

# **Government of the People's Republic of Bangladesh**

**Local Government Engineering Department**  
Local Government Division,  
Ministry of Local Government, Rural Development and Cooperatives

**Bangladesh Water Development Board**  
Ministry of Water Resources

**Social Development Foundation**  
an autonomous organization under the Financial Institutions Division, Ministry of Finance

## **Bangladesh Sustainable Recovery, Emergency Preparedness and Response Project (B-STRONG)**

Project Code: P508058

### **Draft Stakeholder Engagement Plan (SEP)**

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# **Draft Stakeholder Engagement Plan (SEP)**

## Part A: People Centric Resilient Infrastructure

### **Implementing Agencies:**

Local Government Engineering Department (LGED)

Bangladesh Water Development Board (BWDB)

## 1. Introduction/Project Description

This Stakeholder's Engagement Plan (SEP) is prepared for "**Bangladesh Sustainable Recovery, Emergency Preparedness and Response Project (B-STRONG)**" financed by World Bank and implemented by Local Government Engineering Department (LGED) under the Local Government Division (LGD), Ministry of Local Government, Rural Development and Cooperatives (MoLGRDC&C), Bangladesh Water Development Board (BWDB) under the Ministry of Water Resources (MoWR) and Social Development Foundation (SDF), an autonomous organization under the Financial Institutions Division, Ministry of Finance.

This SEP has two parts: the first part is prepared by **BWDB and LGED**, and the second part is prepared by **SDF**.

The August 2024 floods affected nearly six million people, leaving 1.26 million families stranded, and taking the lives of 74 people. Over 500,000 people sought refuge in multipurpose disaster shelters<sup>1</sup>. The total direct physical asset damages are estimated at US\$1.676 billion<sup>2</sup>, equivalent to 0.38 percent of Bangladesh's gross domestic product (GDP) in 2023. This project will finance immediate restoration, recovery and restore the flood affected districts while aiding both people and infrastructure.

LGED interventions will cover (Feni, Comilla, Noakhali, Lakshmipur, Brahmanbaria and Chattogram), BWDB will cover (Feni, Cumilla, Noakhali, Lakshmipur, Brahmanbaria). SDF will cover (Noakhali, Cumilla, Feni, Sylhet, Maulvibazar, Habiganj, Brahmanbaria, Lakshmipur, Chittagong, and Cox's Bazar districts).

The project development objectives are to (a) rehabilitate and enhance resilience of critical public infrastructure and (b) support affected households to recover from the economic impact of the floods.

The project will aim to empower flood-affected communities through sustainable income recovery, strengthened disaster preparedness and reduce vulnerability to future climate shocks. Aligned with the World Bank's Environmental and Social Framework (ESF), especially ESS10 on Stakeholder Engagement, the project ensures transparent, inclusive, and culturally respectful community engagement, free from manipulation or discrimination, to support informed and meaningful participation throughout the project.

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<sup>1</sup> Inter-cluster Coordination Group (ICCG). (30 August, 2024). Bangladesh: Eastern Flash Floods - Situation Report No. 02. ReliefWeb. Retrieved from <https://reliefweb.int/report/bangladesh/bangladesh-eastern-flash-floods-2024-situation-report-no-02-30-august-2024>

<sup>2</sup> World Bank. (2024). Floods in eastern Bangladesh, August 2024: Global Rapid Post-Disaster Damage Estimation (GRADE) Report.

The B- STRONG comprises of **three** components:

- Component 1: People Centric Resilient Infrastructure

This Component will support affected and vulnerable communities through the resilient reconstruction of basic infrastructure damaged by the floods, such as roads, multi-purpose disaster shelters, embankments, hydraulic structures and other climate resilient structures. The resilient reconstruction of these infrastructures is critical not only for allowing livelihoods and economic activities to resume (e.g., damaged bridges limit the accessibility of certain communities), but also ensure that the communities are more resilient to future extreme climate events.

- Component 2: Livelihoods Restoration and Recovery

This Component addresses (i) community empowerment and institutional strengthening and (ii) enhancing sustainable livelihoods and business development.

- Component 3: Contingency Emergency Response

This will ensure provision of immediate response to an eligible crisis. In such an event, the component will contribute to immediate and effective response

The B- STRONG is being prepared under the World Bank’s Environment and Social Framework (ESF). All proposed activities under the Project will be subject to an Exclusion List, to screen out any High-risk related activity. No activity requiring any land acquisition, major displacement, bearing any type of adverse impacts on small ethnic communities (SECs) will be permitted under the project.

## 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 LGED, BWDB and SDF will communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, or make complaints about the project and any activities related to the project. The SEP specifically emphasizes methods to engage groups considered most vulnerable and that are at risk of being left out of project benefits.

## 3. Stakeholder Identification and Analysis per Project Component

### 3.1 Methodology

For the B- STRONG, the following stakeholders have been identified and analyzed per project component. These stakeholders include affected parties (as defined in section 3.2), other interested parties (as defined in section 3.3) and disadvantaged/vulnerable individuals or groups (as defined in section 3.4).

*Table 3-1: Stakeholder Identification and Analysis per Project Component*

Component	Implementing Agency	Stakeholders	Analysis
<b>Component 1:</b> People Centric Resilient Infrastructure (Resilient Rural and Local Infrastructure)	LGED, BWDB	Flood affected communities in 6 districts. Women and Children Disabled Rural Communities, Small Ethnic Communities, Laborers, flood affected people,	<b>Flood affected Communities:</b> Direct beneficiaries of improved infrastructure, transportation, multi-purpose disaster shelters, embankments, fluvial, pluvial, and flash floods protection standard through a combination

Component	Implementing Agency	Stakeholders	Analysis
and Flood Protection Rehabilitation		people living by the embankments, roadsides, Local Government Officials, Environmental Protection Authorities, Health Authorities, Residents, Business Entities, Individual Entrepreneurs	of structural and non-structural interventions <b>Government Officials, Local Government Officials, Environmental Protection Authorities:</b> Responsible for oversight and coordination of development activities, ensuring compliance with regulations and safeguarding public health and environmental integrity. <b>Residents, Business Entities, Individual Entrepreneurs:</b> Stand to benefit from enhancement of infrastructure, increased employment opportunities, and improved service provision, contributing to local economic development. <b>Suppliers, Contractors, Laborers:</b> Their role is imperative in the implementation of project activities.
<b>Component 3: Contingency Emergency Response (CERC)</b>	N/A at this stage	N/A at this stage	N/A at this stage

### 3.2 Affected 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:

- Flood affected People
- Women, adolescents, children living in the flood affected communities
- Communities in the vicinity of the project's planned activities
- Local population and communities including local/neighborhood associations/clubs, youth groups/associations
- Small Ethnic Communities living around the project area
- Residents, business entities, and individual entrepreneurs around the project that can benefit from the employment, training and business opportunities

- Local government officials in the project area, environmental protection authorities and health authorities

### 3.3 Other Interested Parties

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

- Officials of Government agencies, directly and indirectly linked with project
- Local and national media, including electronics and print media
- Participants/ influencers of social media
- Civil society and local Politicians
- Other national and international health organizations
- National & International NGOs are currently operating in flood affected communities.
- Suppliers, contractors and contractors' workforce, etc.
- Agencies working with sustainable energy sources

### 3.4 Disadvantaged / Vulnerable Individuals or Groups

It is crucial to assess whether the effects of the project might unfairly affect individuals or groups who are disadvantaged or vulnerable. These individuals often lack a platform to voice their concerns or fully comprehend the project's impacts. To address this, it is important to tailor awareness-raising and stakeholder engagement efforts for these groups, considering their specific sensitivities, concerns, and cultural aspects. Vulnerability can arise from various factors such as origin, gender, age, health, economic status, financial insecurity, marginalized position in the community, dependence on others or natural resources, and more. Engaging with these vulnerable groups requires implementing specific measures and assistance to facilitate their involvement in project-related decision-making. This ensures that their awareness and input in the overall process are on par with other stakeholders.

Within the project, these vulnerable or disadvantaged groups may encompass, but are not restricted to, the following:

- People with disabilities
- Women
- Children
- Female-headed households
- Elderly (especially those of 60 years and above) people
- Low-income people from Small Ethnic Communities living in the project area
- Community laborers
- Transgender and LGBTQ groups/people

Vulnerable groups within the communities affected by the project will be 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

Table 4-1: Summary of Consultation Meetings

SI No	Date	Venue	Main Participant Groups	No. of Participants		Key Issue Discussed
				Male	Female	
01	02 Nov 2024	Feni	FGD with the flood affected communities	8	4	Potential locations for the project activities Potential E&S impacts and mitigation measures
02	02 Nov 2024	Feni	Local level consultation with the government officials	30	3	Discussed on the potential scopes of the LGED and BWDB activities, and potential E&S impacts and mitigation measures.
04	03 Nov 2024	Cumilla	Consultations with the flood affected communities	18	4	Discussed the project scopes, benefits, and E&S issues, GRM and future consultation meetings.
05	03 Nov 2024	Cumilla	Local level consultation with vulnerable communities	28	9	Discussed the project scopes, benefits, and E&S issues, GRM and future consultation meetings.

### 4.2 Summary of Project Stakeholder Needs and Methods, Tools and Techniques for Stakeholder Engagement

The Stakeholder Engagement Plan below outlines the engagement process, methods, including sequencing, topics of consultations and target stakeholders. The World Bank and the Borrower do not tolerate reprisals and retaliation against project stakeholders who share their views about Bank-financed projects.

Table 4-2: SEP Summary Table

Stage	Target Stakeholders	Topic(s) of Engagement	Method(s) Used	Location/Frequency	Responsibilities
<b>STAGE 1: Project Preparation</b>	Project Affected People: Flood affected people residing in project area, Vulnerable households	ESMF, LMP, SEP, ESCP, Gender and SEA/SH action plan and RPF; Project scope and rationale; Project E&S principles, Grievance mechanism process	Public meetings, separate meetings for women and the vulnerable group, Face-to-face meetings, Mass/social media communication (As needed), Disclosure of Written information: brochures, posters, flyers, website Information boards or desks, Grievance mechanism, Local newspaper	Quarterly meetings at project sites and as various components are executed and put to operation, continuous communication through mass/social media and routine interactions.	LGED, BWDB
	Other Interested Parties (External)-NGO working in waste management, climate resilience issues and GBV sectors	ESMF, LMP, SEP, ESCP, Gender and SEA/SH action plan and RPF. Project scope, rationale, and E&S principles, Grievance mechanism process	Face-to-face meetings Joint public/community meetings with PAPs	Quarterly meetings with affected communities. Disclosure meetings in local and national levels	LGED, BWDB
	Other Interested Parties (Internal) Press and media Local NGOs, Different Government Departments having link with project	ESMF, LMP, SEP, ESCP, Gender and SEA/SH action plan and RPF; Grievance mechanism, Project scope, rationale and E&S principles	Public meetings, trainings/workshops (separate meetings specifically for women and vulnerable people as needed), Mass/social media communication, Disclosure of written information: Brochures, posters, flyers, website	Project launch meetings with relevant stakeholders, Meetings in affected locations/communities as needed. Communication through mass/social media (as needed) Information desks with brochures/posters in	PIUs

Stage	Target Stakeholders	Topic(s) of Engagement	Method(s) Used	Location/Frequency	Responsibilities
	implementation General public, jobseekers etc.		Information boards Grievance mechanism Notice board for employment recruitment	affected villages (continuous)	
	Other Interested Parties (External) Other Government Departments from which permissions/clearances are required. Businessmen, Contractors and suppliers	Legal compliance issues, Project information scope and rationale and E&S principles, Coordination activities, Grievance mechanism process, ESMF, LMP, SEP, ESCP, Gender and SEA/SH action plan and RPF	Face-to-face meetings Invitations to public/community meetings, Submission of required reports	Disclosure meetings, Reports as required	PIUs
<b>STAGE 2: Implementation Phase</b>	Project Affected People, including Vulnerable community	Grievance mechanism Health and safety impacts (RAP, ESMP, ESIA community H&S, community concerns) Employment opportunities Project status	Public meetings, open houses, trainings/workshop , Separate meetings as needed for women and vulnerable group. Individual outreach to PAPs as needed. Disclosure of written information: brochures, posters, flyers, website Information boards. Notice board(s) at construction sites Grievance mechanism Local monthly newsletter	Quarterly meetings during construction phase Communication through mass/social media as needed. Notice boards updated weekly. Routine interactions Brochures in local offices	PIUs
	Other Interested Parties (External)	Project scope, rationale and E&S principles	Face-to-face meetings Joint	As needed (monthly during construction phase)	PIUs

Stage	Target Stakeholders	Topic(s) of Engagement	Method(s) Used	Location/Frequency	Responsibilities
		Grievance mechanism Project status	public/community meetings with PAPs		
	Other Interested Parties (External) Press and media Various Government Departments General public, jobseekers	Project information-scope and rationale and E&S principles, Project status, Health and safety impacts, Employment opportunity, Environmental concerns, GBV related consultation, Grievance mechanism process	Public meetings, open houses, trainings/workshops Disclosure of written information: brochures, posters, flyers, website, Information boards Notice board(s) at construction sites. Grievance mechanism, GBV related issues would be handled and awareness on the issue including change of mind on the matter by the society at large would be addressed by implementing agencies including, NGOs, NGOs specifically working on GBV matter, local leadership, religious leaders, elders including women representatives, teacher of the local schools and Madrassas.	Same as for PAPs/ at regular intervals throughout the project period to educate and raise awareness amongst the population about the pitfalls of GBV and making them capable of addressing GBV in respective community.	PIUs
<b>STAGE 3:</b> <b>Operation and Maintenance</b>	Project Affected People including vulnerable community	Satisfaction with engagement activities and GRM Grievance mechanism process	Outreach to individual PAPs, PIUs website, Grievance mechanism, Newsletter	Outreach as needed. Meetings in affected people and villages (as	PIUs

Stage	Target Stakeholders	Topic(s) of Engagement	Method(s) Used	Location/Frequency	Responsibilities
				needed/ requested)	
	Other Interested Parties (External), Press and media, NGOs linked with on GBV issue, Various Government Departments, local people, etc.	Grievance mechanism, Issues of concern Status and compliance reports	Grievance mechanism PIUs websites, Face-to-face meetings Submission of reports as required	As needed	PIUs

### 4.3 Proposed Strategy to Incorporate the Views of Vulnerable Groups

The project will carry out targeted stakeholder engagement with vulnerable groups to understand concerns/needs in terms of accessing project information, facilities, services and other challenges they face at during disaster at home, at workplaces and in their communities. The project will inherently benefit vulnerable groups by increasing and improving the access opportunities to the services in the project area. However, the project will pay special attention to address any potential barriers to the most vulnerable groups to meaningfully participate the in the project including using local languages for some of the community engagement activities with local ethnic groups.

## 5. Resources and Responsibilities for Implementing Stakeholder Engagement

### 5.1 Implementation Arrangements and Resources

The Project Implementation Units (PIU)s will be in charge of stakeholder engagement activities. The entities responsible for carrying out stakeholder engagement activities are E&S and gender experts of all two PIUs, Design and Supervision Firm of LGED and Design and Supervision Firm of BWDB. The overall responsibility for SEP implementation lies with the PIU director. LGED and BWDB PIUs will recruit Social, environmental and gender specialists who will be field based and will implement the SEP.

The project's stakeholder engagement implementation arrangements are as follows:

PIUs will be the project holder and responsible for managing the E&S risks of the project, including implementation of the SEP through its existing structures. The project implementation team will be recruited from the market or delegated from the existing for this purpose. For efficient and smooth implementation of the project, suitable institutional arrangements are necessary to manage and implement the proposed project relevant social management planning documents. Although the project is now at preparation stage, the most likely institutions those would be involved are as follows:

## The Implementing Agency (IA) and Project Implementation Unit (PIUs)

PIUs will have overall responsibility for project implementation and management. PIUs with the support of the communication specialists will coordinate the consultation and communication needs of the project as per the SEP.

The PIUs will (i) help to supervise and streamline the Grievance Redress Mechanism (GRM) management system based on the experience from field; (ii) provide support to respective flood affected communities in arranging training on SEA/SH related risk mitigation ; (iii) manage the overall training and capacity-building program; (iv) monitor and supervise all project management activities; (v) organize monitoring and evaluation activities, including GRM management; (vi) prepare necessary project progress and project completion reports; and (vii) ensure full compliance with GoB and World Bank ESF.

Each project implementation agency will have a Project Implementation Committee (PIC), chaired by the head of agency (Chief Engineer of LGED and Director General of BWDB), which will assist in the supervision of the respective components. The PIC is expected to include relevant representatives from ministries, divisions, departments/agencies. The PIC will ensure that implementation follows both Government and Bank rules and regulations. Specifically, the PIC will be responsible for: (i) supervising and reviewing implementation and providing necessary advice for timely delivery; (ii) monitoring and evaluating implementation progress and suggesting necessary course corrections; (iii) resolving issues and conflicts that may emerge during implementation; (iv) facilitation coordination and convergence with other line ministries, division, and departments/agencies; and (v) keeping the Project Steering Committee apprised on overall performance and key issues relating to the project.

The firms and contractors will provide the PIUs with monthly progress reports on the implementation of mitigation measures. The reports prepared by the contractors along with quarterly monitoring reports to be prepared by project consultants will be consolidated and submitted.

*Table 5-1: Role and Responsibilities for SEP Implementation*

<b>Actor/Stakeholder/Responsible Person</b>	<b>Responsibilities</b>
<b>E&amp;S Specialist/SEP team</b>	<ul style="list-style-type: none"> <li>- Overall planning and implementation of the SEP;</li> <li>- Lead activities on stakeholders' engagement</li> <li>- Management and resolution of grievances.</li> <li>- Guide/coordinate/supervise the contractors for activities related to the SEP.</li> <li>- Monitoring and reporting on SEP to PIC and World Bank</li> <li>- Take lead in carrying out the beneficiary satisfaction survey</li> </ul>
<b>PIU Officials</b>	<ul style="list-style-type: none"> <li>- Visit project area for M&amp;E (at least quarterly)</li> </ul>
<b>Implementation Consultants</b>	<ul style="list-style-type: none"> <li>- Supervision/monitoring of Contractor on SEP</li> </ul>
<b>Site Contractor(s) / sub-contractors</b>	<ul style="list-style-type: none"> <li>- Report/inform PIUs issues related to the implementation of the SEP / engagement with the stakeholders.</li> <li>- Resolve and convey management/resolution of grievance cases to the project GRM team, in particular labor related grievance cases.</li> </ul>

Actor/Stakeholder/Responsible Person	Responsibilities
	<ul style="list-style-type: none"> <li>- Prepare, disclose and implement the contractor's code of conduct, Labor Management Plan etc.</li> <li>- Collaborate/inform the local communities and other local level stakeholders on the E&amp;S monitoring</li> </ul>
<b>Other Interested Stakeholders (External/Regulatory agencies)</b>	<ul style="list-style-type: none"> <li>- Participate in the implementation of SEP activities</li> <li>- Monitor/ensure project's compliance with the laws of Bangladesh.</li> <li>- Engage with the project's stakeholders on E&amp;S issues</li> </ul>

The stakeholder engagement activities will be documented through PIUs.

### Budget

The budget estimate for the preparing and implementing SEP is USD 26,500. The budget breakdown can be found in Annex 2. However, this budget will be updated before implementation of this SEP.

## 6. Grievance Mechanism

A Grievance Mechanism (GM) is a system that allows not only grievances, but also queries, suggestions, positive feedback, and concerns of project-affected parties related to the environmental and social performance of a project to be submitted and responded to in a timely manner. A three Tier GM will be established in this project. Detailed grievance management procedures at flood affected communities are described in the Labor Management Procedures (LMP) and Annex 6 of this SEP.

Before specialists are hired, existing GMs or designated focal points will handle grievances. Each IA will provide monthly GM reports, compiled into quarterly reports by LGED's hired Project M&E Firm.

### 6.1 Description of Grievance Mechanism (GM)

Table 6-1: Description of Grievance Mechanism (GM)

Step	Description of process	Timeframe	Responsibility
<b>GM Implementation Structure Flood Affected Communities</b>	<p><b>Local level GRC Composition (all Upazilas where IA has activities:</b></p> <ul style="list-style-type: none"> <li>• Upazila Engineer/Sub-divisional Engineer (for LGED and BWDB)/nominated official by the PD-Convener (from Upazila where complaint originates)</li> <li>• Environment Specialist and/or Social Specialist or both, from the PIU (as</li> </ul>	<p>Specialists to be hired within 3-6 months of effectiveness.</p> <p>All cases at the local level will be heard within 10 days of their receipt.</p>	<ul style="list-style-type: none"> <li>• All complaints will be received at the Office of the respective Upazila Engineer (LGED/BWDB)</li> </ul>

Step	Description of process	Timeframe	Responsibility
	<p>per nature of the complaint)- Member-Secretary(s) (will be common across the GRCs for that particular IA)</p> <ul style="list-style-type: none"> <li>•Environment Specialist and/or Social Specialist from the Supervision Firm hired by IA - Member.</li> <li>•Representative from respective Union Parishad (from where the complaint originates; must be female if the complainant is female) - Member.</li> <li>• Representative from the community (teacher, NGO, or local person nominated by the complainant)- Member.</li> </ul>		
	<p><b>PIU Level GRC</b></p> <ul style="list-style-type: none"> <li>•Project Director- Convener</li> <li>•Social Specialist and Environmental Specialist of PIU- Member-Secretary</li> <li>•Local Government Representative (can be the same representative who was present at the local GRC hearing, or other as required; must be female if the complainant is female) - Member</li> <li>• Representative from the community (teacher, NGO, or local person nominated by the complainant- preferably the same person who was present at the local GRC hearing)-Member</li> </ul>	<p>The decisions on unresolved cases will be communicated to the PIU level GRC and will be solved within 15 working days.</p>	<p>If the resolution attempt at the local level fails, the GRC will refer the complaint with the minutes of the hearings of the local GRC to the project level for further review. With active assistance from the PIU will make a decision and communicate it to the concerned GRC. The Social/Environmental Specialist at PIU with the support of member secretary of local GRC will make periodic visit to the subproject sites, interact with the communities and affected persons, and pick up issues of concerns, complaints and suggestions to</p>



Step	Description of process	Timeframe	Responsibility
			register with the GRM books
	<p><b>PSC Level GRC</b></p> <ul style="list-style-type: none"> <li>• Representative of secretary from Respective ministry-Convener</li> <li>• Project Director-Member- Secretary</li> </ul>	Four weeks	All the unsolved cases at the project level, decisions on unresolved cases, if any, will be made in no more than four weeks representative of the Secretary, respective ministry. A decision agreed with the aggrieved person(s) at any level of hearing will be binding upon IAs.
<b>Grievance uptake</b>	<p>Face-to Face: There will be a few field offices by the supervision firms/contractors, and each field office will nominate an individual to register complaints. He/ She will register to note the complaints and complaint forms to fill up. The form will be signed by both the staff and the Complainant.</p>	<p>Will operate 7 am to 7pm (at flood affected communities)</p> <p>This information will be disseminated to the public</p>	<ul style="list-style-type: none"> <li>• The complaint desk will be manned during working days only. For non-working days, virtual means (SMS, Telephone, email etc.) will be suggested.</li> <li>• The field level staff will welcome the Complainant and make him/her comfortable and begin with greetings. The staff will note, fill up the company form, get complainant's signature and sign the form him/herself.</li> <li>• The Staff will also provide estimated timeline and a tracking number.</li> <li>• The Staff will also intimate the local GRC level for eligibility checking.</li> </ul> <p>After eligibility check by the local level, the Staff will inform the Complainant if the complaint is eligible to be considered or otherwise. If not eligible, the Complainant will be</p>

Step	Description of process	Timeframe	Responsibility
	<p><b>Telephone:</b> 01711-645509 (LGED) and 01711882100 (BWDB)</p> <p><b>Phone number of the Member Secretaries</b> (this will be a cell phone number which can receive calls, SMS, WhatsApp with voice/picture of damage), and the <b>official number of the Upazila office/Sub-division office</b> (for LGED and BWDB) of the respective IAs – (this is a cell phone number which can receive calls, SMS, WhatsApp with voice/picture of damage)</p> <p>All level telephone number is attached with SEP for LGED and BWDB. There will be telephone numbers available for all IAs.</p>	<p>Will be operated from 6 AM to 10 PM</p>	<p>provided other options (NGO, police, legal etc.)</p> <p>Grievance site focal and E&amp;S specialist Following will be noted (Action 1): Name and address (none required if anonymity sought) Complaint, in summary Nature of Complaints If it is project related. Complaint against, if any</p> <p>Operator will (Action 2): Register the complaint in a register Provide a tracking number Provide a timeline Fill up Complaint Form for filing (Complainant's copy may not be feasible for virtual filing) Intimate the first level of GRC about the complaint Intimate Central GRC aggregator After eligibility check by first/local level, inform the complainant if the complaint is eligible to be considered or otherwise. If not eligible, the complainant will be provided other options (NGO, police, legal etc.)</p>
	<p><b>Email:</b> <a href="mailto:Project.GRM@email.com">Project.GRM@email.com</a></p>	<p>Will be monitored as per above timing (12 hours)</p>	<p>Will be operated by the Social Development Specialist/Communication Specialist/ Any other nominated staff of the PIU at Project Office. If no details are given will</p>

Step	Description of process	Timeframe	Responsibility
			request number (Action 1) above. If phone number is given, the Complainants will be called to get the above information, else email will suffice. Then the Staff will carry out Action 2 above.
	<b>Website:</b> www. project.com/GRM	Will be monitored as per above timing (12 hours). The site will provide a format for complaint registration. This will include info required in Action 1 above. The complaint will be redirected to the email above with a <b>Subject GRM From Web – Date and Time.</b>	As Above
	<b>Letter:</b> Social Development Specialist. Environmental Specialist XXX Project H XX, Rd XX, Sector XX Dhaka Phone: 01711-XXXXXX	Will be received and opened during office hours	After the letter is received, the complaint will be studied and if ineligible, it will be sent to the Complainant including provision of other options. If eligible Action 1 and 2 above will be implemented
	<b>Drop- Box:</b> Suggestion Boxes will be placed in front of every field office	Will remain open round the clock. Will be opened during the beginning of office hours by the staff responsible to register complaints in each field office	As above
<b>Sorting, Processing</b>	Any complaint received is forwarded to local GRC office; logged in by member secretary of local Recategorized	Upon receipt of complaint	Local grievance focal points

Step	Description of process	Timeframe	Responsibility
	according to the complaint types		
<b>Acknowledgement and follow-up</b>	Receipt of the grievance is acknowledged to the complainant by cell or written as suitable	Within 2 days of receipt	Local grievance focal points
<b>Verification, investigation, action</b>	<ul style="list-style-type: none"> <li>•Investigation of the complaint is led by local GRC.</li> <li>•Member Secretaries document unresolved complaints, promptly address non-project-related grievances and consider anonymous complaints.</li> <li>•SEA/SH/GBV-related complaints go to the Gender and GBV Specialist.</li> <li>•The Convener and Member Secretaries work with site managers to resolve issues.</li> <li>•Unresolved complaints escalate to the full GRC for resolution within 10 days.</li> <li>•Compensation follows RPF/RAP procedures; complainants are notified.</li> <li>•Unresolved issues may go to the PIU Level GRC and then to the Project Steering Committee GRC.</li> <li>• If necessary, the Project Director may conduct field investigations within 15 days.</li> <li>•Complainants can seek legal recourse if issues persist.</li> <li>•Bank-received complaints are reported to GRS and forwarded to the Project Director.</li> </ul>	Within 5 working days of receipt	Local GRC

Step	Description of process	Timeframe	Responsibility
	<ul style="list-style-type: none"> <li>•A proposed resolution is formulated by local GRC and communicated to the complainant by cell or email or physically as suitable.</li> </ul>		
<b>Monitoring and evaluation</b>	Supervision Firm hired including: <ul style="list-style-type: none"> <li>•Environmental Specialist</li> <li>•Social Specialist</li> </ul> Both will be members of all the local level GRCs convened at the Upazilas where the IA will be active and where complaints will originate from.	Within 6-9 months of project effectiveness	PIU & Monitoring and Supervision Firm
	Data on complaints are collected in every month and reported to PIU every month	Every month	PIU & Monitoring and Supervision Firm
<b>Provision of feedback</b>	Feedback from complainants regarding their satisfaction with complaint resolution is collected by monitoring and supervision firm and local GRCs	Every month	Local GRC and Monitoring and Supervision firm
<b>Training</b>	Training needs for staff/consultants in the PIU, Contractors and Supervision Consultants are grievance uptake, sorting, record, response, address, and feedback mechanism	Every quarter	Monitoring and supervision firm
<b>If relevant, payment of reparations following complaint resolution</b>	Following the guidelines of RPF, ESMF and SECPF	As warrant	Respective PIUs and Monitoring and supervision firm
<b>Appeals process</b>	If the aggrieved person is not satisfied with the decision of the local GRC, can appeal to the project level GRC	Within 10 working days of the decision of the local GRC	Aggrieved person with the support of local GRC or directly to the PIU

**Labor GM:**

A separate mechanism will be available for the laborers working under contractors and sub-contractors. For contracted workers, the Contractor is obligated under the Contract (as per ESS2) to set up the Workers GM to redress complaints relating to workers deployed for construction works under this Project. It is mandated that contractors set up a Workers GM according to contractual obligations, ensuring compliance with international standards such as transparency, confidentiality, and protection against retribution. Upon engagement, workers are required to sign the Labor Code of Conduct (CoC) and undergo training on the GRM processes. There will be labor GRC at flood affected communities which is described in detail in the Labor Management Procedures and in Annex 6.

In flood affected communities, Contractors and subcontractors appoint Site Managers as focal persons for the Labor GM. These managers are tasked with the responsibility of receiving, recording, and addressing grievances from workers or related to workers at their respective construction sites. The GM includes training for workers on the CoC and related issues such as SEA/SH. A structured process is outlined for resolving grievances, involving an inquiry, opportunity for the worker to be heard, and communication of findings within a stipulated timeframe. Overall, the labor GRM aims to ensure fair and transparent handling of labor-related issues within the project's operational framework.

## 6.2 Sexual Exploitation and Abuse and Sexual Harassment (SEA/SH)

All three tiers/levels (mentioned below) of the GM will be sensitized to receive SEA/SH related complaints. As per the latest World Bank Good Practice Note on SEA/SH, GM will be responsive to complaints of child SEA/SH as well. The project GM will be linked with service providers supported by World Bank in the Bangladesh Sustainable Recovery, Emergency Preparedness and Response Project (B-STRONG) project. Utilizing GBV service providers from B-STRONG, PIUs will refer any person to relevant service providers, including health facilities, law enforcement's gender unit or others as relevant using the information on available services. Grievances related to SEA/SH will be reported through the project/contractor, after which the nature of the complaint (without details) will be recorded along with the age of the complainant and relation to the project will be recorded. After consultation with the service providers and assessing the complaint, appropriate disciplinary measures will be taken against the perpetrator. It will adopt a survivor centric approach when responding to SEA/SH complaints. Survivor centric approach will prioritize the wish of the survivor and take measures accordingly.

The LGED/BWDB intend to strengthen the GRM through information and communication technology to ensure that all complaints including those of SEA/SH are immediately reported to the Government. LGED/BWDB will integrate the GRM on a web-based dashboard, to adequately and promptly address any potential grievance related to GBV and SEA/SH. The complaints registered in this system will be managed by a dedicated administrator that will liaise immediately any GBV and SEA/SH complaints with the contractors, consultant and LGED/BWDB for immediate measures. If the GRM receives a case on sexual exploitation and abuse related to the project, it will be recorded, and the complainant will be referred to the relevant assistance, if needed, for referral to any other service providers. The supervision consultant will keep the information confidential to protect the privacy of GBV and SEA/SH complainants. In cases, where the perpetrator(s) is linked to project activities then the contractor will take appropriate actions as per the Code of Conduct signed by the person and under the effective law in Bangladesh. LGED/BWDB will report activities and outcomes of GBV and SEA/SH surveillance and management to the World Bank on a regular basis.

**SEA/SH GRM Process:** The following will be the steps to be followed addressing SEA/SH/GBV cases.

Table 6-2: SEA/SH GRM process

Step	Function	Detail
Uptake	Receive SEA/SH allegation through multiple reporting channels established for the project.	<ul style="list-style-type: none"> <li>- Project GRM channel will be used.</li> <li>- Survivor must be informed that her/his wishes to continue with the case will prevail.</li> <li>- Upon receiving the allegation, the survivor will be immediately referred to PIU level GRC who will deal with the case in its entirety, given its sensitivity and requirement of training. All PIU-GRC will have staff trained and assigned for SEA/SH cases</li> </ul>
Sort and Process	Document and register allegation	<ul style="list-style-type: none"> <li>- The SEA/SH coordinator (Gender and GBV Specialists under PIUs) at PIU GRC is responsible to document and register the allegation. It can be done over the phone, video conferencing or in person (suggested). The coordinator needs to visit the survivor in person immediately after initial documentation, if the survivor consents to proceed with the case and consent for the coordinator to disseminate the information. The SEA/SH allegation will document only (1) the nature of the allegation - what a survivor says in his or her own words without direct questioning; (2) if, to the best of the survivor's knowledge, the perpetrator is associated with the project; (3) when possible, the age and sex of the survivor; and (4) when possible, information about whether the survivor was referred to services (Health, psychosocial, legal etc.).</li> </ul>
	Inform survivors about legal and internal data-sharing obligations	<ul style="list-style-type: none"> <li>- If applicable, the survivor will be informed about any legal obligations to report SEA/SH to the Police. Wherever possible, this information should be delivered to the communities and the survivor <i>prior to the</i> disclosure of any information that could trigger mandatory reporting, both through community awareness-raising activities and by providing information as a first step in the uptake phase.</li> <li>- Survivor must consent to share the four non-identifiable data with PIU and</li> </ul>

Step	Function	Detail
		WB. In the absence of consent, there should be absolutely no data sharing, in line with the principle of survivor-centricity.
	Notify the World Bank in accordance with the required reporting protocols	- If a survivor gives consent, the SEA/SH coordinator will inform PIU and WB on the four sets of data. Else, only an intimation to the WB and PIU about the survivor's non-consent will be made
Acknowledge and Follow-up	Refer the survivor to relevant GBV service providers	- <i>Note: A List of various SEA/SH service providers (Medical, psychosocial, legal, livelihood etc.) will be kept at the PIU GRC Coordinator. Service providers supported under B- STRONG project will be mapped and listed.</i> At this stage the survivor will be referred to various service providers. Before referral, the survivor's consent must be documented. This means that the survivor can choose to fill out, sign, or fingerprint a consent form that outlines the survivor's choices regarding whether information about the case is shared and whether the survivor wants to take up the proposed referral or not.
Verify, Investigate and Act <sup>3</sup>	Provide support services to survivors	- GBV service providers support survivors until survivors choose to stop availing services.
	Review allegation and determine the likelihood that it is project-related	- If a survivor wishes to proceed with accountability measures, the SEA/SH Coordinator, with the help of other GRC members/Contractors as appropriate, will determine the likelihood that it is related to the project.
	Implement sanctions for perpetrators in accordance with employment contracts and local labor laws	- If SEA/SH allegations are confirmed, the appropriate party—the employer of the perpetrator, which could be the implementing agency, the supervising engineer, or a contractor—implements disciplinary actions in line with labor law, employment contract and Code of Conduct (CoC).
	Resolve and close cases	- If the survivor has been referred to the relevant SEA/SH service providers,

<sup>3</sup> Incident response and reporting to World Bank will adhere to the Environment and Social Incident Response Toolkit Guidance 2023.



Step	Function	Detail
		received adequate assistance, and no longer requires support; and if appropriate actions have been taken against the perpetrator or if the survivor does not wish to submit an official grievance with the employer, the case can be closed by the coordinator. The SEA/SH GRM Coordinator records the resolution of the incident, the date it was resolved, and marks it as closed. The PIU and World Bank are notified that the case is closed.
Monitor and Evaluate	Monitor, track and provide regular reports	- The SEA/SH Coordinator is responsible for issuing regular (e. g., monthly/quarterly) reports to the PIU that can only contain data such as the total number of allegations, the number of alleged perpetrators who have a relationship to the project, the type of incident, the age and sex of survivors and the referral status.
Provide Feedback	Respond to survivors	<p>- The SEA/SH Coordinator needs to provide ongoing feedback to the survivor throughout the process but especially:</p> <ul style="list-style-type: none"> <li>when the grievance is received;</li> <li>when the case is reported to PIU and WB;</li> <li>when the investigation commences or when a determination is made that there is an insufficient basis to proceed; and</li> <li>when an investigation concludes or when any outcomes are achieved or disciplinary action taken.</li> </ul> <p>- When an investigation is concluded, the survivor must be informed first to assess his or her safety before the investigation's conclusions are communicated to the perpetrator, particularly when sanctions will be taken.</p>

Following issues to be kept in mind while dealing in SEA/SH issues:

Table 6-3: Issues While Dealing with SEA/SH Complaints

ISSUES	DO'S	DON'T'S
<b>Confidentiality</b>	<ul style="list-style-type: none"> <li>-To record SEA/SH allegations, use an encrypted electronic storage system with proper tracing or a separate logbook that will be kept safe and that guarantees the confidentiality of data.</li> <li>- Create a sound coding system to anonymize case files by, for example, assigning tracking numbers</li> <li>- Establish a formal protocol with clear rules and procedures for interagency information-sharing of case-level data to ensure confidentiality</li> </ul>	<ul style="list-style-type: none"> <li>- Register the case in a logbook used for other types of grievances</li> <li>-Leave information/logbook easily accessible</li> <li>- Underestimate the importance of keeping survivor files confidential, even within an organization or with colleagues</li> <li>Discuss survivor files with anyone unrelated to the case or include identifiable data or information about individual cases in interagency reports</li> <li>- Include any elements in shared data that could help identify survivors, including names, characteristics, or specific locations</li> </ul>
<b>Consent</b>	<ul style="list-style-type: none"> <li>- Document a survivor's consent to receive referrals and for the sharing of any data.</li> <li>- Depict the benefits and risks of every referral option and clearly relate to the survivor what cannot be provided as well as any limitations on services</li> <li>-Adopt a context-sensitive approach for reporting to the police and making referrals to the legal justice system.</li> <li>- Security actors and the rule of law may not be reliable in some context; and some survivors may prefer to turn to traditional, informal justice mechanisms</li> </ul>	<ul style="list-style-type: none"> <li>- Force a survivor to file a formal complaint with the grievance mechanism (some survivors may only wish to access services)</li> <li>- Act on the allegation in any way without the consent of the survivor</li> <li>Coerce a survivor to make a particular decision or create false expectations of available services and support.</li> <li>- Assume that reporting to the police, accessing legal support or dealing with the justice system is necessarily desirable. (In many cases, survivors do not want to pursue security- or police-related actions, and their decisions must be respected.)</li> </ul>

A one-page information brochure on the GM process containing the contact information of the relevant GRC Convener (Upazila Engineer/Sub-divisional Engineer/nominated official by the PD; from Upazila, where the construction site is located), will be provided to every complainant by the Site Manager so that the complainant can also raise the issue directly to the GRC if he/she is not satisfied.

## 7. Monitoring and Reporting

### 7.1 Summary of How SEP Will be Monitored and Reported Upon (Including Indicators)

The SEP will be monitored based on both qualitative reporting (based on progress reports) and quantitative reporting linked to results indicators on stakeholder engagement and grievance performance.

SEP reporting will include the following:

(i) Progress reporting on the ESS10-Stakeholder Engagement commitments under the Environmental and Social Commitment Plan (ESCP)

(ii) Cumulative qualitative reporting on the feedback received during SEP activities, in particular (a) issues that have been raised that can be addressed through changes in project scope and design, and reflected in the basic documentation such as the Project Appraisal Document, Environmental and Social Assessment, Resettlement Plan, Indigenous Peoples Plan, or SEA/SH Action Plan, if needed; (b) issues that have been raised and can be addressed during project implementation; (c) Issues that have been raised that are beyond the scope of the project and are better addressed through alternative projects, programs or initiatives; and (d) issues that cannot be addressed by the project due to technical, jurisdictional or excessive cost-associated reasons. Minutes of meetings summarizing the views of the attendees can also be annexed to the monitoring reports.

(iii) Quantitative reporting based on the indicators included in the SEP. An illustrative set of indicators for monitoring and reporting is included in Annex 3.

### 7.2 Reporting Back to Stakeholder Groups

The SEP will be revised and updated as necessary during project implementation.

Monthly summaries and internal reports on public grievances, enquiries, and related incidents, together with the status of implementation of associated corrective/preventative actions will be collated by responsible staff and referred to the project managers.

Specific mechanisms to report back to the stakeholders include the following parameters:

- ✓ Number of public hearings, consultation meetings and other public discussions/forums conducted within a reporting period (e.g., monthly, quarterly, or annually);
- ✓ Frequency of public engagement activities.
- ✓ Geographical coverage of public engagement activities – number of locations and settlements covered by the consultation process, including the settlements in remote areas within the Project Area of Influence (PAI);
- ✓ Number of public grievances received within a reporting period (e.g., monthly, quarterly, or annually) and number of those resolved within the prescribed timeline.
- ✓ Type of public grievances received.
- ✓ Number of press materials published/broadcasted in the local, regional, and national media.

This reporting back to the stakeholders will be compiled and shared/disclosed with the stakeholders' and public using proper media, line ministries websites, social media accounts, communication

materials, etc. This will also include other urban areas/municipalities as and when such areas are selected under the project.

## Annex 1: Template to Capture Consultation Minutes

Stakeholder (Group or Individual)	Summary of Feedback	Response of Project Implementation Team	Follow-up Action/Next Steps

## Annex 2: SEP Budget Table

Sl. no	Stakeholder Engagement Activities	Quantity	Unit Cost (US \$)	Times/ Months	Total Cost (US \$)
1	Staff/Consultants Salaries				Paid from Project Consulting Service Budget
2	Training on Stakeholder Engagement and GRC issues	3 times	500		1500.00
3	Information Desk officer (will be nominated from /PIUs existing staff)				Paid from Project Consulting Service Budget
4	Stakeholder/Community meeting in Project areas	Lump Sum			5000.00
5	Meeting with District and Upazila Govt Officials	4 meeting/yr	500	12	6000.00
6	Meeting at PIUs with APs and SECs	1 meeting/yr	500	3	1500.00
7	Satisfaction Survey	1/yr	1000	3	3,000.00
8	Travel expenses	Lump Sum	2000		2,000.00
9	Communication materials (Poster, Brochure, flier, billboards, website)	Lump Sum			3,000.00
10	GM Guidebook/ Manual	Lump Sum			500.00
11	Suggestion/complain Boxes	20	50		1,000.00
12	GM /GRC expenses	Lump Sum			2,000.00
13	GM MIS Database	Lump Sum	5000		1,000.00
	Sub-Total				26,500.00
14	Contingency				2,500.00
	<b>Total (Less Serial 1 and 3) (Rounded)</b>				29,000.00 USD
					BDT 35,00,000.00 (Rounded)

## Annex 3. Monitoring and Reporting on the SEP

Key Evaluation Questions	Specific Evaluation Questions	Potential Indicators	Data Collection Methods
<p><b>GRM.</b> To what extent have project-affected parties been provided with accessible and inclusive means to raise issues and grievances? Has the implementing agency responded to and managed such grievances?</p>	<ul style="list-style-type: none"> <li>• Are project-affected parties raising issues and grievances?</li> <li>• How quickly/effectively are the grievances resolved?</li> </ul>	<ul style="list-style-type: none"> <li>• Usage of GM and/or feedback mechanisms</li> <li>• Requests for information from relevant agencies.</li> <li>• Use of suggestion boxes placed in the villages/project communities.               <ul style="list-style-type: none"> <li>• Number of grievances raised by workers, disaggregated by gender of workers and worksite, resolved within a specified time frame.                   <ul style="list-style-type: none"> <li>• Number of Sexual Exploitation, and Abuse/Sexual Harassment (SEA/SH) cases reported in the project areas, which were referred for health, social, legal and security support according to the referral process in place. (If applicable)</li> <li>• Number of grievances that have been (i) opened, (ii) opened for more than 30 days, (iii) resolved, (iv) closed, and (v) number of responses that satisfied the complainants, during the reporting period disaggregated by category of grievance, gender, age, and location of complainant.</li> </ul> </li> </ul> </li> </ul>	<p>- Records from the implementing agency and other relevant agencies</p>
<p><b>Stakeholder engagement impact on project design and</b></p>	<ul style="list-style-type: none"> <li>• Was there interest and support for the project?</li> <li>• Were there any adjustments made during project design and</li> </ul>	<ul style="list-style-type: none"> <li>• Active participation of stakeholders in activities</li> <li>• Number of actions taken in a timely manner in response to feedback received during</li> </ul>	<p>- Stakeholder Consultation - Attendance Sheets/Minutes Evaluation forms</p>

Key Evaluation Questions	Specific Evaluation Questions	Potential Indicators	Data Collection Methods
<p><b>implementation<sup>4</sup>.</b> How have engagement activities made a difference in project design and implementation?</p>	<p>implementation based on the feedback received?</p> <ul style="list-style-type: none"> <li>•Was priority information disclosed to relevant parties throughout the project cycle?</li> </ul>	<p>consultation sessions with project affected parties.</p> <ul style="list-style-type: none"> <li>•Number of consultation meetings and public discussions where the feedback and recommendation received is reflected in project design and implementation.</li> <li>•Number of disaggregated engagement sessions held, focused on at-risk groups in the project.</li> </ul>	<p>-Structured surveys -Social-media/traditional media entries on the project results</p>
<p><b>Implementation effectiveness.</b> Were stakeholder Engagement activities effective in implementation?</p>	<ul style="list-style-type: none"> <li>•Were the activities implemented as planned? Why or why not?</li> <li>• Was the stakeholder engagement approach inclusive of disaggregated groups? Why or why not?</li> <li>•Percentage of SEP activities implemented.</li> <li>•Key barriers to participation identified with stakeholder representatives.</li> <li>•Number of adjustments made in the stakeholder engagement approach to improve projects' outreach, inclusion and effectiveness.</li> </ul>	<ul style="list-style-type: none"> <li>•Percentage of SEP activities implemented.</li> <li>•Key barriers to participation identified with stakeholder representatives.</li> <li>• Number of adjustments made in the stakeholder engagement approach to improve projects' outreach, inclusion and effectiveness</li> </ul>	<p>-Communication Strategy (Consultation Schedule) -Periodic Focus Group - Discussions -Face-to-face meetings and/or Focus Group discussions with Vulnerable Groups or their representatives</p>

<sup>4</sup> It is particularly important to understand whether project impacts may disproportionately fall on disadvantaged or vulnerable individuals or groups, who often do not have a voice to express their concerns or understand the impacts of a project and to ensure that awareness raising and stakeholder engagement with disadvantaged or vulnerable individuals or groups are adapted to take into account such groups or individuals particular sensitivities, concerns and cultural sensitivities and to ensure a full understanding of project activities and benefits. The vulnerability may stem from person's origin, gender, age, health condition, economic deficiency and financial insecurity, disadvantaged status in the community (e.g., minorities or fringe groups), dependence on other individuals or natural resources, etc. Engagement with the vulnerable groups and individuals often requires the application of specific measures and assistance aimed at the facilitation of their participation in the project-related decision making so that their awareness of and input to the overall process are commensurate to those of the other stakeholders.

## Annex 4: Summary of Stakeholder Consultation Outcomes

Issues	Discussion	How the inputs of consultations are taken into consideration during designing phase of the project
<b>Environmental and Social Risks and Management</b>	<ul style="list-style-type: none"> <li>• Key objectives of the project and potential E&amp;S impact</li> <li>• Grievance mechanism at different levels</li> <li>• Vulnerable communities will be consulted through the project, and they will be able to access the project information's easily.</li> </ul>	<ul style="list-style-type: none"> <li>• Based on the consultation, project confirms that there will be no widening of the existing roads</li> <li>• Consultation also aided in understanding of local context and develop ES risk profile mitigation measures.</li> <li>• Involvement of UN agencies and other partners and their scope of work</li> </ul>
<b>Planning and Operational Management</b>	<ul style="list-style-type: none"> <li>• During the project implementation, there will be temporary arrangements for many issues, like labor sheds, service reinstatement, and many more. It needs to make sure that the temporary operational issues are smooth and not interrupting the daily activities.</li> <li>• Monitoring and Evaluation: Efficient reporting systems may be developed by using the existing MIS systems.</li> <li>• Sustainability of the present modalities of service delivery through NGOs</li> </ul>	<ul style="list-style-type: none"> <li>• Issues of medical waste management</li> <li>• Facility refurbishment</li> <li>• Labor Engagement</li> <li>• ES Risk management and community involvement</li> </ul>
<b>Operational Arrangement</b>	<ul style="list-style-type: none"> <li>• Proper institutional arrangements for improved effectiveness of the project interventions.</li> <li>• Clarity in the scope and the work items.</li> <li>• Environmental and Social Documents like LMP, SEP, ESCP, ESMF, RPF SEA/SH Action Plan.</li> <li>• Mid-term evolution</li> </ul>	<ul style="list-style-type: none"> <li>• The DPP will clearly define the scope, working modalities and the project activities.</li> </ul>



## Annex 5: Grievance Submission Form

<b>Grievance Form</b>			
<b>Grievance reference number (to be completed by Project):</b>			
<b>Contact details</b>  <b>(Can be submitted anonymously)</b>	Name (s):		
	Address:		
	Telephone:		
	Email:		
<b>How would you prefer to be contacted (check one)</b>	By mail/post:  <input type="checkbox"/>	By phone:  <input type="checkbox"/>	By email  <input type="checkbox"/>
<b>Preferred language</b>	<input type="checkbox"/> Bangla	<input type="checkbox"/> English	
<b>Provide details of your grievance. Please describe the problem, who it happened to, when and where it happened, how many times, etc. Describe in as much detail as possible.</b>			
<b>What is your suggested resolution for the grievance, if you have one? Is there something you would like IA (RHD, BRTA, DGHS, BP) or another party/person to do to solve the problem?</b>			
<b>How have you submitted this form to the project?</b>	Website  <input type="checkbox"/>	Email  <input type="checkbox"/>	By hand  <input type="checkbox"/>
	In person  <input type="checkbox"/>	By telephone  <input type="checkbox"/>	Other (specify)  <input type="checkbox"/>
<b>Who filled out this form (if not the person named above)?</b>	Name and contact details:		
<b>Signature</b>			
<b>Name of IA's official assigned responsibility</b>			
<b>Resolved or referred to GRC1?</b>	<input type="checkbox"/> Resolved	<input type="checkbox"/> Referred	If referred, date:
<b>Resolved referred to GRC2?</b>	<input type="checkbox"/> Resolved	<input type="checkbox"/> Referred	If referred, date:
<b>Completion</b>			

<b>Final resolution (briefly describe)</b>			
	Short description	Accepted ?(Y/N)	Acknowledgement signature
<b>1<sup>st</sup> proposed solution</b>			
<b>2<sup>nd</sup> proposed solution</b>			
<b>3<sup>rd</sup> proposed solution</b>			

## Annex 6: Sample Grievance Report Format

Period from.....to.....20.....

Project Phase.....

Case No.	Complainant's name, gender and location	Nature of complaints and expectation of complainant	Date of Petition submitted	Method of resolution with dates	Decisions and date of communication to the complainant	Agreement with And commitment To complainant	Progress (Solved/pending)	Reason, if pending

# **Draft Stakeholder Engagement Plan (SEP)**

## **Part B: Livelihood Restoration and Recovery**

**Implementing Agency: Social Development Foundation (SDF)**

*(An autonomous organization under Financial Institutions Division, Ministry of Finance)*

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## 1. Introduction

This second part of the SEP is prepared and will be implemented by SDF for component 2: Livelihood Restoration and Recovery. To address these needs, the proposed “**Bangladesh Sustainable Recovery, Emergency Preparedness and Response Project (B-STRONG)**” will provide support through community driven development to build community resilience and build back better livelihoods, thereby aiming to reduce their vulnerability and promote long-term recovery and resilience.

It is organized into three sub-components: Community Empowerment and Institutional Strengthening, Enhancing Sustainable Livelihoods and Business Development, and Project Management and Monitoring.

- i. The **Community Empowerment and Institutional Strengthening** sub-component will build local self-reliance through institutional strengthening. Cluster-level offices will function as resource hubs, training community leaders in governance, conflict resolution, and financial management. To enhance resilience and climate-smart practices, Village Development Fund sub-grants will be provided for climate-smart agriculture and income-generating projects.
- ii. The **Enhancing Sustainable Livelihoods and Business Development** sub-component will offer a package of services to enhance earning opportunities of beneficiaries identified through a community participatory process. Services will be tailored to the specific needs of beneficiaries and will include (i) cash transfers to the most vulnerable to help them meet their basic needs; (ii) training for income generation and employability; (iii) financial literacy and motivating savings; (iv) life skills training, and (v) access to finance. Business development will be fostered through formation of producer groups; technical assistance to build their capacity, building linkages among producer groups, value-chain actors, local governments, relevant extension services (agriculture, livestock, and fisheries), e-commerce platforms, and promoting participation in trade fairs.
- iii. The **Project Management and Monitoring** sub-component will oversee project implementation, adaptively respond to emerging needs, and track project impacts on resilience and income restoration. Capacity-building initiatives for project staff and regular evaluations ensure that interventions remain relevant to the evolving needs of affected communities.

Targeting the **10** most impacted districts—Feni, Noakhali, Cumilla, Cox’s Bazaar, Laxmipur, Rangamati, Chattogram, Brahmanbaria, Moulvibazar, Habiganj, and Sylhet—the project will benefit around 88,000 severely affected households in approximately 550 villages.

Aligned with the World Bank’s Environmental and Social Framework (ESF), especially ESS10 on Stakeholder Engagement, the project ensures transparent, inclusive, and culturally respectful community engagement, free from manipulation or discrimination, to support informed and meaningful participation throughout the project.

## 2. Objective

The objective of the Stakeholder Engagement Plan (SEP) is to create a systematic, inclusive, and transparent framework for engaging all stakeholders throughout the project cycle. The SEP aims to

ensure that project-affected persons, communities, government bodies, non-governmental organizations, and other relevant stakeholders are provided with clear, timely, and accessible information about the project's goals, activities, risks, and benefits. By fostering open channels of communication, the SEP promotes understanding of the project's objectives and encourages active participation, ensuring that stakeholder insights, concerns, and recommendations are meaningfully integrated into the project's design, implementation, and monitoring phases.

To support this objective, the SEP establishes specific strategies for regular consultation and information disclosure. It details methods for identifying and reaching all affected and interested parties, ensuring special considerations for vulnerable and marginalized groups to promote equity and inclusiveness. The SEP outlines consultation schedules, formats, and culturally appropriate methods for engagement, facilitating informed discussions and addressing potential barriers to participation. A critical element of the SEP is the inclusion of a grievance redress mechanism (GRM). This mechanism allows stakeholders to raise concerns, provide feedback, or file complaints about any aspect of the project, including social, environmental, and operational impacts. The GRM is designed to be accessible, transparent, and responsive, with clear timelines for resolution, ensuring that all grievances are handled promptly and fairly.

Ultimately, the SEP seeks to build trust and promote accountability by ensuring stakeholders are not only informed but actively involved in the project. This approach reinforces the project's social license to operate, enhances transparency, and contributes to positive, sustainable outcomes that reflect the needs and priorities of the affected communities and broader stakeholder groups.

### 3. Stakeholder Identification and Analysis

#### 3.1 Methodology

The Social Development Foundation (SDF) will implement a comprehensive Stakeholder Engagement Plan (SEP) for the flood recovery project, ensuring systematic, transparent, and inclusive stakeholder engagement throughout the project's lifecycle. This SEP methodology focuses on fostering meaningful participation, keeping stakeholders informed, and building trust with communities impacted by the floods. SDF's approach combines quantitative and qualitative engagement techniques to capture diverse perspectives and enhance stakeholder collaboration. Through regular information sharing, accessible feedback channels, and a grievance redress mechanism, SDF will create open communication lines and involve community members, government officials, and other key stakeholders. Special attention will be given to vulnerable groups, such as women, ethnic minorities, and persons with disabilities, to ensure equitable access to project information and participation.

#### 3.2 Stakeholder Identification and Analysis

The objective of stakeholder identification and analysis for the flood recovery project is to recognize all relevant parties, including flood-affected communities, government agencies, NGOs, civil society organizations, and any group impacted by or influential in the project. The process will involve a detailed mapping exercise to categorize stakeholders based on their interests and levels of influence. This will help guide effective engagement strategies tailored to each group. Special emphasis will be placed on the inclusion of vulnerable populations, such as women, elderly individuals, people with

disabilities, and ethnic minorities, to ensure their concerns and needs are fully addressed and that they are not excluded from project benefits.

### 3.3 Information Disclosure

The objective of information disclosure is to provide accurate, timely, and easily accessible information about the flood recovery project's objectives, risks, and anticipated benefits to all stakeholders. The process will involve sharing information through various platforms, including printed materials, local radio broadcasts, community meetings, digital channels, and social media. This will ensure accessibility for all stakeholders, with content presented in local languages and culturally sensitive formats to promote understanding. The information disclosed will include project timelines, expected outcomes, environmental and social impacts, stakeholder rights, the grievance redress mechanism (GRM), and details on how to participate in ongoing engagement activities.

### 3.4 Consultation and Feedback Collection

Consultation and feedback collection will focus on gathering input from stakeholders to address concerns and ensure that their feedback is incorporated into project decisions. SDF will conduct consultations throughout the project cycle to gather community insights and adjust activities accordingly. The initial consultations will help prioritize needs based on community input, while ongoing sessions will support project updates and adjustments as needed. Engagement methods will include community meetings and workshops for broad information sharing, focus group discussions (FGDs) to engage specific groups like women and ethnic minorities, and surveys or questionnaires to gather both quantitative and qualitative feedback. SDF will document and analyze this feedback, using it to adjust project activities and objectives as necessary to respond to community needs.

### 3.5 Grievance Redress Mechanism (GRM)

To address any concerns or issues raised by stakeholders, SDF will establish a straightforward and responsive Grievance Redress Mechanism (GRM). This multi-channel system will allow stakeholders to submit grievances through in-person offices, a dedicated hotline, email, online forms, and designated complaint boxes in local offices. All grievances will be logged, reviewed, and resolved within established timelines. SDF will ensure transparency and confidentiality, providing fair treatment for all complainants and clear communication on the outcomes of the grievance resolution process.

### 3.6 Adaptable Engagement Methods

In order to maintain effective stakeholder engagement, SDF will ensure flexibility in engagement methods, adapting them as needed to accommodate social distancing requirements, cultural contexts, and potential barriers to traditional face-to-face interactions. Virtual meetings and webinars will be used when physical meetings are not feasible, and mobile communication through SMS, WhatsApp, and phone calls will be employed for updates and feedback collection, especially for remote or digitally connected communities. Additionally, online platforms will be utilized for project updates, Q&A, and feedback collection through the SDF website and social media. All engagement will be culturally sensitive, respecting gender dynamics, religious practices, and ethnic diversity, ensuring that engagement is inclusive and accessible for all stakeholders.



### 3.7 Monitoring and Evaluation of Engagement Activities

Monitoring and evaluation will play a crucial role in assessing the effectiveness of the Stakeholder Engagement Plan (SEP) and ensuring it remains responsive and relevant. SDF will regularly track metrics such as participation levels, grievance resolution rates, and stakeholder satisfaction surveys. Insights gathered from these evaluations will inform necessary adjustments to engagement strategies, ensuring continuous improvement and that the SEP effectively meets the needs of affected communities and broader stakeholders.

### 3.8 Affected Parties and Other Interested Parties

The project will involve both affected and interested parties. Affected parties are those directly impacted by the project, such as local communities in flood-impacted areas, small-scale farmers, fishers, and livestock owners whose livelihoods have been disrupted. These groups, along with vulnerable community members, including women, ethnic minorities, the elderly, and persons with disabilities, will be essential stakeholders. Other interested parties include local and national NGOs, business owners, local government representatives, health and education service providers, and additional government agencies involved in flood recovery. These parties may have an organizational, economic, or policy-oriented interest in the project, and their input will be critical to the project's success. Specifically, the following individuals and groups fall within this category:

- Flood affected People
- Women, adolescents, children living in the flood affected communities
- Small Ethnic Communities living around the project area
- Residents, business entities, and individual entrepreneurs around the project that can benefit from the employment, training and business opportunities
- Villages leaders and local government officials in the project area, livestock, agriculture and fisheries extension services, environmental protection authorities and health authorities
- Communities in the vicinity of the project's planned activities
- Local population and communities including local/neighborhood associations/clubs, youth groups/associations

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

- Officials of Government agencies, directly and indirectly linked with project
- Local and national media, including electronics and print media
- Participants/ influencers of social media
- Civil society and local Politicians
- Other national and international health organizations
- National & International NGOs currently operating in flood affected communities.
- Suppliers, contractors and contractors' workforce, etc.
- Agencies working with sustainable energy sources

### 3.9 Disadvantaged/Vulnerable Individuals or Groups

SDF recognizes that certain individuals and groups may face unique barriers in accessing project information, participating in activities, or benefiting from the flood recovery efforts. Vulnerable groups, such as elderly people, persons with disabilities, women-headed households, sexual and gender minorities, low-income households, and disadvantaged ethnic

or minority groups, may encounter physical, social, or cultural barriers to engagement. To ensure inclusive participation, SDF will consult with local leaders and organizations that support these groups. Engagement strategies will include targeted FGDs, providing information in accessible formats, and creating safe spaces for individuals to voice concerns. Through these efforts, SDF aims to reduce barriers, ensure equitable access to project benefits, and uphold inclusivity across all stakeholder groups. Within the project, these vulnerable or disadvantaged groups may encompass, but are not restricted to, the following:

- People with disabilities
- Women
- Children
- Female-headed households
- Elderly (especially those of 60 years and above) people
- Low-income people from Small Ethnic Communities living in the project area
- Community laborers
- Transgender and LGBTQ groups/people

Vulnerable groups within the communities affected by the project will be 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, public consultation meetings were conducted with affected communities, local government officials, and humanitarian organizations to assess the impact of flash floods and gather stakeholder input for recovery planning. These meetings took place in various flood-affected regions, with participation from community members, including men, women, youth, elderly, and persons with disabilities (PWDs), as well as key informants such as government representatives and health workers. Topics discussed included immediate impacts on lives and livelihoods, displacement, infrastructure damage, health risks, and needs for recovery support.

The environmental and social reports and plans were disclosed through local government offices and online platforms to ensure accessibility for all stakeholders. Feedback received during consultations highlighted concerns over housing reconstruction, agricultural losses, access to clean water, and the need for long-term disaster preparedness. Stakeholders emphasized the importance of community-driven solutions, gender-sensitive approaches, and climate-resilient infrastructure. These insights were integrated into the Stakeholder Engagement Plan (SEP) to enhance community involvement in recovery efforts and address specific needs identified by participants. A summary of the main recommendations incorporated into the SEP is provided in Annex A **Error! Reference source not found..**

Topic	Stakeholder Feedback	SDF Response
<b>Impacts Due to Flood</b>	Expressed concerns about the extensive damage to livelihoods, loss of crops, livestock, and infrastructure.	Committed to providing immediate livelihood restoration support and infrastructure rehabilitation. Focused on tailored support for affected households and communities.

Topic	Stakeholder Feedback	SDF Response
<b>Support Required from Project</b>	Requested direct cash transfers, in-kind support, and low-interest loans to restart economic activities.	Designed targeted livelihood restoration programs, including cash and in-kind support, and access to loans for sustainable income recovery.
<b>Grievance Redress Mechanism (GRM)</b>	Sought clarity on how grievances can be registered and addressed, with emphasis on timely response and transparency.	Established a multi-channel GRM, including local offices, hotlines, and digital channels. Committed to resolving grievances within specific timelines with regular updates.
<b>Environmental and Social Risks</b>	Highlighted concerns about the potential environmental and social impacts of project activities.	Incorporated feedback into an Environmental and Social Management Framework (ESMF) and other E&S issues to mitigate identified risks effectively.
<b>Inclusion of Vulnerable Groups</b>	Raised the need for special focus on women, children, elderly, and disabled individuals to ensure equitable benefits from the project.	Designed engagement strategies with culturally appropriate methods, targeted outreach, and tailored interventions for vulnerable groups to ensure their meaningful inclusion.

## 4.2 Summary of Project Stakeholder Needs and Methods, Tools, and Techniques for Stakeholder Engagement

To ensure the project's success, each stakeholder group's unique needs and expectations are addressed through customized engagement methods. The following outlines the primary stakeholders, their engagement needs, and the methods, tools, and techniques that will be used to effectively meet those needs:

### 1. Government Representatives and Donor Agency

**Needs:** High-level project oversight, alignment with regulatory standards, and compliance with legal and environmental requirements.

**Engagement Methods:**

- **Structured Agendas:** Detailed agendas are used in formal meetings to address regulatory updates, ensure compliance, and facilitate decision-making and financial accountability.
- **Formal Meetings:** Regularly scheduled sessions provide a forum for project updates, policy alignment, and regulatory compliance discussions.
- **Site Visits:** On-site inspections allow officials to observe project implementation and verify adherence to standards.

### 2. Project Implementing Agencies

**Needs:** Transparency, clear communication on project progress.

**Engagement Methods:**

- **Structured Agendas:** Pre-meeting agendas ensure that project progress updates are discussed efficiently, with all key topics addressed.

- **Formal Meetings:** Regular meetings with structured documentation to report progress, address challenges, and ensure alignment with project goals.
- **One-on-One Interviews:** Confidential interviews with key financial stakeholders to address specific financial concerns and technical input.

### **3. Local Community Members, Including Farmers and Fisher folk**

**Needs:** Involvement in project design, understanding of project impacts, and access to information on benefits and risks.

**Engagement Methods:**

- **Community Consultations:** Open forums or town hall meetings where community members can provide input on project design, voice concerns, and co-develop solutions.
- **Focus Group Discussions:** Targeted discussions with farmers, fisherfolk, and other groups to gain insights on community-specific needs and challenges.
- **Site Visits:** On-site discussions allow community members to observe progress, understand project benefits, and interact with project staff.

### **4. Women Beneficiaries and Youth Groups**

**Needs:** Access to project benefits, involvement in decision-making, and specific programs addressing social needs.

**Engagement Methods:**

- **Focus Group Discussions:** Separate group discussions for women beneficiaries and youth groups to address unique concerns and gather targeted feedback.
- **Community Consultations:** Interactive sessions where women and youth can voice specific needs and provide input on relevant project components.
- **One-on-One Interviews:** Individual interviews with key representatives from women and youth groups to ensure their needs are well-understood and addressed.

### **5. Technical Experts and Environmental Organizations**

**Needs:** Technical input on project activities, environmental impact considerations, and adherence to sustainability practices.

**Engagement Methods:**

- **One-on-One Interviews:** Semi-structured interviews with experts to gather technical and environmental feedback on specific project aspects.
- **Structured Agendas:** Expert meetings with pre-determined agendas focusing on technical and environmental compliance.
- **Site Visits:** Visits to project sites to assess environmental impacts and provide hands-on input on sustainable practices.

### **6. Community Leaders and Beneficiaries**

**Needs:** Information on project progress, role in community mobilization, and assurance of project alignment with community priorities.

**Engagement Methods:**

- **Community Consultations:** Town hall-style consultations for community leaders and NGOs to contribute to project planning and monitor progress.
- **Formal Meetings:** Periodic updates with beneficiaries and community leaders to discuss challenges, align on objectives, and promote transparency.
- **Focus Group Discussions:** Smaller group discussions with community leaders to address specific community-related issues and receive feedback.

This structured approach to stakeholder engagement fosters collaboration, ensures transparency, and aligns project outcomes with the varied needs and expectations of all stakeholder groups.

### 4.3 Stakeholder Engagement Plan

This engagement plan outlines the structured approach for the Social Development Foundation (SDF) to interact with stakeholders throughout a 5-year project period. The plan covers two main stages: Project Preparation and Implementation, with specific timelines and activities scheduled at key milestones—beginning, mid-level, and end of the project. SDF will follow Annex B- Stakeholders Engagement Details- Project Implementation Phase for implementation period.

*Table 4-4: Stakeholder Engagement Plan*

Project Stage	Estimated Date/Time Period	Topic of Consultation/ Message	Method Used	Target Stakeholders	Responsibilities
Project Preparation	6 Months	<b>Project Orientation and Needs Assessment Results:</b> SEP, Project Objectives, Expected Impacts, Grievance Mechanisms (GM) Procedures	Formal Meetings, Structured Agendas, One-On-One Interviews	Government Representatives, Local Government Bodies, Community Leaders, Proposed Beneficiaries, Fishers, Farmers, Women’s Groups, Youths, Implementing Agencies, Donor Agency (WB)	SDF’s
		<b>Environmental And Social (E&amp;S) Documents:</b> Environmental and Social Impact Assessments, Mitigation Measures, GM	Site Visits, Consultation Meetings	Environmental Experts, Proposed Beneficiaries, Fishers, Farmers, Women’s Groups, Youths, Implementing Agencies, Donor Agency (WB)	SDF’s

Project Stage	Estimated Date/Time Period	Topic of Consultation/ Message	Method Used	Target Stakeholders	Responsibilities				
		<b>Draft Project Design and Objectives:</b> Updated Project Design, Objectives, And Preliminary Community Feedback	Community Consultations, Focus Group Discussions	Proposed Beneficiaries, Fishers, Farmers, Implementing Agencies, Donor Agency (WB), Women's Groups, Youths, Technical Experts	SDF's				
		<b>Final Project Plan and Compliance Measures:</b> Final SEP, Regulatory Compliance, GM Updates	Formal Meetings, Structured Agendas	Donor Agency (WB), Government Authorities, Implementing Agencies	SDF's				
Project Implementation	3 Months	<b>Project Launch Details:</b> Introduction to initial project activities, SEP updates, GM procedures, and regular communication channels.	Community consultations, formal meetings, structured agendas	Donor Agency (WB), Government Authorities, Implementing Agencies, Proposed Beneficiaries, Fishers, Farmers, Women's Groups, Youths	SDF's				
	3 Months					<b>Community Mobilization Plans:</b> Detailed information on infrastructure setup, resource mobilization, and timelines.	Site visits, one-on-one interviews, focus group discussions	Proposed Beneficiaries, Fishers, Farmers, Women's Groups, Youths	SDF's
	2 Months					<b>Progress Updates &amp; Feedback Mechanisms:</b> Updates on initial outcomes, feedback processes.	Focus group discussions, community consultations, site visits	Donor Agency (WB), Government Authorities, Implementing Agencies, Proposed Beneficiaries, Fishers, Farmers, Women's Groups, Youths	SDF's

Project Stage	Estimated Date/Time Period	Topic of Consultation/ Message	Method Used	Target Stakeholders	Responsibilities
	2 Months	<b>Mid-Term Review Findings:</b> Outcomes of the mid-term review, adjustments, and updates on project progress	Formal meetings, structured agendas, one-on-one interviews	Donor Agency (WB), Government Authorities, Implementing Agencies, Proposed Beneficiaries, Fishers, Farmers, Women's Groups, Youths.	SDF's
	3 Months	<b>Economic inclusion services, Health, Education, and Skill Development Program Updates:</b> Details on program offerings and	Community consultations, focus group discussions	Proposed Beneficiaries, Fishers, Farmers, Women's Groups, Youths	SDF's
		feedback collection methods.			
	6 Months	<b>Climate Resilience Practices:</b> Insights on sustainability practices, climate-resilient interventions, and benefits.	Site visits, one-on-one interviews, formal meetings	Proposed Beneficiaries, Fishers, Farmers, Women's Groups, Youths	SDF's
	6 Months	<b>Disaster Preparedness Training:</b> Procedures for building local disaster resilience capacity.	Training workshops, focus group discussions, site visits	Proposed Beneficiaries, Fishers, Farmers, Women's Groups, Youths	SDF's
	3 Months	<b>Project Closure &amp; Sustainability Planning:</b> Information on project closure, sustainability plans, and community roles in post-implementation.	Formal meetings, structured agendas, focus group discussions	Donor Agency (WB), Government Authorities, Implementing Agencies, Proposed Beneficiaries, Fishers, Farmers, Women's Groups, Youths	SDF's
	3 Months	<b>Final Project Evaluation &amp; Lessons</b>	Community consultations,	Donor Agency (WB),	SDF's

Project Stage	Estimated Date/Time Period	Topic of Consultation/ Message	Method Used	Target Stakeholders	Responsibilities
		<b>Learned:</b> Summarized project outcomes, lessons, and sustainability insights.	formal meetings, one-on-one interviews	Government Authorities, Implementing Agencies, Proposed Beneficiaries, Fishers, Farmers, Women's Groups, Youths	
	6 Months	<b>Post-Implementation Monitoring &amp; Handover:</b> Information on ongoing monitoring, handover processes, and feedback channels.	Site visits, community consultations, training workshops	Donor Agency (WB), Government Authorities, Implementing Agencies, Proposed Beneficiaries, Fishers, Farmers, Women's Groups, Youths	SDF's

#### 4.4 Reporting Back to Stakeholders

The Social Development Foundation (SDF) is committed to maintaining transparency and regular communication with stakeholders throughout the project lifecycle. As part of the Stakeholder Engagement Plan (SEP), stakeholders will be regularly informed on the progress of project activities, particularly regarding environmental and social performance, and the ongoing implementation of the SEP and Grievance Mechanism (GM).

Key updates will include:

**Environmental and Social Performance:** Regular reports will detail environmental and social impacts, mitigation actions, and compliance with project standards.

**Grievance Mechanism Updates:** Feedback will be provided on grievances received, responses, and actions taken to resolve any issues.

**Project Progress Reports:** Summaries of milestones achieved, challenges faced, and any adjustments made to the project implementation plan.

These updates will be shared through consultation meetings, information sessions, reports, and digital platforms as appropriate. Reports and materials will be made available in accessible formats and local languages to ensure clarity and inclusion for all stakeholders. Additionally, separate focus group meetings will be organized to discuss specific progress and outcomes with vulnerable or directly affected groups to ensure their voices are heard and feedback is integrated into ongoing project activities.



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

### 5.1 Resources

The **Social Development Foundation (SDF)** will be in charge of all stakeholder engagement activities. SDF will ensure that engagement processes are effectively implemented, providing timely and accessible information, coordinating consultation sessions, and managing the Grievance Mechanism (GM) throughout the project lifecycle. SDF's dedicated stakeholder engagement team will work closely with project stakeholders to maintain transparent communication, address feedback, and foster collaborative participation across all project stages.

The budget for the SEP is USD 2,24,120 and is included in component-2 of the project.

*Table 5-1: Stakeholders Engagement Budget (Approximate)*

Budget Category	Quantity	Unit Costs	Times/Years	Total Costs (US Dollar)	Remarks
<b>1. Estimated staff salaries* and related expenses</b>					
1a. Staff/ Consultant				Will be paid from Project Consulting Service Budget	
1b. Travel Costs					
1c. Estimated Salaries					
<b>2. Events</b>					
2a. Focus Groups Discussions, Upazilla/District/Region/National Level Engagement Programs	Lump Sum			1250	
2b. Meeting with District and Upazila Govt Officials	4/yr	300	128 Times	38400	
<b>3. Communication campaigns</b>					
3a. Communication Materials (Poster, Brochure, Flier, Billboards, Website)	Lump Sum			5000	
3b. GM Guidebook/ Manual	Lump Sum			5000	
3c. Social Media Campaign	Lump Sum			15000	
<b>4. Trainings</b>					
4a. Training on Social/Environmental Issues for PIU and Implementing Staff	4	3000	2 times	12000	
4b. Training on Gender-Based Violence (GBV) for Project Implementing Unit (PIU) and Implementer Staff	4	3000	2 times	12000	
<b>5. Beneficiary surveys</b>					
5a. Mid-Project Perception Survey				58000	
5b. End-Of-Project Perception Survey				60000	
<b>6. Grievance Mechanism</b>					
6a. Training of GM Committees	48	15	4 years	720	
6b. Suggestion/complain Boxes	550	15	1	8250	

Budget Category	Quantity	Unit Costs	Times/Years	Total Costs (US Dollar)	Remarks
6c. GM communication materials	550	10	4	5500	
<b>7. Contingency</b>					
7a. Contingency	Lump Sum			3000	
<b>TOTAL STAKEHOLDER ENGAGEMENT BUDGET:</b>				224,120 USD	
				2,68,94,400 BDT	

## 5.2 Management Functions and Responsibilities

The entities responsible for carrying out stakeholder engagement activities are **Social Development Foundation (SDF)** and its designated team members, including the Project Director, Community Engagement Officer, Environment and Social Safeguard Specialist, and Monitoring and Evaluation (M&E) Team. These teams will coordinate and oversee all aspects of stakeholder engagement, ensuring that activities are aligned with project goals, timelines, and regulatory requirements.

*Table 5-2: Management Functions and Responsibilities*

Management Functions	Responsible Person	Responsibilities
Stakeholder Engagement Coordination	Project Director- SDF	Overall Coordination of Stakeholder Engagement Activities. Lead Strategic Decisions and Oversee the Execution of Stakeholder Communication, Consultation, And Feedback Processes
Community Engagement and Outreach	Project Staff/Consultant- SDF	Manage And Facilitate Communication with Community Members, Ensuring Affected Stakeholders Are Informed and Actively Involved
Environmental and Social Safeguard Monitoring	Environmental and Social Management Officer- SDF	Ensuring Minimized Environmental and Social Impacts
Grievance Mechanism (GM) Management	Grievance Officer- SDF	Implementation Of The GM, Ensuring That All Grievances Are Documented, addressed in a Timely Manner, And Communicated Back to Stakeholders.
Monitoring and Reporting	M&E Team- SDF	Tracking The Progress of Stakeholder Engagement Activities, Assessing the Effectiveness of the SEP, And Documenting Feedback from Stakeholders.

Documentation and Reporting	PIU- SDF	Progress Reports, Meeting Minutes, Consultation Summaries, And Feedback Logs, Record Review
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## 6. Grievance Mechanism

The main objective of the Grievance Mechanism (GM) within the Stakeholder Engagement Plan (SEP) is to provide a transparent, accessible way for stakeholders to raise concerns or complaints related to the project, ensuring that these are resolved in a timely, effective, and efficient manner that satisfies all parties involved. The GM outlines a clear, step-by-step process for receiving, assessing, and addressing grievances to prevent escalation and maintain trust. It includes channels for submitting grievances, response timelines, and methods for communicating resolutions back to stakeholders, promoting a fair and responsive approach that strengthens community relationships and supports the project's overall success.

*Table 6-1: Description of GM*

Step	Description of Process	Time Frame	Responsibility
GM Implementation Structure	The Grievance Mechanism Is Implemented Through SDF's Structured Framework, Including Staff at The Head Office, Regional, District, And Upazilla Levels. Community/Cluster Facilitators Within the CDD Approach Often Assist in Resolving Grievances At The Village Level.	Continuous	SDF Head Office, Regional, District, Upazilla Teams, Village Organization
Grievance Uptake	Grievances Can Be Submitted Through Multiple Channels, Including In-Person at Community Centers, Via Designated Phone Numbers, Emails, Complaint Boxes, Or During Consultation Meetings. These Intake Points Ensure Accessibility for All Community Members.	Ongoing	Community/Cluster Facilitators, Upazilla and District Teams
Sorting, Processing	Grievances Are Sorted Based on Type and Urgency. Community-Level Issues Are Addressed Locally, While More Complex Grievances Are Escalated to The District or Head Office, Ensuring That Each Grievance Follows an Appropriate Response Path.	Within 2 Days of Receipt	Upazilla And District GM Teams

Step	Description of Process	Time Frame	Responsibility
Acknowledgment And Follow-Up	Each Grievance Is Acknowledged with A Written or Verbal Response to The Complainant, Confirming Receipt and Providing an Estimated Timeline for Resolution.	Within 5 Days of Receipt	Upazilla GM Officers, Community/Cluster Facilitators
Verification, Investigation, Action	For Grievances Requiring Further Examination, A Team Investigates the Complaint, Consulting Relevant Stakeholders and Gathering Information. Community-Level Grievances Are Addressed Through Local Dialogue When Possible, Following the CDD Approach.	Within 10 Working Days	Community/Cluster Facilitators, District and Regional GM Officers. In Special Cases Head Office Consultants/Specialist
Monitoring And Evaluation	The GM Team Monitors Grievance Resolution Progress and Tracks Trends to Improve Grievance Management and Identify Recurring Issues. Results Are Reported Quarterly, Ensuring Transparency and Accountability.	Quarterly	Regional And Head Office GM Teams
Provision Of Feedback	After Action Is Taken, The Complainant Is Informed of The Resolution Outcome. If They Are Unsatisfied, They Can Appeal. Additionally, Sensitive Grievances, Such As SEA/SH Cases, Follow Strict Confidentiality and Sensitivity Protocols.	Within 7 Days Post-Resolution	Upazilla And District GM Officers
Appeals Process	If The Complainant Is Not Satisfied with The Resolution, They May Appeal to Higher Authorities Within SDF. For Unresolved Issues, Complainants Are Advised of Their Legal Rights, If Applicable.	Within 15 Days of Appeal	Head Office Gm Team
Training	Regular Training on GM Processes and Handling Sensitive Issues, Including SEA/SH, Is Provided for SDF Staff and Community Facilitators to Enhance Effective Grievance Handling and Sensitivity.	Annually	SDF Head Office, Regional Training Teams

## 7. Monitoring and Reporting

### 7.1 Summary of How SEP Implementation Will be Monitored and Reported

The Stakeholder Engagement Plan (SEP) will be monitored and reported regularly to assess the effectiveness and inclusiveness of engagement activities throughout the project lifecycle. Key performance indicators will include metrics such as the number of community meetings held to discuss project progress, the number of information boards displayed in project areas, the frequency and types of grievances received and resolved, and participation rates in consultations, particularly among vulnerable groups.

Monitoring will be conducted by SDF's dedicated SEP team, with regular feedback from community stakeholders to ensure that engagement methods meet local needs. Periodic progress reports will document these metrics and share updates on SEP activities with stakeholders, fostering transparency. Additionally, community representatives will be involved in select monitoring activities, especially in tracking the accessibility and effectiveness of information channels, ensuring that project updates are clearly communicated and accessible.

### 7.2 Reporting Back to Stakeholder Groups

The Stakeholder Engagement Plan (SEP) will be periodically revised and updated throughout the project's implementation to remain responsive to evolving needs and issues. Quarterly summaries and internal reports will be prepared on public grievances, inquiries, and related incidents, along with the status of corrective or preventive actions taken. These reports will be reviewed by the responsible SDF staff and shared with senior project management, serving as a mechanism to assess the volume, nature, and resolution of stakeholder feedback and grievances.

Annual summaries on public engagement activities, including key milestones, issues raised, and project responses, will also be shared with stakeholders. Information may be conveyed through public notices, the project website, community meetings, and progress bulletins. These updates will provide a transparent overview of engagement efforts and responsiveness, reinforcing accountability and fostering trust with all stakeholder groups.

## Annex A- Stakeholders Engagement Details- Project Preparation Phase

Date	Engagement Type	Village Name/Person Name	Union/Designation and Institution	Upazila	District	Attendance			GIS location
						Male	Female	Total	
28/10/2024	FGD	Banigram	Fatepur	Goinghat	Sylhet	8	4	12	24°53'56.5"N 91°52'19.1"E
28/10/2024		Madartila	Fatepur	Goinghat	Sylhet	7	5	12	24°59'49.9"N 91°59'22.0"E
26/10/2024		Bishnupur	Charmozlipur	Sonagazi	Feni	6	13	19	22°56'23.9"N 91°22'43.3"E
05/11/2024		Chelachara para	Parachara	Khagrachari Sadar	Khagrachari	15	11	26	23°08'35.5"N 91°57'37.9"E
28/10/2024		Purbo Gujra	Hailedhar	Anawera	Chattogram	0	14	14	22°12'44.5"N 91°56'36.9"E
28/10/2024		Bhingrole	poirokura	Anawera	Chattogram	0	11	11	22°14'09.6"N 91°55'31.0"E
27/10/2024		Purbo Malibari	Keroua	Raypur	Luxmipur	0	12	12	23°03'28.3"N 90°47'12.0"E
27/10/2024		Purbo Gaiyerchar	Dakhin Char Abalia	Raypur	Luxmipur	3	9	12	23°02'04.2"N 90°45'30.7"E
28/10/2024		KII	Dr. Shomoronjon Borua	ULO, Upazila Livestock Office	Anowara	Chattogram	1		
28/10/2024	Md. Abdul Kuddus Bulbul		DRRO, DC Office	N/A	Sylhet	1			N/A
29/10/2024	Oli Ahmed Khan		UP Chairman, Patanusha	Komolganj	Moulabhibazar	1			N/A

Date	Engagem ent Type	Village Name/Per son Name	Union/ Designatio n and Institution	Upazila	District	Attendance			GIS location
						Mal e	Fema le	Tot al	
			r Union Parisad						
30/10/2 024		Plabon Pal	PIO, UNO Office	Komolga nj	Moulabhib azar		1		N/A
27/10/2 024		Md. Faizur Rahman	UFO, Upazila Fisheries Office	Subornac har	Noakhali		1		N/A
26/10/2 024		Moin Uddin Ahmed	UAO, Upazila Agriculture Office	Sonagazi	Feni		1		N/A
26/10/2 024		Protap Chandra Adikhari	LFA, Upazila Livestock Office	Sonagazi	Feni		1		N/A
26/10/2 024		Taslima akter	UFO, Upazila Fisheries Office	Sonagazi	Feni		1		N/A

## Annex B- Stakeholders Engagement Details- Project Implementation Phase

Stakeholder (Group or Individual)	Dates of Consultations	Summary of Feedback	Response of Project Implementation Team	Follow-up Action(s)/Next Steps	Timetable/ Date to Complete Follow-up Action(s)