Republic of Seychelles
Department of Information Communications Technology (DICT)



Seychelles Transformative and Resilient Inclusive Digital Economy (STRIDE) Project (P519389)

Stakeholder Engagement Plan (SEP)

Draft

October 27, 2026

1. Introduction/Project Description

The Government of Seychelles, through the Department of Information Communications Technology (DICT), is preparing the STRIDE Project P519389, a World Bank-supported investment of US$25 Million. The Project Development Objective is to increase inclusive access to the Internet, use of digitally enabled services, and strengthen digital skills and innovation in Seychelles.

The project comprises three (3) components:

i. Component 1 - Affordable & Quality Broadband Services:

The objective of this component is to Expand access to affordable, high-quality and resilient broadband services across Seychelles. This is through:

- The development of an inter-island undersea cable ring connecting the three (3) main islands (i.e. Mahé, Praslin and La Digue; and
- Strengthening the Seychelles' broadband regulation and market conditions to improve service quality, affordability and competition

ii. Component 2 - Secure Digital Government and Service Delivery:

The objective of this component is to enhance DICT's institutional capacity and coordination to deliver secure, interoperable and citizen-centric digital government services, while reinforcing cybersecurity and data protection. This is through:

- The establishment of a common infrastructure required to securely connect government systems, data and services. This includes the deployment of a secure containerized government data centre and supporting GovCloud environment and the National Interoperability API Gateway; and
- The transformation of selected government procedures into integrated, end-to-end digital services. This includes the digitalization of 5 priority public services powered by AI, the implementation of digital-government guidelines and safeguards covering cybersecurity and data protection and the strengthening of the Government's single digital window.

iii. Component 3 - Digital Skills & Innovation:

The objective of this component is to promote digital entrepreneurship and develop digital skills, including AI literacy, to enable the citizen's productive participation in the digital economy for jobs and economic growth. This is through:

- The building of digital skills from foundational literacy to advanced, market-relevant skills; and

- The acceleration of Small and Medium Enterprise (SME) digital adoption and support digital entrepreneurship. This will also include the establishment of a privately operated Digital Hub on Mahé.

The civil works under components 1 will take place on Mahé, Praslin and La Digue, while components 2 and 3 will place on Mahé. The onshore civil works for the submarine cable project of component 1 will take place along the coastline, particularly at the cable landing locations.

The STRIDE project is being prepared under the World Bank's Environment and Social Framework (ESF). Per Environmental and Social Standard ESS10 on Stakeholder Engagement and Information Disclosure, the implementing agencies should 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, or intimidation.

2. Objective/Description of SEP

The overall objective of this SEP is to define a program for stakeholder engagement, including public information disclosure and consultation throughout the entire project cycle. The SEP outlines the ways in which the project team will communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, or make complaints about project activities or any activities related to the project.

3. Stakeholder identification and analysis

3.1 Methodology

To meet best practice approaches, the STRIDE project will apply the following principles for stakeholder engagement:

- **Openness and life-cycle approach:**
  Public consultations for the STRIDE project will be arranged during the whole life cycle, carried out in an open manner, free of external manipulation, interference, coercion, or intimidation.

- **Informed participation and feedback:**
  Information will be provided to and widely distributed among all stakeholders in an appropriate format; opportunities will be provided for communicating stakeholder feedback, and for analyzing and addressing comments and concerns.

- **Inclusiveness and sensitivity:**
  Stakeholder identification will be undertaken to support better communications and build effective relationships. The participation process for the STRIDE project is inclusive. All stakeholders at all times will be encouraged to be involved in the consultation process. Equal access to information will be provided to all stakeholders. Sensitivity to stakeholders' needs will be the key principle underlying the selection of engagement methods. Special attention will be given to vulnerable groups that may be at risk of being left out of project benefits, particularly women, the elderly, persons with disabilities, displaced persons, and migrant workers and communities, and the cultural sensitivities of diverse ethnic groups.

- **Flexibility:**
  In instances where traditional forms of face-to-face engagement cannot be met, the methodology will adapt to other forms of engagement, including various forms of internet and/or phone-based communication.

3.2 Affected parties and other interested parties

Affected parties include local communities, community members, and other parties that may be subject to direct impacts from the Project. Specifically, the following individuals and groups fall within this category:

- General Public (Users of Government Services);
- Ministries, Departments and Authorities (MDAs);

- ***Government Data Centre and GovCloud***
  - Public Servants;
  - Citizens Engagement Platform Seychelles (CEPS) – Environment NGOs;
  - Residents and business owners within the area where the Data Centre will be located;
  - Seychelles Small Hotels and Establishments Association (SSHEA);

- ***Inter-Island Fibre Ring***
  - General Public (Users of Government Services);
  - Public Servants;
  - Mariners;
  - Fisherman;
  - CEPS – Environment NGOs;
  - Residents of Praslin and La Digue;
  - Business owners and residents of the areas on Praslin and La Digue where the cable will land on those two (2) islands.

The projects' stakeholders also include parties other than the directly affected communities, including:

- Seychelles Communications and Regulatory Authority;
- Enterprise Seychelles Agency (ESA);
- Ministry of Industry and Enterprise (MIE);
- Telecommunication Service Providers;
- Public Utilities Corporation (PUC);
- Seychelles National Youth Council (SNYC) – Youth Groups;
- Tertiary Educational Institutions (SIT/UNISEY/TGMI etc);
- District Groups from Praslin, La Digue and the district where the Data Centre will be located (if necessary);
- Seychelles Maritime and Safety Authority (SMSA); and
- Seychelles Ports Authority (SPA).

3.3. Disadvantaged/vulnerable individuals or groups

Within the Project, vulnerable or disadvantaged groups may include but are not limited to the following:

- Elderly people;
- Persons with disabilities and their caretakers;
- CEPS – NGOs working with disadvantaged/vulnerable individuals and groups;
- Seychelles National Youth Council (SNYC) – Youth Groups;

Vulnerable groups within the communities affected by the Project may be added, further confirmed, and consulted through dedicated means, as appropriate. Description of the methods of engagement that will be undertaken by the project is provided in the following sections.

4. Stakeholder Engagement Program

4.1. Summary of stakeholder engagement done during project preparation

During project preparation, the following public consultation meeting were conducted:

1. Name of Consultation: Stakeholder Engagement Session
2. Date: 8th October, 2026
3. Location: DICT's Training Room, Caravelle House, Manglier Street, Victoria, Seychelles
4. Number of Participants: 18

5. Participants details: Stakeholders that were involved in the development of the National Digital and AI Strategy.
6. Key Issues Discussed:
   - Key findings and implementation plan of the National Digital and AI Strategy
   - Status of the National Digital and AI Strategy
   - Introduction of the STRIDE project as an implementation mechanism through the World Bank Group to implement several components of the National Digital and AI Strategy.
   - Details of the different components of the STRIDE project.
   - Environmental and Social Impacts of the two major projects of the STRIDE Project:
     - Containerized Government Data Centre and Supporting GovCloud; and
     - Inter-Island Fibre Connectivity.

Refer to **Annex 1** for further details regarding the Stakeholder Engagement Session.

The environmental and social reports and plans will be made available on the DICT website. Also the slides used for the engagement will be shared with the participants. Feedback received during the stakeholder engagement was mainly with regards to the following:

- The engagement with the different groups in the community such as the tourism establishment and Environmental NGOs,
- The relevant procurement processes;
- The potential collaboration, assistance and involvement of the relevant organization during the implementation of the different activities of the project;
- The details of output of the different activities and their link with the GFPP activities.

The PIU coordinator took note of the recommendation with several points inserted in the draft SEP such as the relevant stakeholders to consider for the Project. A summary of the main recommendations received and integrated into the Stakeholder Engagement Plan is provided in Annex 1.

4.2. Summary of project stakeholder needs and methods, tools, and techniques for stakeholder engagement

Different engagement methods are proposed and cover different stakeholder needs as stated below:

(i) Stakeholder Consultations

A structured engagement process that will bring together relevant stakeholders to gather their views, expectations, and concerns regarding the STRIDE project.

(ii) Community Consultation

An engagement process that will involve members of the community to discuss about the STRIDE Project. It will provide the community with a platform to share their views, concerns, and suggestions to help shape outcomes of the STRIDE project.

(iii) Site Visits

A planned inspection of the project site (Components with Civil Works) with the relevant stakeholders to assess existing conditions, verify requirements, and gather information relevant to the STRIDE project implementation. It will allow the relevant stakeholders to observe the project sites firsthand, identify potential challenges or risks, and validate technical or operational considerations.

4.3. Stakeholder engagement plan

Project Stage	Estimated Date/Time Period	Topic of Consultation/ Message	Method Used	Target Stakeholders	Responsibilities
Prior	8th October 2026	Introduction of the STRIDE Project and its structure.	Stakeholder Consultations	Digital and AI Development Stakeholders	PIU
Prior	November 2026	Introduction of the STRIDE Project and its structure.	Stakeholder Consultations	CEPs – Environmental NGOs	PIU
Initial	February 2027	The implementation plan of the STRIDE Project.	Stakeholder Consultations	Digital and AI Development Stakeholders/ CEPs/Key Stakeholders for Project Implementation	PIU
Initial	February 2027	The implementation plan of the STRIDE Project.	Stakeholder Consultations	CEPs – Disabled NGOs	PIU
Initial	February 2027	Introduction of the STRIDE Project and the Fibre Ring Component	Stakeholder Consultations	Small Hotels & Establishments Association (SHEA) members on Praslin	PIU
Initial	February 2027	Introduction of the STRIDE Project and the Fibre Ring Component	Stakeholder Consultations	SHEA members on La Digue	PIU
During (Y1)	February 2027	Location and requirement for the Data Center	Site Visits	Key Stakeholders for Project Implementation	Consultancy Firm
During (Y1)	February 2027	E&S Impact for Data Center Component	Community Consultation	CEPs/Key Stakeholders for Project Implementation	Consultancy Firm
During (Y1)	September 2027	Status update of the implementation plan of the STRIDE Project.	Stakeholder Consultations	Digital and AI Development Stakeholders/ CEPs/Key Stakeholders for Project Implementation	Consultancy Firm

During (Y2)	February 2028	Location and requirement for Inter Island Fibre Connectivity	Site Visits	Key Stakeholders for Project Implementation	Consultancy Firm
During (Y2)	February 2028	E&S Impact for Inter Island Fibre Connectivity	Community Consultation	CEPs/Key Stakeholders for Project Implementation / SHEA members on Praslin and La Digue	Consultancy Firm
During (Y2)	September 2028	Status update of the implementation plan of the STRIDE Project.	Stakeholder Consultations	Digital and AI Development Stakeholders/ CEPs/Key Stakeholders for Project Implementation	PIU
During (Y3)	September 2029	Status update of the implementation plan of the STRIDE Project.	Stakeholder Consultations	Digital and AI Development Stakeholders/ CEPs/Key Stakeholders for Project Implementation	PIU
During (Y4)	August 2030	Status update of the implementation plan of the STRIDE Project.	Stakeholder Consultations	Digital and AI Development Stakeholders/ CEPs/Key Stakeholders for Project Implementation	PIU
Final	September 2031	Final debriefing of the implementation plan of the STRIDE Project and next step.	Stakeholder Consultations	Digital and AI Development Stakeholders/ CEPs/Key Stakeholders for Project Implementation	PIU

Information will be disclosed as follows:

All the following documents will be made available in English on DICT's website:

- SEP;
- E&S Reports;
- GM Procedures
- Grievance Form;
- Update on the STRIDE Project; and
- Any other relevant documents of the STRIDE Project classified as Public.

Updates on the STRIDE project and consultations with stakeholders and vulnerable groups will be conducted in English and/or Creole as per the Stakeholder engagement plan in 4.3 above.

4.4. Reporting back to stakeholders

Stakeholders will be kept informed as the project develops, including reporting on project environmental and social performance and implementation of the stakeholder engagement plan and Grievance Mechanism, and on the project's overall implementation progress.

5. Resources and Responsibilities for implementing stakeholder engagement activities

5.1. Resources

The PIU, E&S Specialist and the relevant experts/consultants will be in charge of stakeholder engagement activities.

The budget for the SEP is USD329,000.00 and will be covered under Component 4 (Project Management) of the STRIDE Project. A summary of the budget is broken down in the table below:

Budget Category	Quantity	Unit Costs (USD)	Times/Years	Total Costs (USD)	Remarks
1. **Local E&S Specialist and Staff related expenses**					
1a. Local EIA specialist consultancy firm	2	15,000	1	30,000	The Environment Act in Seychelles obliges the recruitment of a local EIA consultancy firm which will also be responsible for arranging consultations with the local community & concerned authorities where the project will take place. In STRIDE one will be for the Fiber ring and the other for the Datacenter. For specialist projects such as these where international specialist firms are required, the local EIA specialist is still mandatory & will work with the overseas specialist and lead the local environment approval process to be followed.
1b.Travel, meals & Accommodation Costs to Praslin & La Digue	3	1,000	1	3,000	DICT officers & external EIA consultants will need to have community meetings on the two islands. This will be carried out over a weekend.
2. Events					
2a. Organization of Yearly All stakeholder STRIDE update event	1	15,000	4	60,000	The majority of events & meetings can be undertaken using DICTs' budget or facilities. A provision for 1 external event is made per year.

3. Communication campaigns					
3a. ALL media Environment Impact Assessment related adverts / awareness	2	20,000	1	40,000	These are legally mandatory under the local Environment Law. Two project activities will need to be covered. Mediatization is required once during their year of implementation.
3b. STRIDE Project activities awareness communication materials (e.g. leaflets & TV infomercials)	6	7,000	2	84,000	Per project activity, there will be an informational campaign. Each set of campaign materials will be run twice in the media in the year of implementation of the project activity.
3c. Community & Public Awareness media adverts on Grievance Mechanism.	1	10,000	8	80,000	Media advert featured twice a year for 4 years.
4.0 Beneficiary opinion surveys					
4a. Mid-project perception survey	1	12,000	1	12,000	
5b. End-of-project perception survey	1	20,000	1	20,000	
TOTAL STAKEHOLDER ENGAGEMENT BUDGET:				**329,000.00**	

5.2. Management functions and responsibilities

The entities responsible for carrying out stakeholder engagement activities are:

- PIU – For Stakeholder engagements not covered under any contracted services or a deliverable of recruited experts.
- Contracted Firms/Consultants/Experts - Stakeholder engagements covered under the relevant contract or agreed deliverables.
- Stakeholder Engagement documentation will be maintained by the PIU Coordinator and the E&S Specialist.

The stakeholder engagement activities will be documented as per the **Annex 2** format.

6. Grievance Mechanism (GM)

The main objective of a GM is to assist to resolve complaints and grievances in a timely, effective, and efficient manner that satisfies all parties involved.

6.1. Description of GM

Step	Description of Process	Time Frame	Responsibility
GM implementation structure	The structure will comprise of 4 levels. They are: Level 1: A designated 'Grievance Officer' at DICT to whom all complaints collected through the different channels (digital or otherwise). The officer will also maintain a register of complaints received. The Office routes each complaint to the concerned project manager responsible for the concerned project activity. Level 2: A designated Project Manager with specialist knowledge of the specific project activity concerned who will oversee investigations and can approves corrective actions. One such person will be identified for each of the main project activities. Level 3: Grievance Steering Committee. This committee comprises of a designated senior officer from DICT, MOF & from any relevant 3rd party MDA concerned with project activities under STRIDE. The responsibility of the committee is to reviews significant cases and oversees that the concerned parties implement the operational corrective actions.	1 – 2 months	DICT will be responsible for setting up the GM structure. This includes: • Appointment of Project Managers. • Establishment of Steering Committee. • Nomination of Grievance Officer. • Approval of Terms of Reference (ToR). • Creation of grievance register and reporting templates.

Step	Description of Process	Time Frame	Responsibility
	Level 4: Implementing Agency. The implementation agency responsible for STRIDE the oversight for the governance of the GM process. This will the Senior Management Committee of DICT. This committee is also the level which unsatisfied parties can appeal for review of the outcome of a case case submitted. The structure will operate at national level. It is also to be noted that if a party is still unsatisfied with the outcome of a grievance submitted after level 4; the party can also choose to escalate to issue/s to the courts.		
Grievance uptake	Grievances can be submitted via the following channels: • Toll-free telephone hotline • Short Message Service (SMS) line • E-mail to dedicated email address • Physical letter to Grievance focal point at DICT facilities • • Walk-ins may register a complaint in a grievance logbook at DICT Offices or use a suggestion box located in the concerned District Administration Offices The complaint form can be lodged via any of the above channels.	1 – 2 months	DICT will be responsible for setting up these channels. For the physical channels in concerned districts, the assistance of Ministry responsible Local Government will also required since District Administration Offices are under the responsibility of that Ministry.

Step	Description of Process	Time Frame	Responsibility
Sorting, processing	Any complaint received is forwarded to designated Grievance Officer in DICT who will have it logged in a Grievance Register, and categorized according to the established complaint types.	Upon receipt of complaint	Local grievance focal point in DICT
Acknowledgment and follow-up	Receipt of the grievance is acknowledged to the complainant by Grievance Officer.	Within 3 working days of receipt	Local grievance focal point
Verification, investigation, action	Investigation of the complaint is led by the concerned project manager. A proposed resolution is formulated by designated officer and communicated to the complainant by the concerned officer. For complex or significant cases, the case have to be reviewed by the steering committee.	Basic Investigation - 10 working days Resolution proposal – 20-30 working days depending on complexity of problem	Project Manager or Grievance Steering Committee .
Monitoring and evaluation	Data on complaints are collected in the Grievance Register and by Project Managers who then report to the Steering Committee every quarterly	2 Quarterly Reports	Grievance Officer & Project Managers
Provision of feedback	Feedback from complainants regarding their satisfaction with complaint resolution is collected by the Grievance Officer.	As and when complaints are resolved.	Project Managers will notify the Grievance Officer when a resolution has been provided. The Grievance Officer will then follow up with the complainant to obtain their feedback on the resolution.
Training	Training needs for staff/consultants in the PIU, Contractors, on the GM structure, how it works and the use / interpretation of the instruments used in the GM.	Ongoing as new staff/consultants and contractors are involved in STRIDE.	DICT Senior Management

Step	Description of Process	Time Frame	Responsibility
If relevant, payment of reparations following complaint resolution	Any reparations recommended as solutions will be reviewed by the DICT Senor Management and discussed with the Ministry of Finance and the Office of the Attorney General. The Ministry of Finance will have the responsibility for effecting this when it is satisfied that the amount is acceptable after negotiation. In the event that the reparation is a decision of the courts, the Ministry of Finance together with the AGs' Office will be responsible for executing or challenging this decision. [Describe how reparations will be handled including amounts, recipients, etc.]	Difficult to establish a timeframe for this	Ministry of Finance, AGs' Office & DICT

The GM will provide an appeals process if the complainant is not satisfied with the proposed resolution of the complaint. Once all possible means to resolve the complaint have been proposed and if the complainant is still not satisfied, then they should be advised of their right to legal recourse.

For Labor Grievances, the GM to be followed is in line with Part I and Part II of Schedule 1 of Employment Act, 1995. As such workers under the STRIDE project can follow the GM therein should the need arise.

The World Bank and the Government of Seychelles do not tolerate reprisals and retaliation against project stakeholders who share their views about Bank-financed projects.

7. Monitoring and Reporting

7.1. Summary of how SEP implementation will be monitored and reported

Key Performance Indicator	Definition	Target	Responsible Personnel	Reporting Method
Stakeholder Satisfaction Score	Average satisfaction rating from stakeholder surveys following engagements.	70%	Stakeholder Engagement Host	Stakeholder Satisfaction (After each stakeholder engagement)
Stakeholder Participation Rate	Percentage of invited stakeholders who attend stakeholder engagement.	70%	Stakeholder Engagement Host	Attendance report (After each stakeholder engagement)
Grievance Resolution Rate	Percentage of received grievances that are successfully resolved and closed within the reporting period.	80%	PIU Coordinator	GM Monitoring and Evaluation Report

7.2. Reporting back to stakeholder groups

The SEP will be periodically revised and updated as necessary in the course of project implementation. Quarterly summaries and internal reports on public grievances, enquiries, and related incidents, together with the status of implementation of associated corrective/preventive actions, will be collated by responsible staff within PIU and referred to the PIU Coordinator. The annual summaries will provide a mechanism for assessing both the number and nature of complaints and requests for information, along with the Project's ability to address those in a timely and effective manner. Information on public engagement activities undertaken by the Project during the year may be conveyed to the stakeholders upon request.

ANNEX 1

Stakeholder engagement done during project preparation

Name of Consultation	Stakeholder Engagement Session 1
Hosted by	Project Implementation Unit (PIU), DICT
Date	8th October 2026
Location	DICT's Training Room, Caravelle House, Manglier Street, Victoria, Seychelles
Number of Participants	18 participants
Participant details	Stakeholders involved in the development of the Seychelles Digital and AI Strategy 2031

Agenda

- Welcoming remarks by the Principal Secretary of the Department of Information Communications and Technology (DICT), Mr. Benjamin Choppy.
- Presentation by the Project Implementation Unit (PIU), Miss. Beryl Payet (Project Coordinator).
- Questions and discussions.

Key Issues Discussed

- Key findings and implementation plan of the Seychelles Digital and AI Strategy 2031.
- Status of the Seychelles Digital and AI Strategy 2031.
- Introduction of the STRIDE project as an implementation mechanism, through the World Bank Group, for several components of the Seychelles Digital and AI Strategy 2031.
- Details of the different components of the STRIDE project.
- Environmental and social impacts of the two major projects under STRIDE:
  - Containerised Government Data Centre and supporting GovCloud; and
  - Inter-Island Fibre Connectivity.

Issues Raised by Participants

Each issue is reported below with details of who raised it, the response from the PIU, and any follow-up action and deadline.

Issue 1	
Issue	The importance of strengthening engagement with the relevant Non-Governmental Organizations (NGOs), particularly in relation to activities that may have an environmental impact. The Citizens Engagement Platform Seychelles (CEPS) expressed its willingness to support and coordinate with relevant NGOs to facilitate their participation in the engagement process.
Raised by	CEPS
Response from PIU	PIU assured participants that there will be stakeholder engagement with the relevant NGOs, particularly in relation to activities that may have environmental impacts.
Follow-up action (if required)	PIU to liaise with CEPS to facilitate the participation and engage with the relevant NGOs on the environmental impact of the activities.
Deadline for follow-up action (if required)	PIU to engage with CEPS before end of October 2026.
Issue 2	
Issue	Concerns were raised regarding the potential disturbance to hotel establishments and their guests during the construction of the fibre cable landing site. The PIU should liaise with the Small Hotels & Establishments Association (SHEA) prior to commencement of the construction works to ensure that the potential construction related disturbances are identified, communicated and appropriately managed.
Raised by	SHEA
Response from PIU	PIU will coordinate with SHEA on the proposed developments, with particular attention to the cable landing sites for the fibre ring on Praslin and La Digue, and will conduct further consultations as necessary. The tentative landing site on Praslin is situated near the road in the vicinity of the airport, while the proposed site on La Digue is located near “Dan Goulo”, on a government owned land adjacent to a Cable & Wireless Seychelles Ltd. (CWS) station. It was noted that the proposed locations are not considered to be within major tourist areas.
Follow-up action (if required)	PIU to liaise with SHEA prior to the commencement of construction activities on Praslin and La Digue, and undertake further consultations if necessary.
Deadline for follow-up action (if required)	Before construction starts.

Issue 3	
Issue	Navigation charts should clearly identify and mark the planned fibre optic cable routes to prevent vessels from anchoring in these areas. In addition, all relevant maritime users and sea vessels should be adequately informed of the cable routes and the associated anchoring restrictions. This concern specifically relates to the planned fibre optic ring connecting Mahé, Praslin and La Digue.
Raised by	SHEA
Response from PIU	Following the installation of the cables, the cable route will be incorporated into the relevant maritime charts, and an appropriate exclusion zone will be clearly demarcated. DICT, through the Seychelles Maritime Safety Authority (SMSA), will notify and advise mariners and seafarers of any navigational constraints, restrictions, or changes to the designated route.
Follow-up action (if required)	Ensure SMSA update the relevant maritime charts to reflect the installed cable route and associated exclusion zone. SMSA should also issue appropriate notices to mariners and seafarers regarding any navigation constraints, restrictions, or changes to established routes.
Deadline for follow-up action (if required)	Upon completion of the installation of the fibre optic ring.
Issue 4	
Issue	Will the Technical Committee include representatives from private sector organizations?
Raised by	CWS
Response from PIU	The Technical Committee has not yet been established. Relevant stakeholders, particularly representatives from the private sector, will be invited to participate in or contribute to the Committee, as and when their expertise and involvement are required depending on the activities of the Project.
Follow-up action (if required)	Not applicable
Deadline for follow-up action (if required)	Not applicable

Issue 5	
Issue	Will the technical expertise required for activities such as the development of digital skills and the ambassadors' programme be sourced internationally or will local companies also be eligible to participate in the tendering process for these activities?
Raised by	CWS
Response from PIU	All activities will be subject to a competitive tendering process and interested local companies will have the opportunity to participate aswell as the tender will be open to both national and international companies.
Follow-up action (if required)	Not applicable
Deadline for follow-up action (if required)	Not applicable
Issue 6	
Issue	Has consideration been given to utilize the existing data center facilities and infrastructure operated by local telecommunications service providers to support the government cloud and data center requirements, as an alternative to constructing a new facility?
Raised by	CWS
Response from PIU	The Government currently outsource certain data centre services and this is a practice to be maintained in line with business continuity plan of the Government. However, data sovereignty remains a concern and priority for the Government. In this context, the Government found it necessary to invest in its own data centre and Gov Cloud. The data centre and GovCloud will serve only the Government and will not to compete with local businesses offering such services. It was further noted that the activities under the STRIDE project are likely to increase demand for cloud and data center services within the private sector. E.g. small businesses such as hotels may increasingly host their applications and services in the cloud through privately operated data centers locally.
Follow-up action (if required)	Not applicable
Deadline for follow-up action (if required)	Not applicable

Issue 7	
Issue	When will the five priority public services to be digitalized and AI enabled be identified?
Raised by	CWS
Response from PIU	The five priority public services to be digitalized and AI enabled will be identified through one of the GFPP activities. The selection will be based on the services expected to deliver the greatest impact for citizens and businesses.
Follow-up action (if required)	Not applicable
Deadline for follow-up action (if required)	Not applicable
Issue 8	
Issue	In terms of expertise, the University of Seychelles (UniSey) expressed its interest in being involved in a wide range of activities, given its expertise in areas such as international certification, digital upskilling, environmental sustainability and digitalization.
Raised by	Unisey
Response from PIU	With regards to digital skills development, as part of the activities under the GFPP, consultations with tertiary education institutions and other relevant stakeholders will be undertaken and as such Unisey's expertise can also be tapped into.
Follow-up action (if required)	Engage with tertiary education institutions and other relevant stakeholders to explore and support the development of digital skills programmes, including short courses with internationally recognized certifications.
Deadline for follow-up action (if required)	During the GFFP activities.

Issue 9	
Issue	Hotel owners have expressed concerns regarding the quality and reliability of payment services provided by local telecommunications operators. How will this be addressed under the project?
Raised by	SHEA
Response from PIU	Quality of Service (QoS) concerns will be addressed under the relevant component of the project through the development and capacity building for the enforcement of the relevant QoS legal framework by the Seychelles Communications Regulatory Authority (SCRA).
Follow-up action (if required)	Not applicable
Deadline for follow-up action (if required)	Not applicable
Issue 10	
Issue	Are there plans to introduce mechanisms, regulations or establish a regulatory body to ensure the secure, responsible and compliant use of AI, particularly in relation to information security and data protection?
Raised by	Central Bank Seychelles (CBS)
Response from PIU	At present, the project does not include any specific national AI regulatory framework. However, the digital ambassadors programme will play a role in raising public awareness of the ethical and responsible use of AI. There will also be a strong focus on upskilling government staff in the effective use of AI tools, including an understanding of their limitations, risks and potential consequences. However, this can be tackle in other government and/or national initiatives supporting the implementation of the Digital and AI Strategy which is not covered under the STRIDE project at this point in time.
Follow-up action (if required)	Not applicable
Deadline for follow-up action (if required)	Not applicable

Issue 11	
Issue	Expected project implementation timeline.
Raised by	Ministry of Industry and Enterprise (MIE)
Response from PIU	The project is expected to run for five years, with implementation anticipated to commence in January 2027.
Follow-up action (if required)	Not applicable
Deadline for follow-up action (if required)	Not applicable
Issue 12	
Issue	What is the proposed approach for sharing the fiber ring with the local telecommunications operators, and what role will the World Bank play in financing its development?
Raised by	Intelvision
Response from PIU	An economic analysis will be undertaken to determine the most viable business case for the fibre ring, including the associated costs and potential partners. The World Bank's funding is limited to a specified amount and any additional costs may need to be covered by the Government and/or the local telecommunications operators. The Government welcomes the participation and contribution of the local telecommunications operators in the development of the fibre ring.
Follow-up action (if required)	Share the findings of the economic study with the local telecommunications operators.
Deadline for follow-up action (if required)	Upon completion of the economic study.

Issue 13	
Issue	Who will be the targeted beneficiaries of the Digital Ambassador Programme and the associated digital literacy, awareness and upskilling activities?
Raised by	CEPS
Response from PIU	A consultant will be engaged to design the programmes as part of the GFFP. One deliverable of the activity will include the dentification of the appropriate ambassadors and target groups. As such currently this information is not available.
Follow-up action (if required)	Not applicable
Deadline for follow-up action (if required)	Not applicable
Issue 14	
Issue	Who will be the intended users of the data centre? There was also a caution raised with regards to the use of AI. It was emphasized that AI should be adopted and applied responsibly, particularly in business and personal use. Further understanding of the risks and implications of AI may be necessary before its wider implementation.
Raised by	Enterprise Seychelles Agency (ESA)
Response from PIU	The data centre will be dedicated exclusively for Government use. With regards to AI, public awareness and education on the ethical and responsible use AI should start immediately. For Government, appropriate policies, guidelines and standards will be developed to govern the use, implementation and deployment of AI tools.
Follow-up action (if required)	Not applicable
Deadline for follow-up action (if required)	Not applicable

Issue 15	
Issue	Is there a detailed cost breakdown for each activity under the STRIDE project?
Raised by	Ministry of Finance, Economic Planning, Trade and Investment (MFEPTI)
Response from PIU	The World Bank will provide USD 25 million in financing for the STRIDE project. This is only part of the finance required for the implementation of the Digital and AI strategy. As such financing of other components of the Digital and AI strategy will come from either the Government or other financing Mechanism. A cost breakdown for the different activities for the STRIDE project has been undertaken with the World Bank experts especially as part of the procurement plan.
Follow-up action (if required)	The finalized documents can be made available to the MFEPTI team once requested.
Deadline for follow-up action (if required)	N/A
Issue 16	
Issue	How will the short ICT related courses be publicized to ensure they reach the general public, particularly the small hotels that have expressed a strong interest in ICT related short course trainings?
Raised by	SHEA
Response from PIU	Some short ICT-related courses are already being offered by local institutions, such as UniSey, the Seychelles Institute of Technology (SIT) and other private businesses. However, greater emphasis may be needed on promoting and publicizing these courses under the project to improve awareness and participation.
Follow-up action (if required)	Local institutions may wish to consider strengthening the promotion and dissemination of information on available short term ICT related courses.
Deadline for follow-up action (if required)	N/A

Issue 17	
Issue	Stakeholder mapping needs to be undertaken to ensure that the relevant stakeholders are identified and provided with timely information to facilitate their effective participation and mobilization.
Raised by	CEPS
Response from PIU	A stakeholder engagement plan, including the planned activities is currently being finalised. Stakeholders will be engaged in different activities based on their relevance to and involvement in each activity.
Follow-up action (if required)	Complete and finalize the stakeholder engagement plan. To consult with CEPS regarding its NGO members that can be key stakeholders for the project.
Deadline for follow-up action (if required)	Before initialization of the project (January, 2027)
Issue 18	
Issue	Sharing of the presentation slides with the stakeholders who attended the engagement session.
Raised by	Unisey
Response from PIU	The PIU will share the presentation slides with all stakeholders and circulate a copy of the strategy once it has been finalised and approved by the Cabinet of Ministers.
Follow-up action (if required)	Share the slides with all the stakeholders and a copy of the strategy once finalised and approved by the Cabinet of Ministers.
Deadline for follow-up action (if required)	• Slides (End of October 2026). • Digital and AI Strategy (Upon Approval by the Cabinet of Ministers)

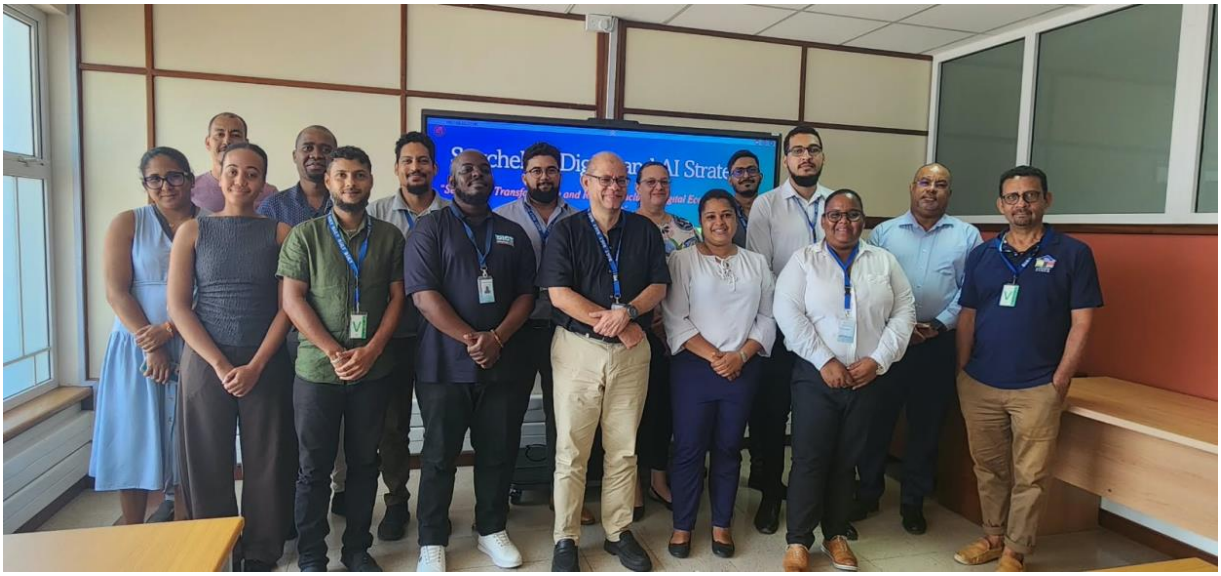
Attachments
Below are the relevant attachments for Annex 1

Attachment 1: Redacted List of Attendees (registration form).

STRIDE PRESENTATION
STAKEHOLDER ENGAGEMENT 1
DIGITAL AND AI STRATEGY DEVELOPMENT STAKEHOLDERS
Thursday 8th October, 2026
DICT Training Room

No.	Organization	Full Name	Post Title	E-mail	Signature
1	SFA	Marcus Ruchel	[redacted]		
2	Cable and Wireless	Ryan Gerard			
3	CBS	Daniel Decomber			
4	Unisey	Robert ZARLINE			
5	Tourism Dept	Jennifer Sinon			
6	DPA	Trevor Matthew			
7	SCPA	Deon Florine			
8	SSHEA	JOSLUE ADELINE			
9	ECONOMIC PLANNING	SHERIN PINAT			
10		KARA BASTILLE			
11	Intelvision	Dianne Secret			
12	NIE	JOSEPH Pat			
13	CCPS	Jessie Henderson			
14	DICT	Isaac Tumubi			
15	"	Kenny Nancrice			
16	"	Rosalind Denise			
17	"	BERYL PAYET			
18	"	Benjamin Choppy			
19					
20					
21					
22					
23					
24					
25					

Attachment 2: Visual (Group Photo of Attendees).



ANNEX 2

Template to Capture stakeholder engagement activities

Name of Consultation: (Insert details)

Hosted by: (Insert details)

Date: (Insert details)

Location: (Insert details)

Number of Participants: (Insert details)

Participants details: (Insert details)

Agenda: (Insert details)

Key Issues Discussed: (Insert details)

Issues raised by Participants: (Insert details as per below)

- Issue No.:
- Issue:
- Raised by:
- Response from PIU:
- Follow-up action (if required):
- Deadline for follow-up action (if required)

Attachments: (Insert as per below)

Attachment 1: Redacted List of Attendees (registration).
Attachment 2: Visual (Group Photo of Attendees).