**BD RURAL WATER, SANITATION AND HYGIENE FOR HUMAN CAPITAL DEVELOPMENT PROJECT**

**STAKEHOLDER ENGAGEMENT PLAN (SEP)**

**Department of Public Health Engineering (DPHE)**

**Palli Karma Sahayak Foundation (PKSF)**

**April 2020**

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| **ABBREVIATION** |

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| AIIB | Asian Infrastructure Investment Bank |
| AP | Affected People |
| BCC | Behavior Change Communication |
| COVID-19 | Coronavirus Disease 2019 |
| DP | Development Partner |
| DPHE | Department of Public Health and Engineering |
| ECA | Environmental Conservation Act |
| ECR | Environmental Conservation Rule |
| ESMF/P | Environmental and Social Management Framework/Plan |
| E&S | Environment and Social |
| EHS | Environmental Health and Safety |
| ESF | Environmental and Social Framework |
| ESMF | Environment and Social Management Framework |
| ESIA | Environment and Social Impact Assessment |
| ESP | Essential Services Package |
| ESS | Environment and Social Standards |
| FSM | Fecal Sludge Management |
| GBV | Gender-based Violence |
| GoB | Government of Bangladesh |
| GRC | Grievance Redress Committee |
| GRM | Grievance Redress Mechanism |
| GRS  HCD  HNP  IA  IDA  IEC  IPC | Grievance Redress System  Human Capital Development  Health, Nutrition and Population  Implementing Agency  International Development Association  Information, education and communication  Infection Prevention Control |
| LGD | Local Government Division |
| LGI | Local Government Institution |
| LMP | Labor Management Procedures |
| M&E | Monitoring and Evaluation |
| MFI | Micro-Finance Institution |
| MHM | Menstrual Hygiene Management |
| MICS | Multiple Indicator Cluster Survey |
| NCD  O&M  OOP  PAI  PAPs | Non Communicable Disease  Operation and Maintenance  Out-of-Pocket  Project Area of Influence  Project Affected Persons |
| PD  PDO | Project Director  Project Development Objective |
| PKSF | Palli Karma Sahayak Foundation |
| PMU  PPE | Program Management Unit  Personal Protective Equipment |
| PPR | Public Procurement Rule |
| RAP | Resettlement Action Plan |
| SEP | Stakeholder Engagement Plan |
| WASH | Water, Sanitation and Hygiene |
| WSS | Water Supply and Sanitation |

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| **TABLE OF CONTENTS** |

|  |  |  |
| --- | --- | --- |
| **Introduction and Project Description** | | 1 |
|  | Introduction | 1 |
|  | Project Description | 1 |
|  | Project Location and Beneficiaries | 2 |
|  | Environmental and Social Impact Summary | 3 |
|  | Purpose of Stakeholder Engagement Plan | 4 |
| **Legal Regulations and Requirements** | | 5 |
|  | Key national Legal Provisions | 5 |
|  | World Bank Requirements | 6 |
| **Previous Stakeholder Activities and Lessons Learned** | | 7 |
|  | Previous Consultation and Engagement | 7 |
|  | Salient Issues from Engagement | 9 |
| **Stakeholder Identification and Analysis** | | 10 |
|  | Stakeholder Category, Identification and Analysis | 10 |
|  | Stakeholder Mapping | 14 |
| **Stakeholder Engagement Method** | | 15 |
|  | Engagement Method and Tools in light of COVID-19 Outbreak | 15 |
|  | Description of Information Disclosure Method | 16 |
|  | Planned Stakeholder Engagement Strategy | 18 |
|  | Review of Comments | 22 |
| **Grievance Redress Mechanism (GRM)** | | 23 |
|  | Details of GRM Structure | 23 |
|  | Steps to a Solution | 23 |
|  | Publication of GRM Steps | 24 |
|  | GRM Contact Information | 25 |
| **Implementation of Stakeholder Engagement Plan and Budget** | | 26 |
|  | SEP Implementation Arrangement | 16 |
|  | Budget for SEP Implementation | 27 |
| **Monitoring and Reporting** | | 28 |
|  | Reporting Back to Stakeholders | 29 |
| **Annex A** Stakeholder Identification and Analysis | | 32 |
| **Annex B** Methods, Tools and Techniques for Stakeholder Engagement | | 36 |
| **Annex C** Project Location and Map | | 41 |
| **TABLES** | |  |
| 1. Previous Public Consultation | | 7 |
| 2. Potential Stakeholder Groups and Interested Parties | | 10 |
| 3. Vulnerable or disadvantaged stakeholders and their needs | | 13 |
| 4. Stakeholder Engagement and Disclosure Methods | | 17 |
| 5. Stakeholder Engagement Strategy | | 19 |
| 6. Role and Responsibilities for SEP Implementation | | 26 |
| 7. SEP Implementation Budget | | 27 |
| 8. Monitoring Requirements | | 28 |

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| **INTRODUCTION AND PROJECT DESCRIPTION** |

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| **INTRODUCTION** |

Stakeholder engagement and communication is an important tool for ensuring transparency, accountability and effectiveness of development projects. This document lays out a stakeholder engagement strategy for engaging stakeholders associated with the World Bank funded ‘BD Rural Water, Sanitation and Hygiene for Human Capital Development Project (P169342)’. This Stakeholder Engagement Plan (SEP) is to be implemented by the Department of Public Health Engineering (DPHE), and Palli Karma Sahayak Foundation (PKSF)—the two Implementing Agencies (IA) of the Project.

The SEP outlines in detail the commitment of the Government of Bangladesh (GoB) as regards to engaging the stakeholders of the project. Timely and two-way information sharing, and communication can help to mobilize and maintain stakeholder support for the project and advance the overall project goals.

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| **PROJECT DESCRIPTION** |

Bangladesh has seen significant progress on reducing extreme poverty and boosting shared prosperity, especially through human development. Nevertheless, significant human capital development challenges remain as the country aspires to meet its target of eliminating poverty by 2030 and attaining upper middle-income status by 2031. With 63 percent of the population living in rural areas, the population in Bangladesh is predominantly rural, so continued investment in rural areas is important to realize the country’s human capital potential.

Progress toward human capital development can be enhanced partly through coordinated multi-sectoral approaches that effectively address the underlying determinants of nutritional status. For example, reductions in stunting are more likely to materialize when the multiple contributing factors—such as access to health care, child care practices, and access to water, sanitation, and hygiene (WASH)—are adequately addressed for a child. Recognizing the multifactorial character of malnutrition, the Bangladesh Health, Nutrition and Population Strategic Investment Plan (2016-2021) advocates multi-sectoral approaches, which includes closely linking WASH interventions with interventions to improve dietary diversity, food quality, and safety. Quality WASH services are an essential part of preventing disease and protecting human health during infectious disease outbreaks. Easy access to clean and reliable water supply is needed for hand washing and cleaning and disinfecting surfaces where germs and viruses settle. Hand washing with soap is one of the most important things to slow infectious diseases, such as diarrhea, cholera, typhoid, and COVID-19. The project has been designed as an intervention to provide water supply, sanitation and hygiene facilities to address the issues discussed.

The Project Development Objectives are to: (i) improve access and quality of water supply, sanitation, and hygiene (WASH) services in selected areas of rural Bangladesh; and (ii) strengthen sector policy and institutional capacity for delivery of Sustainable Development Goal (SDG) 6 on clean water and sanitation.

The project encompasses five main components:

***Component 1: Investments in water supply*.** Will include large and small piped water schemes for water scarce communities; household loans for water improvements to borrow from MFIs; water supply market development; feasibility studies to identify sources for drinking water and examine technological options and their financial viability in five Districts in Southern Bangladesh.

***Component 2: Investments in sanitation and hygiene.*** Will include provision of public sanitation and hygiene facilities; sanitation and hygiene facilities for households to provide two-pit latrines and hand washing stations; sanitation and hygiene market development; localize innovation WASH technologies, especially in fecal sludge management; behavioral change communication (BCC) campaign.

***Component 3: Institutional strengthening.*** Will includestrengthening of policies and regulatory framework to support National Strategy for Water Supply and Sanitation; capacity building training to targeted central and local government officials working in the WASH sector.

***Component 4: Project implementation and management.*** Will support key project management activities enabling the DPHE and PKSF to coordinate and implement the proposed project.

***Component 5: Emergency response*.** COVID-19 emergency response will provide quick, just-in-time WASH services where needed to cope with the fast changing COVID-19 situation; Contingent Emergency Response Component (CERC) which will allow for rapid reallocation of loan proceeds from other project components during an emergency.

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| **PROJECT LOCATION AND BENEFICIARIES** |

This project will be implemented in a subset of Upazilas in four Divisions covering around 78 Upazilas in 18 Districts (Annex C), whose specific intervention location is not known yet. The Upazilas were chosen based on levels of water availability and quality, WASH coverage, and quality of MFI services.

Through this project, it is estimated that about 3.4 million people living in 78 Upazilas in Mymensingh, Rangpur, Chottogram, and Sylhet Divisions will have better access to ‘safely-managed’ WASH facilities in their home, and more people will have access to ‘safely-managed’ WASH facilities in public spaces and health facilities. Further 2.6 million people are expected to gain access to ‘safely-managed’ WASH facilities through a revolving fund that would be set up by PKSF using the capital provided by the project. The enhanced access to ‘safely-managed’ WASH facilities may especially benefit children, women, the vulnerable groups, since they are most susceptible to health consequences of non-access and subsequent deprivation of life-long economic and educational opportunities.

The project will also benefit national and local governments by supporting institutional reforms and capacity building activities. In addition, the private sector will benefit from the project through increased capital for WASH loans, and market creating and capacity building activities to deliver ‘safely-managed’ WASH facilities.

The most vulnerable people in project locations will be identified using the convergence approach. They include households with children under five and the poorest households, the latter of whom are important to achieve 100 percent sanitation coverage in project locations and, therefore, will receive the sanitation grants.

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| **ENVIRONMENT AND SOCIAL IMPACT SUMMARY** |

The project’s impacts on the environment and the society are summarized below:

**Environmental Impacts**

The major environmental risk will emanate from water contamination, discharge of sludge and untreated sewage. There will be construction related impact while provisions of water pipes and twin pit latrines will be built/ setup. Removal/ transportation of septage may also cause health and environmental concerns if not properly managed.

In most of the areas under the project intervention people use direct pit latrines that are often unhygienic (e.g. they have a broken ‘p’ trap to reduce the water required for flushing) and extremely difficult to empty (e.g. the superstructure needs to be moved to empty the pit). This will be offset by provision of twin pit latrines reduce the risk of broken ‘p’ traps, increase the convenience (e.g. enabling the commode to be situated within the house), and facilitate easier emptying. Construction related impacts (vegetation clearing, solid wastes, noise, air and water pollution) may also affect the environment adversely.

In case of water supply component of the Project, there might be risks of lowering the groundwater table due to operation of project constructed deep tube wells. Poorly maintained water sources could be breeding grounds for mosquitoes or poor disposal of sludge could result in contamination of water sources.

**Social Impacts**

Social risks and impacts associated with the project will mainly revolve around inclusion (addressing the needs of the vulnerable and disadvantaged); gender (design, safety, impact on women’s health); community health and safety; and the type of labor used and associated impacts.

The Project is planned to provide piped water supply and sanitation facilities and loans to poor rural household so that their health and hygiene issues are addressed and long-term financial emancipation and health condition are improved. Inclusivity has been integrated in the design so that vulnerable and disadvantaged people are not left out of the benefits of the Project.

Due to the need for small scale civil construction the Project will entail use of labor who will be mostly from the locality. Although labor will be mostly local, incidence of GBV/SEA cannot be ruled out. Therefore, the Implementing Agencies (IAs) and the Contractor will put adequate mechanisms in place (C-ESMP, written and signed Codes of Conduct, worker training and sensitization on GBV/SEA, spread of communicable disease, including COVID-19) in the Plan to address these issue.

Community health and safety risks are also anticipated due to the removal and transportation of fecal sludge, if not properly managed. However, the Project is designed to reduce open defecation and improve the sludge management and transportation issues. The project will introduce better social outcomes through improved access to basic sanitation facilities, leading to better health and hygiene in the long run. Especially for women and the vulnerable, the Project is also expected to improve menstrual hygiene (and related health issues), privacy, security, access and comfort. Component 2.5, Behavioral Change and Communication will also address the critical need for hand washing and maintaining proper hygiene to deter COVID-19 outbreak in the communities. Field level activities will be monitored and evaluated against set guidelines by the IAs. The outbreak of COVID-19 may amplify community health and safety issues, especially related to labor influx. IA will to put in place adequate measures for workers as well as local communities where the project will be implemented to deter the spread of the virus.

The Project will result in better ES outcomes if these impacts are well managed through improved access to ‘safely-managed’ sanitation facilities, leading to better health. Especially for women, menstrual hygiene, privacy, security, access and comfort will be greatly improved.

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| **PURPOSE OF STAKEHOLDER ENGAGEMENT PLAN** |

The purpose of this SEP is to define a program for stakeholder engagement, including public information disclosure and consultation, throughout project lifecycle. The SEP outlines the ways in which various stakeholders will be identified and includes a mechanism by which they can raise concerns, provide positive or negative feedback, or make complaints about the project activities. This will begin very early in the project cycle and will be based on the prior disclosure and dissemination of relevant, transparent, objective, meaningful and easily accessible information in a timeframe that enables meaningful consultation with stakeholders in a culturally appropriate format, in relevant local languages and is understandable to stakeholders. The SEP will endeavor to disclose information that will allow stakeholders to understand the risks and impacts of the project as well as potential opportunities. It will also provide stakeholders with access to information, as early as possible before the Bank proceeds to project appraisal, and in a timeframe that enables meaningful consultations with stakeholders on project design. The SEP is a living document and will be updated throughout project implementation based on the feedback and information received through continued consultation conducted throughout the life of the project.

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| **LEGAL REGULATIONS AND REQUIREMENTS** |

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| **KEY NATIONAL LEGAL PROVISIONS** |

Bangladesh has relevant and adequate law/regulation on the right to information, information disclosure and transparency during decision making/public hearing etc. Relevant laws and regulations pertaining to these issues are given below:

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

***Article 36. Freedom of movement***. Subject to any reasonable restrictions imposed by law in the public interest, every citizen shall have the right to move freely throughout Bangladesh, to reside and settle in any place therein and to leave and re-enter Bangladesh.

***Article 37. Freedom of assembly***. Every citizen shall have the right to assemble and to participate in public meetings and processions peacefully and without arms, subject to any reasonable restrictions imposed by law in the interests of public order health.

***Article 38. Freedom of association***. Every citizen shall have the right to form associations or unions, subject to any reasonable restrictions imposed by law in the interests of morality or public order;

***Article 39. Freedom of thought and conscience, and of speech***. Citizen’s freedom of thought and conscience is guaranteed; subject to any reasonable restrictions imposed by law in the interests of the security of the State, friendly relations with foreign states, public order, decency or morality, or in relation to contempt of court, defamation or incitement to an offence the right of every citizen of freedom of speech and expression; and freedom of the press, are guaranteed.

***Article 59. Local Government***. Local Government in every administrative unit of the Republic shall be entrusted to bodies, composed of persons elected in accordance with law; everybody shall, subject to this Constitution and any other law, perform within the appropriate administrative unit such functions as shall be prescribed by Act of Parliament, which may include functions relating to administration and the work of public officers and the maintenance of public order; the preparation and implementation of plans relating to public services and economic development.

***Article 60. Powers of local government bodies***. For the purpose of giving full effect to the provisions of article 59 Parliament shall, by law, confer powers on the local government bodies referred to in that article, including power to impose taxes for local purposes, to prepare their budgets and to maintain funds.

**The Consumers’ Right Protection Act, 2009**

This Act aims at protection of the rights of the consumers, prevention of anti-consumer right practices and related matters connected therewith.

**Right to Information Act (RTIA) 2009**

The Act makes provisions for ensuring free flow of information and people’s right to information. The freedom of thought, conscience and speech is recognized in the Constitution as a fundamental right and the right to information is an alienable part of it. The right to information shall ensure that transparency and accountability in all public, autonomous and statutory organizations and in private organizations run on government or foreign funding shall increase, corruption shall decrease and good governance shall be established.

**Law on Local Government**

Bangladesh is a democratic republic with two spheres of government: national and local. Local government is enshrined in the constitution (Chapter IV Articles 59 and 60) and the main legislative texts include the Acts covering zila parishads (2000), upazila parishads (1998, amended 2009), union parishads (2009), pourashavas (2009), city corporations (2009) and hill district councils (1989). The local government division within the Ministry of Local Government, Rural Development and Cooperatives is responsible for local government, with the exception of the hill district councils, which are under the Ministry of Hill Tract Affairs.

**Bangladesh Labor Law, 2006 (Amended in 2013) and Labor Code 2015**

This Law pertains to the occupational rights and safety of workers and the provision of a comfortable work environment and reasonable working conditions. The Labor Law of Bangladesh 2006 bans children under the age of 14 from working. Chapter III of the Act under “**EMPLOYMENT OF ADOLESCENT WORKER**” puts restrictions on employment of children and adolescents as follows:

(1) No child shall be employed or permitted to work in any occupation or establishment.

(2) No adolescent shall be employed or permitted to work in any occupation or establishment, unless:

(a) A certificate of fitness in the form prescribed by rules, and granted to him by a registered medical practitioner is in the custody of the employer; and

(b) He/She carries, while at work, a token containing a reference to such certificate.

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| **WORLD BANK REQUIREMENTS** |

As defined by the ESF and ESS10, stakeholder engagement is an inclusive process conducted throughout the project life cycle. Where properly designed and implemented, it supports the development of strong, constructive and responsive relationships that are important for successful management of a project’s environmental and social risks. As per ESS10 the process of stakeholder engagement will involve the following, as set out in further detail in this ESS: (i) stakeholder identification and analysis; (ii) planning how the engagement with stakeholders will take place; (iii) disclosure of information; (iv) consultation with stakeholders; (v) addressing and responding to grievances; and (vi) reporting to stakeholders. ESS10 also requires the development and implementation of a grievance redress mechanism that allows project-affected parties and others to raise concerns and provide feedback related to the environmental and social performance of the project and to have those concerns addressed in a timely manner.

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| **PREVIOUS STAKEHOLDER ENGAGEMENT ACTIVITIES AND LESSONS LEARNED** |

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| **PREVIOUS CONSULTATION AND ENGAGEMENT** |

A number of stakeholder meetings were undertaken at various times and venues, the summary of which is appended below:

#### Table 1: Previous Public Consultations

| DATE | PARTICIPANTS | VENUE | MAIN POINTS DISCUSSED | RESPONSES /CLARIFICATION |
| --- | --- | --- | --- | --- |
| 09 March | 49 (32 m, 17 f) | **Shakpura Union Parishad , Boalkhali Upazila, Chattogram** | Currently people use mostly water sealed latrine  There is no record of open defecation in the Upazila  Sometime ring of the slab latrine get leakage and pollute environment  There is no Arsenic in the water but Iron exists  Pond water is used for domestic purposes  Drainage system of the tube well is poor | Taking into account of the present condition of WASH in the Boalkhali Upazila, the project is quite feasible here. Pipe water supply instead of tube well will be installed under the project. Following the SDG 6.1 and 6.2 i.e. safely managed sanitation system will be ensured. In the first phase of the project, a portion of the total HHs at the selected Union will be covered. |
| 10 March | 50 (40 m, 10 f) | **Darbasto Union Parishad , Gobindagonj Upazila, Gaibandha** | Will the project cover all HHs in the Union with pipe water supply facility? | The project will have four categories of activities to install pipe water supply:  Large-scale piped water schemes that will service scarce communities of 300-700 households  Small piped water schemes will target scarce communities of 30-40 households.  Household loans for water improvements will need to be taken from Micro Finance Institutions (MFIs) /NGOs to be selected by the PKSF for water facility improvements  Water supply market development will provide MFI loans to Local Entrepreneurs (Les) in water business.  Project will identify sources for drinking water and examine technological options and their financial viability in five Districts in Southern Bangladesh |
|  |  |  | How sanitation facility will be provided under the project scheme? | Sanitation facilities in high pedestrian traffic locations (Bazar, Growth center) and community health clinics.  Two-pit latrines to households through MFI loans or grants, depending on their income level. In case of two-pit latrine is installed by the people themselves, cost for one pit will be refunded from the project.  Will allow local entrepreneurs in the sanitation sector to access MFI loans to expand their businesses and gain skills to offer SDG 6.1 and 6.2(safely managed sanitation) compliant WASH facility products.  Will help localize innovation WASH technologies, especially in fecal sludge management.  Apart from these, behavioral change campaign will be carried out to raise WASH awareness including hand wash, baby wash, menstruation hygiene, etc. and willingness to pay for maintenance of the community WASH installations. |
| 10 March | 60 (46 m, 14 f) | Jatrapur Union Parishad, Kurigram Sadar Upazila, Kurigram | Whether land will be acquired for installation of pump and distribution line? How compensation will be paid? | Project is intended not to acquire private land for any of the components.  Land will be given by the community on voluntary basis or government land (if available) will be used.  In case of damage of structure, trees or adverse impacts on the income source/ livelihood due to the project interventions, the affected people will be paid compensation and other benefits following the policy of the World Bank Environmental and Social Framework. |
|  |  |  | Who will provide fund in case of individual WASH facility at home? Many of the people in the rural area are very poor. | In case individual WASH facility at their house, local Micro Finance Institution (MFIs) will provide loan.  In case of vulnerable people, project will provide WASH facility free of cost. |
| 09 March | 43 (37 m, 6 f) | Bhaluka Union Parishad , Bhaluka Upazila, Mymensingh | People are now using mostly water sealed latrine and tube well water. What will be the ultimate benefit of the project for the inhabitants? Will it reduce various water-borne and other diseases? | Project will ensure potable water supply through pipeline to the door step of the HHs. Connection will be given to Bath Room and Kitchen so that they will get water beforehand.  Project will provide increased access to WASH infrastructure that delivers safe water and sanitation in selected areas including households and public spaces  WASH awareness will be enhanced among the community people  Installation of WASH facilities at the HH and community level will eventually reduce water borne and vector borne diseases. |

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| **SALIENT ISSUES FROM ENGAGEMENT** |

Previous stakeholder meetings yielded a number of inputs for the Project.

People are aware of the need for good water supply and sanitation/ hygiene. The absence of proper water supply scheme and hygiene practice not only is physically detrimental but also increases the burden on overall financial/economic wellbeing of the family. Health issues like water-borne and vector borne diseases also are matter of grave concerns for the intended beneficiaries.

Given proper training and financial incentive, beneficiaries are very likely to adopt new sanitary and hygiene system to improve their quality of life.

Monitoring after loan provision is essential so that the loan is utilized for intended purpose. Continuous engagement is beneficial to disseminate project related intervention and benefits to intended beneficiaries.

It is important for the senior officials of IAs (who are particularly involved with designing the project) to understand the needs and concerns of the PAPs and the vulnerable groups and maintain continuous communications with the stakeholders.

Whenever there is a scope of creating jobs for the local PAPs and the vulnerable groups that must include women. Local Administration, local political leadership and the project contractors form an effective team in creating jobs and providing those to the needy ones from the locality to support their livelihood.

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| **STAKEHOLDER IDENTIFICATION AND ANALYSIS** |

The first step in preparing a SEP is mapping the Project stakeholders. This analysis is central to the designing of the SEP, particularly in developing the Project’s approach to consultation and communication. This involves identifying relevant Project stakeholders or groups of stakeholders, characterizing the key stakeholder issues and concerns, and mapping the Project stakeholders to determine the appropriate level of engagement for each stakeholder or stakeholder group. This section describes the outputs from the stakeholder mapping process.

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| **STAKEHOLDER CATEGORY, IDENTIFICATION AND ANALYSIS** |

For the purposes of effective and tailored engagement, stakeholders of the proposed project have been divided into the following core categories:

**Affected Parties:** Persons, groups and other entities directly influenced, either positively or adversely, (actually or potentially) by the project and/or have been identified as most susceptible to change associated with the project, and who need to be closely engaged in identifying impacts and their significance, as well as in decision-making on mitigation and management measures;

**Other Interested Parties:** Individuals/groups/entities that may not experience direct impact from the Project but who has interests in the project and could affect the project and the process of its implementation in some way; and

**Vulnerable Groups:** Persons who may be disproportionately impacted or further disadvantaged by the project as compared with any other groups due to their vulnerable status (women, elderly, children, female headed household, people with disabilities, indigenous peoples, ethnic/religious/gender minorities, LGBT community), and that may require special engagement efforts to ensure their equal representation in the consultation and decision-making process associated with the project.

Engagement with all identified stakeholders will help ensure the greatest possible contribution from the stakeholder parties toward the successful implementation of the project and will enable the project to draw on their pre-existing expertise, networks and agendas. It will also facilitate both the community’s and institutional endorsement of the project by various parties. Access to the local knowledge and experience also becomes possible through the active involvement of stakeholders.

A general list of stakeholder groups identified is presented in Table 2 below. Stakeholders identification and analyses is provided in detail in Annex A.

#### Table 2: Potential Stakeholders Group and Interested Parties

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| STAKEHOLDER GROUP | INTEREST/CAUSE IN ENGAGEMENT |
| International level | |
| International Development Association (IDA) | Is financing the project. |
| National level (Interested Parties) | |
| Dept. of Public Health Engineering (DPHE) | Implementing Agency |
| Palli Karma Sahayak Foundation (PKSF) | Implementing Agency |
| Micro-Finance Institutes (MFIs) | These organizations will provide loans and other forms of credit to households and local entrepreneurs under this project. They will receive training on ESF, ES assessment and mitigation measures etc under capacity building programs of this project. |
| NGOs working in the WASH sector | These organizations can participate in the project implementation activities: construction, operation and maintenance, behavioral change communication, monitoring innovation (in FSM) and grievance redress. |
| Different government Agencies like District Administration District Police, DoE, etc. | Would be responsible to support PKSF and DPHE up to Upazila level for the successful implementation of the Project. Support/consent from all these agencies is required during the project implementation at different stages. As project has construction activities and require local government services, these groups are highly interested with this project. |
| Mass media (Print and Electronic) | They are intermediaries for informing the general public about the planned activities of the project developer and for information disclosure. |
| Civic and Women’s organizations in the area | Different women’s organizations will be highly interested with the project as during the implementation and operational stages, there would be specific programs to redress GBV issues and scope of employment of local women in project activities. |
| Human Rights, Gender and Labor Organizations | To monitor compliance of HR, Gender Issues and labor rights during implementation stage |
| Researchers (WASH sector) | Can be involved in innovation WASH technologies, especially in fecal sludge management (under component 2.4) |
| Sanitary napkin manufacturers | Opportunities for increased production can arise through component 2.2 and 2.3 activities. |
| Local Level | |
| Project Beneficiaries (affected people) | There may be some temporary, localized adverse social and environmental impacts during the construction stage. However, the project is expected to have mostly positive impacts on beneficiaries. |
| Local community leaders –Political and Local elected Leadership | Represents interests of affected communities and vulnerable groups. |
| Project employees and Project’s consultants, vendors, suppliers, contractors, sub-contractors and labors | Different consultants, labors, contractors, sub-contractors, suppliers and vendors will be engaged with this project. |
| Local land Donors for the WASH facilities | Given their involvement and contribution, they may have a say in te design and future operations of the facilities |
| Local entrepreneurs. | Project will promote WASH sector market development and provide training as well as credit facilities to these stakeholders to increase their business activities. |
| Local clinics and health sector professionals | WASH facilities may be built at/near local clinics. Any local COVID-19 cases will significantly impact these stakeholders. |
| Local non-government schools (teachers and students) | WASH facilities may be built at/near local schools. |
| Local sweepers and septage haulers | Sanitation facilities will increase workload for these stakeholders. Also, their occupational health risks will reduce due to the project interventions. |

Component-wise stakeholders (Affected party, interested party and vulnerable groups) have been details in Annex A. Component-wise identification and specific needs assessment of the vulnerable groups and means of consultation appended at the table below:

**Table 3. Vulnerable or disadvantaged stakeholders and their needs**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Project component** | **Vulnerable Groups and Individuals** | **Characteristics/ Needs** | **Preferred means of notification/ consultation** | **Additional Resources Required** |
| **Component 1:**  **Investments in water supply** | Poor and hardcore pore, Elderly, minors, physically and mentally disabled, adolescent girls, pregnant women, widows, minority transgender community and possibly ethnic minorities. | The WASH and GBV related support would vary depending on the age group, social standing, diseases, sex-segregation, and the unique problems of the adolescents and the transgender/LGBT community.  The elderly men and women, pregnant women, disabled people are likely to need physical support to participate in project consultations and avail project facilities.  Though GBV risk rating is Low, in case of any incidence the GBV victims, whether adult women, adolescent girls, minor boys and girls, etc. would need case linked medical and legal support.  The Transgender and LGBT community will need special handling as their needs would be different from the commoners. | Face-to-face, meetings with only women, LGBT community, adolescent girls, women, disabled people, etc. | NGOs working on GBV, Gender related issues and with the Transgender community could be of great help as they are already known to the specific segment and can advise on their problems and likely remedies. |
| **Component 2: Investments in sanitation and hygiene** | As above | As above and  Adolescent girls would primarily need to be supported with menstrural hygine related issues . | As above | As above |
| **Component 3: Institutional strengthening** | DPHE, PKSF and MFI staff with disabilities | Training and capacity building activities need to be design for differently abled individuals | Face to face discussions with individuals to understand their particular needs | NGOs working with people with disabilities can provide support during design and implementation of training activities |
| **Component 4: Project implementation and management** | DPHE, PKSF and MFI staff with disabilities | Certain field-based activities may be difficult for differently abled individuals | Face to face discussions with individuals to understand their particular needs | None |
| **Component 5: Emergency Response** | As per Component 1 | As per Component 1 | As per Component 1 | As per Component 1 |

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| **STAKEHOLDER MAPPING** |

Stakeholder-mapping, illustrated in the figure below was undertaken to identify the level of engagement required for each group of stakeholders based on their level of interest and level of impact. The mapping description is as follows:

The stakeholders that appear in the top right quadrant are those that need to be managed closely (i.e. the stakeholders that need to be proactively engaged on a regular basis and engagement efforts should be focused on this group). This is because these are the stakeholders that are most interested in the Project and have the potential to impact its outcome (i.e. the ability of the Project to go ahead).

The stakeholders that appear in next quadrants (i.e. in Q2 and Q3) need to be kept informed – i.e. provided information and consulted on issues of interest to the stakeholders.

The final stakeholders (i.e. in Q4) need to be monitored – i.e. informed of key Project aspects. It is important to track if their level of interest or impact changes.

The stakeholder list as well as stakeholder analysis and mapping will continue to be revised and updated during the consultation during the planning phase, based on the ongoing receipt of comments and input from local, national and international stakeholders directed to the Project.

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| LOW  **LEVEL OF INFLUENCE** HIGH | **High Influence-Low Interest (Q2 – Keep Satisfied)**  **Media** | **High Influence-High Interest (Q1- Manage Closely)**  **Financier**  **IA**  **Government Agencies**  **Local Business Association**  **Potential Entrepreneurs** |
| **Low Influence - Low Interest (Q4- Monitor)**  **General Public** | **Low Influence - High Interest (Q3- Keep Informed)**  **Project affected communities**  **Vulnerable Groups** |
|  | LOW **LEVEL OF INTEREST** HIGH | |

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| **STAKEHOLDER ENGAGEMENT METHOD** |

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| **ENGAGEMENT METHODS AND TOOLS IN LIGHT OF COVID-19 OUTBREAK** |

With the outbreak and spread of COVID-19, people have been mandated by national or local law, to exercise social distancing, and specifically to avoid public gatherings to prevent and reduce the risk of the virus transmission. Various restrictive measures, some imposing strict restrictions on public gatherings, meetings and people’s movement, and others advising against public group events have been adopted. At the same time, the general public has become increasingly aware and concerned about the risks of transmission, particularly through social interactions at large gatherings.

WHO has issued technical guidance in dealing with COVID-19, including: (i) **Risk Communication and Community Engagement (RCCE) Action Plan Guidance Preparedness and Response; (ii)** Risk Communication and Community engagement (RCCE) readiness and response; (iii) COVID-19 risk communication package for healthcare facilities; (iv) Getting your workplace ready for COVID-19; and (v) a guide to preventing and addressing social stigma associated with COVID-19. All these documents are available on the WHO website through the following link: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/technical-guidance>.

Given the COVID-19 pandemic situation, managing public consultation and stakeholder engagement in the Project needs to be given to national requirements and any updated guidance issued by WHO. It is important that the alternative ways of managing consultation and stakeholder engagement discussed with clients are in accordance with the local applicable laws and policies, especially those related to media and communication. The suggestions set out below are subject to confirmation that they are in accordance with existing laws and regulations applying to the project.

With growing concern about the risk of virus spread, there is an urgent need to adjust the approach and methodology for continuing stakeholder consultation and engagement. Taking into account the importance of confirming compliance with national law requirements, below are some suggestions for stakeholder consultation amidst COVID-19 outbreak:

* Identify and review planned activities under the project requiring stakeholder engagement and public consultations.
* Assess the level of proposed direct engagement with stakeholders, including location and size of proposed gatherings, frequency of engagement, categories of stakeholders.
* Assess the level of risks of the virus transmission for these engagements, and how restrictions that are in effect in the country / project area would affect these engagements.
* Identify project activities for which consultation/engagement is critical and cannot be postponed without having significant impact on project timelines.
* Assess the level of ICT penetration among key stakeholder groups, to identify the type of communication channels that can be effectively used in the project context.

Based on the above, specific channels of communication that should be used while conducting stakeholder consultation and engagement activities need consideration. The following are some considerations while selecting channels of communication, in light of the current COVID-19 situation:

* Avoid public gatherings (taking into account national restrictions), including public hearings, workshops and community meetings;
* If smaller meetings are permitted, conduct consultations in small-group sessions, such as focus group meetings, If not permitted, make all reasonable efforts to conduct meetings through online channels, including WebEx, Zoom and Skype;
* Be sure that everyone involved in stakeholder planning articulate and express their understandings on social behavior and good hygiene practices, and that any stakeholder engagement events be preceded with the procedure of articulating such hygienic practices.
* Diversify means of communication and rely more on social media and online channels. Where possible and appropriate, create dedicated online platforms and chatgroups 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 to 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;
* However, in situations where none of the above means of communication are considered adequate for required consultations with stakeholders, IA should discuss whether the project activity can be rescheduled to a later time. Where it is not possible to postpone the activity or where the postponement is likely to be for more than a few weeks, IA should consult WB Teams to obtain advice and guidance.

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| **DESCRIPTION OF INFORMATION DISCLOSURE METHOD** |

As a standard practice, the Project materials (ESMF, SEP etc) released for disclosure are accompanied by making available the registers of comments and suggestions from the public that are subsequently documented by the PMU in a formal manner. PMU will continue applying the similar approach to disclosure for any additional E&S appraisal materials that will be prepared as part of the project development.

The ESMF, and SEP in Bangla and English languages will be made available for public review for the period of 60 days in accordance with the World Bank and standard international requirements. The SEP will be released in the public domain simultaneously with the ESMF and ESMP reports and will be available for stakeholder review during the same period of time, i.e. 60 days.

Distribution of the disclosure materials will be through making them available online for the moment given COVID-19 situation. This will allow stakeholders with access to Internet to view information about the planned development and to initiate their involvement in the public consultation process. The website will be equipped with an on-line feedback feature that will enable readers to leave their comments in relation to the disclosed materials.

Basing on the improvement of situation, free copies may be available at PMUs office locations.

The SEP will remain in the public domain for the entire project life cycle. It is a live document and will be updated on a regular basis as the project progresses through its various phases, in order to ensure timely identification of any new stakeholders and interested parties and their involvement in the process of collaboration with the project. The methods of engagement will also be revised periodically to maintain their effectiveness and relevance to the project’s evolving environment.

The outline presented in the table below summarizes the main stakeholders of the project, types of information to be shared with stakeholder groups, as well as specific means of communication and methods of notification. Table below provides a description of recommended stakeholder engagement and disclosure methods to be implemented during stakeholder engagement process.

**Table 4: Stakeholder Engagement and Disclosure Methods**

(Note: Only online/ digital method will be followed till COVID-19 situation improves)

| Stakeholder Group | Project Information Shared | Means of communication/ disclosure |
| --- | --- | --- |
| Communities directly benefited by project schemes | ESMF, SEP;  Public Grievance Procedure;  Regular updates on Project development.  Any other ES instruments (site specific ESIA, ESMP, A-RAP etc), if prepared during implementation | Online notices.  Electronic publications (in Bangla and English languages) and press releases on the Project website.  Dissemination of hard copies (in Bangla and English languages) at designated public locations.  Press releases in the local media.  Consultation meetings.  Information leaflets and brochures (in Bangla and English languages).  Separate focus group meetings with vulnerable groups, as appropriate. |
| Non-governmental and community-based organizations | ESMF, SEP;  Public Grievance Procedure;  Regular updates on Project development. | Public notices (in Bangla and English languages).  Electronic publications and press releases on the project website.  Dissemination of hard copies at designated public locations.  Press releases in the local media (in Bangla and English languages).  Consultation meetings.  Information leaflets and brochures (in Bangla and English languages) |
| Government authorities and agencies | ESMF, SEP;  Regular updates on Project development;  Additional types of Project’s information if required for the purposes of regulation and permitting. | Dissemination of hard copies of the ESMF, ESMP, and SEP at PMU offices  Project status reports.  Meetings and round tables. |
| Related businesses and enterprises | SEP; Public Grievance Procedure;  Updates on Project development and tender/procurement announcements. | Electronic publications and press releases on the Project website.  Information leaflets and brochures.  Procurement notifications. |
| Project Employees including Labor Force | Employee Grievance Procedure including GRM for the Labor Force; Updates on Project development. | Staff handbook.  Email updates covering the Project staff and personnel.  Regular meetings with the staff.  Posts on information boards in the offices and on site.  Reports, leaflets. |

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| **PLANNED STAKEHOLDER ENGAGEMENT STRATEGY** |

Stakeholder engagement strategy will need to provide stakeholder groups with relevant information and opportunities to voice their views on issues that matter to them. Table below presents the stakeholder engagement activities PMUs will undertake for the project. The activity types and their frequency are adapted to the three main project stages: project preparation (including design, procurement of contractors and supplies), construction, and operation and maintenance.

***It so to be noted that only digital, internet, social media etc will be followed where face to face interaction can be avoided till COVID-19 situation improves. Other face to face interaction will be applicable for post COVID-19 period.***

**Table 5: Stakeholder Engagement Strategy**

| Stage | Target stakeholders | Topic(s) of engagement | Method(s) used | Location/frequency | Responsibilities |
| --- | --- | --- | --- | --- | --- |
| Stage 1: Project preparation (Project design, Scoping, ESMF/ESCP/SEP Disclosure) | Project Affected People:  People residing in project area  Vulnerable households | ESMF, ESIA, ESCP, SEP; 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 | DPHE PMU  PKSF PMU |
| Other Interested Parties (External) – NGOS working in the WASH and GBV sectors | ESMF, ESMP, ESIA, ESCP, SEP disclosures;  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 | DPHE PMU  PKSF PMU |
| Other Interested Parties (Internal)  Press and media  Local NGOs, Different Government Departments having link with project implementation namely District Administration District Police, Municipal, DoE etc.  General public, jobseekers etc. | ESMF, ESMP, ESIA, ESCP, and SEP disclosures  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  Information boards  Grievance mechanism  Notice board for employment recruitment | 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 affected villages (continuous) | DPHE PMU  PKSF PMU District Administration District Police, DoE etc. |
| 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/ESMP/ESIA/ESCP/SEP disclosures | Face-to-face meetings  Invitations to public/community meetings  Submission of required reports | Disclosure meetings  Reports as required | DPHE PMU  PKSF PMU District Administration District Police, DoE etc. |
| Other Interested Parties (Internal)  Supervision by Consultants;  Supervision of contractors, sub-contractors, service providers, suppliers, and their workers/labor force | Project information: scope and rationale and E&S principles  Training ESMF/ESMP requirements and other management plans  Grievance mechanism process  E&S requirements  Feedback on consultant/ contractor reports | Face-to-face meetings  Trainings/workshops  Invitations to public/community meetings | As needed | DPHE PMU  PKSF PMU |
| STAGE 2: Construction Phase | Project Affected People incl. Vulnerable community, | Grievance mechanism  Health and safety impacts (EMF, community H&S, community concerns)  Employment opportunities  Project status | Public meetings, open houses, trainings/workshops  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 | DPHE PMU  PKSF PMU |
| Other Interested Parties (External) | Project scope, rationale and E&S principles  Grievance mechanism  Project status | Face-to-face meetings  Joint public/community meetings with PAPs | As needed (monthly during construction phase) | DPHE PMU  PKSF PMU |
| 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 opportunities  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, WASH sector NGOs, NGOs specifically working on GBV matter, local leadership, Religious leaders, village elders including women representatives, Headmasters 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 arresting GBV in respective community. | DPHE PMU  PKSF PMU |
| Other Interested Parties (Internal)  Supervision Consultants; local NGOs,  Contractor, sub-contractors, service providers, suppliers and their workers/labor force | Project information: scope and rationale and E&S principles  Training on ESMF/ESMP requirements and other sub-management plans  Worker grievance mechanism | Face-to-face meetings  Trainings/workshops  Invitations to public/community meetings | Daily, as needed | DPHE PMU  PKSF PMU |
| STAGE 3: Operation and maintenance | Project Affected People including vulnerable community | Satisfaction with engagement activities and GRM  Grievance mechanism process | Outreach to individual PAPs,  DPHE & PKSF website,  Grievance mechanism,  Newsletter | Outreach as needed  Meetings in affected people and villages (as needed/ requested) | DPHE PMU  PKSF PMU |
| Other Interested Parties (External), Press and media, NGOs linked with on GBV issue, Various Government Departments, General public, etc. | Grievance mechanism process  Issues of concern  Status and compliance reports | Grievance mechanism  DPHE & PKSF websites  Face-to-face meetings  Submission of reports as required | As needed | DPHE PMU  PKSF PMU |

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| **REVIEW OF COMMENTS** |

The comments received from the stakeholder engagement activities will be gathered (written and oral comments) and reviewed, and reported back to stakeholders on the following process:

* Comments are received from stakeholders orally or in the written form at the project level. Due to COVID-19 outbreak, comments will be received through means not engaging physical interactions (telephone, email etc)
* The Social Development Specialist / responsible officer would summarize the comments and bring to the notice of the Project Directors (PDs) of PMUs
* The Social Specialist on his behalf the PDs would respond to the comments by oral/ written/digital means at the project level
* The PDs may also organize the meeting with respective stakeholders
* If it’s not solved by PDs, then it will be addressed by Project Steering Committee (PSC)
* The Social Development Specialist will share the summary of the comments to stakeholders in every level
* A written record of all these will be kept and maintained and uploaded in the relevant website for easy access of all.

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| **GRIEVANCE REDRESS MECHANISM (GRM)** |

The purpose of the GRM is to record and address any complaint that may arise during the life cycle of the project period effectively and efficiently. The GRM is designed to address concerns and complaints promptly and transparently with no impacts (cost, discrimination) for any reports made by project affected people (PAPs) and the other complainants. The overriding principle of any GRM is that it must be non-threatening, easily accessible, quick and impartial; delivering decisions to the complainant in an unbiased a-political manner. Considering the overall need for the total project period, the PMUs will establish GRM to address complaints and grievances. Based on consensus, the procedure will help to resolve issues/conflicts amicably and quickly, saving the aggrieved persons resorting to expensive, time-consuming legal actions. The mechanism will, however, not bar an aggrieved person to go to the courts of law. It is essential that an effective and transparent mechanism is designed and established at the earliest opportunity for all members of the community to be able to lodge complaints and grievances. Necessary sign posting/billboard would be placed at the central places/places where people gather for sharing detailed information of the GRCs at every level. The GRM will also be available online so that grievances can be submitted without the need for physical interaction, especially during the time of COVID-19 crisis.

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| **DETAILS OF GRM STRUCTURE** |

Grievance Redress Committees (GRCs) will be formed in each District where project will be implemented. Prior to the start of project activities, IA 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 in each District will be as follows:

* DPHE Regional Representative - GRC Chair and Convener
* DPHE Facilities Department Representative - GRC Committee Secretary
* District Civil Surgeon - GRC Committee member
* NGO representative (female) working for Gender and GBV issues - GRC Committee member
* Representative of Affected People (AP) from each UZ (preferably women) as nominated by UZ Chairman - GRC Committee member

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| **STEPS TO A SOLUTION** |

**Step 1:** The complainant will be advised to first attempt to settle the complaint through the representative of GRC in the UZ. He/she, in consultation with GRC at District level will endeavor to solve the problem within a week. The problem and solution will be recorded in the Grievance Log kept with the GRC.

**Step 2:** Should the complaint not be addressed within a week; the Complainant will take the matter to the Upazila Administration, either via digital means or of situation permits by physical presence. The complaint will be recorded and the Upazila Administration will solve the same within two weeks. The problem and solution will be recorded in the Grievance Log kept with the GRC.

**Step 3:** Should Step 2 fails to resolve the issue within two weeks of the receipt of the complaint, the GRC should be convene and a formal hearing undertaken. At this point a decision must be rendered within two more weeks. The problem and solution will be recorded in the Grievance Log kept with the GRC.

**Step 4:** If Step 3 fails to resolve the issue, the PDs will be involved centrally to solve the issue in question and the complainant will be informed of the timeline to solve the issue. The problem and solution will be recorded in the Grievance Log kept with the GRC.

### The complainant will not be barred to seek legal remedies.

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| **PUBLICATION OF GRM STEPS** |

Prior to the beginning of project activities, PMUs or its representatives will publicize the establishments of the grievance redress steps and the process, and advertise all via contact information and the grievance redress steps posted at every District and Upazila office involved, their websites, as well as at busy public places of project area. The poster(s) will be in the local language(s) and posted before start of project activities. The PMUs’ representative will check at least monthly to ensure that the posters are prominently displayed and provide clear contact instructions and numbers. This procedure and monitoring will be reported in the semi-annual monitoring report submitted to the WB.

**Max 5 Weeks to Redress a Grievance from receipt of the complaint**

**Grievance Redressed**

**Grievance Redressed**

14 days

14 days

7 days days Days3 Days days5

**Grievance Redressed. Mitigation executed within 5 days of decision making**

**FIELD LEVEL**

**Upazilla Administration**

**PD, IA**

**Grievance Redress Committee**

**Grievance**

**1st Level Grievance**

**2nd Level Grievance**

**3rd Level**

**Grievance**

**Accountability Mechanism**

Not redressed

Not redressed

Not redressed

**The Structure of Grievance Mechanism**

Any grievance filed with the GRC, must be reported in the Annual report to the PMUs who will then submit a consolidated report to WB. To ensure impartiality and transparency, hearings on complaints will remain open to the public. The GRCs will record the details of the complaints and their resolution in a register, including intake details, resolution process and the closing procedures. PMUs will maintain the following three Grievance Registers:

**Intake Register**: (1) Case number, (2) Date of receipt, (3) Name of complainant, (4) Gender, (5) Father or husband, (6) Complete address, (7) Main objection (loss of land/property or entitlements), (8) Complainants’ story and expectation with evidence, and (8) Previous records of similar grievances.

**Resolution Register**: (1) Serial no., (2) Case no.,(3) Name of complainant, (4) Complainant’s story and expectation, (5) Date of hearing, (6) Date of field investigation (if any), (7) Results of hearing and field investigation, (8) Decision of GRC, (9) Progress (pending, solved), and (10) Agreements or commitments.

**Closing Register**: (1) Serial no., (2) Case no., (3) Name of complainant, (4) Decisions and response to complainants, (5) Mode and medium of communication, (6) Date of closing, (7) Confirmation of complainants’ satisfaction, and (8) Management actions to avoid recurrence.

The PMUs will keep records of all resolved and unresolved complaints and grievances (one file for each case record) and make them available for review as and when asked for by Bank The PMU will also prepare periodic reports on the grievance resolution process and publish these on the IAs website.

Any Gender Based Violence (GBV) related complaints will be handled in a survivor-centric manner in line with the World Bank guidelines provided in the WB good practice note on GBV[[1]](#footnote-1). GBV-related complaints will be dealt with strict confidentiality, based on the wishes of the GBV-survivor. Any GBV-survivor will be referred to an NGO assigned for the project by PMUs to manage and respond to GBV cases. This NGO will support GBV survivors in accessing service providers and guiding them through options of lodging a complaint.

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| **GRM CONTACT INFORMATION** |

Information on the project and future stakeholder engagement programs will be available on the project’s website and will be posted on information boards in the project office in situ, and PMUs’ Offices at the District HQs.

| Description | Contact details |
| --- | --- |
| Company: | DPHE and PKSF |
| To: | Project Directors, BD Rural WASH for HCD Project |
| Address: |  |
| E-mail: |  |
| Website: |  |
| Telephone: |  |

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| **WB GRIEVANCE REDRESS SERVICE** |

Communities and individuals who believe that they are adversely affected by a World Bank (WB) supported project may submit complaints to the project-level GRM or the WB’s Grievance Redress Service (GRS). The GRS ensures that complaints received are promptly reviewed in order to address project-related concerns. Project affected communities and individuals may submit their complaint to the WB’s independent Inspection Panel which determines whether harm occurred, or could occur, as a result of WB non-compliance with its policies and procedures. Complaints may be submitted at any time after concerns have been brought directly to the World Bank’s attention, and Bank Management has been given an opportunity to respond. Information on how to submit complaints to the World Bank’s corporate Grievance Redress Service (GRS) can be found at *http://www.worldbank.org/en/projects-operations/products-and-* [*services/grievance-redress-service.*](http://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service)Information on how to submit complaints to the World Bank Inspection Panel, visit *www.inspectionpanel.org.*

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| **IMPLEMENTATION OF SEP AND BUDGET** |

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| **SEP IMPLEMENTATION ARRANGEMENT** |

The management, coordination and implementation of the SEP and its integral tasks will be the responsibility of dedicated team members within PMUs, its District and Upazila offices, Contractors and local sub-contractors. The Project will ensure necessary logistics and budget to implement the SEP. The contact information of RHD is given below:

| Description | Contact details |
| --- | --- |
| Company: | DPHE and PKSF |
| To: | Project Directors, BD Rural WASH for HCD Project |
| Address: |  |
| E-mail: |  |
| Website: |  |
| Telephone: |  |

**Table 6: Role and Responsibilities for SEP Implementation**

| ACTOR/STAKEHOLDER/ RESPONSIBLE PERSON | RESPONSIBILITIES |
| --- | --- |
| Communication/SEP team | * Overall planning and implementation of the SEP; * Lead activities on stakeholders’ engagement * Management and resolution of grievances; * Guide/coordinate/supervise the contractors for activities related to the SEP * Monitoring and reporting on SEP by DPHE & PKSF PMU and World Bank * Take lead in carrying out the beneficiary satisfaction survey |
| DPHE and PKSF PMU Officials | * Visit project area for M&E (at least quarterly) |
| Implementation Consultants | * Supervision/monitoring of Contractors on SEP and GRM |
| Site Contractor(s) / sub-contractors | * Report/inform DPHE/PKSF District and Upazila staff on issues related to the implementation of the SEP / engagement with the stakeholders. * Resolve and convey management/resolution of grievance cases to the project GRM team, in particular labor related grievance cases. * Prepare, disclose and implement the contractor’s code of conduct, Labor Management Plan, etc. * Collaborate/inform the local communities and other local level stakeholders on E&S monitoring |
| Other interested stakeholders (external/regulatory agencies) | * Participate in the implementation of SEP activities * Monitor/ensure project’s compliance with the laws of Bangladesh * Engage with the project’s stakeholders on E&S issues |

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| **BUDGET FOR SEP IMPLEMENTATION** |

A tentative budget for implementing this SEP for the entire duration of the project is included below. The budget includes all the activities pertaining the project’s stakeholder engagement plan and comprises of a range of activities of the project. This budget will be annually reviewed by DPHE and PKSF PMUs and if necessary, will be revised and adjusted. The budget is provided in the table below (all figures are in USD):

#### Table 7: SEP Implementation Budget

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Ser | **Stakeholder Engagement Activities** | **Quantity** | **Unit Cost (USD)** | **Times/Month** | **Total Cost (USD)** |
| 1 | Staff/ Consultant Salaries (1 x Environment Specialist, 1 x Social Specialist etc) |  |  |  | Paid from Project Consulting Service Budget |
| 2 | Training on Stakeholder Engagement and GRC issues | 2 times | 2000 |  | 4,000 |
| 3 | Information Desk Officer | 1 | 300 | 36 | 18,000 |
| 4 | Stakeholder/Community/  Sensitization meeting | Lump Sum |  |  | 10,000 |
| 5 | Meeting with Upazila Administration and Union Porishod | 3 meeting/yr, 78 Upazila = 700 meeting | 50 |  | 35,000 |
| 6 | Meeting with District Administration | 2 meeting/yr. 3 yrs for 20 District = 120 meeting | 200 |  | 24,000 |
| 7 | HHs Surveys for PAPs report preparation | Three survey/Upazila = 250 Surveys | 500 |  | 12,500 |
| 8 | Travel Expenses | Lump sum | 5000/Yr | Three yrs | 30,000 |
| 9 | Communication Materials | Lump Sum |  |  | 10,000 |
| 10 | GRM Guidebook | Lump Sum | 5000 |  | 5,000 |
| 11 | Suggestions Box | 20 | 100 |  | 2,000 |
| 12 | GRM MIS Database | Lump sum | 5000 |  | 5,000 |
| 13 | Honorarium for committees | Lump sum | 10000 |  | 10,000 |
| 14 | Contingency (10%) |  |  |  | 16.550 |
| **Total (Less Serial 1)** | | | | | **182,050** |

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| **MONITORING AND REPORTING** |

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. DPHE and PKSF 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 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.

Monitoring and reporting will include involving 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 scientific findings and involve them in participatory discussions of external and monitoring and evaluation missions.

The monitoring report will include clear and specific indicators both as regard the engagement with stakeholders and also the project’s grievance redress management. The communication officer will work on a reporting matrix in this regard.

#### Table 8: Monitoring Requirements

| Key elements | Timeframe | Methods | Responsibilities |
| --- | --- | --- | --- |
| Stakeholders’ access to project information and consultations | Periodic (during project preparation and maintained throughout project implementation) | Interviews, observations, survey | DPHE & PKSF PMU together with external monitor |
| Project beneficiaries’ awareness of project activities, their entitlements and responsibilities | Periodic (during project implementation) | Interviews, observations, survey | DPHE & PKSF PMU together with external monitor |
| Acceptability and appropriateness of consultation and engagement approaches | Periodic (during project implementation) | Interviews, observations, survey, score-card as relevant | DPHE & PKSF PMU together with external monitor |
| Community facilitators’ engagement with target beneficiaries | Periodic (during project implementation) | Interviews, observations, survey, score-card as relevant | DPHE & PKSF PMU together with external monitor |
| Public awareness of FGRM channels and their reliability | Periodic (during project implementation) | Spot checks, interviews, observations | DPHE & PKSF PMU together with external monitor |
| Accessibility and readability of public information dissemination materials | Periodic (during project implementation) | Spot checks, interviews, desk-review | DPHE & PKSF PMU together with external monitor |
| Tones in social media and broader public perceptions (including NGOs) | Periodic (during project implementation) | Social media monitoring, interviews, observations | DPHE & PKSF PMU together with external monitor |
| Rate of grievances and complaints (reported and unreported) | Periodic (during project implementation) | Desk review, interviews, survey | DPHE & PKSF PMU together with external monitor |

|  |
| --- |
| **REPORTING BACK TO STAKEHOLDERS** |

The PMU will ensure regular/periodic reporting back and information sharing with the PAPs and as well as the stakeholders’ groups. This ‘reporting back’ measures vis-à-vis the PAPs should be always carried through face-to-face meeting or direct interactions, for the other stakeholders’ group. 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.

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 Public Grievance Procedure. Project contractors will also receive necessary instructions for the Grievance Procedure and in relation to the main principles of community relations GRM in relation to the labor force working under them.

Information on public engagement activities undertaken by the Project during the year 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, 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;*

*Amount of Project’s charitable investments in the local communities in the Project Area of Influence.*

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 DPHE and PKSF website, social media accounts, communication materials, etc.

# **Annex A. Stakeholder Identification & Analysis**

| **Project Component/Sub-Component** | **Affected Parties** | **Interested Parties** | **Disadvantaged and Vulnerable Groups** | **Unidentified Stakeholders** |
| --- | --- | --- | --- | --- |
| **Component 1: Investments in water supply** | | | | | |
| 1.1: Large piped water schemes will support 60 piped water schemes for water scarce communities of 300-700 households. | * DPHE officials (Dhaka and implementing Upazilas) * Local Public Representatives (Village, Ward, Union, Upazila) * Households directly benefited by scheme | * NGO (WASH sector) * NGO (GBV related) * Households in neighbouring villages (outside of scheme) * Press and Media | * Female headed households * Elderly headed households * People with disabilities * Poor and hard core poor households * Children | * Contractors and sub-contractors * Suppliers * Supervision consultants |
| 1.2: Small piped water schemes will target 2,500 water scarce communities of 30-40 households. | As above | As above | As above | As above |
| 1.3: Household loans for water improvements will enable about 40,000 households to borrow from MFIs for household water facility improvements. | As above and also:   * PKSF (incl. partner organizations) * Micro-Finance Institutes (MFIs) | As above | As above | As above |
| 1.4: Water supply market development will provide MFI loans to local water entrepreneurs. | As above and also:   * Local entrepreneurs in implementation Upazilas | As above | * Female headed businesses | As above |
| 1.5: Feasibility studies in high climate risk regions will identify sources for drinking water and examine technological options and their financial viability in five Districts in Southern Bangladesh. | * DPHE * Feasibility study consultants | * NGO (WASH Sector) * Press and Media | * None | * None |
| **Component 2: Investments in sanitation and hygiene.** | | | | | |
| 2.1: Public sanitation and hygiene facilities will invest in sanitation and hygiene facilities in high pedestrian traffic locations, community health clinics, and non-government schools. | * Local govt. institutions * Local representatives (Village, Ward, Union, Upazila) * Households directly benefited by scheme * NGOs (WASH and GBV related) * Micro-Finance Institutes (MFIs) * Teachers * Students * Sweepers and septage haulers * Community health clinics * Non-government schools | * Households in neighbouring villages (outside of scheme) * Press and Media | * Female headed households * Elderly headed households * People with disabilities * Poor and hard core poor households * Children | * Contractors and sub-contractors * Suppliers * Supervision consultants |
| 2.2: Sanitation and hygiene facilities for households will provide two-pit latrines and hand washing stations to households through MFI loans or grants, depending on their income level. | * Local govt. institutions * Local representatives (Village, Ward, Union, Upazila) * Households directly benefited by scheme * NGOs (WASH related) * Micro-Finance Institutes (MFIs) * Sweepers and septage haulers | * NGO (GBV related) * Households in neighbouring villages (outside of scheme) * Press and Media | As above | As above |
| 2.3: Sanitation and hygiene market development will provide MFI loans to local sanitation and hygiene entrepreneurs to expand their businesses and offer them training on proper installation and maintenance of SDG 6 compliant WASH facility products. | * DPHE officials (Dhaka and implementing Upazilas) * Local Public Representatives (Village, Ward, Union, Upazila) * Households directly benefited by scheme * PKSF (incl. partner organizations) * Micro-Finance Institutes (MFIs) * Local entrepreneurs in implementation Upazilas * Sanitary napkin manufacturers | * NGO (WASH sector) * NGO (GBV related) * Households in neighbouring villages (outside of scheme) * Press and Media | * Female headed businesses | As above |
| 2.4: Innovation will help localize innovation WASH technologies, especially in fecal sludge management. | * DPHE officials (Dhaka and implementing Upazilas) * Local govt. institutions * Local Public Representatives (Village, Ward, Union, Upazila) * Households directly benefited by scheme * NGOs (WASH sector) * Local entrepreneurs in implementation Upazilas * Sweepers and septage haulers | * NGO (GBV related) * Households in neighbouring villages (outside of scheme) * WASH sector researchers * Press and Media | * None | * Contractors and sub-contractors * Suppliers * Supervision consultants |
| 2.5: Behavioral change communication (BCC) campaign will carry out activities to change WASH behaviors and raise WASH awareness and willingness to pay. | * DPHE officials (Dhaka and implementing Upazilas) * Local govt. institutions * Local Public Representatives (Village, Ward, Union, Upazila) * Households directly benefited by scheme * NGOs (WASH sector) * PKSF (incl. partner organizations) * Micro-Finance Institutes (MFIs) | * NGO (GBV related) * Households in neighbouring villages (outside of scheme) * Press and Media | * Female headed households * Elderly headed households * People with disabilities * Poor and hard core poor households * Children | * Supervision consultants |
| **Component 3: Institutional strengthening.** | | | | | |
| 3.1: Strengthening of policies and regulatory framework will support drafting policy documents that would be critical in implementing the newly drafted National Strategy for Water Supply and Sanitation. | * DPHE officials (Dhaka and implementing Upazilas) * Local govt. institutions * Local Public Representatives (Village, Ward, Union, Upazila) * NGOs (WASH sector | * Press and Media | * None | * None |
| 3.2: Capacity building will design and deliver a series of multi-year training to targeted central and local government officials working in the WASH sector. | * DPHE officials (Dhaka and implementing Upazilas) * Local govt. institutions | * NGOs (WASH sector) * Press and Media | * None | * None |
| **Component 4: Project implementation and management.** | | | | | |
| This component will support key project management activities enabling the DPHE and PKSF to coordinate and implement the proposed project. | * DPHE PMU * PKSF PMU | * None | * None | * Supervision consultants |
| **Component 5: Emergency response** | | | | | |
| 5.1: COVID-19 emergency response will provide quick, just-in-time WASH services where needed to cope with the fast changing COVID-19 situation. | * DPHE officials (Dhaka and implementing Upazilas) * Local govt. institutions * Medical professionals in implementing areas * Community Health clinics | * NGOs (WASH sector) * Press and Media | * None | * Supervision consultants |
| 5.2: Contingent emergency response (CERC). A provisional zero amount component is included, which will allow for rapid reallocation of loan proceeds from other project components during an emergency. | * DPHE PMU * PKSF PMU | * None | * None | * Supervision consultants |

**Annex B. Methods, Tools and Techniques for Stakeholder Engagement (Subject to COVID-19 Situation)**

| Method / Tool | Description and Use | Contents | Dissemination Method | Target Groups |
| --- | --- | --- | --- | --- |
| Information Provision | | | | |
| Distribution of printed public materials: leaflets, brochures, fact sheets | Used to convey information on the Project and regular updates on its progress to local and national stakeholders. | Printed materials present illustrative and written information on Project activities, facilities, technologies and design solutions, as well as impact mitigation measures.  Presented contents are concise and adapted to a layperson reader. Graphics and pictorials are widely used to describe technical aspects.  Information may be presented both in Bangla for local and national stakeholders. Some could also be printed in Braille targeting the blind. | Online publication.  If COVID-19 situation permits, distribution as part of consultation meetings, public hearings, discussions and meetings with stakeholders, as well as household visits in remote areas to meet the elderly and the disabled.  Placement at the offices of local administrations and NGOs, libraries and other public venues. | * Households directly benefited by scheme * Representatives (Village, Ward, Union, Upazila) * Local government institutions * Local entrepreneurs in implementation Upazilas * Micro-Finance Institutes (MFIs) * Local clinics and schools * NGO (WASH sector) * NGO (GBV related) * Press and Media |
| Distribution of printed public materials: newsletters/ updates | A newsletter or an updated circular sent out to Project stakeholders on a regular basis to maintain awareness of the Project development. | Important highlights of Project achievements, announcements of planned activities, changes, and overall progress.  Printed materials should be available in two languages – Bangla and English for the local and national audience. | Circulation of the newsletter or update sheet with a specified frequency in the Project Area of Influence, as well as to any other stakeholders that expressed their interest in receiving these periodicals.  Means of distribution – post, emailing, electronic subscription, delivery in person.  Public venues in Project Area of Influence – local administrations, and the Health service facilities, community meeting venues, Press Club etc. | * Households directly benefited by scheme * Representatives (Village, Ward, Union, Upazila) * Local government institutions * Local entrepreneurs in implementation Upazilas * Micro-Finance Institutes (MFIs) * Local clinics and schools * NGO (WASH sector) * NGO (GBV related) * Press and Media |
| Printed advertisements in the media | Inserts, announcements, press releases, short articles or feature stories in the printed media – newspapers and magazines | Notification of forthcoming public events or commencement of specific Project activities.  General description of the Project and its benefits to the community.  Advertisements should be available in two languages – Bangla and English for the local and national audience. | Placement of paid information in local, and national print media, including those intended for general reader and specialized audience | * Households directly benefited by scheme * Representatives (Village, Ward, Union, Upazila) * Local government institutions * Local entrepreneurs in implementation Upazilas * Micro-Finance Institutes (MFIs) * Local clinics and schools * NGO (WASH sector) * NGO (GBV related) |
| Radio or television entries | Short radio programmes, video materials or documentary broadcast on TV. | Description of the Project, Project development updates, solutions for impact mitigation.  Advance announcement of the forthcoming public events or commencement of specific Project activities.  Communication will be in Bangla. | Collaboration with media producers that operate in the region and can reach local and national audiences. | * All stakeholders |
| Visual presentations | Visually convey Project information to affected communities and other interested audiences. | Description of the Project and related solutions/impact management measures.  Updates on Project development. | Presentations are widely used as part of the public hearings and other consultation events with various stakeholders. | * Households directly benefited by scheme * Representatives (Village, Ward, Union, Upazila) * Local government institutions * Local entrepreneurs in implementation Upazilas * Micro-Finance Institutes (MFIs) * Local clinics and schools * NGO (WASH sector) * NGO (GBV related) * Press and Media |
| Notice boards | Displays of printed information on notice boards in public places. | Advance announcements of the forthcoming public events, commencement of specific Project activities, or changes to the scheduled process.  Noticeboard information will be in Bangla. | Printed announcements and notifications are placed in visible and easily accessible places frequented by the local public, including libraries, village cultural centers, post offices, shop, local administrations. | * Households directly benefited by scheme * Representatives (Village, Ward, Union, Upazila) * Local government institutions * Local entrepreneurs in implementation Upazilas * Micro-Finance Institutes (MFIs) * Local clinics and schools * NGO (WASH sector) * NGO (GBV related) |
| Websites  Including dedicated social media platforms | All the project activities, documentation, notice, project updates will be published in the project websites.  These platforms will upload completed, ongoing and planned project activities to encourage the target population to participate more actively. | All contents mentioned above will be displayed in the project websites.  Website should be available in two languages – Bangla and English for the local and national audience. | Through websites and social media platforms  DPHE and PKSF can use their already operational websites keeping provision of specific portal within it or develop a dedicated website. | * For all types of stakeholders having access to internet facility. |
| Information Feedback | | | | |
| Information repositories accompanied by a feedback mechanism | Placement of Project-related information and printed materials in dedicated/designated locations that also provide visitors and readers with an opportunity to leave their comments in a feedback register. | Various Project-related materials, ESMF/ESIA/SEP and other safeguard documentation, environmental and social action plans. | Deposition of materials in publicly available places (offices of local NGOs, local administrations, etc.) for the duration of a disclosure period or permanently. Audience is also given free access to a register for comments and suggestions. | * All stakeholders |
| Internet/Digital Media | Launch of Project webpage (on DPHE and PKSF websites) to promote various information and updates on the overall Project, impact assessment and impact management process, procurement, employment opportunities, as well as on Project’s engagement activities with the public.  Webpage should have a built-in feature that allows viewers to leave comments or ask questions about the Project. | Information about Project Management Unit, Project development updates, health and safety, community relations, community updates, employment and procurement, environmental and social aspects.  Website should be available in two languages – Bangla and English for the local and national audience. | A link to the Project webpage should be specified on the printed materials distributed to stakeholders.  Other on-line based platforms can also be used, such as web-conferencing, webinar presentations, web-based meetings, Internet surveys/polls etc. especially due to COVID-19 related restrictions.  Limitation: Not all parties/stakeholders have access to the internet, especially in remote areas and in communities. | * For all types of stakeholders having access to internet facility. |
| Surveys, Interviews and Questionnaires | The use of public opinion surveys, interviews and questionnaires to obtain stakeholder views and to complement the statutory process of public hearings. | Description of the proposed Project and related solutions/impact management measures.  Questions targeting stakeholder perception of the Project, associated impacts and benefits, concerns and suggestions.  Materials will be in Bangla. | Soliciting participation in surveys/ interviews with specific stakeholder groups or community-wide.  Administering questionnaires as part of the household visits. | * Households directly benefited by scheme |
| Feedback & Suggestion Box | A suggestion box can be used to encourage residents in the affected communities to leave written feedback and comments about the Project.  Contents of the suggestion box should be checked by designated Project staff on a regular basis to ensure timely collection of input and response/action, as necessary. | Any questions, queries or concerns, especially for stakeholders that may have a difficulty expressing their views and issues during public meetings.  Feedback and suggestions expected to be in Bangla. | Appropriate location for a suggestion box should be selected in a safe public place to make it readily accessible for the community.  Information about the availability of the suggestion box should be communicated as part of Project’s regular interaction with local stakeholders. | * All local stakeholders |
| Consultations & Participation | | | | |
| Public hearings | Project representatives, the affected public, authorities, regulatory bodies and other stakeholders for detailed discussion on a specific activity or facility that is planned by the Project and which is subject to the statutory expert review. | Detailed information on the activity and/or facility in question, including a presentation and an interactive Questions & Answers session with the audience.  Hearings will be conducted in Bangla. | Wide and prior announcement of the public hearing and the relevant details, including notifications in local, regional and national mass media.  Targeted invitations are sent out to stakeholders.  Public disclosure of Project materials and associated impact assessment documentation in advance of the hearing. Viewers/readers of the materials are also given free access to a register of comments and suggestions that is made available during the disclosure period. | * All stakeholders |
| Household visits | Household-level visits can be conducted to supplement the statutory process of public hearings, particularly to solicit feedback from vulnerable community members that includes the disabled, elderly and the minority ethnic communities who may be unable to attend the formal hearing events. | Description of the Project and related solutions/impact management measures.  Any questions, queries or concerns, especially for stakeholders that may have a difficulty expressing their views and issues during formal community-wide meetings.  Consultations will be in Bangla. | Project’s designated staff should conduct visits with a specified periodicity.  Limitation: logistical challenges in reaching households in remote locations. Restrictions to COVID-19 affected households. | * Households directly benefited by scheme |
| Focus Group Discussions and Round Table Workshops | Used to facilitate discussion on Project’s specific issues that merit collective examination with various groups of stakeholders. | Project’s specific activities and plans, design solutions and impact mitigation/ management measures that require detailed discussion with affected stakeholders.  Discussions to be held in Bangla. | Announcements of the forthcoming meetings are widely circulated to participants in advance.  Targeted invitations are sent out to stakeholders. | * Households directly benefited by scheme * Representatives (Village, Ward, Union, Upazila) * Local government institutions * Local entrepreneurs in implementation Upazilas * Micro-Finance Institutes (MFIs) * NGO (WASH sector) * NGO (GBV related) * Press and Media |

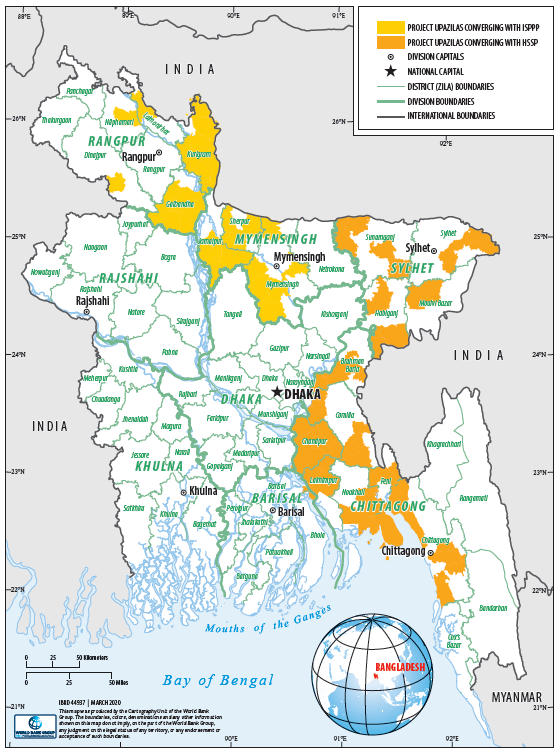
# **Annex C. Project Locations**

**LIST OF UPAZILAS FOR PROJECT INTERVENTION**

**(Specific Project Intervention Location not Known Yet)**

|  |  |  |  |
| --- | --- | --- | --- |
| **Ser** | **Division** | **District** | **Upazila** |
| 1 | **Mymensing** | Jamalpur | Jamalpur Sadar |
| 2 | Madarganj |
| 3 | Melanda |
| 4 | Sarishabari |
| 5 | Mymensing | Bhaluka |
| 6 | Fulpur |
| 7 | Haluaghat |
| 8 | Gouripur |
| 9 | Muktagacha |
| 10 | Trishal |
| 11 | Sherpur | Nalitabari |
| 12 | SherpurSadar |
| 13 | Sreebardi |
| 14 | **Rangpur** | Gaibandha | GaibandhaSadar |
| 15 | Gobindaganj |
| 16 | Palash bari |
| 17 | Sagatha |
| 18 | Sadullapur |
| 19 | Fulchari |
| 20 | Kurigram | KurigramSadar |
| 21 | Chilmari |
| 22 | Roumari |
| 23 | Char Rajibpur |
| 24 | Fulbari |
| 25 | Ulipur |
| 26 | Bhurangamari |
| 27 | Nageshwari |
| 28 | Rajarhat |
| 29 | Lalmonirhat | Hatibandha |
| 30 | Nilphamari | Jaldhaka |
| 31 | **Chottogram** | Brahmanbaria | Akhaura |
| 32 | Bancharampur |
| 33 | Nabinagar |
| 34 | Sadar |
| 35 | Chandpur | ChandpurSadar |
| 36 | Haimchar |
| 37 | MatlabDakshin |
| 38 | Matlab Uttar |
| 39 | Faridgonj |
| 40 | Kachua |
| 41 | Hajigonj |
| 42 | Shahrasti |
| 43 | Chottogram | Boalkhali |
| 44 | Mirersarai |
| 45 | Patiya |
| 46 | Sandwip |
| 47 | Chandanaish |
| 48 | Sitakunda |
| 49 | Bashkhali |
| 50 | Cumilla | CumillaSadar south |
| 51 | Daudkandi |
| 52 | Titas |
| 53 | Homna |
| 54 | Laksam |
| 55 | Monoharganj |
| 56 | Lalmai |
| 57 | Nagolkot |
| 58 | Feni | Feni Sadar |
| 59 | Chagalnaiga |
| 60 | Dagonbhuya |
| 61 | Laksmipur | Ramganj |
| 62 | LaksmipurSadar |
| 63 | Raipur |
| 64 | Noakhali | Companyganj |
| 65 | Subarnachar |
| 66 | Kabirhat |
| 67 | **Sylhet** | Sylhet | Golapganj |
| 68 | Zakiganj |
| 69 | Kanaighat |
| 70 | Habiganj | Madhabpur |
| 71 | Chunarughat |
| 72 | Baniachog |
| 73 | Sunamganj | DaksinSunamganj |
| 74 | Dharmapasha |
| 75 | Tahirpur |
| 76 | Jagannathpur |
| 77 | Moulvibazar | Moulavibazar Sadar |
| 78 | Rajnagar |

**PROJECT AREA MAP**



1. <http://documents.worldbank.org/curated/en/399881538336159607/Environment-and-Social-Framework-ESF-Good-Practice-Note-on-Gender-based-Violence-English.pdf> [↑](#footnote-ref-1)