

International Bank for Reconstruction and Development
International Development Association

THIRD PROGRESS REPORT
ON THE IMPLEMENTATION OF THE MANAGEMENT ACTION PLAN IN RESPONSE
TO THE
INSPECTION PANEL INVESTIGATION REPORT (INSP/106710-UG) ON THE
REPUBLIC OF UGANDA
TRANSPORT SECTOR DEVELOPMENT PROJECT – ADDITIONAL FINANCING
P121097

April 30, 2019

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ABBREVIATIONS AND ACRONYMS

ARSDP	Albertine Regional Sustainable Development Project
DAC	District Action Center
ECPR	Emergency Child Protection Response
ELA	Empowerment and Livelihoods for Adolescents
GBV	Gender-based Violence
GoU	Government of Uganda
GMC	Grievance Management Committee
GRM	Grievance Redress Mechanism
IDA	International Development Association
IPF	Investment Project Financing
Km	Kilometer
MAP	Management Action Plan
MEMD	Ministry of Energy and Mineral Development
MES	Ministry of Education and Sports
MFPED	Ministry of Finance, Planning and Economic Development
MGLSD	Ministry of Gender, Labor and Social Development
MLG	Ministry of Local Government
MLHUD	Ministry of Land, Housing and Urban Development
NEMA	National Environmental Management Authority
NERAMP	North Eastern Road-Corridor Asset Management Project
NGO	Nongovernmental organization
PAP	Project-Affected Person
PCN	Project Concept Note
RAP	Resettlement Action Plan
RSR	Rapid Social Response
SBD	Standard Bidding Document
SCOPE	Supporting Children's Opportunities through Protection and Empowerment
SEA	Sexual Exploitation and Abuse
SPD	Standard Procurement Document
TSDP	Transport Sector Development Project
UNRA	Uganda National Roads Authority
VAC	Violence Against Children

EXECUTIVE SUMMARY

- i. On October 13, 2016, Management submitted its Report and Recommendation, including a detailed [Management Action Plan \(MAP\)](#), developed in response to the Inspection Panel's [Investigation Report](#) No. INSP/106710-UG on the Uganda Transport Sector Development Project – Additional Financing (P121097). On November 22, 2016, the [Bank's Board considered both reports](#) and approved the MAP.
- ii. This is the Third Progress Report to the Board of Executive Directors (the Board) on implementation of the MAP, covering activities and information available for the period up to April 30, 2019.
- iii. Management has acknowledged the serious weaknesses in the preparation, implementation and supervision of the Project. The Bank failed to identify and plan for the full range of social impacts that a project of this size and scope could have in a poor, rural area with many pre-existing and well-identified vulnerabilities.
- iv. Management has worked to support the Government of Uganda (GoU) to address these issues both at the project level and system-wide. At the project level this has included steps to provide support for the survivors of gender-based violence (GBV) and sexual exploitation and abuse (SEA); to complete the compensation process; to capture, record and address all grievances as they arise; to address construction issues; to support capacity building of the implementing agency; and to provide support for response to and prevention of GBV. These are discussed in more detail in this report, focusing particularly on the progress made over the last year since the Second Progress Report.
- v. To improve management of GBV-related risks in Bank-financed projects, a number of measures have been put in place, including efforts to build capacity of Bank staff to address GBV. Environmental and social provisions in International Competitive Bidding procurement contracts for civil works have been strengthened. The Bank's own efforts to tackle these more systemic issues in whichever country they may arise have been addressed in the Bank's "[Lessons Learned and Agenda for Action](#)" Report (November 11, 2016), which among other items includes the issuance of detailed staff guidance on labor influx in projects. The efforts to date show that progress can be made, while recognizing that GBV/SEA is a deep-seated issue in many countries across all regions. It should also be recognized that improvements often start at a low baseline and may be uneven. It requires sustained political commitment by governments with support from the Bank. In this regard, Uganda has made substantial progress.
- vi. As of April 30, 2019, 12 of the 15 actions in the Management Action Plan have been completed. One action, concerning working with the Uganda National Roads Authority (UNRA) and the GoU on addressing endemic social issues more systematically, has been substantially completed. The remaining two actions, relating to resettlement compensation and addressing construction defects that have livelihood and safety impacts, are expected to be completed by June 30, 2019.

I. INTRODUCTION

1. This is the Third Progress Report to the Board of Executive Directors (the Board) on implementation of the [Management Action Plan \(MAP\)](#) in response to the Inspection Panel [Investigation Report](#) No. INSP/106710-UG on the Uganda Transport Sector Development Project – Additional Financing (P121097), covering activities and information available for the period up to April 30, 2019.¹

2. ***The Project.*** The Project Development Objective of the Transport Sector Development Project (TSDP) was to improve the connectivity and efficiency of the transport sector through: (a) improved conditions of the national road network; (b) improved capacity for road safety management; and (c) improved transport sector and national road management. In Uganda, road infrastructure is the dominant transport mode, accounting for 90 percent of passenger and freight traffic. The implementing agency was the Uganda National Roads Authority (UNRA). The Project was financed through a US\$190 million credit from the International Development Association (IDA), which was approved by the Board on December 10, 2009 and became effective on July 15, 2010. An Additional Financing, in the amount of US\$75 million, was approved on June 16, 2011. This Additional Financing, which provided support to upgrade the Kamwenge–Fort Portal Road (66 km) from gravel to bitumen standard, was the subject of the Inspection Panel (INP) Request and subsequent investigation.

3. ***Inspection Panel process.*** On December 19, 2014, the Inspection Panel (the Panel) received a Request for Inspection of the TSDP. As some of the issues raised in the Request had not previously been communicated to Management, the Panel did not register the Request, to provide Management with an opportunity to address the concerns. On September 11, 2015, the Panel received another Request for Inspection (the Request), raising similar concerns. The Request was registered on September 28, 2015. The Request raised serious allegations, including road workers' sexual relations with minor girls and resulting pregnancies, the increased presence of sex workers in the community, the spread of HIV/AIDS, sexual harassment of female employees, child labor, increased dropout rates from school, inadequate resettlement practices, fear of retaliation, lack of community participation, poor labor practices, and lack of road safety. Management responded to the claims raised in the Request on December 17, 2015.

4. ***Project cancellation.*** After informing the Board, on December 21, 2015, the World Bank Group President, Jim Yong Kim, announced both the intended cancellation of the unwithdrawn amount of the Credits and a set of immediate follow-up actions. On December 22, 2015, the Bank cancelled the unwithdrawn amount of the Credits.²

5. ***Investigation and MAP.*** In its Report to the Board on January 8, 2016, the Panel found the Request eligible for inspection and recommended that the Executive Directors authorize an investigation, which they did. In line with its mandate, the Panel investigation focused on the allegations of harm arising from instances of noncompliance by the Bank with its operational policies and procedures. On August 4, 2016, the Panel issued its investigation report, to which

¹ The previous Progress Reports on the MAP can be found here: [First Progress Report](#), [Second Progress Report](#)

² Original Financing (Credit No. 4679-UG) and Additional Financing (Credit No. 4949-UG).

Management responded on October 13, 2016, with its proposed action plan. On November 22, 2016, the [Bank's Board considered both reports](#) and approved the MAP.

II. PROGRESS OF MANAGEMENT ACTION PLAN IMPLEMENTATION

6. The MAP and progress through April 2018 are described in detail in the First and Second Progress Reports. This Report describes progress in implementing the MAP over the past year. Annex 1 provides further details on the status of actions.

7. As of April 30, 2019, 12 of the 15 actions in the Management Action Plan have been completed. One action, concerning working with UNRA and the Government of Uganda (GoU) on addressing endemic social issues more systematically, has been substantially completed. The remaining two actions, relating to resettlement compensation and addressing construction defects that have livelihood and safety impacts, are currently expected to be completed by June 30, 2019.

Support for survivors of Gender-based Violence (GBV)

8. As described in the First and Second Progress Reports, the Emergency Child Protection Response (ECPR) program was set up quickly to respond to the TSDP failures once they came to light. It was financed by the Bank and implemented by a Ugandan nongovernmental organization (NGO), BRAC, to help girls in the locality who were survivors of GBV. ECPR activities concluded in July 2017 with the introduction of a more sustainable and more comprehensive program, as described below.

Strengthening community response to GBV and Sexual Violence Against Children (VAC) within Project communities

9. To build on and sustain achievements under the ECPR, the Bank secured, on behalf of the GoU, a US\$673,000 grant financed by the multi-donor Rapid Social Response (RSR) program. The Supporting Children's Opportunities through Protection and Empowerment (SCOPE) project was implemented by the Ministry of Gender, Labor and Social Development (MGLSD) over a period of two years, from January 25, 2017, to January 11, 2019. The SCOPE project aimed to: (a) enhance access to response and prevention services for child survivors of sexual violence and those at risk; and (b) strengthen the capacity of the MGLSD and district authorities to coordinate, monitor and ensure the quality of services for child survivors of sexual violence. MGLSD engaged four implementing NGOs (BRAC, Joy for Children, International Justice Mission, World Vision) through a competitive process to work closely with district authorities in implementing the project.

10. Notable among the achievements of the SCOPE project are that over 80 cases of sexual violence against children have been managed at the District Action Centers (DACs) established by the project in Fort Portal and Kamwenge between September 2017 and December 2018. In a single week in October 2018, 12 convictions of defilement were secured in Kamwenge through a mobile session of the High Court. While these cases were not related to the TSDP – rather, they illustrate the systemic nature of violence against women and girls in the area – these convictions demonstrate what can be achieved when authorities have adequate resources to enforce the legislation aimed at deterring violence against women and girls. Case reporting through the

existing National Child Helpline has also significantly increased through the support from SCOPE. The project established child-friendly safe spaces in Bigodi and Ruteete III Health Centers, which have enabled over 325 child survivors to access safe and non-stigmatizing services. Over 120 front-line response actors (health workers, police officers and probation officers) were trained in case management and trauma-informed care for survivors of sexual violence, and 278 adolescent survivors of sexual violence or at risk were provided with life skills and apprenticeships in hairdressing, tailoring, knitting, crafts and agricultural activities through the Empowerment and Livelihoods for Adolescents (ELA) model. The MGLSD and district governments are seeking to sustain project results to the extent possible through existing public social protection programs so that vulnerable adolescents continue to benefit from the knowledge and skills they have acquired under the SCOPE project.

11. The SCOPE project also supported community-level interventions aimed at promoting behavioral change to reduce the social acceptability of GBV. These interventions were carried out in communities and schools and included 35 community dialogue meetings; 16 radio talk shows on GBV/VAC prevention and response focusing on referrals, follow-up and existing support mechanisms for survivors; and dissemination of Information, Education and Communication materials. These activities support the implementation of the National Policy on the Elimination of Gender Based Violence and the ongoing review of the Child Protection Policy. The approach piloted under the SCOPE project is expected to be scaled up through government and development partner-led interventions, including the Spotlight Initiative to eliminate violence against women and girls, supported by the European Union and United Nations agencies.

12. ***Complementary support for GBV prevention and response.*** On June 20, 2017, the Bank's Board approved the *Uganda Strengthening Social Risk Management and Gender-Based Violence Prevention and Response Project (P160447)*. The Project was intended to support the implementation of the Government's National Policy on the Elimination of Gender-Based Violence at the national level and in selected districts, to support GBV prevention and response that would complement and extend beyond the actions agreed in the MAP. On April 4, 2019, the Ministry of Finance, Planning and Economic Development (MFPED) advised the Bank that the GoU will not seek Parliament's approval for the project, preferring instead to pursue a wider social risk management agenda with Bank support using other instruments.³ The Bank team is currently discussing with the GoU potential alternative approaches to support the government with implementation of the National Policy on the Elimination of Gender-Based Violence. They include a combination of policy and institutional actions on social risk management to be supported by a new operation, and support for GBV prevention and response through components of existing Investment Project Financing (IPF) operations in the portfolio. For example, the Additional Financing for the Development Response to Displacement Impacts Project (P164101), approved by the Board on April 17, 2019, includes measures to assess GBV prevention and response services in 11 refugee-hosting districts, strengthen the capacity of project and local government personnel in GBV/VAC risk mitigation and mitigate GBV risk through project interventions including livelihood support and investments in basic infrastructure.

³ Hence, the project is currently in the process of being cancelled.

Resettlement compensation

13. With support from the Bank, the implementation of the Resettlement Action Plan (RAP) for the Fort Portal-Kamwenge road was substantially completed in December 2017. There now remain 59 pending cases that involve absentee and deceased claimants and ownership disputes, for which UNRA has deposited the required funds in an escrow account, so that the resources will be readily and securely available once these cases are resolved.

14. For the other two road sections supported by the TSDP: (a) all 2,033 Project-Affected Persons (PAPs) have been compensated along the Gulu–Atiak section as of April 30, 2019, except for 100 complex cases (PAPs with disputes or pending court cases, those without ownership documents, and absentee owners), for which funds have been deposited in escrow accounts; and (b) for the Vurra–Oraba section, 862 PAPs remain to be compensated, out of the total of 3,919. The RAP report has been approved by the Chief Government Valuer but UNRA is awaiting funds to complete the payment of compensation, now expected by June 2019.

Construction defects in TSDP contracts that have livelihood and safety impacts

15. The Contractor has completed all defective works including those in the snag list for the Fort Portal-Kamwenge road contract and the Engineer recommended release of the performance certificate and retention money on November 27, 2018. The performance certificate and retention money were subsequently released by UNRA on January 21, 2019.

Workplace and traffic accidents

16. Fifty-three (53) workplace accidents were logged in the Fort Portal-Kamwenge road Accident Log from the commencement of the contract (August 1, 2013) to the date of substantial completion of the works (July 11, 2017). The compensation payments made for accident victims were reviewed by an independent insurance expert. At the time of the Second Progress Report on the MAP, all victims except one had been compensated in accordance with the recommendations of the insurance expert. The family of the remaining victim (a fatal accident) had engaged a private lawyer and was claiming additional compensation. UNRA has since reported that the dispute has been resolved and the final payment was made to the victim's family on October 5, 2018.

Grievance redress mechanisms and consultation

17. The Bank continues to provide support to UNRA to improve its grievance, inquiries and feedback management system. UNRA had established 21 Grievance Management Committees (GMCs) along the Fort Portal– Kamwenge road at both community and district levels. The GMCs remain active in complaint handling, and support UNRA to the extent possible. At the time of the Second Progress Report, 116 out of the total of 259 grievances that had been received and recorded by the end of road construction activities had been addressed. Over the past year, 86 more of these grievances have been addressed. As of April 30, 2019, 57 cases remain pending. They include 38 requests for drainage improvements, and 19 for compensation for injurious affection. The improved drainage works are currently being implemented by UNRA's Fort Portal maintenance station. According to UNRA, the remaining drainage works and compensation for cases of injurious affection are expected to be completed by the end of June 2019.

Working with UNRA to build its environmental and social capacity and meet other reappraisal conditions

18. Most of the actions included in the reappraisal matrix had been completed by the time of the Second Progress Report. With regard to capacity building, UNRA continued to strengthen its Environmental and Social Management Unit over the past year. As of April 30, 2019, this Unit has a total of 43 staff (up from just three staff in February 2016), including six international technical assistance consultants. The Land Acquisition Unit had only two staff as of January 2016; it currently includes 67 personnel of which 39 are permanent and 28 short-term and project staff. All staff are financed from the GoU budget except for the six TA consultants.

Working with UNRA and the GoU on addressing endemic social issues more systematically

19. As noted above (see paragraphs 8-11), the SCOPE project was completed in January 2019 and a proposed IDA-supported project, which had been approved by the Board in June 2017 and then by the Ugandan Cabinet, was not taken up by the Parliament. Social risk management components with a specific focus on GBV prevention had been integrated into other transport-, energy- and education-sector operations through restructuring of the existing IDA portfolio in Uganda by the time of the Second Progress Report (see paragraph 23). Over the past year, additional financing for refugee and host community support has been approved that includes substantial provision for GBV prevention and response (see paragraph 13), and pipeline projects will be screened to assess their potential to contribute to the agenda. In addition, the Bank and the Government are discussing other options for Bank support for such policy and institutional actions.

20. ***Government-NGO partnerships.*** UNRA has continued to facilitate partnerships with civil society by engaging specialized NGOs to help mitigate risks of GBV/VAC associated with road development projects. These activities include: (a) enhancing mechanisms to prevent and respond to GBV/VAC due to labor influx; (b) support for community-based prevention of GBV/VAC in the project area; (c) building the capacity of implementing agencies to ensure compliance with the standards and guidelines on GBV/VAC; and (d) strengthening coordination with national and district authorities to monitor implementation of measures to address risks of GBV/VAC.

21. ***Enhanced Borrower capacity.*** The knowledge and experience gained by UNRA in recent years on GBV/SEA risk mitigation, prevention and response is progressively being transferred to other implementing agencies in Uganda and elsewhere. In April 2017, for example, the Bank supported a workshop to raise awareness of measures to address GBV/VAC in infrastructure projects involving around 50 participants from UNRA, the Ministry of Energy and Mineral Development (MEMD), Kampala Capital City Authority, the Ministry of Education and Sports (MES), and the MGLSD. In December 2018 a delegation from Uganda comprising staff of UNRA, the MEMD and the MGLSD participated in a workshop on GBV/SEA risk mitigation in Zambia to share their experiences.

22. ***'Retrofitting' of GBV/SEA risk mitigation measures across the Uganda portfolio.*** Following the receipt of the Request for Inspection, a portfolio review was conducted of all IDA-supported operations in Uganda, and four operations were identified as posing significant risks associated with GBV/SEA. These four operations were subsequently restructured to integrate social risk management components with a focus on GBV/VAC. The first two projects listed below

were also suspended at the time the TSDP was cancelled, as they were also implemented by UNRA, and demonstrable progress in addressing GBV/SEA risks under these projects were among the conditions for lifting these suspensions. Additional progress made over the past year is noted here:

- The **Albertine Region Sustainable Development Project (ARSDP)** (P145101, US\$154 million under implementation).⁴
- The **North-Eastern Road Corridor Asset Management Project (NERAMP)** (P125590, US\$235 million under implementation) includes a set of activities to address GBV, child protection, and occupational health and safety. UNRA hired an NGO (AIDS Information Center) on June 8, 2018 that is currently carrying out GBV-related activities in two of the three clusters into which the project road has been subdivided. Recruitment of the second NGO that will cover the third cluster is still ongoing and is expected to be completed by mid-May 2019.
- The Electricity Sector Development Project (P119737, US\$120 million; now closed but GBV prevention activities continue to be implemented under other energy-sector operations (e.g., the Grid Expansion and Reinforcement Project (P133305) and Energy for Rural Transformation III Project (P133312)). A Memorandum of Understanding between the MGLSD and the MEMD was signed on November 16, 2018 that describes how the two ministries will collaborate in managing the risks to local communities associated with labor influx under energy and mineral infrastructure development projects.
- The **Uganda Teacher and School Effectiveness Project** (P133780, US\$100 million under implementation) includes enhanced mechanisms to mitigate risks of VAC associated with the project and prevent violence in schools through child participation and empowerment. The MES has hired three NGOs to carry out related activities (Plan International and World Vision on June 18, 2018, and RTI International on November 19, 2018).

23. **Technical assistance and policy reforms on social risk management.** At the request of the GoU, the Bank has been providing technical assistance since 2016 to the MFPED, the MGLSD, the Ministry of Land, Housing and Urban Development (MLHUD), the National Environmental Management Authority (NEMA) and the Ministry of Local Government (MLG) to help strengthen systemic capacity for social risk management on development projects in Uganda. The GoU has embarked on a review of the legislative and regulatory arrangements governing social risk management in Uganda. The reforms include the revision of the National Environment Act (March 7, 2019) and the Land Acquisition Act (including enabling regulations) and a new Social Impact Assessment and Accountability Bill that is currently being drafted. These reforms are under discussion in the context of a proposed Bank-supported operation currently under preparation.

Global Gender-Based Violence Task Force

24. As reported in the First and Second Progress Reports on the MAP, a Global Gender-Based Violence Task Force was formed to strengthen the Bank's response to instances of GBV

⁴ All agreed actions were implemented as of the 2nd progress report.

encountered as part of its operations. The Task Force included a range of members from academia, NGOs, foundations, UNICEF, and government. The Task Force delivered its report in July 2017 and the Bank is following up on its recommendations. Notable among these was the development of a GBV risk-assessment tool for projects involving large-scale civil works, along with guidance on its application, which is now being rolled out Bank-wide through a Good Practice Note on GBV/SEA. While actions had already been taken to implement GBV risk mitigation measures in several active operations in the Uganda portfolio, as described above (paragraph 23), a further review guided by the more recent Good Practice Note is currently ongoing of the entire portfolio in Uganda, due to be completed by June 30, 2019.

III. CONSULTATIONS WITH REQUESTERS ON MAP IMPLEMENTATION PROGRESS

25. **Consultations.** Progress in the implementation of the MAP as described in this Report was presented to and discussed with the Requesters in a consultation meeting on April 16, 2019 in Kampala with a video-conference link to Washington, DC.

26. **Feedback.** The Requesters expressed appreciation for the opportunity to express their views and for the overall progress to date in the implementation of the MAP. They acknowledged that a lot of action has been taken since the TSDP case that is helping to improve the lives of women and girls in Uganda and elsewhere in the world. However, they raised three main issues: (a) the perceived lack of involvement of the Bigodi GMC and civil society in general (and Joy for Children in particular) in Bank-supported activities in Uganda since the closure of the TSDP; (b) lack of sustainability of direct support to the child survivors of GBV/VAC in the project area; and (c) lack of remedial action in response to the complaint from community members with respect to a contaminated water source.

27. **Responses.** The Bank team was able to respond to each of these concerns and several follow-up actions were agreed. There have been increased efforts by the Bank to involve NGOs during project implementation. Joy for Children, for example, is currently in the process of signing a contract with UNRA to carry out GBV/VAC sensitization and response activities under IDA-supported projects. Several other NGOs have been recruited to carry out similar activities under other IDA-supported projects, including RTI International, World Vision, BRAC, and COHEPCO. The need to sustain support provided to the child survivors of GBV/VAC in the TSDP area was discussed with MGLSD and local authorities in the context of the closure of the SCOPE project, and it was agreed that support would continue to be provided under existing government programs. Through its ongoing engagement with MGLSD, the Bank team will continue to monitor the support provided under government programs to vulnerable adolescents in the Project area.⁵ Several facilities established under SCOPE (including the DACs) continue to operate in the Project area, for which local authorities have made budgetary provision. In relation to the contaminated water source, as was reported in the First Progress Report, an independent assessment had been carried out and found no link between the contamination of the water source and the works under the TSDP.

⁵ For example, it was reported that a number of the girls lack identity cards which may prevent them from enrolling in certain social protection programs.

28. This Progress Report will be provided to the Requesters and will be publicly disclosed on the Bank's website.

IV. NEXT STEPS

29. ***The next Progress Report to the Board.*** The next Progress Report will be submitted in 12 months, or when the MAP is completed, whichever occurs first. Should there be significant developments of concern that occur within this period, the Progress Report will be advanced to take account of that.

ANNEX 1. MANAGEMENT ACTION PLAN – STATUS UPDATE AS OF APRIL 2019

Actions	Status Update as of April 2019
1. Remediation for child survivors of abuse	
<p>The Bank-funded Emergency Child Protection Response (ECPR) has made progress in meeting immediate material needs and addressing the psychosocial needs of the survivors of sexual abuse, without discriminating between cases associated with road workers and those associated with other perpetrators.</p> <p>This assistance, which has been implemented by reputable NGOs (BRAC and TPO), will be continued at least for the next twenty-four months through the following modalities:</p> <ul style="list-style-type: none"> • BRAC’s contract was extended through April 2017. BRAC continued supporting: (i) life skills training, school reintegration for girls who have dropped out of school, financial literacy and apprenticeships; (ii) psychosocial support and counseling for survivors of sexual violence and their families; (iii) health care support, including adolescent sexual and reproductive health services, which includes screening and, as necessary, treatment of sexually transmitted infections, hygiene education, etc.; (iv) in-kind support to survivors of abuse to meet basic needs; and (v) support in seeking legal redress. • Following the completion of the BRAC contract, key elements of the above support will continue under the RSR Trust Fund Grant (described in Action 10, below). <p>Management notes the recent improvements in Government efforts to identify and hold perpetrators legally accountable and notes that the GoU has committed to provide the Bank with regular updates on steps that it has taken to ensure that cases of</p>	<p>Completed in this reporting period.</p> <p>ECPR activities concluded in July 2017, with the introduction of a more sustainable and more comprehensive program. The MGLSD in coordination with District Governments provided prevention and response services related to sexual violence against children in the Kamwenge and Kabarole Districts through the RSR Grant funded program, SCOPE (see Action 2 below) until January 2019.</p> <p>The UNRA social team continues to collaborate with the MGLSD to consolidate the ECPR achievements including lesson learning and possible replication of good practices in other road projects, including the implementation of the enhanced social components under the ARSDP and NERAMP projects.</p>

Actions	Status Update as of April 2019
<p>GBV are vigorously investigated and addressed by the appropriate law enforcement authorities. The importance of this issue was stressed in September 2016 in an exchange of letters between the President of the Bank and the President of Uganda.</p>	
<p>2. Strengthening community response to GBV within Project communities</p>	
<p>In parallel with Action 1, Bank support was provided to local governments and affected communities in the Project area to strengthen their capacity to prevent and respond to GBV.</p> <p>The Project area was the main targeted area of support under the RSR Trust Fund, which became effective in January 2017 and closed in January 2019 (see Action 10, below). Within the Project area, the RSR supported: (i) efforts to reduce social acceptance of GBV through community-based behavioral change interventions; (ii) strengthening referral systems for youth at risk; and (iii) enhancing the capacity of community-based facilitators such as village health teams, local council leaders, crime preventers, and religious and cultural leaders to respond to GBV.</p>	<p>Completed in this reporting period.</p> <p>To build on and sustain the achievements of the ECPR, the Bank secured, on behalf of the GoU, a US\$673,000 grant financed by the multi-donor RSR program. The SCOPE project, which was implemented by the MGLSD using grant proceeds from the RSR, was implemented over two years, from January 25, 2017 to January 11, 2019.</p> <p>The SCOPE project included two components aimed at: (i) enhancing response and prevention services for child survivors and those at risk of sexual violence; and (ii) strengthening national and sub-national capacity to coordinate, monitor and ensure the quality of services for child survivors of sexual violence. Four implementing NGOs were hired through a competitive process and included World Vision, BRAC, International Justice Mission and Joy for Children.</p> <p>Under component 1, the project achieved the following outcomes: over 120 front-line response actors (health workers, police officers and probation officers) were trained in case management, and trauma-informed care for survivors of sexual violence. Mobile courts piloted in Kamwenge expedited aggravated defilement cases resulting in 12 convictions in a single week. While these cases were not related to the TSDP – rather, they illustrate the systemic nature of violence against women and girls in the area – these convictions demonstrate what can be achieved when authorities have adequate resources to enforce the legislation aimed at deterring violence against women and girls. The project established child-friendly safe spaces in Bigodi and Ruteete III Health Centers, which have enabled over 325 child survivors to access safe and non-stigmatizing services.</p> <p>Project activities to address adolescent girls’ vulnerability to sexual violence were underpinned by BRAC’s ELA model. The core interventions included setting up girls’ clubs, life skills training to build knowledge and reduce risky health behavior, and livelihood and vocational training to help girls establish small enterprises. Through the project, 45 girls’ clubs were supported in reaching 278 girl survivors of sexual violence or at risk, to provide life skills and apprenticeships including tailoring, knitting, crafting and agricultural activities. In addition, 213 adolescents were seconded to benefit from the MGLSD’s Development Youth Livelihood Program (YLP) in Kamwenge and Kabarole Districts.</p> <p>Under component 2, the project supported the establishment of the DACs in Fort Portal and Kamwenge. Through the DACs, cases</p>

Actions	Status Update as of April 2019
	<p>were handled in a multi-disciplinary manner (Community Development Officers, Probation Officers, police, health and education officers). Case reporting through the National Child Helpline has increased and over 80 child sexual violence cases were managed at the DACs between September 2017 and December 2018. DACs have created opportunities for stronger partnerships, multi-sectorial coordination and collaboration in efforts to address violence against children.</p>
<p>3. Resettlement compensation</p>	
<p>The GoU has committed to complete land acquisition and compensation payments to Project-affected people, in line with national laws and Bank policy requirements, by no later than March 2017. The satisfactory completion of this process is one of the conditions for the reappraisal of the suitability of UNRA to implement Bank-financed projects, and any future Management decision to lift the suspensions of the civil works components of the ARSDP and NERAMP.</p> <p>To address continuing delays in completing this process, as well as other resettlement issues noted in the Panel’s Report, the Bank will:</p> <ul style="list-style-type: none"> (i) Recruit qualified experts to work directly with UNRA to assist it to (1) determine the reasons for the continued delays in payment of compensation and put in place an effective strategy for addressing them as necessary; (2) ensure that all outstanding and new claims are appropriately addressed; (3) determine whether there were impacts that have not previously been taken into account (livelihoods/loss of business income, vulnerable groups) for which compensation or assistance may be required; (4) ensure continuing consultation with Project-affected people and a well-functioning grievance mechanism; and (5) monitor implementation and provide fortnightly progress reports. (ii) Recruit a separate expert to conduct an audit to confirm 	<p>Substantially completed in this reporting period.</p> <p>Kamwenge-Fort Portal road: There are 59 cases remaining, involving absentee and deceased claimants and ownership disputes, for which funds have been deposited in an escrow account, so that the resources will be readily and securely available once these cases are resolved.</p> <p>Gulu–Atiak road section: All PAPs have been compensated (2,033), except for 100 complex cases (PAPs with disputes/court cases, those without ownership documents, and absentee owners) for which funds have been deposited in escrow accounts.</p> <p>Vurra–Oraba road section: 862 PAPs remain to be compensated out of a total of 3,919 PAPs. The RAP report has been approved by Chief Government Valuer but UNRA is awaiting funds to complete payments. Estimated payment date is now June 2019.</p> <p>All support committed from the Bank’s side was provided as described here.</p>

Actions	Status Update as of April 2019
<p>satisfactory implementation of the process under (i) at its completion.</p> <p>(iii) Assign one or more Kampala-based Bank specialists to monitor and support the above process, with oversight from a Bank Lead Social Development Specialist.</p>	
<p>4. Construction defects that have livelihood and safety impacts</p>	
<p>The Bank will continue to support UNRA and the Supervising Engineer, to ensure that the Contractor fulfills its contractual obligations, and takes the necessary corrective measures to address ongoing problems, including those related to: (i) road access, (ii) drainage, (iii) damaged community water sources, (iv) incomplete installation of road safety devices, (v) damage to structures from blasting, and (vi) unsafe location of transmission lines.</p> <p>Such measures continue to be obligations of the Contractor and are covered by the Notice to Correct but remain incomplete. Effective management of the Contractor and satisfactory completion of these corrective measures are key indicators in the reappraisal of the suitability of UNRA to implement Bank-financed projects, and a key input into any future Management decision to lift the suspension of civil works components of the ARSDP and NERAMP. Therefore, the Bank will:</p> <p>Require that UNRA obtain Contractor remediation, no later than November 30, 2016.</p> <p>If Contractor remediation is not completed satisfactorily by the above date, require UNRA itself to undertake the necessary corrective actions by no later than March 1, 2017 (if needed through a third-party contractor), deducting the cost from the amount due under the contract.</p> <p>Provide the services of an independent technical advisor to evaluate the quality and completeness of the</p>	<p>Works defects and snag list – Completed in this reporting period. The Contractor has completed all defective works including those in the snag list for the Fort Portal-Kamwenge road contract and the Engineer recommended release of the performance certificate and retention money on November 27, 2018. The performance certificate and retention money were subsequently released by UNRA on January 21, 2019.</p> <p>Grievance resolution – Ongoing. At the time of the Second Progress Report, 116 out of the total of 259 grievances that had been received and recorded by the end of road construction activities had been addressed. Over the past year, 86 more of these grievances have been addressed. As of April 30, 2019, 57 cases remain pending. They include 38 requests for drainage improvements, and 19 for compensation for injurious affection. The improved drainage works are currently being implemented by UNRA’s Fort Portal maintenance station. According to UNRA, the remaining drainage works and compensation for cases of injurious affection are expected to be completed by the end of June 2019.</p> <p>An independent technical advisor was engaged by the Bank to evaluate the quality and completeness of the corrective measures, and to seek feedback from the community that the problems have been rectified.</p>

Actions	Status Update as of April 2019
<p>corrective measures, and to seek feedback from the community that the problems have been rectified.</p>	
<p>5. Workplace and traffic accidents</p>	
<p>The Bank will work with UNRA to ensure that outstanding payments are made and that compensation amounts are appropriate and in line with national laws and regulations. The Bank will procure an independent technical advisor (Action 4) to assist UNRA in reviewing compensation amounts and calculating any additional compensation that may be required, by January 1, 2017. If it is determined that additional compensation needs to be paid by the Contractor, UNRA will insist on Contractor compliance with this obligation. If any required payment is not made, the GoU has committed to pay the required amount from its own resources, deducting the payment from the amount due under the contract.</p>	<p>Completed in this reporting period.</p> <p>Fifty-three (53) workplace accidents were logged in the Fort Portal-Kamwenge road Accident Log from the commencement of the contract (August 1, 2013) to the date of substantial completion of the works (July 11, 2017). The compensation payments made for accident victims were reviewed by an independent insurance expert. At the time of the Second Progress Report on the MAP, all victims except one had been compensated in accordance with the recommendations of the insurance expert. The family of the remaining victim (a fatal accident) had engaged a private lawyer and was claiming additional compensation. UNRA has since reported that the dispute has been resolved and the final payment was made to the victim’s family on October 5, 2018.</p>
<p>6. Wages and working conditions</p>	
<p>The Bank will continue to support UNRA and the Supervising Engineer, to ensure that the Contractor fulfils its contractual obligations and takes the necessary corrective measures to address contract deficiencies and working condition problems. Improvement in the management of the Contractor is a key indicator in the reappraisal of the suitability of UNRA to implement Bank-financed projects, and a key input into any future Management decision to lift the</p>	<p>Completed at the time of the Second Progress Report.</p>

Actions	Status Update as of April 2019
<p>suspension of civil works in the ARSDP and NERAMP.</p> <p>The Bank will fund an independent technical advisor (see Action 4) to assess Contractor compliance with pertinent labor regulations. UNRA has committed to require the Contractor to undertake any corrective measures identified as a result of the advisor’s assessment.</p>	
<p>7. Grievance Redress Mechanisms and Consultation</p>	
<p>The Bank will support UNRA to develop an accessible and effective, UNRA-wide GRM. This will include the development of a grievance redress process manual that will document the hierarchy of reporting levels and define the roles and responsibilities for each level. This work will benefit from the diagnostic of UNRA’s existing grievance redress mechanisms, which the Bank undertook in April 2016. For the roll-out of this GRM, the Bank will (1) provide training and orientation for UNRA field-based staff; (2) conduct workshops for relevant local officials and communities to establish/re-activate local grievance redress committees; (3) distribute standardized tools to record, report and manage grievances; and (4) provide technical support to UNRA in establishing contact centers with full-time community liaison officers in communities along Project roads.</p> <p>For the Project area, UNRA has already (1) activated a call center and set up a hot line; (2) distributed and displayed posters with hotline numbers at prominent places in road communities; and (3) recruited three community liaison officers (and is in the process of recruiting more), who are sensitizing grievance redress committees and conducting house visits in affected communities along the Kamwenge-Fort Portal Road. For the remainder of the construction of the Kamwenge-Fort Portal Road, Bank social specialists will continue</p>	<p>Completed in this reporting period.</p> <p>Under the Bank-executed activities supported by the RSR, the Bank has supported UNRA by providing technical assistance to improve its grievance redress mechanism (GRM). RSR activities completed this year include: finalization of a GMC facilitators manual, training and information, education and communication materials, which were validated in coordination with UNRA. The work has also included a technical mission to work with UNRA in monitoring activation of GMCs, including field visits and workshops with UNRA’s team and partners, and support to establish a GRM system in the MGLSD.</p>

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<p>to work with UNRA to ensure that a functional complaints mechanism, including hotline, is available and accessible for the affected communities. This will not depend on the completion of the longer-term measures set out under (i).</p>	
<p>8. Anti-retaliation</p>	
<p>The Bank has obtained commitments from UNRA and the GoU to sustain their efforts in preventing retaliation. This will include periodic publication of high-level Government statements on the importance of anti-retaliation; radio talk shows providing strong messages on anti-retaliation and broadcasting public service messages about the child helpline number 116 and an UNRA hotline; re-publication by UNRA of its own anti-retaliation statement, which was published in the Daily Monitor on June 2, 2016; and engagement by UNRA with civil society partners, to disseminate anti-retaliation messages and to collaborate in monitoring and reporting any instances of threatened retaliation, should they occur. The Bank will monitor the GoU's actions in this regard and communicate the need for correction if required.</p>	<p>Completed as of the Second Progress Report.</p> <p>Management has remained vigilant and continued working with the Borrower to ensure that complainants suffer no retaliation.</p>
<p>9. Suspension of UNRA's civil works portfolio, while working with UNRA to build its environmental and social capacity and meet other reappraisal conditions</p>	
<p>The Bank has cancelled the Credits for TSDP and suspended the financing of the civil works components of two other projects (ARSDP and NERAMP) implemented by UNRA. The suspensions will remain in place until the Bank receives evidence that the GoU and UNRA have adequate capacity to adhere to required standards and practices. Measures have been agreed as conditions for reappraisal of UNRA's capacity and for consideration of any future lifting of suspension. The fulfillment of all agreed actions is required prior to the reappraisal of the suitability of UNRA to implement Bank-financed projects,</p>	<p>Completed in this reporting period.</p> <p>Most of the actions included in the reappraisal matrix had been completed by the time of the Second Progress Report.</p> <p>With regard to capacity building, UNRA continued to strengthen its Environmental and Social Management Unit over the past year. As of April 30, 2019, this Unit has a total of 43 staff (up from just three staff in February 2016), including six international technical assistance consultants. The Land Acquisition Unit had only two staff as of January 2016; it currently includes 67 personnel of which 39 are permanent and 28 short-term and project staff. All staff are financed from the GoU budget except for the six TA consultants.</p> <p>On workplace accidents, see Action 5 above.</p> <p>Other efforts have also been undertaken aimed at enhancing Borrower capacity in Uganda. For example, a delegation from Uganda (UNRA, the MEMD and the MGLSD) attended a</p>

Actions	Status Update as of April 2019
<p>and any future Management decision to lift the project suspensions.</p> <p>The Bank, together with other development partners, will continue to provide advice to UNRA as it undertakes to fulfill the agreed measures and, in this connection, to build capacity in the following areas:</p> <ul style="list-style-type: none"> (i) Reform of UNRA’s institutional structure; (ii) Contract administration and management; (iii) Procurement; (iv) Financial management; (v) Environmental and social management – including a strengthened land acquisition system and processes; (vi) Communications and citizen engagement. 	<p>workshop on GBV risk mitigation in Zambia to share their experiences.</p>

10. Working with UNRA and the GoU on addressing endemic social issues more systematically

<p>Funding has been approved from the RSR Trust Fund for a grant to enhance social protection systems in reaching child survivors of sexual and gender-based violence. The grant is expected to be operational by January 2017 and will be implemented in several districts, including along the Kamwenge-Fort Portal Road. It will follow a three-pronged approach, which involves: (i) providing technical assistance for the national social protection system to reach child survivors of abuse and those at risk of GBV; (ii) developing grievance redress mechanisms to improve outreach to child survivors of abuse and populations at risk of GBV; and (iii) enhancing the capacity and coordination of a national social protection system to protect child survivors of abuse of GBV.</p> <p>On a broader scale, the GoU has expressed interest in working with the Bank and other partners to address the problem of GBV countrywide. After discussions with the Bank, the</p>	<p>Substantially completed in this reporting period.</p> <p>The RSR-supported SCOPE project was implemented in the TSDP area in Kamwenge and Kabarole districts between January 2017 and January 2019 (refer to project achievements as described under Action 2 above).</p> <p>The Bank team is currently in discussion with the GoU regarding potential alternative approaches to support the government on implementation of the National Policy on the Elimination of Gender-based Violence. They include a combination of policy and institutional actions on social risk management, to be supported by the Bank; and support for GBV prevention and response through components of other IPF operations in the portfolio. For example, the Additional Financing for the Development Response to Displacement Impacts Project (P164101), approved by the Board on April 17, 2019, includes measures to assess GBV prevention and response services in 11 refugee-hosting districts, strengthen the capacity of project and local government personnel in GBV/VAC risk mitigation, and mitigate GBV risk through project interventions including livelihoods support and investments in basic infrastructure.</p> <p>Following the Request for Inspection, four IDA-supported operations in Uganda were ‘retrofitted’ to include integrated social risk management components with a focus on GBV/VAC. The first two projects listed below were also suspended at the time the TSDP was cancelled, as they were also implemented by UNRA, and demonstrable progress in addressing GBV/SEA risks under these</p>
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Actions	Status Update as of April 2019
<p>President of Uganda has announced that he will launch a Presidential campaign to combat violence against women and girls. This coincides with the approval of the “National Policy on Elimination of Gender Based Violence for Uganda” in September 2016 by the Cabinet.</p> <p>In support of such a national GBV response and implementation of the new national policy, the Bank will provide technical assistance to the GoU in developing the following key inputs, building on the Bank-supported GBV diagnostic that is expected to be finalized by the end of October 2016:</p> <ul style="list-style-type: none"> (i) “Service-gap analysis,” (i.e., assessing gaps between existing standards for service provision to GBV survivors of abuse and actual service availability and quality at district level); (ii) Costing of a scalable approach to the provision of GBV response and prevention services; and (iii) Identifying optimal institutional modalities for the delivery of such services. <p>Finally, to strengthen the anti-GBV agenda within the Bank’s portfolio in Uganda, one or more key projects in the portfolio will be restructured to include measures for addressing social risks, including GBV and child protection efforts. The first such project will be an ongoing energy sector operation, the <i>Uganda Electricity Sector Development Project</i> that will be restructured to include a component on social engagement to ensure meaningful communication with communities before contractors initiate work.</p>	<p>projects were among the conditions for lifting these suspensions. Additional progress made over the past year is noted here:</p> <ul style="list-style-type: none"> • The ASRDP (P145101, US\$154 million under implementation). (Completed as of 2nd progress report) • The NERAMP (P125590, US\$235 million under implementation) includes a comprehensive set of activities to address GBV, child protection, and occupational health and safety. UNRA hired an NGO (AIDS Information Center) on June 8, 2018 that is currently carrying out GBV-related activities in two of the three clusters into which the project road has been subdivided. Recruitment for the second NGO that will cover the third cluster is still ongoing and is expected to be completed by mid-May 2019. • The Electricity Sector Development Project (P119737, US\$120 million) now closed but GBV prevention activities continue to be implemented under other energy-sector (e.g., the Grid Expansion and Reinforcement Project (P133305) and Energy for Rural Transformation III Project (P133312)). A Memorandum of Understanding between the MGLSD and the MEMD was signed on November 16, 2018 that describes how the two ministries will collaborate in managing the risks to local communities associated with labor influx under energy and mineral infrastructure development projects. • The Uganda Teacher and School Effectiveness Project (P133780, US\$100 million under implementation) includes enhanced mechanisms to mitigate risks of VAC associated with the project and prevent violence in schools through child participation and empowerment. The MES has hired three NGOs to carry out related activities (Plan International and World Vision on June 18, 2018 and RTI International on November 19, 2019). <p>At the request of the GoU, the Bank has been providing technical assistance since 2016 to the MFPED, the MGLSD, the MLHUD, NEMA and the MLG to help strengthen systemic capacity for social risk management on development projects in Uganda. The GoU has embarked on a review of the legislative and regulatory arrangements governing social risk management in Uganda. The reforms include the revision of the National Environment Act (March 7, 2019) and the Land Acquisition Act (including enabling regulations) and a new Social Impact Assessment and Accountability Bill that is currently being drafted. These reforms are under discussion in the context of a proposed Bank-supported project that is currently under preparation.</p>
<p>11. Safeguard portfolio reviews of Ugandan projects, with specific focus on child labor/abuse.</p>	
<p>The Bank is conducting a general review of environmental and social safeguards performance in all relevant projects in Uganda, as well as a complementary review with a specific</p>	<p>Completed as of the Second Progress Report.</p>

Actions	Status Update as of April 2019
<p>focus on the risks of sexual abuse involving minors, and child labor. Recommendations from both reviews will be made public.</p>	
12. Procurement and contract management	
<p>Management recognizes that environmental and social provisions in contracts for contractors as well as supervising engineers need to be strengthened when civil works are carried out in, or near, vulnerable communities and in other high-risk situations. A series of measures to be piloted include the following:</p> <p>As part of the bidding process for civil works:</p> <ul style="list-style-type: none"> • Applicants/Bidders would be required to declare any civil works contracts that have been suspended or terminated by the Employer for reasons related to environmental or social safeguards (including health and safety issues) compliance in the past five years. This information would be used to inform additional due diligence that may be required prior to contract signing. • Specifications in the bidding documents will be strengthened to set out clear expectations with respect to environmental or social safeguards. • Bidders would be required to submit a plan for addressing environmental and social risks as part of the bidding process as well as a code of conduct for their workers based on a template to be provided by the World Bank. <p>As part of contracts for civil works:</p> <ul style="list-style-type: none"> • Contractors would be required to post an environmental and social performance bond that the contracting entity could cash should a contractor fail to remedy cases of environmental and social non-compliance. The bond should 	<p>Completed as of the First Progress Report.</p>

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<p>be for a reasonable amount which, in combination with the current performance bond, would normally not exceed 10 percent of the contract amount. The bond would be cashable based on failure to comply with the Engineer's Notice to Correct the said defects.</p> <ul style="list-style-type: none"> • A provisional sum may be included in civil works contracts to be used as agreed between the contracting entity and the contractor in cases where contractors have fully met all environmental and social obligations under the contract and propose to further enhance environmental and social outcomes. The parties' agreement on the use of the provisional sum would be subject to the Bank's No Objection. • Civil works contractors and supervising engineers would be required to include dedicated staff with appropriate qualifications and experience to manage specific social and environmental impacts. <p>As part of contracts for supervising engineers:</p> <ul style="list-style-type: none"> • Clients would be required to share all progress and other technical reports received by the supervising engineers with the World Bank. 	
13. Global review and staff guidance on labor influx issues	
<p>A draft guidance note for staff has been prepared by a working group and internal review was completed on October 4, 2016. Consultation with external public and private sector stakeholders will be completed by November 15, 2016. The guidance note will be issued, and staff training will be initiated by December 1, 2016.</p> <p>Based on the above guidance, a portfolio-wide review of projects</p>	<p>Completed as of the Second Progress Report.</p>

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<p>across the Bank will be conducted to ensure that pertinent issues are being appropriately addressed where they arise. All Task Team leaders will be required to review civil works contracts that they manage with a view to (i) the size and characteristics of any labor influx; (ii) the existence and implementation of any mitigation measures in the environmental and social management plan; and (iii) whether problems identified in the environmental and social management plan or similar to those arising under the TSDP have arisen, or are likely to do so. Where needed, project-specific action plans responding to the findings of this review will be prepared and implemented.</p>	
<p>14. Global Gender-Based Violence Task Force</p>	
<p>The World Bank Group President has formed a Global Gender-Based Violence Task Force to strengthen the institution’s response to instances of gender-based violence encountered as part of its operations. The Task Force will include a range of members from academia, NGOs, foundations, UNICEF, and government. The Task Force is expected to deliver its report within nine months, and the Bank will follow up on its recommendations.</p>	<p>Completed as of the Second Progress Report.</p> <p>The Task Force delivered its report in July 2017 and the Bank is following up on its recommendations. Notable among these was the development of a GBV risk-assessment tool for projects involving large-scale civil works, along with guidance on its application, which is now being rolled out Bank-wide through a Good Practice Note on GBV/SEA. While actions had already been taken to implement GBV risk mitigation measures in several active operations in the Uganda portfolio, as described in the main text, a further review guided by the more recent Good Practice Note is currently ongoing of the entire portfolio in Uganda, due to be completed by June 30, 2019.</p>
<p>15. Internal review of lessons learned</p>	
<p>Management has commissioned an internal report on the lessons that can be learned from the Uganda Transport Sector Development Additional Financing and their implications for future Bank-supported projects in similar situations. The report will be made public by the end of October 2016.</p>	<p>Completed as of the First Progress Report.</p> <p>The report on “Lessons Learned and Agenda for Action” noted above, was prepared and discussed with the Board, disseminated to all staff, and made publicly available.</p>