Government of the People's Republic of Bangladesh

Ministry of Local Government, Rural Development and Cooperatives

Local Government COVID-19 Response and Recovery Project (LGCRRP)

Stakeholder Engagement Plan (SEP)

March 2021

Local Government Division

Dhaka

ABBREVIATION/ACRONYM

BCC	Barisal City Corporation
CBOs	Collective Bargaining Organizations
CC	City Corporation
CCC	Chattogram City Corporation
CERC	Contingency Emergency Response Component
CoC	Code of Conduct
COVID-19	Coronavirus Disease - 19
CRGs	Covid-19 Response Grants
CSOs	Civil Society Organizations
DNCC	Dhaka North City Corporation
DPDs	Deputy Project Directors
DPHE	Department of Public Health and Engineering
DSCC	Dhaka South City Corporation
ESIA	Environment and Social Impact Assessment
ESMF/P	Environment and Social Management Framework / Plan
ESSs	Environment and Social Standards
GoB	Government of Bangladesh
GBV	Gender-Based Violence
GDP	Gross Domestic Product
GRC	Grievance Redress Committee
GRS/M	Grievance Redress System/Mechanism
IA	Implementing Agency
ICT	Information Communication Technology
IDA	International Development Association
IPV	Intimate Partner Violence
IT	Information Technology
KCC	Khulna City Corporation
LGCRRP	Local Government Covid-19 Response and Recovery Project
LGD	Local Government Department
LGED	Local Government Engineering Department
LGIs	Local Government Institutions
LGSP-III	Local Governance Support Program, Phase -III
MCC	Mymensingh City Corporation
MCs	Minimum Conditions
MGSP	Municipal Governance Support Project
MSUs	Municipal Support Units
NGOs	Non-Government Organizations
NPD	National Project Director
PA	Project Affected

PAPs	Project Affected Persons
PD	Project Director
PIU	Project Implementation Unit
PMU	Project Management Unit
PWD	Person with Disability
RCC	Rajshahi City Corporation
RSC	Regional Support Centre
RMG	Readymade Garment
RMUs	Results Monitoring Units
SCC	Sylhet City Corporation
SEA/SH	Sexual Exploitation and Abuse / Sexual Harassment
SEP	Stakeholder Engagement Plan
SSC	Scheme Supervision Committee
STCs	Short-Term Consultants
TLCC	Town Level Coordination Committee
ULGIs	Urban Local Government Institutions
WC	Ward Committee
WLCC	Ward Level Coordination Committee

TABLE OF CONTENTS

1   INTRODUCTION

1.   The Government of the People's Republic of Bangladesh has sought finance from the International Development Association (IDA) of the World Bank Group (WBG) for the Local Government COVID-19 Response and Recovery Project in Bangladesh (LGCRRP, the Project). An IDA finance is expected through an Investment Project Financing (IPF). The Local Government Division (LGD) of the Ministry of Local Government, Rural Development and Cooperatives (MLGRDC) will be implementing the project through the Urban Local Government Institutions (ULGIs), the Paurashavas and the City Corporations across the country except the Dhaka North and South City Corporations. The project is expected to strengthen the response and recovery effort of the ULGIs to the COVID-19 pandemic in the respective urban areas of Bangladesh.

2.   This is the Stakeholder Engagement Plan (SEP) prepared for the project that LGD will be implementing in the process of financing the ULGIs and ensuring stakeholders engagement in identification, design and execution of the subprojects by the participating ULGIs. The SEP has been prepared to comply with the requirements of the World Bank Environmental and Social Framework (ESF) on Stakeholder Engagement and Information Disclosure (ESS-10), which applies to this project and cross-cutting to all ten standards of the ESF.

3.   This SEP can be amended anytime during project implementation in agreement with the World Bank. The SEP will however, be updated and redisclosed within 90 days of project effectiveness to address any remaining issues including information on broader consultations with PAPs/vulnerable groups on the project design; broader and more detailed identification of PAPs and other interested parties (OIPs) and vulnerable groups, and revision of the stakeholder engagement program. Every ULGIs will have site specific SEP following the requirements of the project SEP.

1.1   Project Description

4.   LGD is preparing the project for supporting the ULGIs for an IDA finance from the World Bank. The project is expected to be implemented in the ULGI areas over a period of four fiscal years, starting from FY 2021-22. The proposed project is intended to strengthen the recovery and resilience capabilities of the ULGIs to the COVID-19 pandemic, and future pandemic, disaster and climate shocks. The project in the immediate term, will respond to and recover from the ongoing COVID-19 pandemic and its impact on urban populations; and in the medium-to-long-term, reinforce the ULGI's capabilities to meet the challenge of future shocks similar to the COVID-19 pandemic including zoonotic disease outbreak, disasters, and climate change impacts.

5.   The project will focus primarily on bridging the COVID-19 response gaps at local level and will seek community inputs in the identification, design and implementation of activities at the ULGI level. In the short to medium term, it will support recovery and resilience by urgently addressing critical gaps in local health services, basic services delivery, especially those related to safety, health and wellbeing of affected communities and localities (e.g. water supply, wastewater, solid waste, rehabilitation of health and community facilities, ensuring COVID-19 safety in markets), with a strong emphasis on poorer neighborhoods (informal settlements, migrant worker housing, etc.) and disproportionately affected population groups (garment workers, women and children, people with disability, etc.), as well as providing strong local level coordination and facilitation mechanisms for a broad range of institutional and community stakeholders working on COVID-19 response at the local level. Rehabilitation and development of essential services, as well as infrastructure and economic assets will be supported through labor intensive methods to support job creation and economic recovery. In the medium to long term, the Project will support pandemic and disaster preparedness, improving local resilience and capacity to manage crises.

6.   The proposed project will ensure complementarity with ongoing sectoral COVID-19 response interventions targeting individuals and households needs. ULGIs will establish local COVID-19 Response Committees and prepare Local COVID-19 Response and Recovery Plans, building on their role in providing critical

physical, social and institutional infrastructure and services to meet communities' health, food, and jobs needs, but also to effectively coordinate recovery and resilience efforts. Based on the Local COVID-19 Response and Recovery Plans, labor-intensive works will target low-income and most vulnerable urban households, ensuring implementation sensitive to COVID-19 pandemic. The project will support women's employment opportunities in civil works and facilitate women's participation in local COVID-19 response plans and increase the availability and access to GBV service providers.

7. The proposed project will support all 329 Paurashavas across the country with a total urban population of approximately 10.35 million and 10 City Corporations (all except Dhaka North and Dhaka South[1]), with a total urban population of approximately 20.20 million. Project beneficiaries will include the residents of the targeted Paurashavas and City Corporations. The Project will benefit more than 30 million (with male and female beneficiary numbers almost equally divided) residents of 329 Paurashavas and 10 City Corporations.

8. The project will provide resources for project management and implementation support. At the national level, the Project Management Unit (PMU) at the LGD HQ level will be established to ensure overall project management, and at the sub-national level, Regional Support Center (RSC) will be established under the PMU at the Division level to coordinate project activities in their respective Divisions and provide ULGIs with technical backstopping and quality assurance support.

1.2 Objectives and Scope of the Stakeholder Engagement Plan

9. The objective of this Stakeholder Engagement Plan (SEP) is to define a program for stakeholder engagement in the project cycle from identification to design, appraisal, implementation, monitoring and evaluation at the ULGIs level under the overall guidance of LGD PMU. The SEP outlines the ways in which the project will engage national and sub-national stakeholders, residents of the Paurashavas and City Corporations, labors, and contractors and provide them with a mechanism through which people can raise concerns, provide feedback, or produce complaints about the project themselves. The nature, scope and frequency of stakeholder engagement will be proportionate to the nature and scale of the project and its potential risks and impacts. The SEP is a "living document" and it will be progressively updated as the project progresses towards next stages.

10. The SEP shall be applicable to all activities planned under the Project and an integral part of its environmental and social (E&S) performance throughout the project cycle. The SEP will be used for managing communications between the LGD, ULGIs and all the relevant stakeholders, including direct and indirect beneficiaries and affected persons and communities. The SEP will facilitate transparency and timely communication with stakeholders to manage expectations and avoid risks, potential conflict, and project delays in the project implementation process. LGD and the recipient ULGIs will be engaging with the stakeholders at the national, sub-national and local level as follows:

- LGD will engage with stakeholders at the national and divisional level throughout the project life cycle, commencing such engagement as early as possible in the project development process and in a timeframe that enables meaningful consultations with stakeholders on project design.

- LGD will guide the recipient ULGIs under the project to engage in meaningful consultations with all stakeholders at the Paurashava and City Corporation level and will provide stakeholders with timely, relevant, understandable and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination and intimidation.

---

[1] Dhaka North and Dhaka South City Corporations are receiving support through the ongoing Dhaka City Neighborhood Upgrading Project (P165477) and the under-preparation Dhaka North Neighborhood Upgrading Project (DNNUP, P 173022). COVID-19 response activities are being incorporated under both operations.

- ULGIs will maintain and disclose as part of the environmental and social assessment of their respective investments, a documented record of stakeholder engagement, including a description of the stakeholders consulted, a summary of the feedback received and a brief explanation of how the feedback was taken into account, or the reasons why it was not.

- The LGD PMU will review the documentation of the consultation and disclosure process and develop periodic report on stakeholder engagement process as part of regular supervision and monitoring of SEP implementation at the ULGI level.

11**.** This draft SEP has been prepared based on the nature and scale of the project and its potential risks and impacts. Stakeholders have been identified and if any new stakeholders are identified will be included with this SEP in future updates. This SEP will be disclosed for public review and comment before the project is placed for the World Bank appraisal. According to ESS10, this SEP has also developed a Grievance Redress Mechanism (GRM) that allows project-affected parties and other interested parties to raise concerns and provide feedback related to the environmental and social performance of the project.

2   SUMMARY OF PREVIOUS STAKEHOLDER ENGAGEMENT

12**.**   **General**. Face to face consultation with wider stakeholders has not be possible due to the ongoing COVID-19 pandemic that affected Bangladesh. Virtual platform was resorted to engage with the ULGI level stakeholders reaching out to the people's representatives in addition to the ULGI level administrative and technical staff. Two virtual consultation meetings were organized by the PMU. Senior project officials, the Senior Local Government Specialists along with other team members attended and facilitated the virtual consultation meetings. The first virtual meeting was held with stakeholders at 16 ULGIs receiving finance from the ongoing Local Government Support Project – Phase 3 (LGSP-III). The second meeting was organized with the 10 selected City Corporations across the country. The World Bank provided consultant support to LGD for assisting preparation of SEP through identification of stakeholders and consultation with a section of them in the process. The SEP is a live document and will be updated as per ESCP commitment and the updates will include the views of vulnerable and disadvantaged groups after due consultation with them, in a COVID-19 appropriate manner.

13**.**   **Consultation with Stakeholders at Selected Paurashavas**. LGD organized the first virtual consultation meeting on February the 2nd, 2021 engaging with the stakeholders at 16 selected Paurashavas those are recipients of LGSP-III finance for urban infrastructure development. A total of 38 Paurashava level stakeholders including elected representatives and the administrative and technical staff of the 16 Paurashavas participated in the virtual meeting. The objectives and activities proposed under the project and the possible environmental and social concerns and requirements as per national legal framework and the World Bank ESF were briefed to the participants. In view of the objectives and requirements, the participants expressed their views, concerns and expectations relevant to new schemes, project design, planning and implementation. With the experience from the ongoing LGSP-III activities, the participants shared some of their issues and experiences for consideration in the new project. The key issues highlighted in the consultation meeting have been summarized hereunder:

- *Development projects by the Paurashavas are identified through community consultation process identifying local issues where women and vulnerable communities are given equal opportunity to voice their concerns and opinions.*

- *The small schemes of infrastructure rehabilitation do not harm surrounding environment and peoples' mobility, or cause noise and air pollution. They assure of meeting the requirements of the environmental and social standards of the World Bank in the new project.*

- *They identify inadequate drainage systems creating water stagnation and resulting in traffic congestion during monsoon. They also identify inadequate lack of solid waste management facility in the Paurashavas.*

- *Some of the Paurashavas have issues with local natural canals / waterways those need to be restored for ease the water logging and drainage.*

- *Creation of new job opportunity skills development trainings for women and vulnerable people can be promoted through the new project.*

- *Representatives of Ramgarh, Kamolganj and Gaibandha Paurashavas specified that there have been several tribal peoples living in their Paurashavas areas those are vulnerable economically.*

- *Migrant workers returned to the Paurashavas area retrenched from their employers in Dhaka and Chattogram during the countrywide lock down for COVID-19 pandemic. Schemes can be taken for these returnee migrants.*

- *Participants Keshabpur and Shibpur Paurashavas expressed their concern for capped langur and birds and requested schemes for development 'sanctuary' for langur and birds.*

- *Natural water bodies (Beel) can be redeveloped for fish culture in relevant Paurashavas to support the poor fisher communities. Roads can also be constructed in some of the Paurashavas with low lying areas.*

14.   **Consultation with Stakeholders at City Corporations**. LGD PMU organized the second consecutive virtual meeting with stakeholders at the 10 City Corporations. This virtual meeting was held on 09 February 2021 launched from the Office the Project Director, PMU, LGSP-III, Dhaka. A total of 29 persons were connected in the virtual meeting including elected representatives and staff from the 10 City Corporations. After thorough discussion about the proposed project, the participants raised their development concerns and areas of response to the COVID-19 pandemic in the respective City Corporations.

Table 1: Discussion with Stakeholders of the City Corporations

Name of City Corporation	Issues and Concerns Raised
Gazipur City Corporation	There are a huge number of floating traders and hawkers who cause traffic congestion occupying road side pavements. These traders need to be rehabilitated permanently.
	There is no car/vehicle parking terminal that also creates traffic congestion. We need to develop parking terminal for cars and other motor vehicles.
	There are about 2,800 factories which employs a huge number of workers. The wastes of these factories pollute surrounding water bodies and the environment. Inadequate and improper drainage creates water logging and drainage congestions. People cut down trees for constructing houses and colonies for the workers.
	The project may consider afforestation, waste management and drainage system.
Narayanganj City Corporation	Industrial wastes, chemicals die in rivers (Shitalakhya and Dhaleshwari) and pollute the environment. There are 3,000 RMG, textile, washing and dyeing factories operating in a congested area.
	There is inadequate solid waste collection system and waste dumping grounds.
	Street vendors occupy pavements and roads which create obstacles for human mobilities and road traffic. There should be awareness and motivational programs for street vendors.
Chattogram City Corporation	There are ethnic and vulnerable women groups in this city. Deforestation and hill cutting are common issues in the City Corporation area. Schemes must ensure engaging certain percent of ethnic and vulnerable women. Hill and forest protection schemes will be useful.

Rangpur City Corporation	Emphasis was given on the better waste management as the city produces 65 to 70 metric tons of wastes every day. There are also problems for vendors or street based petty traders. There are 128 slums and two places where ethnic groups live. These slum dwellers and the ethnic groups need livelihood support. There are at least two canals through the city. They need to be restored to improve the drainage system.
Khulna City Corporation	Residents of the city are affected by salinity and the ground water table is depleting. There is lack of suitable drainage facility developed yet. As a result, most houses affected by polluted water during the monsoon. There is arsenic contamination in ground water and air pollution as well. Approximately 1.5 million people live in the city. Besides, about 100,000 people regularly come to work in the city from surrounding upazilas and about 300,000 to 400,000 people residing since the cyclone Sidr and Aila. Moyur River is badly affected by unauthorized waste dumping. Moreover, schemes also given priority for launch terminal, three wheelers stand and bus stands.

The revenue of the City Corporation has been reduced substantially due the pandemic. Now the Corporation office is trying to develop income generating programs and develop own source of revenue. |
| Rajshahi City Corporation | Many city dwellers lost the jobs and eventually changed their occupations during the COVID-19 Pandemic. The project may include schemes for skills development and cash incentives. Employment opportunity can be generated for the ethnic and vulnerable people.

Schemes need to be taken for the vulnerable people and excluded groups. There should be physical examination for the COVID-19 affected people. |
| Mymensingh City Corporation | The existing waste management system has become obsolete and need to be modernized. This may require land acquisition and resettlement.

The City Corporation office is facing financial challenges since nationwide lock down due to the pandemic. Now the City Corporation is giving priority to undertake income generating schemes. |
| Cumilla City Corporation | The City Corporation has staff with knowledge of LGSP investments responding to the requirements of the environmental and social operational policy of the World Bank. |
| Barisal City Corporation | There are 32 slums in the corporation area. The slum dwellers are facing various challenges and living in dire condition. These people are deprived of common amenities including sanitary latrine, clean water supply, lack of drainage and waste management. About 46 natural water flowing channels cross the City Corporation area but most of these have been silted up for unauthorized waste dumping. These canals need to be re-excavated for better drainage management for the city. |

3   STAKEHOLDER IDENTIFICATION AND ANALYSIS

15.   Mapping project stakeholders marks the first step in preparing the Stakeholder Engagement Plan (SEP), given its contribution to developing the Project's approach to consultation and communication. Doing so entails identifying relevant Project stakeholders or groups of stakeholders, their key characteristics, specific needs or demands, preferred means of communication and appropriate level of engagement needed for each.

3.1 Stakeholder Category, Identification and Analysis

16.   In order to ensure effective and tailored engagement, stakeholders of this proposed project have been classified into three overlapping categories:

> *Affected peoples refer to individuals, groups, local communities and other stakeholders that are directly or indirectly affected by the Project, with particular focus being accorded to those directly and/or adversely affected. It also refers to those who are more susceptible to changes associated with project*

activities, and thus need to be closely engaged in identifying impacts and their signification, as well as in decision-making on mitigation and management measures.

Interested parties predominantly refer to those who are not directly affected by project activities, but are interested owing it its proximity, as in broader local communities where beneficiaries are located, or by virtue of their role in project preparation and implementation.

Disadvantaged and vulnerable groups, although somewhat covered under the first category, they experience unique limitations and barriers to participating in consultation process and being minimally represented in stakeholder engagement. By extension, they are disproportionately impacted or further disadvantaged due to their vulnerable status, notably women, elderly, children, female-headed households, person with disabilities (PWD), ethnic and religious minority's communities etc. Given particular engagement efforts required to enable their equitable representation in consultation and decision-making process for the project, this additional category seeks to explore their constraints, means of receiving information and any additional assistance required.

3.2   Affected Parties

17.   Affected Parties include individuals, groups, and communities directly affected by project interventions and other parties that may be subject to direct impacts from the Project. Specifically, the following individuals and groups fall within this category:

- COVID-19 infected people as a result of the project or using project facilities or services
- People commuting at night in unsafe road conditions
- Returnee migrants
- Workers at all levels including construction, extension, and renovation sites
- Public health and construction workers
- Public who uses Paurashava and City Corporation facilities
- Health workers in contact with or handling medical waste disposals
- Waste collection and disposal workers and other utilities service workers
- Health officials
- Schools and Madrassahs students and teachers and service staff
- Owners, Service workers and customers at various markets and businesses affected by or otherwise involved in project-supported activities
- Neighboring communities to laboratories, quarantine centers, and screening posts
- People living at slums and squatters particularly living in crowded places, who often exposed to various contagious diseases and natural disasters.

3.3   Other Interested Parties

18.   The projects' stakeholders also include parties other than the directly affected people, including:

- Traditional national and local media
- Participants/Influencers of social media
- Politicians
- National and international health organizations
- CSOs, CBOs, National and International NGOs
- Businesses with international links
- Government (Division, City Corporations, Paurashava) Officials
- The public at large

3.4 Disadvantaged and the Vulnerable People

19.   It is particularly important to understand whether project impacts may disproportionately fall on disadvantaged or vulnerable individuals or groups or communities 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 be adapted to take into account the needs of such community/groups or individuals, their concerns and cultural sensitivities, and to ensure a full understanding of project activities and benefits. Within the Project, the vulnerable or disadvantaged communities/groups may include and are not limited to the following:

- Elderly (especially those with comorbidity, given COVID-19 pandemic)
- Small ethnic Communities and religious minorities
- Person with disabilities (PWD)
- People living in remote or inaccessible areas
- Women and female-headed households
- People living in poverty and less educated people
- Migrants who returned from abroad and lost employment
- Subgroup of Women (entrepreneurs, elderly women, young orphaned women, etc)

20.   Engagement with all identified stakeholders may incentivize their maximum contributions to successful implementation of the project by drawing on their existing expertise, experience and networks. It also facilitates community and institutional endorsement of project activities. A general list of stakeholder groups identified and one of vulnerable or disadvantaged stakeholders are each tabulated below:

Table 2: Description of Project-Specific Stakeholder Groups and Interested Parties

Stakeholder Groups and Interested Parties	Relevance of Engagement
Financial Institutions Division, Ministry of Finance, GoB	Direct recipient of the financing provided to the Government of the People's Republic of Bangladesh
Ministry of Local Government and Rural Development and Cooperatives	Administrative ministry of the Local Government Division (LGD) leading the project design and implementation
Urban Local Government Institutions (ULGIs) under LGD	Responsible to deliver economic opportunities and services to the communities as identified and designed under the project at respective ULGIs with finance from the project
Ministry of Public Administration, Ministry of Health & family Welfare, Ministry of Agriculture, Ministry of Home Affair, Ministry of Industry, Ministry of Youth & Sports, Ministry of Labour and Employment	If necessary, LGD and the ULGIs will seek cooperation from them for the smooth implementation of the project.
Local Government Division (LGD)	LGD will be the national implementation agency to support eligible ULGIs in identification and design of subprojects, appraisal of the subprojects, allocating funds for the subprojects, carry out implementation oversight including environmental and social compliance
District Administration, Directorate of Social Services (DoSS), and other divisional and district-level government entities	As and where required, provide support to RSCs and ULGIs in successful implementation of project activities including management of GBV and SEA/SH risks and incidents.
Project beneficiaries and affected persons including vulnerable and disadvantaged communities	There may be risks of exclusion of certain population groups for their vulnerability for participation in project cycle, employment in project and accessing desired benefits of the project.

Prospective employers, including owners of microenterprises and workshops, and master craftsperson	Provide employment opportunities and skills training to project beneficiaries
Print and electronic media	The project implementing ULGIs and other potential partner organizations may communicate with print and electronic media for promotional and greater dissemination purposes.
Civil Society Organization (CSOs), CBOs and NGOs	Can provide inputs for design of the project including beneficiary engagement and selection
Academia, Think Tanks and other Influencers	For inputs in project design, baseline analysis and future predictions, experience sharing from similar projects

21. Identification of and strategy to engage with and incorporate views of the vulnerable groups has been placed at **Annex A.**

4 PROGRAM FOR STAKEHOLDER ENGAGEMENT

4.1 Proposed Mechanisms for Information Disclosure

22. In midst of the pandemic and subsequent and potential shut down, materials will only be disclosed online for the time being, on the website equipped with a feedback feature enabling readers to enclose comments therein. The SEP and other relevant documents will remain in the public domain for the entire project life cycle, and will be updated on a regular basis as the project progresses through its various phases, in order to ensure timely identification of and engagement with any new stakeholders and interested parties to tracking of changes to characteristics and subsequent methods of engagement, if required. To that extent, the latter would also be revised periodically to maintain their effectiveness and relevance to project performance and external circumstances. Based on this, the table in Annex B highlights information that would be disclosed, stage of the project lifecycle when they are each publicized and generic timeline, specific stakeholder to whom they may hold particular relevant, their means of disclosure to various stakeholder groups, entities responsible for the output and targeted percentage of reach of said product.

23. Distribution of the disclosure materials will also be done by making them available at venues and locations frequented by the community and places to which public have unhindered access, given COVID-19 restrictions. Free printed copies of the ES documents in Bangla and English will be made accessible for the general public at the following locations, if situation permits:

- PMU/LGD Headquarters and affected District and Upazila Offices/institutions
- District Administration offices
- Project offices at Local, Regional and HQ (including RSCs and ULGIs)
- Affected Institutions
- Union Parishad Offices
- City Corporation Offices
- Other designated public locations to ensure wide dissemination of the materials
- Newspapers, posters, radio, television
- Information centers and exhibitions or other visual displays
- Brochures, leaflets, posters, nontechnical summary documents and reports
- Official correspondence, meetings

24. Stakeholder consultation and information disclosure program is at **Annex B.**

4.2 Proposed Mechanisms for Stakeholder Engagement

25.   This sub-section details all possible measures deployed to consult each of the stakeholder groups, from surveys, polls and questionnaires to public workshops, provide them relevant information and opportunities to voice their views on matter of important. The table below presents topics of engagement, methods used, timeline and timeframe, targeted stakeholders for each of the activities, among others. Please note that the sessions and items for consultation will be bundled to the extent possible in order to maximize the cost effectiveness and efficiency of the engagement process.

Table 3: Stakeholder Consultations and Corresponding Engagement Mechanisms

Target stakeholders	Topic(s) of engagement	Method(s) used	Responsibilities
Preparatory			
Project Affected community **People potentially affected by repossession of ULGI land or other public land, if any** **People residing in project area** **Project side residential and business squatters and encroachers** **Vulnerable households** **Ethnic and marginalized communities** **Local government** **Media** **Construction workers** **Local businessmen** **Others**	All the ES documents will be disclosed Voluntary dispossession of encroached ULGI land or other public land, if cannot be avoided Project risks and impacts and mitigation measures Project scope and rationale including timeline Grievance redress mechanism Future consultation	Public meetings, separate FGD for women and vulnerable Face-to-face meetings including TLCC/CDCC meetings Disclosure of written information: brochures, posters, flyers, website Information boards or desks in local language Grievance procedures through consultation, information brochures Development of local preparedness plans in a participatory manner Setting up web-portal or digital information system to improve citizen engagement. The following modes to be adopted specifically for the vulnerable groups: Robust engagement with local community-based organizations. The project would arrange separate consultation sessions for different target groups and in the case of the ethnic communities Resources allocation towards local administration representatives and councilors. Engagement of local NGO's who work with vulnerable people at the community level to help disseminate information and organize consultations Manageable and gendered FGD to be arranged so that women can speak freely The project must have adequate means to reach the disabled ones in the community. If need be, teams must visit the disabled ones in their habitat Notice board for employment recruitment and student admission Training/workshop	PMU/ULGIs-LGCRRP ES consultants
Implementation Phase			

Project Affected People	Grievance mechanism	Public meetings, open houses, trainings/workshops	PMU/ULGIs-LGCRRP
People potentially affected by land acquisition (if any)	Health and safety impacts (RAP, community H&S, community concerns)	Separate meetings as needed for women and vulnerable	ES consultants
People residing in project area	Employment opportunities	Individual outreach to PAPs as needed	Contractor
Vulnerable households	Project status	Disclosure of written information: brochures, posters, flyers, website	NGO
Contractors	Actual risks and impacts	Information boards in local offices/education institutions	External Monitor
Local Government		Notice board(s) at construction sites	
Local NGOs		Grievance mechanism	
Government office		The following modes to be adopted specifically for the vulnerable groups:	
Local Press		Robust engagement with local community-based organizations.	
Local businessmen		The project would arrange separate consultation sessions for different target groups	
Construction workers		Resources allocation towards local administration representatives and councilors.	
Others		Engagement of local CBO's those work with vulnerable people at the community level to help disseminate information and organize consultations	

Note: Stakeholders engagement program has been detailed at Annex B

4.3 COVID-19 Consideration for Stakeholder Engagement

A precautionary approach will be taken to the consultation process to prevent infection and/or contagion, given the highly infectious nature of COVID-19. The following are some considerations for selecting channels of communication, in the light of the current COVID-19 situation:

- Avoid public gatherings (taking into account national restrictions or advisories), including public hearings, workshops and community meetings as much as feasible;
- If smaller meetings are permitted/advised, conduct consultations in small-group sessions, such as focus group meetings, observing COVID-19 protocols. If not permitted or advised, make all reasonable efforts to conduct meetings through online channels;
- Diversify means of communication and rely more on social media and online channels. Where possible and appropriate, create dedicated online platforms and chat groups appropriate for the purpose, based on the type and category of stakeholders;
- Employ traditional channels of communications (TV, newspaper, radio, dedicated phone-lines, and mail) when stakeholders do not have access to online channels or do not use them frequently. Traditional channels can also be highly effective in conveying relevant information to stakeholders, and allow them to provide their feedback and suggestions;
- Where direct engagement with project affected people or beneficiaries is necessary, identify channels for direct communication with each affected household via a context specific combination of email messages, mail, online platforms, dedicated phone lines with knowledgeable operators;
- Each of the proposed channels of engagement should clearly specify how feedback and suggestions can be provided by stakeholders.

- Identify trusted local civil society, ethnic organizations, community organizations and similar actors who can act as intermediaries for information dissemination and stakeholder engagement; engage with them on an ongoing basis. Prepare different communication packages and use different engagement platforms for different stakeholders, based on the stakeholder identification above. The communication packages can take different forms for different mediums, such as basic timeline, visuals, charts and cartoons for newspapers, websites and social media; dialogue and skits in plain language for radio and television; and more detailed information for civil society and media. These should be available in different local languages. Information disseminated should also include where people can go to get more information, ask questions and provide feedback.

5 GRIEVANCE REDRESS MECHANISM (GRM)

26.   The purpose of GRM is to record and address any complaint that may arise during the life cycle of the LGCRRP project period effectively and efficiently. This GRM is designed to address concerns and complaints raised by the vulnerable urban communities, vulnerable groups including ethnic and marginalized communities and other stakeholders promptly and transparently with no impacts (cost, discrimination) for any reports made by the affected individuals and communities, vulnerable groups and other stakeholders. This GRM has been planned so that the targeted affected individuals and communities, vulnerable groups and other stakeholders can report issues without being threatened, which is easily accessible, quick and impartial; delivering decisions by the Grievance Redress Committee (GRC) to the complainant in an unbiased manner. Considering the overall need for the total project period, a central GRC will be established at the project PMU level who will oversee the whole GRM operation, deal with strategic level grievances (Project planning and design issues, major social and environmental risks and impacts and issues that are beyond the scope and complexity to deal with other GRCs). The Division level Regional Support Centre (RSC) will establish GRCs to administer grievances raising in their own areas of responsibilities, i.e. in the ULGIs/PIUs of that Division. Uptake channels at various ULGIs will be established where grievances will be received by dedicated desk, where complainants can go physically to register complaints. These PIU/ULGI level desk will register and sort the complaints and make an initial screening if the complaints can be received or not as per screening criteria that the PMU level GRC will set in a GRM manual. If the complaints lodged at PIU/ULGI level is routine and simple that warrants no complex fact finding or investigation, they will endeavor to solve it *in situ*. If otherwise, the complaints will be and routed to the RSC level GRC to inquire and resolution to the complainants. Complaints that cannot be solved at RSCS level GRC will be routed to PMU level GRC. Besides physical complaints registration, the Central GRC at PMU will also establish a dedicated phone number, SMS reception number, web paged option and an email to receive complaints which will be routed to the specific PIU/ULGI level desk for their course of action. The GRCs will help to resolve issues/conflicts amicably and quickly, saving the targeted affected individuals and communities, vulnerable groups, project workers and other aggrieved persons resorting to expensive, time-consuming legal actions. The project will, however, not bar anyone and other stakeholders to go to the courts of law.

5.1 Description of GRM

27. At present, the LGD uses the Government's web-based Central GRS that may be used for the project (grs.gov.bd). The site has GRM components that include a Frequently Asked Question, Feedback, Request for Appeal, and Suggestions for Improvement links. It also includes a User Manual, GRM Process map, Citizen Charters, GRM Guidelines and Contact Points. The site is both in Bangla and English. The Project may also register a new project specific GRM website to address project grievances. As mentioned above, the Central GRC will also arrange for a dedicated phone number to call, a number to send SMS and an email to receive complaints. LGD has approved guidelines for grievance redressal system with clearly defined roles and responsibilities and timelines, which will be adhered to under the project. However, they will also develop a Project GRM manual for project specific issues to address. A quarterly report on project related grievances will be shared with the World Bank team.

28. The Basic steps to be followed in the GRM is

> **Step 1: Submission of grievances:** Besides the online portal mentioned above, the submission of grievances will be available through multiple channel (email, letter, hotline, toll free number). Anonymous grievance may also be submitted. The process will be shared via Project website, social, print and electronic media. Given the nature of the COVID-19 virus, *face to face communication for grievance submission may not be encouraged.* But, if required, social distancing and other protocols will be adhered to lodge complaints physically to PIU/ULGI desks.

> **Step 2: Recording of grievance and providing the initial response:** All the grievances received will be logged, both electronically and on paper documents by the first level—PIU/ULGI level desks. Each record will be given a number which will be intimated to the one submitting the grievance. The PIU/ULGI desks (or the GRC at RSC level, if the complaint is forwarded to them by PIU/ULGI desks), within seven (7) days of the date a complaint is submitted, the responsible person from the GRC/or the PIU/ULGI Desks will communicate with the complainant and provide information on the likely course of action and the anticipated timeframe for resolution of the complaint. If complaints are not resolved within 15 days, the responsible person will provide an update about the status of the complaint/question to the complainant and again provide an estimate of how long it will take to resolve the issue.

> **Step 3: Investigating the grievance:** This step involves gathering information about the grievance to determine the facts surrounding the issue and verifying the complaint's validity, and then developing a proposed resolution. Depending on the nature of the complaint, the process can include site visits, document reviews, a meeting with the complainant (if known and willing to engage, may not be face to face given COVID-19 transmission characteristics), and meetings with others (both those associated with the project and outside) who may have knowledge or can otherwise help resolve the issue. It is expected that many or most grievances would be resolved at this stage. All activities taken during this and the other steps will be fully documented, and any resolution logged in the register.

> **Step 4: Communication of the Response and Complainant Response:** This step involves informing those to submit complaints, feedback, and questions about how issues were resolved, or providing answers to questions. Whenever possible, complainants should be informed of the proposed resolution in person. If the complainant is not satisfied with the resolution, he or she will be informed of further options, which would include pursuing remedies through the PMU level GRC or even the World Bank, as described below. Data on grievances and/or original grievance logs will be made available to World Bank missions on request, and summaries of grievances and resolutions will be included in periodic reports to the World Bank by the central PMU GRC.

Step 5: Grievance closure/ Appeal Process: If a person who submits a grievance is not satisfied with the resolution, he or she may pursue legal remedies in court or pursue other avenues. Throughout the entire process, all levels of GRCs will maintain detailed record of all deliberations, investigations, findings, and actions, and will maintain a summary log that tracks the overall process.

5.2   The Grievance Redress Committee (GRC)

29.   The Central Grievance Redress Committee (GRC) will be formed at the PMU. Prior to the start of project activities, PMU officials will confirm establishment of such committees, with the understanding that they will have to meet when complaints are received. As a minimum the composition of the GRC will be as follows:

- PMU nominated senior representative - GRC Chair and Convener
- One PMU staff - GRC Committee Secretary
- Social Specialist in PMU - GRC Committee member
- Six representatives of Affected People (AP), Four from any Pouroshova and Two from any City Corporation - GRC Committee members. There should be at least two female representatives and one senior citizen above 65 and one representing children's interest.

30.   The RSC level GRCs will be chaired by RSC nominated senior representative and the ES specialist will function as the Secretary. One RSC level staff will be the member along with four representatives from the AP (including minimum two females and one senior citizen over 65)

6   Monitoring, Evaluation and Reporting

31.   Regular monitoring of project progress will be built into the design, in the form of appropriate indicators, targets, information systems, and review mechanisms. Project progress will be assessed using monitoring data, and course corrections will be made as necessary. PMU officials will undertake regular supervision visits to project sites for supervision and monitoring, at least quarterly. Innovative actions under the project would include their own impact evaluation. The officer designated (preferably the Social and Environmental Consultant) for will be responsible for the monitoring and reporting of this SEP. S/he will prepare periodic monitoring report as required (monthly, quarterly, six-monthly, annual, etc.) by the PMU. In case consolidated report on E&S management is prepared, s/he will ensure that specific sections/chapters on the SEP implementation are entered in such reports.

32.   Monitoring and reporting will involve Project Affected Parties, internal and external stakeholders, interested group and the vulnerable in monitoring mitigation measures that will be agreed on the ESCP to satisfy stakeholder concerns, thus, promoting transparency. The Project will establish a monitoring system that is participatory, which will utilize indicators that are sensible to concerned stakeholders. Furthermore, the project will involve affected parties by gathering their observations to triangulate findings and involve them in participatory discussions of external and monitoring and evaluation missions. The monitoring report will include clear and specific indicators as regards to the engagement with stakeholders and the project's GRM. The Social Consultant will work on a reporting matrix in this regard.

Table 4: Monitoring, Evaluation and Reporting of Stakeholder Engagement Processes

Key Elements	Timeframe	Methods	Responsibilities	Monitoring Indicators
Stakeholders' access to project information, consultations, public information and dissemination materials	Periodic (during project preparation and maintained throughout project implementation)	Interviews, observations, survey, attendance registers	PMU/ULGIs RSCs	Number of Interviews and surveys held, number of beneficiary and stakeholder organization covered
Project beneficiaries' awareness of project activities, their entitlements and responsibilities	Periodic (during project preparation and maintained throughout project implementation)	Interviews, observations, post-session questionnaires, pre-session checklist	PMU/ULGIs RSCs	Number of survey and beneficiary covered. Sample beneficiary tested for awareness
Acceptability and appropriateness of consultation and engagement approaches	Periodic (during project preparation and maintained throughout project implementation)	Interviews, observations, survey, score cards, spot checks, process evaluations	PMU/ULGIs RSCs	Number of concerns raised by beneficiaries, comparison between expected and actual beneficiary engaged
Community facilitators' engagement with target beneficiaries	Periodic (during project preparation and maintained throughout project implementation)	Interviews, observations, survey, score cards, spot checks, process evaluations	PMU/ULGIs RSCs	Number of engagement and number of beneficiaries covered
Public awareness of GRM channels and their reliability	Periodic (during project preparation and maintained throughout project implementation)	Interviews, observations, post-session questionnaires, pre-session checklist	PMU/ULGIs RSCs	Random sampling public response of awareness
Acceptability and appropriateness of GRM mechanisms	Periodic (during project preparation and maintained throughout project implementation)	Interviews, observations, survey, score cards, spot checks, process evaluations	PMU/ULGIs RSCs	Number of complaints received and average days to solve the same
Reporting, processing and resolution of grievances	Periodic (maintained throughout project implementation)	Review of case reports, interviews, survey, score cards, spot checks, process evaluations	PMU/ULGIs RSCs	Number of complaints received and average days to solve the same

6.1 Reporting Back to Stakeholders

33.   The PMU will ensure regular/periodic reporting back and information sharing with the Project Affected People (PAP) and as well as other stakeholders' groups. This reporting back measures should always be done virtually or, if possible, through face-to-face meeting or direct interactions, given COVID-19 requirement. Other pertinent media, such as website, social media, press briefing, may also be used. 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 senior management of the project. The monthly summaries will provide a mechanism for assessing both the number and the nature of complaints and requests for information, along with the Project's ability to address those in a timely and effective manner.

34.   The Project will arrange necessary training associated with the implementation of this SEP that will be provided to the members of staff who, due to their professional duties, may be involved in interactions with the

external public, as well as to the senior management. Specialized training will also be provided to the staff appointed to deal with community stakeholder grievances as per the Grievance Procedure.

35.   Information on public engagement activities undertaken by the Project may be conveyed to the stakeholders in two possible ways:

- Publication of a standalone annual report on project's interaction with the stakeholders.

- A number of Key Performance Indicators (KPIs) will also be monitored by the project on a regular basis, including 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;*
- *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;*

36.   The outcomes/feedback from these 'reporting back' measures will be compiled and shared/disclosed with the stakeholders' and general public through the use of proper media, such as Implementing Agency website, social media accounts, communication materials, etc.

7   RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTATION

7.1   Management Functions and Responsibilities

37.   The PMU established within LGD is responsible for the implementation of activities listed under the Project. The PMU will be staffed with a Senior Social Development Specialist and a Communication and Citizen Engagement Specialist. The implementation of SEP, coordination and administration will be the Communication Specialist's responsibility in coordination with the Senior Social Development Specialist. The Regional Support Centers (RSCs) at Division level will have one ES Specialist each who will be supported by the Senior Social Development Specialist and the Citizen Engagement Specialist to implement the SEP at the national (by the PMU), regional (by RSCs) and local level (ULGIs). The PMU will receive monthly reporting on services delivered by the ULGIs, which will reflect on the performance of stakeholder engagement activities, alongside monthly stocktaking of Grievance Redress and Feedback, and Accidents and Incidents Reports. These materials are compiled into the periodic progress reports mandated by the Environmental and Social Commitment Plan (ESCP). The World Bank Task Team for the Project provides oversight on these and may request any of the monthly reports as needed. The PMU's responsibility will include the following major activities:

- Organize regular meeting with stakeholders

- Update the SEP half yearly and report to WB

- Quarterly reporting on GRM to the WB

- Responds to stakeholder feedback

- Keep WB posted on all matters relating stakeholder engagement
- Develop, implement and monitor all stakeholder engagement strategies/plans for the Project
- Administer and coordinate the grievance mechanism
- Interact with related and complementary support activities that require *ad hoc* or intensive stakeholder engagement
- Proactively identify stakeholders, project risks and opportunities and inform Implementing Agency's senior management to ensure that the necessary planning can be done to either mitigate risk or exploit opportunities.

7.2   Financial and Human Resources

38.   A tentative budget for implementing the Stakeholder Engagement Plan throughout the entire program management cycle is provided below, to be finalized post effectiveness. This will be annually reviewed by the PMU and adjusted as needed.

Table 5: Tentative Budget to Implement Stakeholder Engagement

Ser	Stakeholder Engagement Activities	Quantity	Unit Cost (USD)	Times/ Month	Total Cost (USD)
1	Staff/ Consultant Salaries				Paid from Project Consulting Service Budget
2	Training on Stakeholder Engagement and GRC issues	6 times	3,000		18,000
3	Information Desk officer (will be nominated from /PIU existing staff)				Paid from Project Consulting Service Budget
4	Stakeholder/Community/ Sensitization meeting (in PIU/CC/ULGI areas)	Lump Sum			75,000
5	Meeting with Govt Officials	3 meeting/yr	2,000		6,000
6	Meeting with PMU, PIU, City Corporations, Paurashava, etc.	3 meeting/yr	2,000		24,000
7	Surveys for report preparation	1 /yr	2,000		8,000
8	Travel Expenses	Lump sum	3,000/yr		12,000
9	Communication Materials	Lump Sum			5,000
10	GRM Guidebook/ Manual	Lump Sum	2,000		2,000
11	Suggestions Box	400	20		8,000
12	GRM/GRC expenses	Lump Sum			20,000
13	GRM MIS Database	Lump sum	5,000		5,000
14	Honorarium for committees	Lump sum	7,000		7,000
15	Contingency (10%)				20,000
Total (Less Serial 1 and 3) (Rounded)					**210,000**

Strategy to Engage with and Incorporate Views of the Vulnerable Groups

Vulnerable Groups and Individuals	Characteristics and Barriers to Participation	Preferred means of notification/ consultation and communication feedback	Additional Resources Required
Elderly People (Over 60) (especially those with co-morbidity)	▪ They are the most vulnerable of the population especially against COVID. ▪ They may face societal stigma which may severely discourage them from participating the any consultation, engagement and broader project activities. ▪ Their age and other health concerns may deter them to travel for consultation, which may be bolstered by their families' discouragement.	▪ Listing out of elderly people and people with co-morbidities ▪ Guided focus group discussions with potential eligible people in this group in close proximity to their own locations for awareness raising, behavior change communication and consultation on project activities. ▪ Community mobilization, distribution of leaflets & brochure and social networks can play vital role in order to enable voluntary participation ▪ Access to psychosocial support and counseling on a case-by-case basis. ▪ Social media account for proposed program to allow individualized solicitation of information. ▪ Assign, involve and consult with family members for communication and motivation	▪ Consultations with NGOs and other support organizations to develop initial listing of elderly and co-morbidity people. ▪ Preparation of information materials, including website and leaflet/brochure for the project ▪ Provision of, participation grants, covering transportation, pocket money and meal for attendance. ▪ Promote informal networking systems among them and other relevant stakeholders
Person with Disability (PWD)	▪ Societal stigma against those disabled may severely discourage those with disabilities from participating the any consultation, engagement and broader project activities. ▪ Those with physical, speech, hearing and intellectual disabilities often remain in the fringes of commonly used means of communication, demonstrated through their limited knowledge of COVID. As such, more targeted sensitization and mobilization campaign would be required to access and incentivize their participation. ▪ Those with disabilities also experience higher need for assistance, and mental support. ▪ Challenges posed by their specific disability may force them to stay out of consultation process	▪ Listing out of eligible persons with disabilities ▪ Guided focus group discussions with potential eligible PWDs in close proximity to their own locations for awareness raising, behavior change communication and consultation on project activities. ▪ Community mobilization, distribution of leaflets & brochure and social networks can play vital role in order to enable voluntary participation ▪ Access to psychosocial support and counseling on a case-by-case basis. ▪ Social media account for proposed program to allow individualized solicitation of information.	▪ Consultations with Partner Organizations/ULGIs/CC to develop initial listing of potential PWD in their areas. ▪ Subsequent focus group discussions with PWDs. ▪ Provision of, participation grants, covering transportation, and basic sustenance for attendance in participation and access to transportation as needed. ▪ Psychosocial support and additional arrangements to facilitate their participation ▪ Preparation of information materials, including website and brochure for the project ▪ Promote informal networking systems among PWD and other relevant stakeholders ▪ Allowances for support organizations to reach the doors of PWD since their movement may be restricted

Vulnerable Groups and Individuals	Characteristics and Barriers to Participation	Preferred means of notification/ consultation and communication feedback	Additional Resources Required
Women, Female-headed Household (including orphaned women, elderly women and women entrepreneurs)	• Conservative gender norms and social stigma may prevent women to come out of their homes to participate in the consultation. • Aforementioned customs are also tied to limitations on women's safety and mobility, which can be mitigated by through provision of transportation facilities for them to jointly travel together to access consultation. • Lack of access to childcare facilities and inability to find suitable replacement during assigned consultation can dissuade participation. Likewise, those requiring to prepare meals and support through other forms of domestic labor directly contributing to household income may choose to not join. • Taken further, attempting to reach them through heads of households, in the absence of successful social behavior change communication campaign, may not only exclude them, but also subject them to further domestic abuse.	• Female-led community mobilization, distribution of leaflets & brochure and social networks can play vital role in order to enable voluntary participation • Soliciting of listing of female-headed households, families left behind, women from households hardest hit (or without dual incomes), and other vulnerable women with lack of access to information through consultation with community-based organizations, women support organizations and past beneficiaries in areas most affected by the pandemic. • Focus group discussions with successful female persona, to bring women for sensitization and mobilization to project activities. • Access to psychosocial support and counseling on a case-by-case basis. • Provision of separate space for consultation, meal and transport facilities • Timing of consultation suitable for women ding chores and performing caregiver roles	• Consultations with Partner Organizations to develop initial listing of potential eligible female beneficiaries. • Additional consultations with successful female persona, politicians, traditional leaders and influential figures to encourage other women for consultation • Provision of, participation grants, covering transportation, and basic sustenance for attendance in consultation and access to pooled transportation if possible. • Psychosocial support offered by Partner Organizations, females in this case to reflect their concerns more keenly • Preparation of information materials, including website and brochure for the project • Promote informal networking systems among females and other relevant stakeholders
Ethnic Minority	• Their status as ethnic minorities mean more targeted outreach and advocacy strategies may be required in order to encourage their participation • Different linguistic and cultural barriers mean that engagement should be adapted in a manner that can accommodate their circumstances • With many individuals from communities such as these living in hard-to-reach areas, attention should be provided to bearing costs of their transportation.	• Use of local interlocutors for consultation in a culturally appropriate manner. • Local community mobilization, distribution of leaflets & brochure in their own language • Soliciting of listing of potential beneficiaries through consultation with organizations working with these ethnic communities, • Guided focus group discussions with potential eligible beneficiaries for awareness raising, consultation on project activities. • Use of village heads, clan heads in the consultation process • Disclosed list of partner organizations, include others working with these communities, providing information materials	• Consultations with Partner Organizations to develop initial listing of potential ethnic minority beneficiaries in their project areas. • Culturally appropriate focus group discussions to raise awareness • Provision of, participation grants, covering transportation, and basic sustenance for attendance in consultation • Engagement of interlocutors from their tribes for consultation • Preparation of information materials, including brochure for the project with pictures • Promote informal networking systems among ethnic people and other relevant stakeholders
People living in remote areas	• Their location might be a hindrance for reaching out and hence they may be left out completely from the consultation process.	• Listing of areas hard-to-access and engage NGOs, local community groups and local leaders for consultation • Community mobilization, distribution of leaflets & brochure and social networks can play vital role in order to enable voluntary participation	• Engage NGOs and other partners to reach these inaccessible places for consultation. • Community mobilization, distribution of leaflets & brochure

Vulnerable Groups and Individuals	Characteristics and Barriers to Participation	Preferred means of notification/ consultation and communication feedback	Additional Resources Required
	- They also may be reluctant to engage with consultation due to obstacles faced by the remoteness of their location	- Use of local radio and TV channels to engage - Provision of transportation cost and meal for the consultation period	and social networks can play vital role in order to enable voluntary participation - Use of local radio and TV channels to engage - Provide transportation cost and meal for the consultation period
People living in poverty (especially women and children) and less educated people	- Their economic and education status itself pose an obstacle for selection for consultation and may be left out of the process. - They may have immediate chores, money earning engagement deterring them to join due to lack of time. - They may feel that their involvement would not make any difference	- Community mobilization, distribution of leaflets & brochure with pictures and social networks can play vital role in order to enable voluntary participation and registration of the people living in poverty - Care must be taken for face-to-face engagement since they may lack online consultation access, given COVID-19 situation - Focus group discussions in proximity to their own locations for awareness raising and consultation - Offer a physical space/ office location/ telephone number for complaint or information exchange - Provision for meal and remuneration for consultation period	- Consultations with Partner Organizations to develop initial listing of people living in poverty and those less educated - Use of local leaders, NGOs and other support organization to provide information and encourage participation - Use of local radio and TV channels to engage - Provide transportation cost and meal for the consultation period
Migrants who returned from abroad and lost employment	- Their loss of jobs renders themselves vulnerable - Their lack of networking and country-specific experience exacerbate situations - They may feel the society looks down on them since they are out of earning	- Face-to-face consultation is required since most of them may lack access to internet - Local radio and TV channels may be used to intimate information - Focus group discussions in proximity to their own locations for awareness raising and consultation - Offer a physical space/ office location/ telephone number for complaint or information exchange - Provision for meal and remuneration for consultation period	- Consultations with Partner Organizations to develop initial listing of people living who migrated and lost their jobs - Use of local leaders, NGOs and other support organization to provide information and encourage participation

Stakeholder Consultation and Information Disclosure Program

Project Phase	Information to be Disclosed	Mechanism Used (Tentative)	Schedule and Location	Target Stakeholders (Tentative)	Responsibilities for Disclosure
PREPARATION (i.e., prior to project effectiveness)	Project Information Document	Project/LGCRRP-PMU website, and physical informational products	Following approval of the document	All project stakeholders and interested parties, with particular emphasis on eligible project beneficiaries and ULGIs	LGCRRP-PMU, LGD, MoLGRD&C,
	Environmental and Social Commitment Plan	Project/ LGCRRP website, and physical informational products	Following approval of the document	PMU/ULGIs,	LGCRRP-PMU, LGD
	Stakeholder Engagement Plan	Project/ LGCRRP website, and physical informational products and in-person consultations as needed	Following approval of first draft and every time thereafter accompanying a revision	All project stakeholders and interested parties for initial session only, with emphasis only on implementing entities and project beneficiaries thereafter	LGCRRP-PMU/RSCs, ULGIs/CCs
	Environmental and Social Management Framework	Project/ LGCRRP website, and physical informational products and in-person consultations as needed	Following approval of first draft	Partner Organizations and other industry partners contributing to project activities	LGCRRP -PMU, ULGIs/CCs
	Terms of Reference for Environmental and Social Specialist, and other recruited staff positions	Project website, job search portals and appropriate physical news outlets	Following approval of the document	Eligible candidates, Partner Organizations and other industry partners contributing to project activities	LGCRRP -PMU
	Labor Management Procedures	Project/ LGCRRP/PMU website, and physical informational products and in-person consultations as needed	Following approval of first draft, with online publication only taking place after final approval	Partner Organizations, industry partners, master craftsmen and direct project beneficiaries	LGCRRP -PMU, ULGIs/CCs
	Occupational Health and Safety Measures				
	Emergency Action Plan				
	Sexual Exploitation and Abuse/ Sexual Harassment Prevention and Response Plan				
	Grievance Redress and Feedback Mechanism	Project/ LGCRRP-PMU website, and physical informational products and in-person consultations as needed	Following approval of first draft, with online publication only taking place after final approval	Partner Organizations, industry partners, master craftsmen and project beneficiaries	PMU/ULGIs/CC, RSCs/

IMPLEMENTATION	Project Appraisal Document	Project/ LGCRRP website, and physical informational products and in-person consultations as needed	Following World Bank Board approval of the Project	All project stakeholders and interested parties, with particular emphasis on eligible project beneficiaries and Partner Organizations serving them	LGCRRP -PMU, MoLGRD&C
	Annual Work Plan	Project/ LGCRRP website, and physical informational products and in-person consultations as needed	Following approval of the document	Partner Organizations, industry partners and master craftsmen	PMU/ULGIs/CC, RSCs
	Project Procurement Plan				
	Bidding Documents for Procurement	Project/ LGCRRP website and appropriate physical news outlets	Following approval of the document	Eligible candidates and firms, Partner Organizations and other industry partners contributing to project activities	PMU/ULGIs/CC, RSCs
	Environmental and Social Standards Training and Corresponding Module	Project/ LGCRRP website, and physical informational products and in-person consultations as needed	Published following completion of training sessions	Partner Organizations, industry partners, master craftsmen and project beneficiaries	PMU/ULGIs/CC, RSCs
	Implementation Arrangements in Response to Covid-19 Training and Corresponding Module	Project website, and in-person training sessions for each of the target stakeholder groups	Published following completion of training sessions	Partner Organizations, master craftsmen and project beneficiaries	LGCRRP -PMU, ULGIs/CC, DGHS and POs
	Labor Management, Occupational Health and Safety Training and Corresponding Module, including Code of Conduct				
	Sexual Exploitation and Abuse/Sexual Harassment Training and Corresponding Module, including Code of Conduct				
	Emergency Response and Preparedness Training and Corresponding Module				
	Stakeholder Mapping and Engagement Training and Corresponding Module				

		Grievance Redress and Feedback Mechanism Training and Corresponding Module				
		Environmental and Social Management Plans for Sub-Projects	Project/ LGCRRP-PMU website, and physical informational products and in-person/virtual consultations as needed	Following approval of first draft	Partner Organizations and other industry partners contributing to project activities	LGCRRP -PMU, ULGIs/CC
		Informational Products on Case Management System and Eligibility Criteria	Project/ LGCRRP website, and physical informational products and in-person/virtual consultations as needed	Following approval of the document	All project stakeholders and interested parties, with particular emphasis on eligible project beneficiaries and Partner Organizations serving them	PMU/ULGIs/CC, RSCs
		Informational Products on Life Skills, Apprenticeship and Self-Employment Curriculum				
		Employer and Skills development trainer's selection	Project website, dissemination in other online and print media, public launching sessions and, for targeted stakeholders,	Following approval of final draft	All project stakeholders and interested parties, with particular emphasis on Partner Organizations, industry partners, lending institutions, master craftsmen, potential employers and other service providers contributing to project activities	PMU/ULGIs/CC, RSCs and if contracted skills development firm(s)
		Midterm & Impact Evaluation	Project website, public information sessions, as needed, and focus group discussions	Following approval of the document	World Bank	PMU/ULGIs/CC, RSCs and Research Firms
		Incidents and Accidents Report	Project/ LGCRRP website, and physical informational products and in-person consultations as needed	Following resolution of issues presented, or otherwise as needed	World Bank	PMU/ULGIs/CC, RSCs
		Grievance Redress and Feedback Reports and/or Resolution				
		Monthly Report from PMU/ULGIs and if contracted firms	Physical informational products and in-person consultations as needed	Following approval of the document	World Bank	PMU/ULGIs/CC, RSCs
		Bi-Yearly and Annual Project Reports (Includes Mid-Term Review and External Audits)	Project/ LGCRRP website, and physical informational products and in-person consultations as needed	Following approval of the document	World Bank	PMU/ULGIs/CC, RSCs

	Additional Spot Checks				PMU/ULGIs/CC, RSCs
CLOSURE	Sustainability Plan and Exit Strategy	Project website, public information sessions and, for targeted stakeholders, focus group discussions	Following approval of first draft, with online publication only taking place after final approval	All project stakeholders and interested parties, with particular emphasis on eligible project beneficiaries and Partner Organizations serving them	PMU/ULGIs/CC, RSCs
	Impact Evaluation	Project/ LGCRRP website, and physical informational products and in-person consultations as needed	Following approval of the document	Project stakeholders	PMU/ULGIs/CC, RSCs
	Final Audit	Project/ LGCRRP website, and physical informational products and in-person consultations as needed	Following approval of the document	World Bank & other Stakeholders	LGCRRP -RSCs/PMU