities - SMS line to text in feedback - Phone line to take phone feedback - MOPFU website and Facebook page taking electronic feedback, providing address for paper feedback 	<ul style="list-style-type: none"> - All citizens - Persons whose primary language is not Burmese - Persons with limited access to internet - Persons who are not fully literate 	Consultation and engagement at a simplified and accessible level, including in key ethnic languages on budget and procurement processes
<ul style="list-style-type: none"> - Small consultations - Focus group discussions - Public participation website for parliamentary oversight 	<ul style="list-style-type: none"> - Taxpayers / pensioners - Government ministries/officials - State/region governments - Parliamentarians - Civil Society - Development Partners - Private sector - Ethnic civil society organizations 	Consultation and engagement at a technical level on budget and procurement processes

Proposed Measures 2: Stakeholder Engagement Strategy

Cross-cutting activities

METHOD OF ENGAGEMENT	TARGET AUDIENCE	OBJECTIVE
- Tailored, targeted phone surveys	<ul style="list-style-type: none"> - All citizens - Taxpayers / pensioners - Government ministries/officials - State/region governments - Parliamentarians - Civil Society - Development Partners - Private sector - Media - Ethnic civil society organizations 	After 2-5 years of reform, programming, information campaign and stakeholder engagement, for assessment and monitoring of efforts
<ul style="list-style-type: none"> - Public Financial Management Training - Internet literacy training - Training on use of new tax and pension IT systems 	<ul style="list-style-type: none"> - Ethnic minorities - Women - Health and education sector workers 	Awareness raising and education on internet literacy, new tax and pension IT systems, budget and procurement processes
- Technical partnerships with agencies, associations, private sector, civil society	<ul style="list-style-type: none"> - Government agencies - State/region governments - Trade, industry, sector associations - Civil Society - Development Partners - Private sector - Media - Ethnic civil society organizations - Citizen/Community Budget Monitoring Initiatives 	Information dissemination and stakeholder engagement at a broad level, at a technical level and at a simplified level on new tax and pension IT systems and user training,, budget and procurement processes

Proposed Measures 2:

Stakeholder Engagement Strategy

Feedback Response and Grievance Mechanism

- MOPFI will establish a Feedback Response and Grievance Mechanism to ensure that people affected by the Project can bring their questions, feedback, grievances and concerns to MOPFI's attention, and MOPFI will consider the feedback, and respond and address these in an appropriate manner.
- Feedback will be provided by different channels: By phone, by email, by postal service, by SMS, and by submissions on the MOPFI website and Facebook pages.
- MOPFI will document all feedback and report on the feedback received on its website.

Consultations

- These consultations are being organized as part of the preparation for the Project.
- As noted in SES, further consultations and stakeholder engagement will be conducted during the implementation of the Project.
- Feedback from these consultations will be integrated into the SES and the design of project activities.

Questions? Comments? Suggestions?